

Tender Document

Managed Services

(IT Help Desk Outsourcing)



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

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Tender opening date : 23rd August 2016
Tender Submission Time : 23rd August till 11:00 AM
Tender opening time : 23rd August at 11:30 AM
Process : SINGLE STAGE - TWO ENVELOPES

Institute of Business Administration

Main Campus : Inside Karachi University, University Road, Karachi-75270, Pakistan.
City Campus : Garden / Kayani Shaheed Road, Karachi-74400, Pakistan
Phone : +92-21-111422422, Fax: (+92-21-38103010
URL : www.iba.edu.pk



1. General information

1.1. Summary

Institute of Business Administration (IBA) requests proposals to provide it with an IT Help Desk Service providing support for the needs of IBA's faculty, students and staff. The scope of these help desk support services will include, but are not limited to, desktop applications, operating systems, Internet connectivity, and various other applications for students, faculty and staff, enabling them to carry out their academic, research or office work with ease. The selected vendor will work with each campus' IT staff to develop, manage and maintain support requirements, scripts, escalation and levels needed to assist the end users.

Respondents to this bidding document (SBD) should include services, related systems and detailed pricing, that:

Establishes their expertise with IBA's complete portfolio of technologies;
aligns with IBA's business practices, support workflows, escalation protocols and service levels;
illustrates comprehensive and professional help desk end-user and technical support practices and services;
exemplifies a successful record of support throughout higher education and peer institutions; enables fiscal responsibility, and; is headquartered with its principal office in Karachi, Pakistan.

This document outlines pertinent background information, provides a description of IBA's specific objectives and goals for this project, describes desired service requirements, defines constraints within which the solution would need to operate, and specifies the submission requirements for competitive proposals.

1.2. IBA System

IBA is composed of following four (4) geographically distinct locations:

- | | |
|--------------------------------|--|
| i. Main Campus | (inside Karachi University) |
| ii. City Campus | (near Garden / Saddar localities in Karachi) |
| iii. Boys' Hostel | (inside Karachi University) |
| iv. Girls' Hostel / Staff Town | (inside Karachi University) |

IBA's two campuses and hostels are geographically dispersed in the city of Karachi. Each campus possesses a unique and complementary mission, supporting the highest quality education offered in a flexible, high tech way enabling students, professionals, and lifelong learners to carry out their academic, research or office work with ease.



1.3. General information

Institute of Business Administration – Karachi (IBA), invites bids from bidders for the providing the IT Resident Engineers.

IBA requests tender bids in sealed envelopes for the lots mentioned in clause # 12 of this document. Responding Organizations (RO) should submit two separate sealed bids/envelopes, one each for Technical Proposal and one for Financial Proposal.

The Technical Proposal should contain all the bid items without quoting the price. Financial bids of the firms, whose technical proposals are rejected, will not be opened. (Single Stage two envelope)

All bids must be accompanied by a call deposit (Bid Security) of five percent (5%) of total bid amount in favor of Institute of Business Administration, Karachi. The call deposit should be in the form of pay order, and should be a part of the financial proposal i.e. it should be sealed with the original financial proposal.

IBA will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

Bidders shall submit Bids, which comply with the Bidding Documents. Alternative Bids will not be considered.

All prices quoted must include all Taxes applicable, such as SST, Income Tax, etc. Failure to comply with this instruction would lead to cancellation of order and forfeiture of 5% call deposit (bid security) money.

Successful bidder will also provide trainings to ICT Support Staff (Resident Engineers) on regular bases.

Bidder shall ensure that their staff deputed at IBA shall compulsorily wear proper office attire while being on duty at IBA. Failure in complying this condition shall result in a warning being issued to that staff.

Please make sure, the company seal/stamp is with you at the time of bid opening.

1.4. Rights reserved by IBA:

If at any stage, at any time, it's found that the bidder has made a statement which is factually incorrect, IBA reserves the right to disqualify the bidder and further blacklist it and take any other action as may be deemed necessary.

IBA reserves the right to accept or reject any or all bids without assigning any reasons. Bids may be accepted or rejected in total or in part thereof.



Further, IBA Karachi shall have the right to cancel the tender process at any time without assigning any reason, prior to conclusion of the bidding process, without thereby incurring any liability to the bidder(s). Reasons for cancellation will be determined by IBA at its sole discretion.

Decision of IBA in all matters will be final and binding on all the participating bidders.

