Tender Fee: Rs. 2000/-. (Non-Refundable)

TENDER FORM

Tender # IT/26/18-19

Supply & Installation of Wireless Access Point with Controller

Date of Issue	:	May 08, 2019
Last Date of Submission	:	May 23, 2019 (12 noon)
Date of Opening of Tender	:	May 23, 2019 (12:30 PM)
Company Name:		
NTN:		
SRB / GST Registration Number: _		
Pay Order / Demand Draft #		, Drawn on Bank
Amount of Rs.		, Dated:

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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 leading newspapers on May 08, 2019 to "Supply & Installation of Wireless Access Point with Controller".

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 with the passage of time.

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

P	lease contact	Purchase	Executive of	138104700 ext	· 2112 for any	information and	duerv

Thank you.

-sd-

Registrar

2. <u>Instructions</u>

(a) Sign & Stamp

The Institute of Business Administration, Karachi (IBA) expects that aspirant bidder contactor manufacturers / firms / supplier / companies / distributors / dealers 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 each and every page. Moreover, attach required supporting document 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 of utmost important to fill in 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 item/column name or number etc that referred the column/item of the Tender Form.

(c) Collection of Tender

You can collect the Tender Document from the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi from May 08, 2019 to May 23, 2019 during working 8:30 AM to 12 noon.

(d)Submission of Tender

The last date of submit the Tender Document in sealed envelope in May 23, 2019 by 12 noon in the Office of the Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 12:30 PM in the presence of representatives who may care to attend.

(e) Bid Security

Bid Security of 2% of total charges will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of **Institute of Business Administration.** Bid Security should be enclosed in a separate envelope, labelled as 'Bid Security, and which should be sealed. Proof of Sales Tax registration and NTN numbers should also be provided. (Please provide photocopies of relevant documents).

(f) 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 before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of work / Contract.

(g) Tender Number

Please mention "Tender Number" at top left corner of the envelopes. IBA, Karachi may reject any bid subject to relevant provision of SPP Rules 2010 and may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.

(h) Communication

Any request for clarification regarding technical specification should be submitted <u>in writing</u> to:

Contact Person (IBA): Syed Ali Ahmed Naqvi

Executive ICT Procurement

Institute of Business Administration, City Campus, University Road,

Karachi

Tel # : 111-422-422 Ext 2112 Email : anaqvi@iba.edu.pk

(i) Submission of Documents and Address

Separate envelopes clearly labeled for 'Original Document', 'Copy' and 'Bid Security' must be submitted on or before last date to submit the tender documents. Tender Document can be dropped by hand or courier in Tender Box placed at the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi by the last date indicated for submission. **Tender Document received by fax or email will not be accepted.**

(j) Submission of Tender

The complete tender document should be submitted by 12 noon on May 23, 2019 at the office of Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi

The manufacturer/firms/companies/distributors/suppliers shall deliver two copies of the bids which include IBA tender documents.

(k) Date of Opening of Tender

Bid will be opened on May 23, 2019 at 12:30 pm at Office of the Sr. Manager Procurement & Stores IBA Main Campus in presence of representative bidders who may care to attend.

(l) Demonstration

The Bidder contactor manufacturer/firms/companies/distributors/suppliers might ask to provide a demonstration unit of the quoted product for testing / evaluation purposes. The demonstration unit should be exactly of the same specification as quoted by the manufacturer /firms/company's /distributors/ suppliers. In case the demo unit isn't according to the specification required by IBA or quoted by the manufacturer/firms/companies/distributors/suppliers, the tender may be liable to rejection. Sample, if any, of the quoted item may be provided with the tender form duly stamped by the company.

