

***Tender Fee: Rs. 5,000/-
(Non-Refundable)***

TECHNICAL PROPOSAL

Tender # ES/12/24-25 **Hiring Digital Agency**

Date of Issue : December 19, 2024

Last Date of Submission : January 10, 2025 (3:00 PM)

Opening of Proposal : January 10, 2025 (3:30 PM)

Company Name: _____

NTN: _____, **SRB Registration Number:** _____

Notice Request for Proposal (NIT)

Request for Proposal

The Institute of Business Administration (IBA) Karachi, invites online bids on SPPRA EPADS from tax-compliant Service Provider, registered with the relevant tax authorities and SPPRA EPADS, for the following tender:

TENDER Title (Ref. No.)	Procedure	Bid Security
Hiring Digital Agency (ES/12/24-25)	Single Stage Two Envelopes	2%
Document Fee & Important Dates		
▶ <i>Tender Fee:</i>	Rs. 5,000/-	
▶ <i>Issuance start date:</i>	December 19, 2024, from 9:00 AM	
▶ <i>Issuance end date & time:</i>	January 10, 2025, till 3:00 PM	
▶ <i>Submission date & time:</i>	December 19, 2024, till January 10, 2025, from 9 AM to 3:00 PM	
▶ <i>Opening date & time:</i>	January 10, 2025, at 3:30 PM	

Tender documents are available at the Office of the **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi**, on any working day (Monday to Friday). The tender documents can also be downloaded from the IBA and SPPRA EPADS websites. The tender fee challan to be generated from the IBA website at <https://tenders.iba.edu.pk> and deposited at any branch of Meezan Bank Ltd.

Tender Document/Bid (with a copy of Bid Security/Earnest Money and supporting documents) should be submitted/uploaded on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/>. The original Bid Security along with the Original Bid (duly signed and stamped) must be delivered to IBA, Karachi on below mentioned address before bid opening schedule. Bids will be opened on the same date and venue in the presence of the bidders' representatives who may wish to attend.

Please ensure that bid security, in the form of a Pay Order or Demand Draft, is submitted in favor of 'IBA Karachi' along with the tender.

N.B. (1) IBA Karachi reserves the right to reject any bid or cancel the bidding process subject to the relevant provision of SPP Rules 2010.

(2) Only uploaded bid along with supporting documents will be accepted. In case there is a contradiction between bidder's EPADS submitted bid and manually submitted bid, bid submitted on EPADS will be considered valid for evaluation purpose.

REGISTRAR

IBA, Main Campus, Karachi University Enclave, Karachi-75270
UAN: 111-422-422, Fax: (92-21) 99261508
Contact Person: Sr. Executive Procurement on 38104700, Ext: 2152
Email: tenders@iba.edu.pk, IBA Website: <https://tenders.iba.edu.pk>
SPPRA EPADS Website: <https://portalsindh.eprocure.gov.pk/>

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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 newspapers on December 19, 2024, to "*Hiring Digital Agency*".

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 over time.

We expect to avail services/works/items of high standards that meet our prime & basic specifications through this transaction.

Please contact Sr. Purchase Executive on 38104700 ext.: 2152 for any information and query

Thank you.

-sd-

Registrar

2. Instructions to Bidder

- a. IBA Karachi expects that aspirant firms/companies/agencies 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 every page. Moreover, attach the required supporting documentation according to the requirement.
- b. It is mandatory to fill the Tender Forms in writing with 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 the item/column name or number etc that referred to the column/item of the Tender Form.
- c. Bidder can download Tender Document from the IBA website and SPPRA EPADS portal. The tender fee challan to be generated from the IBA website at <https://tenders.iba.edu.pk> and deposited at any branch of Meezan Bank Ltd.
- d. Tender Document (with a copy of Bid Security/Earnest Money and supporting documents) should be submitted/uploaded on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/>. The original Bid Security along with the Original Bid (duly signed and stamped) must be delivered to IBA, Karachi on below mentioned address before bid opening schedule. Bids will be opened on the same date and venue in the presence of the bidders' representatives who may wish to attend.
- e. Bid Security of 2% of total charges will be submitted along with TENDER Documents in the shape of Pay Order / Demand Draft only in the name of the Institute of Business Administration.
- f. 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.
- g. Please mention "TENDER Detail" at the top left corner of envelopes. IBA, Karachi may reject any bid subject to the relevant provision of SPP Rules 2010 and may cancel the bidding process at any time before acceptance of bid or proposal as per Rule-25(i) of said rules.
- h. All currency in the proposal shall be quoted in Pakistan Rupees (PKR).
- i. Firms / Companies shall maintain their status as an active / filer taxpayer with taxation authorities while rendering services to IBA, Karachi.
- j. **Envelopes:** Separately sealed Envelopes of Technical Proposal, Financial Proposal shall be submitted. Bid Security should be further enclosed in an envelope & seal of Company should be affixed on opening flaps.