1.5. Evaluation criteria

IBA may call for any additional information / document by way of seeking clarification before finalization of this tender. IBA may further contact existing customers of the bidder(s) to verify the information provided, or take any other such measure to ascertain the capabilities of the bidder.

Bidders will be short-listed on the basis of information submitted by them (and subsequently verified by IBA as per its own procedures) in their technical bids. Eventually, the financial bids of those customers only, whose technical proposals have been accepted, will be opened and evaluated. However, the entire process shall be executed solely at the discretion of IBA, and will be binding on the bidders. Any decision, in this regard, shall be final and no correspondence about the same shall be entertained by IBA.

Bidder(s) must quote for every item in the bid document. Where a bidder doesn't quote for a particular item, the lowest quote(s) received for that particular item, out of all the bids received by IBA, will be taken as value of the missing item(s) from the quote of the particular bidder, to calculate the cumulative price offered by that particular bidder for comparison.

In case an amount is quoted in both words and figures, and there's a discrepancy in the amounts quoted in words and figures, the amount quoted in words will be taken as final.

1.6. INSTRUCTIONS TO BIDDERS

A Bid not submitted in conformity with the specifications / terms & conditions, or legal requirements, shall not be considered by IBA.

IBA reserves the right to modify the Bidding Documents at any time prior to the deadline for submission of bids, on the request of the prospective bidder(s) for any clarification or at its own initiative, for any reason. This amendment shall constitute part of the Bidding Documents. In order to afford the prospective bidders a reasonable time to take the amendments into account in preparing its bid, IBA may at its discretion extend the deadline.



The bidder shall prepare bidding document on "single stage, two envelope" basis. Under this method, one Technical and one Financial Bid shall be prepared, clearly marking each as "**TECHNICAL**" and "**FINANCIAL**". The bidder shall seal the original Technical Proposal, with one copy, in an envelope properly sealed and marked as "**TECHNICAL PROPOSAL**". Same process should be followed for Financial Proposal as well. Both the sealed envelopes of Technical and Financial Proposals, duly marked as "**TECHNICAL PROPOSAL**" and "**FINANCIAL PROPOSAL**", should be sealed in an outer envelope".

The Financial Bid shall comprise of the following:

The quoted Price shall be inclusive of all applicable taxes.

The quoted Price shall be valid for Ninety (90) days from the closing date of the bids. Price shall be quoted in Pak Rupees.

The bidder shall furnish, as part of its bid, a bid security for the amount of not less than (5%) of the Total Bid Price.

The bid security shall be denominated in Pak Rupees. It shall be in the form of Call Deposit Receipt (CDR) issued by a scheduled Bank operating in Pakistan.

The Technical Bid shall comprise of the following

Bidder will provide all the documentary proofs required by IBA.

Bidder shall provide a free of cost demo for the online complaint management system, before IBA management, for evaluation. The said evaluation shall be a part of evaluation criteria and shall be numbered accordingly. The said online complaint management system shall also be a part of the final contract executed between IBA and the successful bidder.

The bid not in accordance with the above will be rejected by IBA as disqualified.

The bid security may be forfeited:

If the bidder withdraws its bid during the period of bid validity.

If the bidder fails to provide up to the mark services mentioned / agreed upon in the SLA.

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be authenticated by the person or persons signing the bid.



The INNER and OUTER envelopes shall be addressed to the following address:

Director IT
Office Manager ICT Procurement,
Institute of Business Administration,
Main Campus, Karachi University,
Karachi-75270,
PAKISTAN.

bear the following identification:

Bid for "IT Help Desk Outsourcing"

The INNER Envelopes will bear the Name and address of the Bidder, in case it is to be returned unopened.

Every Bid shall be scrutinized by IBA to see that it meets the criteria as laid down in the Bidding Documents, Prior to the detailed evaluation of the same. A substantially responsive bid is one which:

is accompanied by the acceptable securities;

meets the major technical criteria specified in the schedule:

offers clear Price i.e. the bid do not offer an escapable Price quotation, complete and generally in order Confirms to all the terms, conditions and Specifications of the Bidding Documents.

The acceptability of a Bid shall be determined on the basis of the contents of the bid itself, without needing recourse to any extrinsic evidence.

it in consonance with the requirements of the Bidding Documents.

