

Tender Fee: Rs. 2,000/-
(Non-Refundable)

TENDER FORM

Tender # IT/12/21-22 SLA for the Maintenance of CISCO Equipment

Date of Issue : December 23, 2021
Last Date of Submission : January 7, 2022 (3:00 PM)
Date of Opening of Tender : January 7, 2022 (3:30 PM)

Company Name: _____

NTN: _____, SRB Registration Number: _____

GST Registration Number: _____

Pay Order / Demand Draft # _____, Dated: _____

Amount of Rs. _____, Drawn on Bank: _____

Notice Invitation Tender (NIT)

Tender Notice

The Institute of Business Administration, Karachi (IBA) invites sealed bids from active taxpayers of manufacturers/firms/companies/distributors/suppliers registered with relevant tax authorities for the following tender.

Tender Title (Ref. No.)	Procedure	Bid Security
SLA for the Maintenance of CISCO Equipment IT/12/21-22	Single Stage One Envelope	2%
Tender Fee & Dates		
Fee: Rs. 2,000/-		
Issuance start date: December 23, 2021 at 9 AM		
Issuance end date & time: January 7, 2022 at 3 PM		
Submission date & time: December 23, 2021 to January 7, 2022 from 9 AM to 3 PM		
Opening date & time: January 7, 2022 at 3:30 PM		

Tender Document may be collected after submission of paid fee challan from the Office of **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi** on any working day (Monday to Friday). Alternatively, the tender document can be downloaded from the website. The Tender fee challan is to be generated from the IBA website <https://www.iba.edu.pk/tenders> which may be deposited in any branch of Meezan Bank Ltd. Sealed bids should be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus University Enclave Karachi and will be opened on the same date & venue in the presence of the bidders' representatives who may wish to attend. In case of a holiday, the tender shall be opened/received on the next working day at the same place and time. Bid Security in form of Pay Order or Demand Draft has to be submitted in favour of "IBA Karachi" along with the Tender.

Kindly mention "Tender Number" at the top left corner of the envelope.

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

REGISTRAR

IBA, Main Campus, University Enclave, Karachi 75270

111-422-422 Fax (92-21) 99261508

Contact Person Sr. Executive Procurement on 38104700 ext: 2152

Email tenders@iba.edu.pk Website <https://www.iba.edu.pk/tenders>

CONTENTS

1. Introduction	Page 4
2. Instructions	Page 5
3. Bidding Data	Page 7
4. Terms & Conditions	Page 8
5. Integrity Pact	Page 10
6. Project Summary	Page 11
7. Scope of Work	Page 11
8. Bidder Qualification Criteria	Page 12
9. Bill of Quantity	Page 13

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 23, 2021, to "Service Level Agreement for the Maintenance of CISCO Network Equipment, CISCO IP Phones & CISCO Wi-Fi Access Points".

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 Senior Executive Procurement on 38104700 ext: 2152 for any information and query.

Thank you.

-sd-

Registrar

2. Instructions

(a) Sign & Stamp

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. 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 mandatory to fill 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 the item/column name or number etc that referred to the column/item of the Tender Form.

(c) Collection of Tender

You can collect the Tender Document from the office of Head of Procurement, Ground Floor, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi from December 23, 2021 to January 7, 2022 during working 9:00 AM to 3:00 PM.

(d) Tender Number

Please mention "Tender Number" at the top left corner of the 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.

(e) Communication

Any request for clarification regarding technical specification should be submitted in writing to:

Contact Person (IBA): Executive Procurement ICT
Institute of Business Administration,
Main Campus, University Enclave,
Karachi
Tel #: 021 38104700; Ext 2155
Email: tenders@iba.edu.pk

Stamp & Signature

(f) Submission of Documents and Address

Separate envelopes clearly labelled for 'Original Document', 'Copy' and 'Bid Security' must be submitted on or before the last date to submit the tender documents. Tender Documents can be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus, University Enclave, Karachi till 3:00 PM on January 7, 2022. **Tender Documents received by fax or email will not be accepted.**

(g) Date of Opening of Tender

The bid will be opened on January 7, 2022 at 3:30 PM, in presence of representative bidders who may care to attend.

(h) Rights

Competent authorities reserve the right to accept or reject any quotation/tender without any reason thereof.

(i) Location of Deliveries

Services will be delivered at IBA Data Centre Main Campus, University Enclave, Karachi or as per instructions. IBA is not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(j) Clarification / Proof

Please submit copies of certificates of registration with the Sales Tax and Income Tax departments. The manufacturer/firms/companies/distributors/suppliers should also provide copy(ies) of the certificate(s) etc as proof of their claim.

(k) Site Survey

Bidders may conduct a survey of the sites and quote services accordingly.

