



Institute of  
Business Administration  
Karachi

*Leadership and Ideas for Tomorrow*

Dated: August 4, 2016

Manager

SPPRA, Karachi

**IT/108/2016-17**

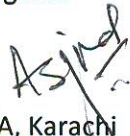
Subject: **"Tender For SLA of CISCO equipments"**

Dear Sir / Madam,

Please find the following documents to upload on SPPRA website.

- **Tender Ads**
- **Tender Documents**
- **Nomination of Procurement Committee**
- **Nomination of Complaint Redressal Committee**
- **Procurement Plan**

Regards-

  
Asim  
IBA, Karachi





Institute of  
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# TENDER NOTICE

Quotations/Bids are invited from firms having General Sales Tax Registration and NTN No. to carry out following works:

S. No.	Tender Numbers	Description
A	(IT/107/2016-17)	Managed Services [IT Help Desk Outsourcing/OutSourcing of ICT Helpdesk Services] (Single Stage Two Envelopes Procedure)
B	(IT/108/2016-17)	SLA of Cisco Active Equipment

Details of items are mentioned in the tender documents (each tender separately). Interested firms may obtain tender documents from IBA, Karachi website from **August 07, 2016**. ([www.iba.edu.pk](http://www.iba.edu.pk)). Sealed quotations will be accepted only till **August 23, 2016 at 11:00am** and will be opened on the same day in the presence of the bidders or their representative at **11:30am**.

Tender must be submitted in person at the following address:  
**ICT Procurement & Customer Support Department**  
**Main Campus, Karachi University, Karachi**

Firms must also deposit the 5% Earnest Money (Bid Security) in shape of a Pay Order/Demand Draft to be issued in favor of IBA Karachi, along with the Tender submission for each tender.

IBA reserves the right to accept or reject any or all tenders according to SPPRA rules and regulations.

**Director ICT**

ICT Procurement & Customer Support Department  
Institute of Business Administration, Karachi  
Karachi University, University Road  
Phone Number: 021-99261506

PID# 00000



**Institute of Business Administration, Karachi**  
**PROCUREMENT PLAN**  
**FOR THE FINANCIAL YEAR 2016-17**

S. No.	Title of Procurement	Quantity	Method
1	Procurement of Desktop PCs (Upgradation of Computer Lab)		Single Stage Two Envelope
2	Procurement of Server Chassis & two Blades		Single Stage Two Envelope
3	Procurement of CISCO IP Phones including wireless CISCO IP phones (Different Departmental Requirements)		Single Stage Single Envelope
4	Procurement of Laptops for new hirings		Single Stage Two Envelope
5	Procurement of Heavy Duty, Normal Office Printers (Different Departmental Requirements)		Single Stage Two Envelope
6	Procurement of Color Printers		Single Stage Single Envelope
7	Procurement of Multimedia Projectors with Multimedia Screen (Different Departmental Requirements)		Single Stage Single Envelope
8	Procurement of Heavy Duty Multimedia For Auditorium Main campus		Single Stage Two Envelope
9	Procurement of different types of Scanners including A3 size. (A3600S or equal)		Single Stage Single Envelope
10	Procurement of Machine MP9000SP Nashutec or Equal		Single Stage Single Envelope
11	Procurement of Machine MP2501L or Equal		Single Stage Single Envelope
12	Procurement of Kindle Voyage Ebook Reader		Single Stage Single Envelope
13	Procurement of Faceup Book Scanner (Scansnap) Fujitsu SV600 or Equal		Single Stage Single Envelope
14	Procurement of Smart Cards System for Building Security- Aman Tower, Hostels & VFR		Single Stage Two Envelope
15	Procurement of Data Centre Monitoring System DCIM		Direct Contracting
16	Networking Work for IP Based Cameras in FCS Building		Direct Contracting
17	Centralized Printing Solution		Single Stage Single Envelope
18	Procurement of Easy Pic Fusion V7 & Add-On		Direct Contracting
19	Procurement of Logicy		Direct Contracting
20	Procurement of Misc. Softwares (Different Departmental Requirements)		Direct Contracting
21	Procurement of Misc hardware		Quotation
22	Pockey Drives / hard Drives / USB		Quotation

Prepared By

Approved by

[illegible]



March 29, 2016

## NOTIFICATION

This is to inform all concerned departments that as per the requirement of the SPPRA, the Acting Dean & Director IBA has constituted the following Complaint Re-dressal Committee:

S#	Name of Member	Designation	Organization	Capacity
1	Mr. Abdul Wajed Khan	Controller of Examinations	IBA, Karachi	Chairman
2	Mr. Khurram Khalid	Manager Internal Audit	IBA, Karachi	Member
3	Mr. Fahad Jawed	Manager Finance	IBA, Karachi	Member
4	Mr. Muhammad Mabroor Khan	Admin Officer	CEMB, Karachi University	External Member
5	Representative from AG Sindh*		Accountant General Sindh	External Member

\*Nomination request sent to AG Sindh is attached.

