

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

TENDER FORM

Tender # IT/04/18-19

TECHNICAL PROPOSAL

SLA of Cisco Network Equipment

Date of Issue : August 17, 2018

Last Date of Submission : September 12, 2018 (3:00 PM)

Date of Opening of Tender : September 12, 2018 (3:30 PM)

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 6
4. Terms & Conditions	Page 7
5. Integrity Pact	Page 11
6. Evaluation Criteria	Page 12
7. Mandatory requirements of the bidder	Page 14
8. Scope of work	Page 15
9. Mandatory Criteria	Page 16

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 17, 2018 to "Service Level Agreement of Cisco Network Equipment".

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 manufacturers / firms / service provider / 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 17, 2018 to September 12, 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 September 12, 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.

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): Syed Ali Ahmed Naqvi (Executive ICT Procurement)
Institute of Business Administration,
City Campus, University Road,
Karachi

Tel # : 111-422-422 Ext 2112

Email : anaqvi@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 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 **September 12, 2018** at the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi

(k) Date of Opening of Tender

Bid will be opened on September 12, 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.

(l) Rights

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

(p) Mode of Execution of Services

Services will be performed at IBA Main Campus and City Campus and its premises.

(q) Clarification / Proof

Please submit copies of certificates of registration with Sales Tax, SBR and Income Tax departments.

Stamp & Signature

3. **Bidding Data**

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of procurement:** SLA of Cisco Network Equipment
- (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 September 12, 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 September 12, 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) **Liquidity damages:**
- (i) In case of breach of SLA calculation will be done as per table below and IBA reserves the right to impose a penalty not exceeding 10% of the total amount of the contract at the rates prescribed in (Service Level Agreement) on the invoiced amount to each violation of SLA.
 - (ii) If the work is not executed according to the satisfaction of IBA, IBA reserves the right to reject it altogether with serving 15 days prior notice.
 - (iii) In case of delay in service provisioning Liquidated Damages will be Calculated and imposed as per following table

Level	Event	% of Invoiced amount per violation
L1	Severe	1%
L2	Critical	0.5%
L3	High	0.3%
L4	Moderate	0.1%

(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) 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/ service provider s 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) Sales Tax, Services Tax and other Taxes

Manufacturer/firms/companies/distributors is hereby informed that the IBA shall deduct tax at the rate prescribed under the taxation laws of Pakistan, from all payments for services rendered by any Manufacturer / firms / companies / distributors. The Manufacturer /firms /companies /distributors/ service provider will be responsible for all taxes on transactions and / or income, which may be levied by the government. If Manufacturer/firms/companies/distributors/service provider is exempted from any specific taxes, then it is requested to provide the relevant documents with the SRO.

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 / service provider 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 proposal and to annul the bidding process without assigning any reason whatsoever. IBA Karachi may ask to provide demo unit which service provider quoted in the tender. After the final inspection of the unit the decision will be made.

g) Support Capabilities

The Manufacturer / Firms / Companies / Distributors / Service provider 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.

h) Compliance to Specifications

The manufacturer/firms/companies/distributors/service shall provide information as per requirements given in BoQ. However, manufacturer / firms / companies / distributors / service provider can submit multiple solutions. Manufacturer/firms/companies/distributors/service provider 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.

i) Services

Services are subject to final inspection from Competent Authority Technical Team at the time of Service performed.

j) Cancellation

IBA reserves the right to cancel any or all of the above items if service(s) is not in accordance with its specifications or if it is delayed.

k) GST

GST will be paid on applicable items only.

l) Increase in Price

No increase in the value of above mentioned service(s) 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.

m) 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.

n) Quantity

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

o) Invoice

Invoice / bill should be submitted to Purchase and Stores Dept.

p) Stamp Duty

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

Stamp & Signature

q) Services

Services are subject to final inspection from Competent Authority Technical Team at the time of Service performed.

r) Cancellation

IBA reserves the right to cancel any or all of the above items if service(s) is not in accordance with its specifications or if it is delayed.

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w) Invoice

Invoice / bill should be submitted to Purchase and Stores Dept.

x) Stamp Duty

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

y) SLA Time Matrix

The Service Provider shall provide the required services as per SLA matrix given below: -

<i>Equipment</i>	SLA Matrix for Prime Hours		SLA Matrix for Non-Prime Hours	
	Max. Response Time	Max. Rectification Time	Max. Response Time	Max. Rectification Time
Cisco Network & Equipment Support and related accessories.	30 Minutes	2 Hours	1 Hour	3 Hours

The time mentioned in above table shall not be counted as 'Down Time'. In case the BIDDER is permitted for providing Stand-By equipment / part in replacement of faulty equipment / part till the faulty equipment / part is repaired / replaced in order to complete removal of the fault, the purchaser may relax the period for which standby equipment / part is placed from counting the downtime for the said item subject to a maximum period of 5 days.

In case of three repetitive faults in any equipment due to same reason in a quarter, the time as mentioned in the above table shall be added to the downtime while calculating the overall down time for that quarter and Service shall replace the defective component / part with new one within three days.

Comprehensive Support Level agreement of Network hardware & support with part is required.

Initial contract is for one year, which can be extended to second and third year based on the bidder performance.

Stamp & Signature

5. Integrity Pact

Declaration of Charges, Fees, Commission, Taxes, Levies etc. payable by the service provider:

M/s. _____, the manufacturer / service provider / distributor/ 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 manufacturer/ service provider /distributor/ 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 manufacturer/ service provider /distributor/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, manufacturer/ service provider /distributor 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/ service provider /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. Evaluation Criteria

Service Level Agreement of Cisco Network Equipment

- *Maximum marks for Technical Proposal: 100 Marks*
- *Minimum qualifying percentage is 70%. Applicant who secured less than 70% will be categorically disqualified for further processing.*
- *Please put a check mark (✓) for appropriate / selected item for the following factors:*

a) Experience (years) in related Operation and Maintenance:

Note: Please provide supporting documents of your claims.