- **Point of Contact:** Mr Mansoor Ali, Manager IT (mali@iba.edu.pk)

- **City Campus** Kayani Shaheed Road, Garden, Karachi on December 31, 2021, 9:00 AM to 1:00 PM

- **Main Campus:** Karachi University enclave, University Road, Karachi on December 31, 2021, 2:00 AM to 4:00 PM

Stamp & Signature

3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi.
- (b) **Brief Description of Procurement:** Service Level Agreement for the Maintenance of CISCO Network Equipment, CISCO IP Phones & CISCO Wi-Fi Access Points’.
- (c) **Procuring Agency’s address:** 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 the 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 submitting the Tender Document in a sealed envelope is January 7, 2022, by 3:00 PM in the Tender Box placed at the Security Office, Gate # 4, IBA Main Campus, University Enclave, Karachi. The Tender will be opened on the same day at 3:30 PM in the presence of representatives who may care to attend.
- (g) **The Venue, Time, and Date of Bid Opening:** The Tender will be opened on January 7, 2022, at 3:30 PM at IBA Main Campus, University Enclave, Karachi in the presence of representatives who may care to attend.
- (h) **Time for Completion from written order of commencing:** 90 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:** _____ **Dated:** _____
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. 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 prior to the signing of the Contract. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of the contract.

c. Validity of the Tender

All proposals 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 are encouraged to state a longer period of validity for the proposal.

d. Currency

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

e. 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.

f. Arbitration and Governing Law

This tender and any contract executed under 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.

g. Acceptance of Tender

The IBA reserves the right not to accept the lowest and to annul the bidding process without assigning any reason whatsoever. IBA Karachi may ask to provide a demo unit that the supplier quoted in the tender. After the final inspection of the unit, the decision will be made.

Stamp & Signature

h. Support Capabilities

The Manufacturer/Firms/Companies/Distributors/Suppliers should indicate the support capabilities for all the hardware provided during the course of the warranty.

i. Compliance to Specifications

The manufacturer/firms/companies/distributors/suppliers shall provide information as per requirements given in BoQ. However, manufacturer / firms / companies / distributors / suppliers can submit multiple solutions. Manufacturers/firms/companies/distributors/suppliers may not propose/supply any kind of refurbished hardware equipment's / components in their proposals.

j. Cancellation

IBA reserves the right to cancel any or all of the above items if the material is not in accordance with its specifications or if the delivery is delayed.

k. Renewal

Initially the Agreement will be of 1 year and shall be renewed with same terms & conditions for 3 years maximum.

l. Invoice

Invoice/bill should be submitted to Purchase Department.

m. Stamp Duty

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

n. Delivery Time

The supply should be completed at IBA within 04 weeks after receiving of Work Order.

o. Payment Terms

25% at the end of each quarter after satisfactory services delivered to IBA, Karachi.

Stamp & Signature

5. Integrity Pact

- (a) Its intention is 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 instruments, 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 a mandatory requirement other than auxiliary services/works.

Stamp & Signature

6. Project Summary

Institute of Business Administration, Karachi (IBA) requires 'Service Level Agreement for the Maintenance of CISCO Network Equipment, CISCO IP Phones & CISCO Wi-Fi Access Points', as per below given BoQ. This 'Service Level Agreement' include;

- a. Onsite maintenance and replacement warranty of the equipment as per BoQ.
- b. Technical support and upgrade.

7. Scope of Work

- a. The Selected Bidder will be responsible for the smooth and full-fledged functioning of hardware included in the SLA as per the BoQ, during its effective period.
- b. The scope of this bid, and its subsequent order, is to provide Support/warranties of IT equipment and components included in BOQ.
- c. The selected bidder will be responsible to respond as specified below to calls, whether normal or urgent, for maintenance/support/replacement etc. of items that are part of this BoQ.
 - i. Critical: Urgent response (24x7) within 4 hours and replace faulty equipment.
 - ii. NBD: Next Business Day delivery of replacement hardware.
- d. The selected bidder should be responsible for handling level 2 and 3 technical support issues.
- e. The selected bidder should be responsible log the ticket to Cisco Tech Support for Critical problems.
- f. The selected bidder shall be responsible for providing a minimum of one year of services.
- g. Bidder must provide backup or replacement of any hardware with the same or higher Specification. Equipment of lower specification will NOT be accepted.
- h. Bidder must provide backup in case of delay in delivery of the relevant model, as specified above.
- i. The onsite comprehensive replacement warranty period of one year is mandatory which includes replacement of the Network Equipment (if necessary) without any additional cost.