(m) Rights

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

(q) Mode of Deliveries

Supply will be delivered at IBA Store Main Campus University Road Karachi. IBA not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(r) Clarification / Proof

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

3. Bidding Data

- (a) Name of Procuring Agency: Institute of Business Administration, Karachi
- **(b) Brief Description of procurement:** Supply & Installation of Wireless Access Point with Controller
- (c) Procuring Agency's address:-Main Campus, University Road, Karachi
- (d) Amount of Bid Security:- Bid Security of 2% of total amount/cost will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of 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 submit the Tender Document in sealed envelope in May 23, 2019 by 12 noon in the Office of the Sr. Manager Procurement & Stores, Ground Floor, Fauji Foundation IBA Main Campus, University Road, Karachi. The Tender will be opened on same day at 12:30 PM in the presence of representatives who may care to attend.
- (g) Venue, Time, and Date of Bid Opening:- Tender will be opened on May 23, 2019 on 12:30 PM at IBA Main Campus, University Road, Karachi.
- (h) Time for Completion from written order of commence:- 60 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: Date: Amou	int:(in words and figures) Pay	Order / Demand	Draft
#	Amount ·Rs	Drawn on Rank	Dated	

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) Validity of the Tender

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

c) Currency

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

d) 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.

e) Arbitration and Governing Law

This tender and any contract executed pursuant to 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.

f) Acceptance of Tender

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

Bidder MUST quote prices as per requirement mentioned in the Tender Document.

g) Material

Material of this order is subject to final inspection from Competent Authority Technical Team at the time of delivery.

h) Cancellation

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

i) 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 before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of contract.

j) Liquidity Damages

Liquidity damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery or work up to 10% of the total contract value.

k) Delivery of Equipment

All equipment will be delivered new, in packed condition directly to the location, as per the discretion of IBA. If equipment delivered is not conforming to the specifications and bill of quantity, the equipment will not be accepted. The equipment will be installed only after inspection.

1) Increase in Price

No increase in the value of above mentioned items will be accepted on account of either unit price, total price, any or all other charges, duties, taxes, scope of supply and or any other head of account shall be allowed.

m) Increase in Taxes

Any increase in taxes, the IBA should not be responsible, but, if any taxes are reduced, the IBA should get its benefit.

n) Quantity

Competent Authority reserves the right to change / alter / remove any item or article or reduce / enhance quantity without assigning any reason thereof.

o) Invoice

Invoice / bill should be submitted to Purchase & Store Department.

p) Stamp Duty

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

q) Delivery Time

The items should be delivered within 6 weeks from the date of acceptance of Purchase Order.

r) Active Tax Filer

Manufacturers / Firms / Supplier / Companies / Distributors shall maintain its status as an active/filer taxpayer with taxation authorities while rendering services to IBA, Karachi.

s) Payment Terms

- 80% of the total order would be paid on successful delivery IBA Karachi.
- 20% of the order would be paid after 6 months of installation, commissioning and integration of the equipment subject to PAT and final acceptance test by IBA.

5. Integrity Pact

Declaration of Charges, Fees, Commission, Taxe	s, Levies etc payable by the bidder,
M/s	, the Bidder hereby declares that

- (a) Its intention 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, contact, or other instrument, 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 mandatory requirement other than auxiliary services / works.

6. Bill of Quantity

TECHNICAL SPECIFICATIONS OF WLAN CONTROLLER AND ACCESS POINTS

Wireless Lan Controller(Qty. 1)						
Sr. No.	Items	Description/ Specifications	Brand and Model	Unit Price	Total	
	General Requirement	 The controller should have: 2 x 10G & 4 x GE ports. Separate Control plane and data plane Survivable AP Architecture i.e., In the event of backhaul outage, new APs and clients can be added and full WLAN functionality persists 				
1.	Compliant Standards	IEEE 802.11a , IEEE 802.11b , IEEE 802.c, IEEE 802.11d , IEEE 802.11e, IEEE 802.11g , IEEE 802.11h , IEEE 802.11i , IEEE 802.11n , IEEE 802.1D , IEEE 802.1Q , IEEE 802.1x , IEEE 802.3 , IEEE 802.3u, 802.11ac				
2.	Features	ARP support, DHCP support, MAC address filtering, Manageable, Syslog support, VLAN support, centralized security policies, wireless intrusion prevention system, RF management, quality of service (QoS) for voice and video, The APs and controller should be capable of 802.11q VLAN tagging of Management traffic independent of VLANs utilized by the WLANs (SSID). Further: a. The APs and controller may utilize different VLAN tags				
3.	Network Transport Protocol	ARP , , DHCP , ICMP/IP , TCP/IP , UDP/IP				
4.	Switching Protocol	Ethernet				
5.	Туре	Network management device				

