

Institute of Business Administration Karachi

Tender Form

For

SLA of Video Conferencing Equipment and Sound System.

Date of issue	: 23-Sept-2015
Last date of submission:	12-Oct-2015

Tender # IT/93/2015-16



1. General Terms & Conditions

a) Earnest money

An earnest money, in the shape of a bank draft / pay order in the name of "Institute of Business Administration" Karachi, equivalent to 5% of the total cost of bid, should be submitted along with the tender documents.

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.

e) OEM Relationships & Warranties

The responding organization (RO) should be an authorized business partner from the **ORIGINAL EQUIPMENT MANUFACTURER (OEM)** 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, for Video Conferencing Products identified in this BOQ. Selected vendor should also be committed to provide maintenance / support service for a period of at least One year.



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 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.

g) 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.

h) 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.

i) Compliance to specifications

The RO shall provide information as per requirements given in **Annexure - A**. Bidder MUST quote prices as per requirement mentioned in the attached in Annex C.

j) Payment

Payment will be made through crossed cheque. Advance payment will ONLY be made against Bank Guarantee an A Rated bank of the same amount.

The payment of this contract shall be paid in three installments as follow:

Payment would be made on Quarter Bases i.e. at the completion of each quarter.

k) 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.



l) Alteration

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

m) Invoice

Invoice / bill should be submitted to Finance Department.

n) 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 AM hours on 12-Oct-2015 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.

Format for submission of financial proposal is attached as Annexure – C.



d) Date of opening of proposal

Bid will be opened on 12-Oct-2015 at 11:30AM at IBA Main Campus ICT Procurement office in presence of representative bidders who may care to attend.

e) Important

- i. 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).

- ii. Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.
- iii. Last date for tender submission is 12-Oct-2015
- iv. Tenderers should be registered with Sales Tax department.
- v. Earnest money of 5% 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.
- vi. Earnest money deposited by the successful bidder may be converted into security deposit. This would be in addition to the 5% of the total amount retained for a period of 36 months after delivery of the product contingent to satisfactory performance.
- vii. Please submit copies of certificates of registration with Sales Tax and Income Tax departments.
- viii. IBA reserves the right to change / alter quantity / quality / specifications etc., without assigning any reason thereof.
- ix. No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.
- x. The tender document will be accepted ONLY on the IBA's prescribed SBD available on IBA's Website.
- xi. Services required for floated SBD is one year, bidder should also quote the support price for second and third year.



SCOPE OF WORK

Following requirements define the scope of work for this tender.

1 The Selected Bidder will be responsible for the smooth functioning of the Video Conferencing Equipment and Sound System as per BOQ at Annexure A.

2 Selected Bidder must ensure that the equipment is fully operational and work perform Properly and meet SBD's Requirements. The scope of the project is to provide Support / warranties of Video Conferencing equipment and Sound System requested in BOQ at Annex-A

Annexure - A

Technical (BOQ)

Sr.	Model	Qty
1	CISCO/TANDEBERG TELEPRESENCE C60 Serial No. B1AD45B00061	1
2	CISCO TELEPRESENCE IP VCR 2210	1
3	CISCO TELEPRESENCE PRECISION HD CAMERA 12X	2
4	WIRELESS Microphone WS-5200	2
5	WIRELESS Microphone WS-5300	2
6	WIRELESS Microphone WM-5220	2
7	Peavey 20 Mixer	2
8	Aver Vision Document Camera Serial No. 5300145300235	1
9	TOA Speaker	6
10	TOA Amplifier	2
11	Cisco/Tandberg T-990 MXP Serial No. 30A57476	1
12	Additional Cameras Sony Brand Model EVI D100P	2
13	Sony Camera Controller RM-BR300	1
14	Interactive Pen Display	2

Contact Person (IBA) : Network Manager
Institute of Business Administration,
City Campus, University Road,
Karachi
Tel # : 111-422-422 Ext 1111
Email : mali@iba.edu.pk



Response Time

Critical	15 minute response time on critical issue.
	1 Hour response time on site support on critical issue.
	4 Hour response time for complaint resolution or part replacement.
Normal	1 hour response time
	4 hour response time on site support.
	NBD (Next Business Day) for complaint resolution or Part replacement.

SELECTION PROCEDURE.

- Evaluation of the firms shall be based on information provided in Proposals. As a part of evaluation, bidders may be asked to conduct presentation/ Demonstration.
- On the basis of technical evaluation, the financial proposal of only technically Responsive bidders (qualified bidders) will be opened in the presence of their Representatives who choose to attend.
- For qualifying in Technical responsiveness, bidders shall fulfill all the requirements as laid out in Part A "Mandatory Requirements" of Technical Evaluation Criteria. If any of the mandatory requirements is not met by the bidder, the bid will be cancelled straightaway and no further consideration will be given.
- Financial proposals of bids found technically non-responsive will be returned unopened.
- As a part of evaluation, Technical Evaluation committee may visit bidder's reference sites or inquire the further clarification / information to validate the Bidders information.
- During the examination, evaluation and comparison of the bids, the IBA at its sole discretion may ask the bidder for clarifications of its bid.

LIQUIDATED DAMAGES

- 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 Annex-I (Service Level Agreement) on the invoiced amount to each violation of SLA.
- 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.
- 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%



Mandatory Requirements

S. No.	Attributes	Reference Page#
Part A) Mandatory		
1	Firms with Income Tax Certificate / GST Certificate registered. (Documentary Proof required)	
2	Affidavit (that the firm has not been blacklisted by private, Govt., Semi Govt. and Autonomous Body)	
3	Bidding company being in operation for at least Five years in Pakistan in relevant business. Documentary Proof required.	
4	Location of Offices (Islamabad, Lahore and Karachi) Documentary Proof required.	
5	Bid must be accompanied by Manufacturer's authorization letter from principal. (Sample attached Annexure D)	
6	Completely filled BOQ should to be submitted (as part of Financial Bid)	
7	Minimum Rs. XX million annual Financial Turnover for last two years	
8	Backup Inventory maintained by company at least equivalent to those items mention in BOQ and backup equipment must provide against the faulty equipment.	

Bid Evaluation Criteria:

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



Annexure - B

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	
Clientel�	
Technical staff expertise / skills	

Signature and seal



of responding organization

Annexure - C

Pl see the attached file, kindly fills the price sheet and submits along with all supporting documents.

IMPORTANT NOTE (Mandatory):

Kindly quote the price as per attached Annexure-C

Signature and seal
of responding organization



Annexure D

MANUFACTURER'S AUTHORIZATION FORM (MAF)

No. _____ dated _____

To

We _____ who are established and reputable manufactures of _____ having offices at _____ and _____ do hereby authorize M/S _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s _____
(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.



Annexure - C

Format for financial proposal

S. No.	Item	Qty	Cost (PKR)	
			Unit (PKR)	Total (PKR)
	(*)Price of the hardware			
	(*) Price of the services			
			Sub-total (PKR)	
			GST @ 16% (PKR)	
			Grand total (PKR)	

Total amount in words : _____

Signature and seal
of responding organization