A Bid found substantially in accordance with the Bidding Documents shall be checked by IBA for any arithmetic errors. If any discrepancy is found between the unit rate and the total Price resulting from multiplying the unit rate by the quantity, the unit rate as quoted will prevail and the total price shall stand Corrected. Unless in the opinion of IBA, there is an obvious gross misplacement of the decimal point in the unit rate, in such a case the total price as quoted will prevail and the unit rate will be corrected, and where there is a discrepancy in the total price quoted in the Price Schedule vis-à-vis addition of each item, the total of the itemized prices will govern.

Any pressure by a Bidder to influence IBA in its decision making shall result in the rejection of its bid, and blacklisting in future of the bidder from participating in bidding held by IBA or any other government institution / department.

IBA reserves the right to accept or reject any of the bids and to annul the bidding process at any time prior to award of Purchase Order, without thereby incurring any



liability to the bidder or any obligation to inform the bidder of the grounds for its action.

IBA will determine to its satisfaction whether the bidder has offered Prices consistent with the current prevailing market Prices.

IBA reserves the right to increase or decrease the number of Resident Engineers / Lab Incharges agreed in the Specifications, without any change in the unit price or other terms and conditions.

Before the payment is to be made by IBA, the Bidder shall furnish IBA Guarantee from a reputable Bank operating in Karachi equal to the amount of 10% of the total contract value, to cover the contract period. IBA reserves its right to forfeit Bank Guarantee in case of Bidder's failure to provide any of the services / maintenance / installation of equipment during contract period. The Bid security will be refunded after receiving Bank Guarantee.

Payment will be made by IBA, on quarterly basis, after the completion of quarter, and after receipt of 10 % Bank Guarantee as mentioned above.

Payments by IBA shall be made subject to Withholding Tax and other Government levies, in accordance with law.

It shall be the right of IBA to split any supply order amongst different Bidders or different quantities in its sole and absolute discretion.

IBA reserves the right to choose the best option based on cost / benefits / technology combination.

The duty timings of Resident Engineers are already mentioned, but if IBA requires their services during the timings other than prescribed in the contract, an intimation for which shall duly be sent in advance to the contractor, then R.E.s must follow the instructions given by IBA.

Vendor must also provide the backups of R.E.s as well. The successful bidder is bound to provide free of cost Complaint Management Software in IBA, Karachi. The successful bidder will provide 10% Performance Security till the completion of the contract / SLA.



2. Executive summary

The purpose of this Services Level Agreement (SLA) is to acquaint customer end users with the policies. Items that will be discussed in this document are the hours of operation, contact methods, departmental goals and end-user responsibilities. It should be used as a reference when requesting technical assistance.

3. Scope

This document describes basic Services Level for IBA wide IT helpdesk function. The IT helpdesk services and support will be provided for all software and hardware that has been approved.

As a general rule, business or departments are reconcilable for support when implementing technology components outside the scope of this document, unless support arrangements have been prearranged with IT helpdesk.

4. Customer Service Statement

Helpdesk is committed to delivering quality service by:

- Striving to ensure customer satisfaction
- Reporting to requests for support within published time frames
- Interacting with vendors / consultants and users in a respectful and courteous manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators
- Reporting for higher authorities time to time.
- Always try to meet time lines and commitments.

5. Helpdesk Services

The goal of helpdesk is to improve and maintain a high level of customer support by providing consistent, reliable and timely support services. Commitments require to satisfy our customer and to provide support in the following areas:

5.1. Desktop (Hardware & Software)

- Windows installation
- Windows Drivers installation
- Windows Application installation
- Windows Patch installation
- Windows Troubleshooting



- Antivirus installation
- Hardware installation
- Hardware troubleshooting
- Hardware Preventive Maintenance
- Log H/W Complaint to maintenance services provider
- Follow-up with maintenance services provider for H/W Complaints
- Backup hardware always available for in time support.
- Computer Disposal with the consent of IBA Management
- Management of Hardware inventory of IBA
- Support in Warranty related issues & support
- Data recovery related activities specific to desktops/laptops
- Support for MAC computers as well
- Support of ERP Services to user

5.2. Customized Software

- Front end Installation
- Front end user Support
- Raise help request and follow –up with consultants/ Management of IBA
- Desktop Backups
- Backup folder synchronization at Server for dual redundancy.
- MS. Exchange / Mail Server
- Front end user Support
- Raise help request and follow –up with consultants/ IBA Management.
- Support of Office 365

5.3. Network

- First level of Network Troubleshooting
- Raise help request and follow –up with vendors / IBA Management.