	Other Features	Wired speed, no blocking performance for		
		802.11n and optimized for		
		802.11ac networks		
		Separate SSID tunnels allow both		
		corporate and personal Internet		
		access		
6.		Support for up to 1000 access points and		
		25,000 clients with 55 activate		
		licenses of AP		
		Designed to support both 802.11n and		
		802.11ac networks		
		Ability to manage 1000 access points		
		simultaneously		
		Option to add additional access points and		
		feature licenses over time Allows access		
		points to dynamically establish wireless		
		connections without the need for a		
		physical connection to the wired network		

Wireless Access Point In Door

(Qty. 50)

Sr.No.	Items	Description/Specifications	Brand / Model	Unit Price	Total
1.	Compliant Standards:	IEEE 802.11a , IEEE 802.11ac , IEEE 802.11c, IEEE 802.11b , IEEE 802.11d , IEEE 802.11g , IEEE 802.11h , IEEE 802.11i , IEEE 802.11n , IEEE 802.1x , IEEE 802.3af , IEEE 802.3at, WMM/802.11e			
2.	Connectivity Technology:	Wireless		l	
3.	Data Link Protocol:	IEEE 802.11a , IEEE 802.11ac , IEEE 802.11b , IEEE 802.11g , IEEE 802.11n			
4.	Other Features	Supporting channels up to 160MHz Wide Dynamic Bandwidth Selection allows the access point to dynamically witch between 20-, 40-, 80-, and 160-MHz channels Supporting Four spatial streams, MU-MIMO enables access points tosplit spatial streams between client devices, to maximize throughput. Enables both radios to operate in 5-GHz client serving mode, Allowing an industry-leading 2.5 Gbps over-the-airspeeds while increasing client capacity. Allows the access points to intelligently determine the operating mode of serving radios based on the RF environment. The access points must operate in the following modes: 2.4-GHz and 5-GHz mode: One radio will serve clients in 2.4-GHzmode, while the other serves clients in 5-GHz mode. • WMM, Power Save, LDPC, STBC, 802.11r/k/v • Hotspot • Hotspot • Hotspot • Hotspot 2.0 • Captive Portal • WISPr			

5.	Supported Channels	• 2.4GHz: 1-13 • 5GHz: 36-64, 100-144, 149-165
6.	MIMO Technology	• 4x4 SU-MIMO • 4x4 MU-MIMO
7.	Security	• WPA-PSK, WPA-TKIP, WPA2 AES, 802.11i, Dynamic PSK • WIPS/WIDS
8.	Supported Rates	• 802.11ac: 6.5 to 1,733Mbps (MCS0 to MCS9, NSS = 1 to 4 for VHT20/40/80) • 802.11n: 6.5 Mbps to 600Mbps (MCS0 to MCS31) • 802.11a/g: 54, 48, 36, 24, 18, 12, 9, 6Mbps • 802.11b: 11, 5.5, 2 and 1 Mbps
9.	Antenna Gain	• Min Up to 3dBi
10.	Ethernet	• Min Two Ethernet ports; Min one 2.5GbE & one 1GbE port •Power over Ethernet(802.3af/at/bt)with Category 5/5e/6 cable • Link Aggregation (LACP)
11.	Client Capacity	• Up to 500 clients per AP
12.	SSID	• Min Up to 16 per AP
13.	PERFORMANCE AND CAPACITY	• 2.4GHz: 500Mbps or Higher • 5GHz: 1700Mbps or Higher
14.	NETWORKING	 Controller based Platform Support. Supported wireless meshing technology IPv4, IPv6, dual-stack Vlan, 802.1Q, 802.1x, Tunneling Technology, Policy Management Tools will be required. USB 1 USB 2.0 port, Type A

		• Wi-Fi Alliance4		
15.	CERTIFICATIONS AND COMPLIANCE	 • Wi-Fi CERTIFIED™ a, b, g, n, ac • Passpoint®, Vantage • Standards Compliance5 • EN 60950-1 Safety • EN 60601-1-2 Medical • EN 61000-4-2/3/5 Immunity • EN 50121-1 Railway EMC • EN 50121-4 Railway Immunity • IEC 61373 Railway Shock & Vibration • UL 2043 Plenum • EN 62311 Human Safety/RF Exposure 		
		WEEE & RoHSISTA 2A Transportation		