Stamp & Signature

3. Purpose

In today's world, every organization requires a brand personality that represents the organization's vision, mission & values. Students & their parents rely on the perceived brand image of educational institutions.

IBA, which has always been the leader & preferred choice for students needs to up the game on building brand equity & brand differentiation in the new age.

The Marketing strategy & its implementation project has two primary objectives.

- i. To evolve the brand image of the institute as a multi-faceted, multi-disciplinary leading institute which comprises of three major schools offering quality education and focuses on developing leaders of tomorrow.
- ii. IBA seeks to receive proposals from professional digital agencies that fit the following profiles:
 - Company to have extensive experience in digital designing.
 - Should have company experience in handling local & international brands.
 - Should have experience of working with the education sector
 - Should have in-house digital capability facilities.
 - Should have done some communication consultancy projects with international firms/ bodies.

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4. Scope of Work

IBA Karachi is looking for a digital agency to enhance Brand Visibility, strengthen Admissions, and increase engagement. The agency will be responsible for full services of Digital Marketing including Strategy, SEO, SEM and Content Creation.

A. Strategy Development

1. **Digital Marketing Strategy:** Create a comprehensive Digital marketing strategy aimed at improving Brand visibility, increasing number of admissions, and promoting events for IBA Corporate, respective Schools and Centers.
2. **Audience Identification:** Build and validate Primary & Secondary audience personas.
3. **Social media:** Develop a social media kit according to the provided Brand Guideline.
4. **Reports & Analytics:** Weekly/monthly/quarterly Digital tracking of the competitions.
5. **Monthly Content Calendar:** Design a monthly content calendar detailing channel prioritization, content types, posting frequency, and engagement plans.
6. **Sessions on Digital Marketing:** Arrange monthly sessions with the marketing team to present new Digital Trends, platforms, technologies and way forward.

B. Content Creation & Digital Advertising

1. **Content Creation:** Create Digital posts and banners covering admissions, special occasions, events and annual celebrations for IBA Corporate, respective Schools and Centres.
2. **Ad Campaign Management:**
Google Ads/Meta/LinkedIn Ads: Plan and execute campaigns across Digital Platforms, with optimized ad placements and diverse ad sizes, using tailored content and audience segmentation.
3. **Platform-Specific Campaigns & Cross Promotion:** Implement platform specific campaigns on LinkedIn, Meta (Instagram/Facebook), TikTok and other key platforms and build them for the cross promotion.
4. **Content Generation:** Create, shoot and develop video content for different Digital mediums including social media pages, website, Digital standees etc.
5. **Email & WhatsApp Marketing:** Designing and executing Email & WhatsApp campaigns (newsletters, program updates etc)

C. Web Development & SEO Management

1. **SEO & SEM:** Implement SEO & SEM strategies to improve traffic and visibility.
2. **Monthly SEO Reporting:** Provide updates on SEO performance and recommendations.
3. **Web Banners:** Create and maintain web banners for all the IBA websites.

D. Budget

Detailed budget breakdown, including agency fees with taxes, ad spend, and other associated costs.

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5. Evaluation Criteria

IBA will conduct a comprehensive, fair and impartial evaluation of all proposals received in response to this TENDER. Each proposal will be analyzed to determine overall responsiveness and qualifications under the TENDER. The following factors have been considered as the basis of evaluation:

1. **Section A:** Bidder Qualification Criteria (Mandatory Eligibility Criteria)
 2. **Section B:** Firm's location, clientele, experience, and services provided
 3. **Section C:** Descriptive Details
- Additional information may be requested from Firms at any time before final approval of selected firm(s).
 - Any agency unable to meet/ failing in any of the mandatory requirements (Section A) will be outrightly rejected and not assessed further in Sections B & C.
 - Proposal submission and evaluation will be bifurcated into two sections with scoring weightage as specified below.
1. **Concept/Strategy Developed** for given IBA Brand/Schools etc. (Any 1 Big Idea) & Post Discussions with shortlisted agencies who have qualified the Section A - 80%.
 2. **Company's Profile and Client List** - 20%.