Any Services that are running in IBA, support of them are the part of the helpdesk support.

6. Hours of Operation

The Outsourced Source Company on site Helpdesk services are available during the following hours of operation:

Site	Days	Timings
At IBA City Campus	Monday to Sunday	Shift 1: 08:00 AM to 04:00 PM Shift 2:



		1:30 PM to 9:30PM
At IBA Main Campus	Monday to Sunday	Shift 1: 08:00 AM to 04:00PM Shift 2: 4:00 PM – 12:00 AM Shift 3: 12:00 AM – 8:00 AM

In order to facilitate the support process and receive services within the parameters committed by the SLA& Helpdesk; we suggest that all end –user adhere to the flowing guidelines:

- Repost all IT related problems at CRM, by telephone or sending a mail. This will help us to give you a proper response and escalate if required. **Please see section Method to Contact Helpdesk.**
- Report Problems in a timely manner
- Formalizer yourself with support problem resolution standard, severity levels and response times.
- Provide detailed information regarding services request
- Make every effort to be available to communicate with a helpdesk staff if required.
- Provide consent to helpdesk staff to access the computer remotely staff if required
- Leave the computer power on for the time period specified when a company – wide remote update is announced and follow instruction provided.
- Exercise patience by understanding the volume of requests the helpdesk receives each day and rationale for assessing services policies.
- It is recommended that end- users stored their all business critical data on a network drive that backs up on a nightly basis. Users that a store data directly on their local hard drive will be responsible for backing up their own information. If any user who do not know who to take backup can request IT helpdesk .IT helpdesk staff will take back up the data on their request.
- Often it happens that users did not give the feedback after the job completion and not close their request properly. Users are responsible to provide feedback against each and every logged request properly closed. This will help use to more focus on real open issue and give you a better response against actually open problem request. This will help to improve outsourced helpdesk services and support.

7. Help Request Services Methodology

7.1. Method to Contact Helpdesk

Support can be obtained using the following methods.



- a) By creating on-line request at CRM (it is recommended to create your request at helpdesk CRM by yourself. In that case you will keep posted on the progress as well as during the escalation process if required of your request. Otherwise you also have to keep check with Helpdesk staff about the status and progress of your request. Secondly only the user gives their feedback against the request that create the request at Helpdesk.
- b) By calling Helpdesk Numbers When contacting helpdesk for assistance with any supported products or services, a CRM help request/ticket will be opened and assigned ticket number. The user's information and detailed description of the problem will be entered. Helpdesk manager will assign the severity level based on nature of problem. Resolution may be attempted with the support person and the users walking through some advance troubleshooting steps. If the issue can't be resolved, and there's a need for some consultant help, Helpdesk manger will forward the request to the relevant vendor or consultant.

Problem Request			
Severity Level	Description	Response Time to Customer	Completion time
Emergency	A problem that affects and stop any business processor.	10	30 minutes
High	A Problem with unknown workaround but not stop any business Process.	30 minutes	1 hours
Medium	A general services request or problem with around solution	30 minutes	4 to 8 hours
Low	A service request that does not require immediate attention or involves long range planning.	30 minutes	2 days

NOTE: Helpdesk staff will try to respond immediately after the receipt of call or on –line request. But based on volume of requests the Helpdesk receives each day and the rationale of assessing services priorities the above response time the time between the receipt of a call or on-line request and the time that Helpdesk support employee begins working the issue. Due to the wide assortment of problem that can occur, and the tactics needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem being solved. After a technician as had the opportunity troubleshoot. It is up to the technician and the user to negotiate and set any necessary deadlines.

8. Tech Support Standards and Policies

8.1. Support Specifications



The following supports specification will be utilized by Helpdesk to assist in providing customers with the best services possible are:

Helpdesk is the first point of contact for all IT related issues and problems. As helpdesk is providing wide range of services, so helpdesk forward these requests to the relevant consultants and keeps follow-up and update user accordingly.