The purpose of this committee is to review and give its deliberations on the complaints / objections raised by the contesting vendors / contractors on IBA tenders.

Thank you



Adnan Hameed  
Head of HR

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Institute of  
Business Administration  
Karachi

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Date: June 9, 2016

**Notification of Procurement Committee**

The competent authority is pleased to constitute following committee for upcoming all the tenders of Purchase Office for 2016-17,

1. Mr. Syed Jehanzeb (Assistant Manager, IBA)
2. Dr. Rameez Khalid (Assistant Professor, IBA)
3. Mr. Haris Qureshi External Member (PPRA Advisor, HEJ Karachi University)
- 4.
- 5.

TORs of committee are;

- Facilitating and recommending approval or rejection for Purchasing Authority,
- Ensure compliance with IBA Procurement Policy and Procedures (PP&P), SPPRA rules, etc,
- Recommend procurement method in case of emergency and direct contracting, etc.
- Declaring award of contracts to the lowest evaluated responsive bidders,
- Approval / preparation of bidding documents.
- Approval / preparation of evaluation report
- Responsible for technical and financial evaluation of the bids,
- Provide views and suggestion on how procurement should be taken forward and may set general rules in advance for certain types of procurements, and,
- Acts as a source of advice on contract guidance and for specific cases raised by staff.

Regards

Dr. Rameez Khalid  
Chairman, Procurement Committee  
IBA, Karachi

# Institute of Business Administration Karachi

Tender Form

For

SLA of Cisco Active Equipment for Aman CED, Razzak Tabba &  
Misc. Network Equipment

Date of issue: 07-Aug-2016

Last date of submission: 23-Aug-2016 up to 11:00AM

Tender Opening: 23-Aug-2016 at 11:30AM

*Tender # IT/108/2016-17*





## 1. General Terms & Conditions

### a) Earnest money (Bid Security)

An earnest money(bid security), in the shape of a bank draft / pay order in the name of "Institute of Business Administration" Karachi, equivalent to 5% of the total cost of bid, should be submitted along with the tender documents.

### b) Validity of the proposal

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 responding organization 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) Sales Tax and other Taxes

Organization (RO) is hereby informed that the IBA shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered by any responding organization. The responding organization will be responsible for all taxes on transactions and / or income, which may be levied by the government. If responding organization is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

It is to be noted that IBA Karachi being an educational Institution is exempt from the whole of customs-duties (specified in the First Schedule to the Customs Act, 1969 (IV of 1969)), and the whole of sales tax on the goods imported in the name of IBA-Karachi. The Letter of Credit (LC) will however be opened by the vendor.

Prices must be quoted as per attached price sheet.

### e) OEM Relationships & Warranties

The responding organization (RO) should be an authorized business partner from the ORIGINAL EQUIPMENT MANUFACTURER (OEM), for the proposed hardware, software or networking components in Pakistan. A certificate to their effect should be included in the proposal otherwise the bid is liable to be rejected.

Selected vendor will provide maintenance / support service, for each category of products identified. Selected vendor should also be committed to provide maintenance / support service





for a period of one year which can be extended based upon the performance.

#### **f) 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 responding organizations 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 Proposals**

The IBA reserves the right not to accept the lowest or any proposal and to annul the bidding process without assigning any reason.

#### **h) Support Capabilities**

The RO should indicate the support capabilities for all the hardware provided during the course of the project. Details of qualifications / capabilities of support staff should also be included in the corporate profile.

#### **i) Compliance to specifications**

The RO shall provide information as per requirements given in **Annexure - A**.  
Bidder MUST quote prices as per requirement mentioned in the attached in Annex C.

#### **j) Payment**

Payment will be made through crossed cheque. Advance payment will ONLY be made against Bank Guarantee an A Rated bank of the same amount.

The payment of this contract shall be paid in four installments as follow:

Quarter Based payment, at the completion of each quarter.

#### **k) 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.

#### **l) Alteration**



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

#### **m) Invoice**

Invoice / bill should be submitted to Finance Department.

#### **n) Stamp duty**

Stamp duty will be paid by vendor.