Submission of Proposals

Agency shall submit one original, signed in ink, of the proposal of the entire proposal. An additional flash drive may be included to feature samples of electronic or broadcast work (spots/video, websites, graphics, etc.)

Executive Summary:

Should be **limited to (2) pages** and shall include a statement of:

- Firm's understanding of the scope of work to be accomplished.
- Firm(s) proposal to accomplish and perform these services.
- Description of Firm's strategic process on how they might best promote IBA.
- Description of Firm's process and staffing capacity to serve the needs of IBA, including any partner or subcontractor relationship and how the agencies plan to work together.

Firm(s) is/are expected to examine this TENDER carefully, understand the terms and conditions for providing the services listed herein and respond completely. Failure to complete and provide any of these proposal requirements may result in the firm(s)' proposal being deemed non-responsive and therefore disqualified from consideration.

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Section A: Bidder's Qualification Criteria

S. No	Description	Yes	No
1.1	Has your firm ever been blacklisted by IBA or any other Government firm? <i>(Please provide an undertaking on Rs.100/-Stamp paper that your firm is not blacklisted by IBA and any other firm)</i>		
1.2	Must be a registered digital marketing agency for at least the past 3 years. <i>(Attach a certificate of incorporation/Partnership Deed/ Sole Proprietorship)</i>		
1.3	Service tax registration certificate both FBR and SRB. <i>(Provide a copy of valid SST Registration Certificate)</i>		
1.4	Head office or an independent office in Karachi with all core and all support business functions but not limited to client servicing, content generation, design, Strategy. Fully equipped and capable of handling Advertising campaigns. <i>(Provide proof on company letterhead with the company structures, organogram of the Karachi Team having names, designations, number of years of experience and qualifications)</i>		
1.5	Currently managing accounts or have managed at least 3 renowned national/ international companies in Pakistan or abroad, in the last 1 year. <i>(Please provide in writing on company letterhead along with Service Orders or documentary evidence as per the format attached)</i>		
1.6	Average Annual Turnover of Rs. 10 million (per year) in the last 3 years. <i>(Please provide Annual Return & Audited Financial Statement)</i>		

Note: Please note that IBA can verify any document submitted by the agency at any point in time. In case of non-validation of any document submitted during/ after the bidding process, IBA reserves the right to remove the agency from the IBA's panel.

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Section B: Technical Evaluation Criteria (40 Marks)

S#	Description	Marks Distribution	Max Marks	Obtained
B.1	Experience in Digital Marketing business: <input type="checkbox"/> More than 10 years <input type="checkbox"/> 5 to 10 years <input type="checkbox"/> 3 to 2 years <i>(Attach a certificate of incorporation/Partnership Deed/Sole Proprietorship/Proof of experience)</i>	10 7 5	10	
B.2	Handled campaigns for different Clients <input type="checkbox"/> 5 or more Clients <input type="checkbox"/> 3 or 4 Clients <input type="checkbox"/> 1 or 2 Clients <i>(Please provide documentary evidence of the campaign)</i>	15 10 7	15	
B.3	The number of noteworthy Digital Campaigns that the agency has executed in the past 2 years: <input type="checkbox"/> 10 or more <input type="checkbox"/> 8 or 9 <input type="checkbox"/> 6 or 7 <input type="checkbox"/> 5 or less <i>(Kindly submit the list of ads developed, proof of media release, project description, corresponding dates and your role with the outcome of the campaign. Please provide on company letterhead)</i>	15 10 7 3	15	
Total Marks			40	

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Section C: Pitch Presentation by the Agency (In Person)

(Maximum marks 60)

Presentation Time: 40 min (maximum)

Evaluation Criteria for Pitch Presentation (Section C)

A panel of experts will gauge the pitch presentation on the following criteria:

Understanding of IBA	Understanding of Scope	Proposal	Presentation Delivery	Total
15	15	15	15	60

Those bidders who qualify the Mandatory Qualification Criteria may collect/obtain the broader topics for the pitch presentation from the Procurement Department.

Note: The firm scoring less than 50% in each technical evaluation (Sections B & C) will be considered non-responsive and financial proposals will be returned unopened.

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A) RELEVANT EXPERIENCE

Provide three (3) references, that the firm has provided services to within the past three (3) years. The contact person named should be familiar with the day-to-day management of the contract and be willing to respond to questions regarding the type, level, and quality of service provided.