Support	Relevant Authorities
First point of contact for all Request	Helpdesk located at IBA campuses
Desktop Hardware and software Troubleshooting	Helpdesk located at IBA campuses
Network Troubleshooting	Helpdesk located at IBA campuses
Hardware Preventive Maintenance	Helpdesk located at IBA campuses
Hardware Maintenance	Helpdesk located at IBA campuses
Windows Active Directory and Exchange/E-mail Administration & Maintenance	Helpdesk located at IBA campuses
Customized Software Requirement	IT Manager & Management of IBA
New Software and or Hardware Authorization.	IT Manager & Management of IBA

8.2. Escalation Policy

The outsourced Helpdesk acknowledges that the severity level of work order requests can be subjective and uses many factors when assigning the severity level. As a guideline, however, we proactively escalate help request based on the assigned severity level.

The Helpdesk Supervisor at location will escalate each and every unclosed request as per agreed procedure .if any user wish to escalate his/her request, he/she should contact the Helpdesk Supervisor and the escalation will be handled from that point. If he/she is unsatisfied with the escalation through outsourced Helpdesk Supervisor, Please contact Management of IBA/ IT Manger directly with any problems and concern.

Following is the standard agreed procedure.

IT Infrastructure Emergency Requests		
Scenario	Escalate	Copy to
Start follow –up with HelpDesk immediately of request logged	Network Manager IBA	a) User b) Manager IT P & CS



In case of no response from HelpDesk Coordinator within 2 hour.	Manager IT P & CS	a) User b) Manager IT P & CS
In case of no response from IT P & CS of IBA with 2 hour	Director ICT	a) User b) Manager P&CS
In case of no response from Manager IT P & CS of IBA within 4 hour	Director ICT	a) User

9. Hierarchy of Help Desk Unit

The outsourced Help Desk unit comprises of the following position(s):

- **Lab Incharges / Data Center RE**
09 Positions for Both Campuses
- **Resident Engineers (desktop / network support)**
8 Positions for Both Campuses
- **Resident Engineers (ERP Support)**
02 Positions for Both Campuses
- **IT Helpdesk Supervisor**
02 Positions for Both Campuses

The job descriptions of the required staffs are defined hereunder: -

Lab Incharge / Data Center RE's JD:

- Manage and maintain operations of computer lab, especially timely opening in the morning.
- Data Center RE's should be responsible for monitoring of all Server Room hardware equipment.
- Ensure all computers and peripherals are in operating condition before commencement of lectures
- Ensure wired and wireless network connectivity is available in the lab throughout the session.
- Install software and their updates, patches and fixes etc. on all the systems in the lab.
- Prepare the lab and reinstall the systems from zero (by cloning) before



commencement of every semester.

- Reinstall a system with the O/S and all the applications after a system or application or system failure.
- He should be able to write lab manuals.
- He should be able to demonstrate the labs to students.
- Document, track, and monitor problems to ensure resolution in a timely manner.
- Installation of hardware / Software.
- Join new devices to Network with coordination of ICT Department

IT Help Desk Resident Engineers Job Description:

The Help Desk Engineer is responsible to follow up the complaint forwarded by the Help Desk Supervisor and response quickly to resolve the problem. The responsibilities of Help Desk Engineer include:

- Tagging and inventory monitoring of new items.
- Implementing, and complying to operational standards and escalation procedures to ensure service levels are maintained at a consistent level.
- Document, track, and monitor problems to ensure resolution in a timely manner.
- Act as site engineer to directly provide the technical support within the stipulated time and ensure the satisfaction of the complainant with user satisfaction.
- Should be able to provide solutions and fixes via telephonic support, e-mail, etc
- Installation of hardware / Software.
- Join new devices to Network with coordination of ICT Department
- Escalate the problem according to the severity level.
- Maintain record of daily complaints.
- Should be hands on with Cisco IP phones and able to troubleshoot user end problems.
- Must be familiar with network switches/ /outlook/etc.
- Resolved the complaint and report to his Supervisor.

ERP IT Help Desk Resident Engineers Job Description:

- Perform as a member of an application support team for ERP systems users throughout the organization.
- Gives training to ERP users and work with Faculty, students, users and management to determine any issue
- Assist ERP systems users with data conversion for online module and other ERP modules. Assist Team Leader ERP and Financial.
- Create reports, documentation and procedures guidelines for ERP systems users.
- Analyze and troubleshoot ERP system issues reported by end users.
- Design, develop and maintain reports used by technical staff and ERP systems users.
- Regular attendance at work and at scheduled meetings.
- Other duties as assigned.