- | | | |
|------------------|----------|-----|
| i. 10 + years | 15 Marks | () |
| ii. 6 ~ 10 years | 08 Marks | () |
| iii. 1 ~ 5 years | 04 Marks | () |

b) Bidders are required to present at least 3 reference sites where they have undertaken

support and maintenance agreement of similar Cisco solutions

- | | | |
|------------|----------|-----|
| i. 10 + | 25 Marks | () |
| ii. 5-10 | 08 Marks | () |
| iii. 1 ~ 5 | 04 Marks | () |

c) Availability of Separate Technical Team to Handle Any Emergency Situation, when and where required.

Note: Please attach a list of service related staff.

- | | | |
|--------|----------|-----|
| i. Yes | 05 Marks | () |
| ii. No | 00 Marks | () |

**d) Company Permanent/Full time Staff Strength:
(Provide List of Employees)**

Note: Please attached site name and contact person for reference.

- | | | |
|-------------------|----------|-----|
| i. 25 + | 15 Marks | () |
| ii. 11 ~ 25 years | 06 Marks | () |
| iii. 1 ~ 10 years | 04 Marks | () |

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e) Company total Certified CCNA resources. (Documentary proof and references required)

Note: Please provide supporting documents of your claims.

- | | | |
|-----------|----------|-----|
| i. 5+ | 10 Marks | () |
| ii. 1 ~ 5 | 05 Marks | () |

f) Company total Certified CCNP resources. (Documentary proof and references required)

Note: Please provide supporting documents of your claims.

- | | | |
|-----------|----------|-----|
| i. 4+ | 20 Marks | () |
| ii. 1 ~ 5 | 05 Marks | () |

g) Annual Turnover of Company :

Note: Please provide supporting documents of your claims.

- | | | |
|--------------------|----------|-----|
| i. 25 + million | 10 Marks | () |
| ii. 5 ~ 10 million | 05 Marks | () |
| iii. 1 ~ 5 million | 02 Marks | () |

Stamp & Signature

7. Mandatory requirements of the bidder

S. No.	Attributes	Yes/NO
Part A) Mandatory		
1.	Firms with Income Tax Certificate / GST Certificate registered. (Please provide copy of certificates)	
2.	Affidavit (that the firm has not been blacklisted by private, Govt.,Semi Govt. and Autonomous Body)	
3.	At least Five years of relevant experience in Operation and maintenance of Same services i.e. maintenance of Network equipment of equal or higher rating, deployment and management of network as per recognized standard. Documentary Proof with customer satisfaction report Required. Reference letters from satisfied customers are required	
4.	Bid must be accompanied by Manufacturer's authorization letter from principal.	
5.	Completely filled BOQ should to be submitted (as part of Financial Bid)	
6.	Service Operation Plan (Time Lines, Resources, dedicatedStaff, Shared Staff, etc.) (Should to be submitted as part of technical Bid) List of resources, CV's of technical staff, list of staff dedicated for IBA, copies of required certification should be provided	
7.	Minimum Rs. 25 million annual Financial Turnover for last two years Bank statement and audit report of last two years should be provided.	
8.	The bidder must provide an affidavit that he will replace any damage / malfunction equipment within stipulated time mentioned in scope of work.	

 Stamp & Signature

8. Scope of work

The scope of the project is to provide warranties of all IT equipment and components requested in BOQ, Since IT equipment warranties are expired therefore IBA wishes to obtain the extended warranty / services for these equipment and for the Maintenance of equipment.

Following requirements define the scope of work for this tender.

1. The Selected Bidder will be responsible for the smooth functioning of already installed Hardware as per BOQ
2. The bidder shall provide second & third level support for the configuration of hardware mentioned in the BOQ
3. The bidder shall coordinate with OEM (Original Equipment Manufacturer) to support for configuration issues and hardware repair replacement.
4. The bidder shall provide patches / upgrades of IOS (Internetwork Operating System) during the contract period without any extra cost to IBA.
5. The bidder shall provide onsite 24x7x2 support & replacement for any technical issue for all the products that are marked critical in the BOQ.
6. The bidder shall provide onsite 8x4xNBD support & replacement for any technical issue for all the products that are marked NBD in the BOQ
7. The vendor will provide backup equipment in case of damage / malfunction of any equipment under SLA. The backup equipment configuration should be same or higher.
8. The selected bidder shall be responsible for the corrective maintenance, Preventive maintenance, provisioning of extended warranties for Core Switches, routers, Firewalls, Wi-Fi equipment, telephony equipment and access switches etc.
9. The selected bidder will be responsible to respond to events on urgent basis as per SLA mention in this SBD.
10. Bidder must provide backup or replacement of any hardware with the same or higher Specification. IBA will not accept any low specification hardware.

Stamp & Signature

9. Mandatory Criteria:

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

1. Local/Global Affiliation with Manufacturer - in Pakistan.
2. At least Tier one partner must at least 05 years business relation with the manufacturer.
3. Bid must be accompanied by Manufacturer's authorization letter from principal.
4. Local Presences. Must have coverage across the country with minimum presence in Karachi.
5. Any value added service bundled with the equipment / project, with no impact on project cost, shall be welcomed.
6. Bidder has to quote support price for second and third year.
7. Back to back support from principal.

Bid Evaluation Criteria:

8. The bids will be evaluated on the basis of lowest items rate keeping in view our required configuration and also fulfill mandatory criteria only.

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