

## 6. Technical Specifications & BOQ:

| Sr. # | Item                                 | Description  | Quantity |
|-------|--------------------------------------|--|----------|
| 1     | HP Printer A3 Size M712DN            | A3 size heavy duty printers  | 11       |
| 2     | Computers HP Elite Desktop 800 G1    | HP Elite desktop 800 G1 USDT Core-i7 with HP Pro Display P191 18.8inch LED monitor | 65       |
| 3     | Computers HP Elite Desktop 800 G1    | HP Elite desktop 800 G1 Full HD 21.5" with LED infinity touch screen Core-i5       | 05       |
| 4     | HP Compaq Elite 8300 USDT Computers. | Chassis Tower stand, 3 <sup>rd</sup> generation i5 with LED 19.5 inch              | 200      |
| 05    | Miscellaneous Printers.              | Black & White Laser and Colour Printers (HP Brand)                                 | 35       |

## 7. Mandatory Criteria:

Only those vendors can apply in this tender who fulfill the mandatory criteria:

1. The bidder / vendor must have local office in Karachi.
2. The bidder / vendor must maintain a backup / surplus inventory up to a minimum of 15% for each item quoted in the bid.
3. Maximum response time should be less than 04 (four) hours of the time the complaint is logged.
4. Any value added service bundled with the bid offer, with no impact on the BOQ, service level or the bid cost, shall be acceptable.
5. Bidder should quote prices of consumable items. Warranty of consumable items must be minimum 3 months. (Battery, Adapter)
6. Any bid received for partial BOQ will be rejected.
7. The successful bidder will sign a Service level agreement (SLA) with parts for a period of one year, extension of which shall be dependent on satisfactory performance for the previous year(s).
8. During the technical evaluation, bidder may be asked for the presentation about their setup, or provide a demo of the items.
9. Bidder must have team of technically qualified staff on payroll for providing repair & maintenance services.
10. Bidder must have at least three years' experience of providing the hardware repair & maintenance and backup services in elite educational institutions of Karachi. A proof of the same should be compulsorily attached as annexure to the bid.
11. Share the client list of SLA of same nature only with in Karachi.
12. **All defective items shall be replaced with new and same brand.**

Stamp & Signature




## 8. Bid Evaluation Criteria:-

- The bids will be evaluated on the basis of lowest items rate keeping in view our required configuration and also fulfil mandatory criteria only. (Evaluate the bid on overall bases )

### 1. Service Level

#### 1.1 Service Offering Includes:

|               |  |
|---------------|--|
| Maintenance   | Preventive and corrective maintenance as per agreement                 |
| Maintenance   | Vacuum cleaning of complete equipment.                                 |
| Maintenance   | Physical inspection of complete equipment                              |
| Performance   | Performance Tests and adjustments/Lubrication of mechanical assemblies |
| Back-up units | Only with parts agreement as per list.                                 |

#### 2.2 Performance Goals:

- 4 Hrs Response Time.
- On-site support
- Provide back-up unit if required.

#### 2.3 Performance Measures:

- 90% equipment repaired on site
- Turnaround time for a repair Maximum 2 days or provide backup unit.
- IBA can request other performance measures apart from the above which may be negotiated on a case by case basis.

#### 2.4 Maintenance Schedules:

- Preventive Maintenance two (2) times a year.

|              |                            |
|--------------|----------------------------|
| Total        | 24,070,200/- (24,70,200/-) |
| SST (13%)    | 321,126/-                  |
| Total Amount | 27,91,326/-                |

Grand Total Rupees (in words)

Twenty Seven hundred Ninety One thousand Three hundred Twenty Six  
only