IT Helpdesk Supervisor's JD:

- Directly Supervises Helpdesk Support Engineers and carries out supervisory responsibilities in accordance with the organization's policies ,planning, assigning and directing work; appraising performance; disciplining employees; addressing complaints and resolving problems. Measure and report on Help Desk performance daily, weekly and monthly to Manager Customer Support. Ensuring all service levels are met. Trains Help Desk staff to answer and resolve incoming calls. Assists team in resolution of issues submitted to the Help Desk. The responsibilities of Help Desk Supervisor include:
- Supervise technical support staff's daily activities which would include providing quality technical software/hardware and desktop support with high degree of customer service, technical expertise and timeliness.
- Assign day-to-day work assignments.
- Document, track, and monitor problems to ensure resolution in a timely manner.
- Ensure work assigned to technical staff is completed in a timely and effective manner.
- Monitor helpdesk operations and escalate help-tickets to ensure problems are handled as expeditiously as possible.
- Oversee desktop support problems and resolutions to determine trouble trends or problem support areas and to ensure support procedures are being followed.
- Provide management reports on help-desk operations and issues regarding the support of Information Resources.
- Manager Customer Support in development of standard operating procedures.

Qualification and Experience of Lab Incharge / Data Center RE

Degree : Bachelors in any discipline

Courses : Diploma in CS
(Any IT certification shall be considered a plus)

Experience : Minimum 01 years

Qualification and Experience of Resident Engineers

Degree : Bachelors in Related Field (BCS/BS/equivalent preferred)

Courses : Technical certification(s) (preferred)

Experience : Minimum 02 years

Total requirement

It should be noted that required total number of R.E.s, as mentioned above, is an approximate number. Actual requirement may vary as per needs. Therefore, bidders



should quote unit price (charges per month per R.E.), which shall remain uniform if the required number of R.E.s is increased or decreased.

Mobile Billing, Computers for REs:

It is the responsibility of the company to provide the mobile billing to their residence engineer plus company will provide all the hardware including computers, printers to their residence engineer working in IBA premises.

Penalty Clause:

The company will liable to pay the penalty to IBA if the Residence Engineer absent from duty and company will not send the Residence Engineer of same capacity to IBA without any delay. Rs. 1500/day will be charged.

Induction

The successful bidder should be willing to induct the persons recommended by IBA and depute them to IBA's locations as and when required.

Performance award:

The successful bidder shall also give cash award based on performance on quarterly basis to one of the deputed staff at each campus. Template for the performance evaluation report (points based) shall be devised by the bidder, and the report for each staff deployed shall be vetted / approved by the respective campus incharge of IT Support of IBA. Person securing the highest marks at each campus shall get the award.

Selection process:

Collection, scrutiny and short listing of CVs for candidates to be deputed to IBA shall be the responsibility of the successful bidder. Before finally appointing the candidate, the bidder shall definitely consult IT Support Manager(s) of IBA for their final opinion.



Renewal of agreement

The agreement shall be initially for one year, and may be renewed for another year(s), subject to satisfactory performance of the service provider. The raise in contract price payable to the service provider shall be mutually agreed upon by IBA and service provider upon completion of every contract year. The said raise shall not be more than 10% of the price of previous year, and shall be exclusive of taxes. The % increase shall exactly be passed on to the R.Es.



10. Evaluation Criteria

Each proposal will be evaluated following the same procedure. Each category has been assigned points, which combine for a possible total of 100. Under each category or sub-category, specific evaluation criteria have been identified. For each specific evaluation criterion, points can be achieved based on the level to which the specific requirement is met.

Qualification Criteria			
Technical Section			Points
Section 1 - Organizational Requirements			
1	Previous experience in providing Human Resource for ICT Customer Support in Karachi. (< 5 yrs = 0) (> 5 yrs but < 8 yrs = 05) (> 8 yrs but < 10 yrs = 10) (>= 10 yrs = 15)		15
2	Number of IT Resident Engineers on company's own pay roll deputed in Karachi (< 25 = 02) (< 50 but > 25 : 04) (< 75 but > 50 : 06) (< 100 but > 75 : 08) (>= 100 : 10)		10
3	Provide facilities to company employees like EOBI (2.5 points), medical cover (2.5 points), life insurance (2.5 points), provident fund (2.5 points).		10
4	Reimbursement of the exam fee, after successfully clearing the exam, of industry standard certifications to Resident Engineers, i.e. Microsoft Certifications (Yes = 10, No = 0 marks)		10
5	Provide overtime facility to Resident Engineers (Yes = 10, No = 0)		10
6	Train Resident Engineers in house or through some institute for industry standard, international certifications designed and examined by technology giants. (If yes 10 marks , if no 0 marks)		10
Section 1			65
Section 2 - Complaint Management System			
1	Trouble Ticketing System	Industry standard, web-based user interface (5 points) Integration with major platforms, e.g., SMS (5 points)	10
Section 2			10
Section 3 - Services			
1	Provision of IT Support service in major educational	(< 3 = 0 marks) (> 3 but < 5 = 3 marks) (>= 5 = 5 marks)	5
2	Reserve Pool & Backups	(< 15 = 0 marks) (>= 15 = 5 marks)	5



