

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

TENDER FORM

Tender # IT/10/19-20

SLA Data Center for City Campus

Date of Issue : December 05, 2019

Last Date of Submission : December 19, 2019 (3:00 PM)

Date of Opening of Tender : December 19, 2019 (3:30 PM)

Company Name: _____

NTN: _____

SRB / GST Registration Number: _____

Pay Order / Demand Draft # _____, Drawn on Bank _____

Amount of Rs. _____, Dated: _____

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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 December 05, 2019 to "SLA Data Center for City Campus".

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**

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 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 December 05, 2019 to December 19, 2019 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 December 19, 2019 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 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 ICT Procurement
Institute of Business Administration,
Main Campus, University Road,
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 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 December 19, 2019 at the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, 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 December 19, 2019 at 3:30 pm at Office of the Sr. Manager Procurement & Stores IBA Main Campus in presence of representative bidders who may care to attend.

Stamp & Signature

(l) Demonstration

The Bidder contactor manufacturer/firms/companies/distributors/suppliers 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 manufacturer /firms/company's /distributors/ suppliers. In case the demo unit isn't according to the specification required by IBA or quoted by the manufacturer/firms/companies/distributors/suppliers, the tender may be liable to rejection. Sample, if any, of the quoted item may be provided with the tender form duly stamped by the company.

(m) 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 Store Main Campus University Road Karachi. IBA not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(r) Clarification / 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.

Stamp & Signature

3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of procurement:** SLA Data Center for City Campus
- (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 December 19, 2019 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 December 19, 2019 on 3:30 PM at IBA Main Campus, University Road, Karachi.
- (h) **Time for Completion from written order of commence:-** 60 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) 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.

c) Currency

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

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 / 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.

f) Acceptance of Tender

The IBA reserves the right not to accept the lowest or any tender 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.

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

g) Material

Material of this order is subject to final inspection from Competent Authority Technical Team at the time of delivery.

h) 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.

Stamp & Signature

i) 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.

j) GST

GST will be paid on applicable items only.

k) Liquidity 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.

l) 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 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

Payment would be made at the end of each month. Invoice / bill should be submitted to Purchase & Store Department.

p) Stamp Duty

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

q) Invoice

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

r) Civil Works & Other Related Ancillaries

All civil work e.g. Installation, piping, digging (soft & hard), curing, tunneling, configuration and testing of the Fire separation within the premises of IBA Karachi will be the responsibility of the Service Provider.

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.

6. Bill of Quantity (Technical Requirements)

Item No.	Requirements	Compliant Yes / No	Price
	Regular Preventive Maintenance for the following Data Center Equipment and components:		
1	26 TR PACU Liebert DS Precision cooling, air cooled unit, down blast, parallel redundant setup (2 units)		
2	Emerson 120 KVA UPS with 40 external batteries.		
3	19 Commscope Racks with 38 Altasun Power Distribution Units(PDUs)		
4	Closed-Circuit Television (CCTV) Control System (Model 3 MP, IP CMOS camera (Total :18 cameras)		
5	Biometric Access Control System (KiKO Brand) Biometric and Proximity (10 units) including software and 40 " two LCDs.		
6	Raised Floor System		
7	HSSD System.		
8	Complete Electric System.		
9	Civil work including, Paint work, Door Paint, NOC Furniture etc.		
10	The Service Provider shall render maintenance service from the notification date for the following Equipment and components.		
1	Power Components		
	1.1 Testing of Circuit breakers and switches.		
	1.2 performs load balancing to prevent power overload and other power issue.		
	1.2.1 Study the load during the actual operation		
	1.2.2 Determine the unbalance phase load		
	1.2.3 Monitor the balanced current load		
	1.2.4 Transfer / reconfigure load to balance the phase load		
	1.3 Calibration of protective relays.		
	1.4 Perform Megger Testing		
	1.5 Identification of potential electrical problems		
	1.6 Survey and identify of high temperature excursions		
	1.7 Switchgear cleaning and inspection		
	1.8 Cleaning and tightening of all electrical connections and equipment enclosures.		
	1.9 Replacement of lighting fixture.		
	1.10 Replacement of defective power outlets and related components.		
	1.11 Updating of as-built documentation.		