## **2. Instructions for Responding Organizations**

#### **a) Communication**

Any request for clarification regarding this tender document should be submitted in writing to:

Manager Procurement ICT  
Institute of Business Administration,  
IBA Main Campus, University Road,  
Karachi  
Phone : 111-422-422 Ext 2107  
Fax : 021-9215528

#### **b) Submission of documents, mode of delivery and address**

Proposals can be delivered by hand or courier so as to reach the office of address given at section 2 (a) by the last date indicated for submission. **Proposals received by fax or email will not be accepted.**

#### **c) Submission of proposal**

The complete proposals should be submitted by 11:00AM hours on 23-Aug-2016 at the address given at section 2 (a).

The RO shall deliver two copies of the bids which include IBA tender documents along with BOQ and Financials.

Format for submission of financial proposal is attached as **Annexure – C**.





#### d) Date of opening of proposal

Bid will be opened on 23-Aug-2016 at 11:30 AM at IBA Main Campus ICT Procurement office in presence of representative bidders who may care to attend.

#### e) Important

- i. Separate envelopes clearly labeled for 'Original Proposal', 'Copy Proposal' and 'Earnest Money (Bid Security)' must be submitted on or before last date to submit the tender documents. Tender call on Single Stage Two Envelope Bases.

The bank draft for earnest money should be enclosed in a separate envelope, labeled as 'Earnest Money (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).

- ii. Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.
- iii. Last date for tender submission is 23-Aug-2016.
- iv. Tenderers should be registered with Sales Tax department.
- v. Earnest money (Bid Security) of 5% of total amount in the form of pay order / demand draft in favor of 'Institute of Business Administration Karachi' should be submitted along with tender form in separate envelope.
- vi. Please submit copies of certificates of registration with Sales Tax and Income Tax departments.
- vii. IBA reserves the right to change / alter quantity / quality / specifications etc., without assigning any reason thereof.
- viii. No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.
- ix. The tender document will be accepted ONLY on the IBA's prescribed SBD available on IBA's Website.
- x. Successful bid requires to submit 10% Performance Security separately validity of the PS is the completion time of the SLA.



## SCOPE OF WORK

Following requirements define the scope of work for this tender.

1. The Selected Bidder will be responsible for the smooth functioning of already installed Hardware as per BOQ at Annexure A.
2. Selected Bidder must ensure that the equipment is fully operational and perform Properly and meet SBD's Requirements. The scope of the project is to provide warranties of all IT equipment and components requested in BOQ at Annex-A, Since IT equipment warranties are expired therefore IBA wishes to obtain the extended warranty / services for these equipment and for the Maintenance of equipment.

Following requirements define the scope of work of this tender

- The selected bidder shall be responsible for the corrective maintenance, Preventive maintenance, patch upgrades, provisioning of extended warranties for Wi-Fi equipment, IP Phone and Network switches (Annexure 'A') etc.
- The selected bidder will be responsible to respond to events on urgent basis as per SLA mention in this SBD.
- Selected bidder shall be responsible for one year of Support & Services of hardware mentioned in Annexure A and which can be extended to further years on the basis of performance and mutual consent of both parties.
- Bidder has to quote the support & services price of second and third year.
- Bidders may conduct survey of the sites and examine the equipment and quote services Accordingly,
- Bidder must provide backup or replacement of any hardware with the same or higher Specification. IBA will not accept any low specification hardware.
- Provide Backup in case of delay in part replacement.