Section 3		10
Section 4 - Corporate Profile		
1	Registration Certificate for Income Tax & Sales Tax and Sindh Revenue	5
2	Audited Balance Sheet Copy / Income Tax & Sales Tax Returns for the last three years	10
Section 4		15
TOTAL		100

Note :

Cumulative maximum score for technical proposal = 100

A bidder has to secure minimum 75% marks in technical evaluation to qualify for financial evaluation. All bidders, who're technically qualified, shall be assumed equal, and only their financial proposals shall be opened. Tender shall be awarded to the bidder who comes lowest in financial evaluation.



11. Format for price schedule

S. No.	Designation	Gross salary payable to the professional in PKR / person / month	Agency Charges		Over time charges (per hour / person)	Duties and Taxes			Total Cost / person / month Inclusive of all duties and taxes (PKR)	
			% of gross salary	Amount in (PKR)	Amount in (PKR)	Nature (GST / VAT etc.)	Rate in (%)	Amount in (PKR)	In figures	In words
a	b	c	d	$E=c*d/100$	$f=c/150$	g	h	$i=(c+e)*h$	c+e+i	
1.	Lab Incharges / Data Center RE									
2.	Resident Engineers (desktop / network support)									
3.	Resident Engineers (ERP support)									
4.	ICT HD Supervisor									

Bidder should:

1. Share the details about EOBI, SESSI and Group Life Insurance benefits being offered / provided to the appointee(s).
2. Share the details about fringe benefits, other than the ones mentioned above, being offered / provided to the appointee(s).
3. Compensate the person deployed at IBA for cumulative # of extra hours, if any, worked beyond duty hours (e.g. extra hours on a working day or # of hours on holiday) at the end of every salary month.



4. Note that in case a person is employed on overtime, the total cost of overtime will be paid to the person and the company will not deduct any service or other charges from that person or IBA.



Tender will be awarded to lowest evaluated bidder.

TENDER FORM

To:

Director IT
Office Manager ICT Procurement,
Institute of Business Administration,
Main Campus, Karachi University,
Karachi-75270,
PAKISTAN.

Gentlemen:

1. We, [Name and Address of the Tenderer], having read, understood and accepted the Tender Document, including the Addendum(s), if any, offer to supply, install, configure, test, train and support the Goods and the Services, in conformity with the said Tender Document, to [Name and Address of the Purchaser], for the Total Tender Price of PKR (in figures _____) (in words _____), in accordance with the Price Schedule and the timeline, attached hereto and made part of the Tender.
2. We undertake that the Tender shall have a minimum validity period of ninety days from the last date for submission of the Tender and may be accepted at any time before the expiration of that period.
3. We undertake to provide the Performance Security to give satisfactory assurance of our ability and intention, for due performance / execution of the Contract in accordance with the terms and conditions of the Contract, in case of acceptance of the Tender.
4. We undertake that we are / shall be represented by an agent in that country equipped and able to carry out the maintenance, repair and spare parts stocking obligations prescribed in the Terms and Conditions of the Contract and / or the Technical Specifications, in case of acceptance of the Tender and of not doing business within the Purchaser's country.
5. We undertake to be bound by the Tender and the Acceptance Letter, which shall constitute a contract, until execution of the formal Contract.

Date this _____ day of 2016.

TENDERER

Signature

CNIC#

Name

Designation

Address



WITNESSES

Signature

CNIC #

Name

Designation

Address

Signature

CNIC #

Name

Designation

Address

Note: The Tender Form should be on the letterhead of the Tenderer.



