

Bill of Quantity:-

S.No	Items	Qty	Price (PKR)	
			unit	Total
1.	SLA of Hitachi CP-X8170 multimedia projector with parts, including, but not limited to, lamp, lens, motherboard, power supply, ballast, LCD, IRIS, prism, polariser, all display ports, dust filter. Comprehensive cost for one year with backup unit support on complaint registration.	1		

Total (excluding tax)

Tax

Total (with tax)

Mandatory Criteria:

Only those vendors can submit the quotation who fulfill the mandatory criteria, as outlined below:

- a) Vendor must be the authorised distributor / premium partner of the principal (Hitachi), and **MUST** have a local office in Karachi with a minimum of 5 qualified / certified and experienced people in service / support team on full payroll. A proof may be asked to be provided for the same.
- b) Vendor must maintain a backup inventory of all items / components, mentioned in the BoQ, upto a minimum of 2 for each item / component.
- c) In case of delay in providing the service due to any reason, vendor **MUST** provide a backup unit of equivalent or higher configuration / specification for such duration the original unit (Hitachi CP-X8170) is taken away for repair.
- d) Standard response time should be a maximum of 4 hours from the time the complaint is logged.
- e) Vendor must be prepared / willing to provide any additional or value added services, not specifically covered under the bid, at no additional cost to IBA.
- f) Any or all incomplete or partial quotes submitted shall be liable to be rejected.
- g) Successful vendor shall be required to sign a Service Level Agreement (SLA), for a minimum period of one year. The SLA can be, however, extended for further year(s), depending on performance / service of the successful vendor.
- h) During the technical evaluation, a vendor may be asked for:
 - i. A visit to their office / service center and inventory management facilities.
 - ii. A demonstration of the items / components for which the bid has been submitted.
- i) Vendor must have at least 3 years' experience of providing similar services in large and reputable organisations, specially government departments and educational institutions. A proof of the same should compulsorily be provided along with the bid.
- j) Successful vendor shall be legally responsible to provide services and maintain the hardware in working condition, as specified in the BoQ and the final agreement.
- k) Successful vendor should keep a provision to dedicate a few of their service personnel, who're technically sound, for providing preferential service to IBA.

Bid Evaluation Criteria:

- a) The bids shall be evaluated on the basis of lowest price quoted, after technical evaluation for fulfillment of mandatory criteria.