Stamp & Signature

8. Bidder Qualification Criteria

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Minimum 3 years of similar experience.	
2	Last 3 years' turn over with a minimum of 08 million (per year) as a bank statement or financial statement.	
3	"Sales tax registration certificate with last month return copy both FBR and/or SRB" and NTN certificates.	
4	Bidder's Association with CISCO (Premier level partnership).	
5	Successful completion of at least three (03) similar projects completed / in hands in the last three years. Testimonial from the customer or can be confirmed by IBA, Karachi, through the contact detail provided.	

 Stamp & Signature

9. Bill of Quantity

A. CISCO Network Equipment				
Sr #	Description	Qty	Rate	Amount
1	Product Code: WS-C2960-24PC-S Serial No: FOC1417W0V1, FOC1417W0V8, FOC1417W0VG, FOC1417W0W1, FOC1417W138, FOC1417W14H, FOC1417W14V, FOC1417W0V2, FOC1417W0V9, FOC1417W0VR, FOC1417W0W8, FOC1417W13Q, FOC1417W14K, FOC1417W0V6, FOC1417W0VD, FOC1417W0VY, FOC1417W0WB, FOC1417W13V, FOC1417W14S, FOC1417W0V7, FOC1417W0VE, FOC1417W0VZ, FOC1417W129, FOC1417W13X, FOC1417W14T, FOC1417W0BK, FOC1417W0TB, FOC1417W0TG, FOC1417W0BS, FOC1417W0TC, FOC1417W0TJ, FOC1417W0BT, FOC1417W0TD, FOC1417W0T6, FOC1417W0TF, FOC1441W513, FOC1441W53Y, FOC1441W55U, FOC1441W51A, FOC1441W54H, FOC1441W4ZF, FOC1441W524, FOC1441W54J, FCQ1629X5GV, FCQ1629X57N, FCQ1629X59F, FCQ1629X5GW, FCQ1629X58L, FCQ1629X598, FCQ1629X57Y, FCQ1629X595, FCQ1629X57M, FCQ1630X0JK, FCQ1629X5GR, FCQ1629X5A1, FCQ1630X0JE, FCQ1629X5GD, FCQ1629X5DJ, FCQ1630X0JM, FCQ1629X58U, FCQ1629X57G, FCQ1629X59H, FCQ1629X58Z, FCQ1629X5GP, FCQ1629X5GY, FCQ1629X5GS, FCQ1629X5GX, FCQ1629X58G, FCQ1620Y15Y, FCQ1620Y16Q, FCQ1620Y15W, FCQ1620Y16K, FCQ1620Y15H, FCQ1620Y178, FCQ1620Y15P, FCQ1620Y15V, FCQ1620Y18H, FCQ1620Y15R, FCQ1620Y16S, FCQ1620Y14Y, FCQ1650X66T, FCQ1701X207 Service Level: NBD	82		
2	Product Code: WS-C2960-48TC-S, Service Level: NBD Serial No: FOC1415V7A9, FOC1415W7F4, FOC1415V7BX, FOC1415W7JP, FOC1415V7C5, FOC1415V7CD	6		
3	Product Code: WS-C3750E-48TD-S, Service Level: NBD Serial No: FDO1418R0RK, FDO1418R0RL, FDO1418R0SU, FDO1418R0SV	4		
4	Product Code: WS-C3750V2-24TS-S, Service Level: NBD Serial No: FDO1413Z00X	1		
5	Product Code: WS-C4948-10GE-S, Service Level: NBD Serial No: FOX1352G3RM, FOX1352G3S4	2		
6	Product Code: PWR-C49-300AC/2, Service Level: Critical Serial No: PAC14140QD8, PAC14140QG0	2		
7	Product Code: PWR-C49-300AC, Service Level: Critical Serial No: PAC14140QAJ, PAC14140QHR	2		
8	Product Code: DS-C9222I-K9, Service Level: NBD Serial No: FOX1405GQKK, FOX1405GQMJ, FOX1405GQK3, FOX1405GQKE	4		