## Annexure - A

### Technical (BOQ)

List of Equipment's covered in this agreement			
Cisco Network Equipment			
Sr.No.	Product Code	Serial No.	Critical/ Next Bussiness Day
1	MDS-9222I 4 GB	FOX1405GQKK	Critical
2	MDS-9222I 4 GB	FOX1405GQMJ	Critical
3	MDS-9222I 4 GB	FOX1405GQK3	Critical
4	MDS-9222I 4 GB	FOX1405GQKE	Critical
Cisco 2960 POC Switches			
1	WS-C2960-24PC-S-C	FCQ1629X5GV	NBD
2	WS-C2960-24PC-S-C	FCQ1629X57N	NBD
3	WS-C2960-24PC-S-C	FCQ1629X59F	NBD
4	WS-C2960-24PC-S-C	FCQ1629X5GW	NBD
5	WS-C2960-24PC-S-C	FCQ1629X58L	NBD
6	WS-C2960-24PC-S-C	FCQ1629X598	NBD
7	WS-C2960-24PC-S-C	FCQ1629X57Y	NBD
8	WS-C2960-24PC-S-C	FCQ1629X595	NBD
9	WS-C2960-24PC-S-C	FCQ1629X57M	NBD
10	WS-C2960-24PC-S-C	FCQ1630X0JK	NBD
11	WS-C2960-24PC-S-C	FCQ1629X5GR	NBD
12	WS-C2960-24PC-S-C	FCQ1629X5A1	NBD
13	WS-C2960-24PC-S-C	FCQ1630X0JE	NBD
14	WS-C2960-24PC-S-C	FCQ1629X5GD	NBD
15	WS-C2960-24PC-S-C	FCQ1629X5DJ	NBD
16	WS-C2960-24PC-S-C	FCQ1630X0JM	NBD
17	WS-C2960-24PC-S-C	FCQ1629X58U	NBD
18	WS-C2960-24PC-S-C	FCQ1629X57G	NBD
19	WS-C2960-24PC-S-C	FCQ1629X59H	NBD
20	WS-C2960-24PC-S-C	FCQ1629X58Z	NBD
21	WS-C2960-24PC-S-C	FCQ1629X5GP	NBD
22	WS-C2960-24PC-S-C	FCQ1629X5GY	NBD
23	WS-C2960-24PC-S-C	FCQ1629X5GS	NBD
24	WS-C2960-24PC-S-C	FCQ1629X5GX	NBD
25	WS-C2960-24PC-S-C	FCQ1629X58G	NBD





26	WS-C2960-24PC-S-C	FCQ1620Y15Y	NBD
27	WS-C2960-24PC-S-C	FCQ1620Y16Q	NBD
28	WS-C2960-24PC-S-C	FCQ1620Y15W	NBD
29	WS-C2960-24PC-S-C	FCQ1620Y16K	NBD
30	WS-C2960-24PC-S-C	FCQ1620Y15H	NBD
31	WS-C2960-24PC-S-C	FCQ1620Y178	NBD
32	WS-C2960-24PC-S-C	FCQ1620Y18H	NBD
33	WS-C2960-24PC-S-C	FCQ1620Y15R	NBD
34	WS-C2960-24PC-S-C	FCQ1620Y16S	NBD
35	WS-C2960-24PC-S-C	FCQ1620Y14Y	NBD
36	WS-C2960-24PC-S-C	FCQ1620Y	NBD
37	WS-C2960-24PC-S-C	FCQ1620Y15P	NBD
38	WS-C2960-24PC-S-C	FCQ1620Y15V	NBD
Cisco IP Telephony Equipment			
Sr.No.	Product Code	Serial No.	Critical Equipment
1	CP-6921-CL-K9-C	PUC1628044W	NBD
2	CP-6921-CL-K9-C	PUC1628035G	NBD
3	CP-6921-CL-K9-C	PUC1628049B	NBD
4	CP-6921-CL-K9-C	PUC16280493	NBD
5	CP-6921-CL-K9-C	PUC162804HR	NBD
6	CP-6921-CL-K9-C	PUC16280380	NBD
7	CP-6921-CL-K9-C	PUC16280461	NBD
8	CP-6921-CL-K9-C	PUC162803EM	NBD
9	CP-6921-CL-K9-C	PUC1628048U	NBD
10	CP-6921-CL-K9-C	PUC16280322	NBD
11	CP-6921-CL-K9-C	PUC162803N5	NBD
12	CP-6921-CL-K9-C	PUC162803OO	NBD
13	CP-6921-CL-K9-C	PUC16280418	NBD
14	CP-6921-CL-K9-C	PUC16280424	NBD
15	CP-6921-CL-K9-C	PUC162806CX	NBD
16	CP-6921-CL-K9-C	PUC16280411	NBD
17	CP-6921-CL-K9-C	PUC16280311	NBD
18	CP-6921-CL-K9-C	PUC162804F0	NBD
19	CP-6921-CL-K9-C	PUC16280457	NBD
20	CP-6921-CL-K9-C	PUC16280411	NBD
21	CP-6921-CL-K9-C	PUC1628044T	NBD
22	CP-6921-CL-K9-C	PUC162804E4	NBD
23	CP-6921-CL-K9-C	PUC1628033P	NBD
24	CP-6921-CL-K9-C	PUC1628045R	NBD