Accessories (Original Manufacturer Brand)		
	Item Specifications	Quantity
	Secure Mounting Bracket	50
	Power over Ethernet (PoE) Adapter (10/100/1000 Mbps) with EU power adapter.	50

Wireless Access Point Out Door

(Qty. 05)

Brands: Cisco, Ruckus or equivalent

Sr.No.	Items	Description/Specifications	Brand/ Model	Unit Price	Total
1.	Compliant Standards:	IEEE 802.11a , IEEE 802.11ac (draft 5.0) , IEEE 802.11c, IEEE 802.11b , IEEE 802.11d , IEEE 802.11g , IEEE 802.11h , IEEE 802.11i , IEEE 802.11n , IEEE 802.1x , IEEE 802.3af , IEEE 802.3at, WMM/802.11e			
2.	Connectivity Technology:	Wireless			
3.	Data Link Proto col:	IEEE 802.11a , IEEE 802.11ac , IEEE 802.11b , IEEE 802.11g , IEEE 802.11n			
4.	Other Features	Supporting channels up to 80 MHz wide Dynamic Bandwidth Selection allows the access point to dynamically witch between 20-, 40-, and 80-, MHz channels Supporting Four spatial streams, MU-MIMO enables access points tosplit spatial stream s between client devices, to maximize throughput. Enables both radios to operate in 5-GHz client serving mode, Allowing an industry-leading 2.5 Gbps over-the-airspeeds while increasing client capa city. Allows the access points to intelligently determin e the operatingmode of serving radios based on the RF environment. The access points must operate in the following modes: 2.4-GHz and 5-GHz mode: One radio will serve clients in 2.4-GHzmode, while the other serves clients in 5-GHz mode. • WMM, Power Save, Tx Beamforming, LDPC, STBC, 802.11r/k/v • Hotspot • Hotspot • Hotspot 2.0			

		Captive Portal		
		• WISPr		
5.	Supported Channels	• 2.4GHz: 1-13 • 5GHz: 36-64, 100-144, 149-165		
6.	MIMO Technology	• 4x4 SU-MIMO • 4x4 MU-MIMO		
7.	Security	WPA-PSK, WPA-TKIP, WPA2 AES, 802.11i, Dynamic PSK WIPS/WIDS		
8.	Supported Rates	• • 802.11ac: 29.3Mbps – 1733 Mbps (80MHz) • 802.11n: 6.5Mbps – 216.7 Mbps(20MHz) 13.5 Mbps – 800Mbps (40MHz) • 802.11a: 54, 48, 36, 24, 18, 12, 9 and 6Mbps • 802.11b: 11, 5.5, 2 and 1Mbps • 802.11g: 54, 48, 36, 24, 18, 12, 9 and 6Mbps		
9.	Antenna Gain	Omni - Min Up to 3dBiSector – Up to 8Dbi		
10.	Ethernet	 2 x 1GbE ports Support for LACP (Link Aggregation Control Protocol) to maximize the backhaul bandwidth using both Ethernet ports SFP Fiber Interface providing flexibility to backhaul to fiber 		
11.	Client Capacity	• Up to 500 or Higher clients per AP		
12.	SSID	• Min Up to16 per AP or Higher		
13.	PERFORMANC E AND CAPACITY	• 2.4GHz: 500Mbps or Higher • 5GHz: 1700Mbps or Higher		
14.	NETWORKING	 Controller based Platform Support. Supported wireless meshing technology IPv4, IPv6, dual-stack Vlan, 802.1Q, 802.1x, Tunneling Technology, Policy Management Tools will be required. 		