	1.12 Checking of electrical connection for all DC components such as PACU, UPS, Generator Set, ATS, Fire Suppression System, Access control, Video Surveillance and HSSD detector.		
2	Commscope Racks with Altasun Power Distribution Units(PDUs):		
	2.1 Surface cleaning.		
	2.2 Check for possible defective or worn out power strips replace if necessary.		
	2.3 Check for possible defective or worn out accessories such as axial fan and door lock. Replace if necessary.		
	2.4 Provision for additional cable organizer, hooks, latch straps and pull out shelf.		
	2.5 Visual inspection of all parts of data cabinet including panels, door, rack mounting rail, caser, rack connector, cable routing panel and contilever arm.		
	2.6 Ensure the ventilation is sufficient to cope with the heat dissipated by equipment's inside the data cabinet.		
	2.7 Checking of mounting nuts, adapter, brackets, and multifunction strut.		
	2.8 Cable harnessing.		
3	Emerson Uninterruptible Power Supply (UPS):		
	3.1 Periodic monthly maintenance services for the UPS unit and battery system to be performed on a mutually agreed schedule.		
	3.2 All the necessary spare parts or consumable items to maintain the US must be allotted from stock inventory.		
	3.3 Conduct on-site inspection of the equipment and check the integrity of any electrified hinges or similar power-transfer devices.		
	3.4 Replace batteries as necessary.		
	3.5 Check current UPS installation condition. Installation should be in accordance with the manufacturer's guideline and wiring regulations.		
	3.6 Perform appropriate preventive measures to keep the UPS in good and running condition and ensure that ventilation is capable of maintaining the DC within recommended ambient temperature and humidity.		
	3.7 Perform power failure simulation to check charging and discharging capacity of battery.		

4	Emerson Precision Air Conditioning Unit (PACU):		
	4.1 inspection and regular preventive maintenance of PACU units and ensure that it is working on optimum level.		
	4.2 Check and replace worn-out parts including filters, fan belts and other consumable components.		
5	Raised Floor System :		
	5.1 Solid and perforated panel rotation for even wear		
	5.2 Under Structure adjustments		
	5.3 Replacement of warped panels		
	5.4 Refurbish delaminated panels		
	5.5 Sub-micron filter vacuuming		
	5.6 Sealant applied to sub flooring		
	5.7 Spot cleaning to remove stains		
	5.9 Professional surface cleaning		
	5.10 Detail cleaning of entry points		
6	Samsung Brand Surveillance System		
	6.1 Check cameras in accordance with the specification and any amendment.		
	6.2 Check indicator lamps condition.		
	6.3 Check all cables and conduit are properly supported undamaged and showing no signs of wear.		
	6.4 check the picture quality of each camera and correct monitor selection.		
	6.5 Cleaning of camera's housings and lenses.		
	6.6 check camera functions and movement and fields of view are free obstruction.		
	6.7 Check camera functions and movement and fields of view are free form obstruction.		
	6.8 Check if the NVR and DVR are recording properly.		
	6.9 Check the status of the storage if it reaches the maximum capacity.		
	6.10 Check communication and recording of all IP cameras with the NVR.		
	6.11 Check all control equipment's are up and running condition.		
	6.12 provision of spares of IP-based surveillance system as per installed model.		