Reference No. 1:

Firm/Company Name: _____

Contact Name: _____ Title: _____

Address: _____

City: _____ Telephone: _____ Email: _____

Date and Type of Service(s) Provided: _____

Reference No. 2:

Firm/Company Name: _____

Contact Name: _____ Title: _____

Address: _____

City: _____ Telephone: _____ Email: _____

Date and Type of Service(s) Provided: _____

Reference No. 3:

Firm/Company Name: _____

Contact Name: _____ Title: _____

Address: _____

City: _____ Telephone: _____ Email: _____

Date and Type of Service(s) Provided: _____

Stamp & Signature

6. Bidding Data

- A. Name of Procuring Agency:** Institute of Business Administration, Karachi
- B. Brief Description of Works:** Hiring of Marketing/Communication Services
- C. Procuring Agency's address:** IBA Main Campus, University Enclave, Karachi
- D. Amount of Bid Security:** - Bid Security of 2% of the total amount/cost will be submitted along with Tender Documents in the shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi
- E. Period of Bid Validity (days):** 90 (Ninety Days)
- F. Performance Security Deposit:** Successful bidder should provide 5% Performance Security of the total value of the Work Order in the form of a Pay Order or bank guarantee before submission of the invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.
- G. Deadline for Submission of Bids along with time:** The last date of submitting the Tender Document in sealed envelopes is January 10, 2025, by 3:00 PM on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/>. The original Bid Security along with the Original Bid (duly signed and stamped) must be delivered to IBA, Karachi on below mentioned address before bid opening schedule.
- H. The venue, Time, and Date of Bid Opening:** The tender will be opened on January 10, 2025, at 3:30 PM at IBA Main Campus, University Enclave, Karachi.
- I. Schedule of Work & Timeline:** The schedule of work and timeline will be framed with mutual consultation of the concerned Department and the Service Provider. However, the Service Provider is liable to abide and strictly adhere to the Schedule of Work and Timeline provided by the IBA
- J. Liquidity damages:** 2% liquidity damages of the total amount will be imposed per month for which the contractor failed to complete work within the execution period.
- K. Deposit Receipt No:** _____ **Dated:** _____
Amount (in words and figures): _____

Stamp & Signature

7. Terms & Conditions

The following terms of the supply are agreed by the firms or companies:

1. Competent Authority reserves the right to change/alter/remove any item.
2. **Termination:** Upon the termination of this agreement, the service provider shall be permitted to remove all its devices and equipment which may have been placed at premises from the time to time.
3. **Submission of Invoices:** Invoices should be submitted to the Procurement Department.
4. **Advance Payment:** Advance Payment is subject to Bank Guarantee.
5. **Validity of Bid:** Validity is for ninety (90) days.
6. **Company Profile:** The company Profile is attached to this document.
7. **Rules, Regulations & Policies:** Will be governed following the SPPRA.
8. **Price/Rate:** must be quoted on Tender Form only and submitted in a sealed envelope.
9. **General Sales Tax:** will be paid on applicable items only by the company/firm/agency.
10. **Arbitration:** In case of any dispute, difference or question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter hereof shall be referred to the Registrar of the IBA and CEO of the company/firm/agency for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties.
11. **Performance Security:** Successful bidder should provide 5% Performance Security of the total value of the Work Order in the form of a Pay Order or bank guarantee before submission of the invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract / Warranty, whichever is longest.
12. **Government tax(es), levy(es) and charges(s):** It will be charged at actual as per SRO.
13. **Rights:** IBA reserves the right to accept or reject any or all tender(s) or terminate proceedings at any stage following the rules & regulations framed by SPPRA. IBA also reserves the right to issue a Purchase Order for any single item to different lowest responsive bidders or issue a Purchase Order for all the items to any lowest responsive bidder.
14. **TENDER Document:** Tender Document available at the Office of Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi.
15. **Discourage Child Labor:** All staff must have CNIC and mentioned to discourage work through child labour.
16. **Environmentally Friendly Procedure:** The agency must ensure Environmentally Friendly procedures of manufacturing and avoid the use of Toxic material.
17. **Stamp Duty:** 0.35% against the total value of Work Order will be levied accordingly.
18. **Currency:** All currency in the proposal shall be quoted in Pakistan Rupees (PKR).
19. **Active Taxpayer:** Companies shall maintain their status as active/filer taxpayers with taxation authorities while rendering services to IBA, Karachi.
20. **Delivery Time:** The items should be delivered within the time frame from the date of acceptance of the Purchase Order.
21. **Conditional /Optional / Alternate Bids:** Such bids will not be accepted.
22. **Envelopes:** Separate Envelopes of Technical Proposal, Financial Proposal & Bid Security should be further enclosed in an envelope & seal of Company should be affixed on opening flaps.

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