		 Wi-Fi Alliance4 Wi-Fi CERTIFIED™ a, b, g, n, ac Passpoint®, Vantage 		
15.	CERTIFICATIO NS AND COMPLIANCE	 Standards Compliance5 EN 60950-1 Safety EN 60601-1-2 Medical EN 61000-4-2/3/5 Immunity EN 50121-1 Railway EMC EN 50121-4 Railway Immunity IEC 61373 Railway Shock & Vibration UL 2043 Plenum EN 62311 Human Safety/RF Exposure WEEE & RoHS ISTA 2A Transportation 		

Accessories (Original Manufacturer Brand)			
Item Specifications	Quantity		
Secure Mounting Bracket	05		
Power over Ethernet (PoE) Adapter (10/10 Mbps) with EU power adapter.	0/1000 05		

Wireless Network Reporting & Data Analytics (Qty. 01)

Sr.No.	Items	Description/Specifications	Brand / Model	Unit Price	Total
1.	Deployment & Licensing options	 Virtualized on-premises (Hyper-V®, VMware® or KVMTM) Must include 55 AP licenses for the software tool along with support upto 1000 AP's 			
2.	Features Required in Software	 Proposed Big Data Wi-Fi analytics and reporting engine must be purpose built to help service providers make informed business decisions regarding the operation of their Wi-Fi networks and to be located in the Network Operations Centers (NOCs) The software must provide comprehensive network intelligence by collecting and aggregating data from applications, devices, access points and controllers Pre-packaged and customizable reports, dashboards and correlations Granular drill-down capability—to the level of individual sessions, clients and access points Predictive analytics powered by machine learning Three-year data storage capacity for up to 100,000 access points and millions of clients Open APIs for integration with network management and business intelligence systems The proposed Big Data Analytics and Reporting Engine must be able to provide real-time and historic data is analysis and graphically displayed it in an easy to understand format with a wide variety of views and customized reports. The data gathered by proposed Big Data Analytics and Reporting Engine must cover details essential network statistics such as traffic usage, client and session measurement, network changes, network latency, and inventory. 			

	Reporting Engine must support traffic statistics		
	are reporting by SSID in addition to per radio and		
	client, providing a service (SSID) view of		
	network usage, client connections and		
	performance statistics.		
	Proposed Big Data Analytics and Reporting		
	Engine must be able to provide the following		
	metrics:		
	AP Stats:		
	• AP Name, MAC, Description, Serial #, GPS		
	• Controller Name & MAC		
	Client Hostname & Username		
	• # of sessions		
	• # of sub sessions		
	• # of unique clients		
	• Session Length		
	• Tx & Rx bytes		
	• 1x & Rx bytes		
	Client Coggions		
	<u>Client Session:</u> • AP Name, MAC, Description, Serial #, GPS		
	• Controller Name & MAC		
	Client Device OS, Hostname & Username# of sessions		
	• # of sub sessions		
	• # of unique clients		
	• Session Length		
	• Tx & Rx bytes		
	Connected time duration		
	T		
	Events:		
	 AP Name, MAC, Description, Serial #, GPS Controller Name & MAC 		
	• Number of Events		
	Controllore		
	<u>Controller:</u> • Controller Name & MAC		
	• Client Count		
	• License Count		
	License Utilization		

⊐ .		
	Total	
	GST	
	Total Amount with GST	

Grand Total Rupees (in words)	
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Description	Warranty / Important Instructions
Warranty &	Replacement with equal or higher backup within 24 hours of reporting problem
Support (Entire	
equipment including options 3 years' comprehensive warranty including maintenance.	
and accessories)	24x7 on-site support with 2 hrs. initial response time & 4 hrs. turnaround time
	Transportation and labor inclusive
	Fully backed by principal manufacturer. Vendor must submit appropriate service agreement details / approval to guarantee required service level
	Bidder should provide training to concerned staff of IBA for the proposed solution
	Proposed solution should have PTA type Approval.
	The bidder should quote SLA price for the fourth and fifth year of proposed hardware.

7. Bidder Qualification Criteria

Only those bidders can apply in this tender who fulfil the mandatory criteria. Please attach supporting documents / evidence of your claim(s)

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Minimum 3 years of relevant experience	
2	Last 3 years' financial statements minimum 150 million (per year) in terms of bank statement or financial statement.	
3	Bidder s must provide "Sales tax registration certificate with FBR and / or SRB" and NTN certificates at the time of submission of bidding document.	
4	The bidder must be OEM authorized dealer / partner in Pakistan.	

M/s		
Contact Person		
Address		
Tel #	Fax	
Mobile	email_	

It is hereby certified that the terms and conditions have been read, agreed upon and

signed.