7	Keico Brand Access Control System.		
	7.1 Maintenance and version updates of access control management software.		
	7.2 Cleaning and maintenance inspection of the access control units including its peripherals such as the Door electromagnetic locks		
	7.3 Maintenance of Push-to-exit buttons		
8	Date Center Civil Maintenance Work		
	8.1 Complete Paint work of all Data Center area Including Doors.		
	8.2 Repair and maintenance of NOC Furniture		
9	Resident Engineers (Seven)		
	Data Center RE's should be responsible for monitoring of all Server Room hardware equipment. <ul style="list-style-type: none"> •Operate, monitor, maintain, and respond to abnormal conditions in facilities systems. Areas include: Electrical, Mechanical and Building Monitoring and Control. •Should have a good understanding of all technicalities. It will be helpful in identifying the errors and also monitoring the occurrences related to data center tasks, which shall have to be resolved as quickly as possible. •Maintain a record to keep track of all the events and logs to facilitate in submitting timely reports to the superiors. •Ability to communicate intelligently and effectively with contractors who perform maintenance or upgrade work on these systems. •Learn quickly and address issues as they arise during normal working hours or when on call. •Understand the Data Center environment and excel in customer service. •Ability to learn quickly, works autonomously, and addresses any issues that arise day or night. •A willingness to provide on-call support in case of emergencies or other off hours issues at the facilities •Strong verbal and written interpersonal skills. •Be open to all shifts. 		

Grand Total	
SST	
Grand Total Amount	

Grand Total Amount Rupees (in words) _____

Stamp & Signature

5. Mandatory Criteria

Eligibility / Qualification Criteria Please attach evidence for each of the following below:		YES/NO
1.	Bidder must be Authorized agent/partner of Vertiv in Pakistan	
2.	Last 3 years' turn over with minimum 30 million (per year) as bank statement or financial statement.	
3.	Bidder s must provide "Sales tax registration certificate copy both FBR and / or SRB" and NTN certificates at the time of submission of bid.	
4.	Vendor must have provided similar SLA services to at least three (3) Data Centre's of tier II compliance or above in last three (3) years with the capacity of 4 Racks or above.	
5.	The bidder should have at least three technically Qualified engineers who have expertise and holds international certifications in managing Data Center.	

Note;

*** The successful firm will be responsible for:**

- i. Smooth Operation / Uptime of the data Center as per the Tier III standards
- ii. Bidder would be responsible for all corrective & preventive maintenance of hardware installed at City Campus Data Center

Stamp & Signature

6. **SCOPE OF WORK**

Institute of Business Administration “IBA” intends to outsource its maintenance support of IT Data Center established at IBA City Campus Kiyani Shaheed Road Garden Karachi. This Data Center is equipped with up-to-date IT equipment installed with a high class IT infrastructure.

The purpose of this Standard Bidding document (SBD) is to select firm/ company/ organization to maintain the IT Data Center infrastructure as per requirements of IBA. The work will be awarded to a firm, which best fulfills the requirements and specifications of IBA with the ability to implement best practices and globally accepted service-related guidelines and best fit with respect to technical expertise.

- bidder will provide maintenance and support for Data Center infrastructure including All kind of civil work maintenance, internal and external power system, Electrical DB panels, Network passive cabling \ component, Electrical cable works, DG Set, Electronic doors, comfort air cooling systems including all consumables, Precision Air Conditioning System with including all consumables, Raised flooring, CCTV system, Access control system, fire Detection and Suppression System, power cabling, intelligent network patch panels, HSSD System and PDUs etc.
- Bidders will also be responsible to provide 7 numbers of onsite engineers that would work in shifts (round the clock) to provide first level support.
- Bidder will be responsible for all corrective and preventive maintenance of hardware / items mentioned in the BOQ (Annexure A)
- Bidder will provide maintain all necessary spares to meet the SLA requirement.
- Bidder will be responsible for diagnostics and resolutions for all types of faults arising in the Data Center infrastructure. If any item needs to be replaced it should be replaced by with equivalent or higher models without involving any additional cost.
- Bidders are required to conduct site-survey to ascertain scope of work as given in this SBD, with respect to mentioned scope and services.

The duration of the contract shall be initially for one year, effective from the date of signing by all the concerned parties and further extendable on mutual consent keeping in view the Contractor’s performance during the first year of the Contract.

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