AFFIDAVIT

1. We, [Name and Address of the Tenderer], do hereby declare on solemn affirmation that:
2. We have not been black listed from any Government Department / Agency.
3. We have not been involved in litigation with any client during the last 3 years.
4. We acknowledge that we have read, understood and accepted the Tender Document.
5. We understand that the Purchaser shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Tenderer(s).
6. We understand that the Purchaser shall have the right, at his exclusive discretion, to increase / decrease the quantity of any or all item(s), accept / reject any or all tender(s), cancel / annul the Tendering process at any time prior to award of Contract, without assigning any reason or any obligation to inform the Tenderer of the grounds for the Purchaser's action, and without thereby incurring any liability to the Tenderer and the decision of the Purchaser shall be final.

Date this _____ day of 2016.

TENDERER

Signature

CNIC #

Name

Designation

Address

WITNESSES

Signature

CNIC #

Name

Designation

Address

Signature

CNIC #

Name

Designation

Address

Note: The Tender Form should be on the letterhead of the Tenderer.



TENDER SECURITY FORM

WHEREAS [Name and Address of the Tenderer] (hereinafter called "the Tenderer") has submitted Tender against Tender No. (Hereinafter called "the Tender") to the [Name and Address of the Purchaser] (hereinafter called "the Purchaser") for the Total Tender Price of PKR (in figures _____) (in words _____).

AND WHEREAS [Name of the Bank] having registered office at [Address of the Bank] (hereinafter called "the Guarantor") has agreed to give the Tenderer a Guarantee;

THEREFORE the Guarantor hereby affirms to bind himself, his successors and his assigns to the Purchaser, for the sum of PKR (in figures _____) (in words _____) and undertakes to pay to the Purchaser, upon receipt of his written demand(s), any sum(s) as specified by him, not exceeding the above limit in aggregate, without cavil / argument and without the Purchaser having to substantiate / prove or to show grounds / reasons for such claim(s), on the occurrence of any / all of the following conditions:

1. If the Tenderer withdraws the Tender during the period of the Tender validity specified by the Tenderer on the Tender Form; or
2. If the Tenderer does not accept the corrections of his Total Tender Price; or
3. If the Tenderer, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.

Provided that the Purchaser shall specify the occurred condition(s) owing to which the said sum is due to him.

Provided further that any demand(s) / claim(s) from the Purchaser shall reach the Guarantor within thirty working days after the expiry of the Guarantee.

This guarantee shall remain valid up to _____ or until furnishing of the Performance Security, whichever is later.

Date this _____ day of 2016.

GUARANTOR

Signature _____
CNIC # _____
Name _____
Designation _____
Address _____



PERFORMANCE SECURITY

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has agreed to supply the Goods and render the Services against Tender No. _____ (hereinafter called "the Contract") for the Contract Value of PKR (in figures _____) (in words _____).

AND WHEREAS it has been stipulated in the Tender Document that the successful Tenderer shall furnish Performance Security, within three working days of the receipt of the Acceptance Letter from the Purchaser, in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document or in another form acceptable to the Purchaser, for a sum equivalent to 10% of the contract value, valid from the date of issue until all obligations have been fulfilled in accordance with the Contract;

AND WHEREAS [Name of the Bank] having registered office at [Address of the Bank] (hereinafter called "the Guarantor") has agreed to give the Contractor a Guarantee;

THEREFORE the Guarantor hereby affirms to bind himself, his successors and his assigns to the Purchaser, for the sum of PKR (in figures _____) (in words _____) and undertakes to pay to the Purchaser, upon receipt of his written demand(s), any sum(s) as specified by him, not exceeding the above limit in aggregate, without cavil / argument and without the Purchaser having to substantiate / prove or to show grounds / reasons for such claim(s), on the occurrence of any / all of the following conditions:

1. If the Contractor commits a default under the Contract;
2. If the Contractor fails to fulfill any of the obligations under the Contract;
3. If the Contractor violates any of the provisions of the Contract.

Provided that the Purchaser shall specify the occurred condition(s) owing to which the said sum is due to him.

Provided further that any demand(s) / claim(s) from the Purchaser shall reach the Guarantor within thirty working days after the expiry of the Guarantee.

This guarantee shall remain valid up to _____ or until all obligations have been fulfilled in accordance with the Contract, whichever is later.

Date this _____ day of 2016.

GUARANTOR

Signature _____
CNIC # _____
Name _____
Designation _____
Address _____