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B. CISCO WI-FI Equipment				
Sr #	Description	Qty	Rate	Amount
1	Product Code: AIR-LAP1242G-E-K9, Service Level: NBD Serial No: FCZ1418802F, FCZ1418802Q, FCZ14188031, FCZ14188035, FCZ14188039, FCZ1418803D, FCZ1418803H, FCZ1418803M, FCZ1418803R, FCZ1418803V, FCZ1418803Z, FCZ14188043, FCZ14188047, FCZ1418804B, FCZ1418809M, FCZ1418809T, FCZ141880A0, FCZ1418802M, FCZ1418802T, FCZ14188032, FCZ14188036, FCZ1418803A, FCZ1418803E, FCZ1418803J, FCZ1418803N, FCZ1418803S, FCZ14188040, FCZ14188044, FCZ14188048, FCZ1418804C, FCZ1418809N, FCZ1418809V, FCZ1418802N, FCZ1418802U, FCZ14188033, FCZ14188037, FCZ1418803B, FCZ1418803F, FCZ1418803K, FCZ1418803P, FCZ1418803T, FCZ1418803X, FCZ14188041, FCZ14188045, FCZ14188049, FCZ1418804D, FCZ1418809P, FCZ1418809W, FCZ1418802P, FCZ14188030, FCZ14188034, FCZ14188038, FCZ1418803C, FCZ1418803G, FCZ1418803L, FCZ1418803Q, FCZ1418803U, FCZ1418803Y, FCZ14188042, FCZ14188046, FCZ1418804A, FCZ1418804E, FCZ1418809S, FCZ1418809X	64		
2	Product Code: AIR-LAP1310G-E-K9, Service Level: NBD Serial No: FCW1420T00P, FCW1420T00V, FCW1420T010, FCW1420T017, FCW1420T01B, FCW1420T00R, FCW1420T00W, FCW1420T013, FCW1420T018, FCW1420T00S, FCW1420T00X, FCW1420T015, FCW1420T019, FCW1420T00U, FCW1420T00Y, FCW1420T016, FCW1420T01A	17		
3	Product Code: AIR-WLC4404-100-K9, Service Level: Critical Serial No: FOC1414F0AH, FOC1414F0D8	2		
4	Product Code: AIR-LAP1242G-EK9, Service Level: NBD Serial No: FCZ14418206, FCZ1441820C, FCZ1441820M, FCZ1441821L, FCZ1441821P, FCZ14418207, FCZ1441820D, FCZ1441820Y, FCZ1441821M, FCZ1441822Y, FCZ1441820A, FCZ1441820H, FCZ14418210, FCZ1441821N, FCZ14418237	15		
5	Product Code: WCS-STANDARD-K9, Service Level: NBD Serial No: 3521J5AD1E1, 3521J64DECD	2		
6	Product Code: AIR-MSE-3310-K9, Service Level: NBD Serial No: FTX1417505F	1		

 Stamp & Signature

7	Product Code: AIR-LAP1041N-E-K9, Service Level: NBD Serial No: FCZ1642W3CC, FCZ1642W3CH, FCZ1642W3CN, FCZ1642W3CT, FCZ1642Z32S, FCZ1642Z32X, FCZ1642Z332, FCZ1642Z337, FCZ1642Z33C, FCZ1642Z33H, FCZ1642Z33N, FCZ1642Z33T, FCZ1642W3CD, FCZ1642W3CJ, FCZ1642W3CP, FCZ1642W3CU, FCZ1642Z32T, FCZ1642Z32Y, FCZ1642Z333, FCZ1642Z338, FCZ1642Z33D, FCZ1642Z33J, FCZ1642Z33P, FCZ1642Z33U, FCZ1642W3CE, FCZ1642W3CK, FCZ1642W3CQ, FCZ1642W3CV, FCZ1642Z32U, FCZ1642Z32Z, FCZ1642Z334, FCZ1642Z339, FCZ1642Z33E, FCZ1642Z33K, FCZ1642Z33Q, FCZ1642Z33V, FCZ1642W3CF, FCZ1642W3CL, FCZ1642W3CR, FCZ1642W3CW, FCZ1642Z32V, FCZ1642Z330, FCZ1642Z335, FCZ1642Z33A, FCZ1642Z33F, FCZ1642Z33L, FCZ1642Z33R, FCZ1642Z33W, FCZ1642W3CG, FCZ1642W3CM, FCZ1642W3CS, FCZ1642W3CX, FCZ1642Z32W, FCZ1642Z331, FCZ1642Z33W, FCZ1642W3CG, FCZ1642W3CM, FCZ1642W3CS, FCZ1642W3CX, FCZ1642Z32W, FCZ1642Z331, FCZ1642Z336, FCZ1642Z33B, FCZ1642Z33G, FCZ1642Z33M, FCZ1642Z33S, FCZ1642Z33X, FCZ1621Z0PQ, FCZ1621Z0PK, FCZ1621Z0PM, FCZ1621Z0PR, FCZ1621Z0PP, FCZ1621Z0Q0, FCZ1621Z0PH, FCZ1621Z0Q2, FCZ1621Z0PY, FCZ1621Z0Q1, FCZ1621Z0PX, FCZ1621Z1A1, FCZ1621Z0Q3, FCZ1621Z0PZ, FCZ1621Z0PV, FCZ1621Z0PC, FCZ1621Z0PJ, FCZ1621Z0PG, FCZ1621Z0PD, FCZ1621Z0PT, FCZ1621Z0PL, FCZ1621Z0PA, FCZ1621Z0PS, FCZ1621Z0PN	91		
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	Total	
	13% SST	
	Grand Total	

Grand Total Amount Rupees (in words): _____

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