25	CP-6921-CL-K9-C	PUC16280494	NBD
26	CP-6921-CL-K9-C	PUC1628044H	NBD
27	CP-6921-CL-K9-C	PXN16160C3G	NBD
28	CP-6921-CL-K9-C	PXN161606B6	NBD
29	CP-6921-CL-K9-C	PXN161606G9	NBD
30	CP-6921-CL-K9-C	PXN161501G7	NBD
31	CP-6921-CL-K9-C	PXN161606X6	NBD
32	CP-6921-CL-K9-C	PXN16150NCR	NBD
33	CP-6921-CL-K9-C	PXN161606FX	NBD
34	CP-6921-CL-K9-C	PXN161606U9	NBD
35	CP-6921-CL-K9-C	PXN161606WR	NBD
36	CP-6921-CL-K9-C	PXN16160BVE	NBD
37	CP-6921-CL-K9-C	PXN16160C77	NBD
38	CP-6921-CL-K9-C	PXN16160C3E	NBD
39	CP-6921-CL-K9-C	PXN16160BVN	NBD
40	CP-6921-CL-K9-C	PXN1616060C	NBD
41	CP-6921-CL-K9-C	PXN161606H1	NBD
42	CP-6921-CL-K9-C	PXN16160C2Z	NBD
43	CP-6921-CL-K9-C	PXN161604LY	NBD
44	CP-6921-CL-K9-C	PXN16160C2P	NBD
45	CP-6921-CL-K9-C	PXN16160BV9	NBD
46	CP-6921-CL-K9-C	PXN161602MJ	NBD
47	CP-6921-CL-K9-C	PXN16160B	NBD

#### Cisco Wi-Fi Equipment

Sr.No.	Product Code	Serial No.	Critical Equipment
1	AIR-LAP1041N-E-K9	FCZ1642W3CC	NBD
2	AIR-LAP1041N-E-K9	FCZ1642W3CH	NBD
3	AIR-LAP1041N-E-K9	FCZ1642W3CN	NBD
4	AIR-LAP1041N-E-K9	FCZ1642W3CT	NBD
5	AIR-LAP1041N-E-K9	FCZ1642Z32S	NBD
6	AIR-LAP1041N-E-K9	FCZ1642Z32X	NBD
7	AIR-LAP1041N-E-K9	FCZ1642Z332	NBD
8	AIR-LAP1041N-E-K9	FCZ1642Z337	NBD
9	AIR-LAP1041N-E-K9	FCZ1642Z33C	NBD
10	AIR-LAP1041N-E-K9	FCZ1642Z33H	NBD
11	AIR-LAP1041N-E-K9	FCZ1642Z33N	NBD
12	AIR-LAP1041N-E-K9	FCZ1642Z33T	NBD
13	AIR-LAP1041N-E-K9	FCZ1642W3CD	NBD
14	AIR-LAP1041N-E-K9	FCZ1642W3CJ	NBD
15	AIR-LAP1041N-E-K9	FCZ1642W3CP	NBD





16	AIR-LAP1041N-E-K9	FCZ1642W3CU	NBD
17	AIR-LAP1041N-E-K9	FCZ1642Z32T	NBD
18	AIR-LAP1041N-E-K9	FCZ1642Z32Y	NBD
19	AIR-LAP1041N-E-K9	FCZ1642Z333	NBD
20	AIR-LAP1041N-E-K9	FCZ1642Z338	NBD
21	AIR-LAP1041N-E-K9	FCZ1642Z33D	NBD
22	AIR-LAP1041N-E-K9	FCZ1642Z33J	NBD
23	AIR-LAP1041N-E-K9	FCZ1642Z33P	NBD
24	AIR-LAP1041N-E-K9	FCZ1642Z33U	NBD
25	AIR-LAP1041N-E-K9	FCZ1642W3CE	NBD
26	AIR-LAP1041N-E-K9	FCZ1642W3CK	NBD
27	AIR-LAP1041N-E-K9	FCZ1642W3CQ	NBD
28	AIR-LAP1041N-E-K9	FCZ1642W3CV	NBD
29	AIR-LAP1041N-E-K9	FCZ1642Z32U	NBD
30	AIR-LAP1041N-E-K9	FCZ1642Z32Z	NBD
31	AIR-LAP1041N-E-K9	FCZ1642Z334	NBD
32	AIR-LAP1041N-E-K9	FCZ1642Z339	NBD
33	AIR-LAP1041N-E-K9	FCZ1642Z33E	NBD
34	AIR-LAP1041N-E-K9	FCZ1642Z33K	NBD
35	AIR-LAP1041N-E-K9	FCZ1642Z33Q	NBD
36	AIR-LAP1041N-E-K9	FCZ1642Z33V	NBD
37	AIR-LAP1041N-E-K9	FCZ1642W3CF	NBD
38	AIR-LAP1041N-E-K9	FCZ1642W3CL	NBD
39	AIR-LAP1041N-E-K9	FCZ1642W3CR	NBD
40	AIR-LAP1041N-E-K9	FCZ1642W3CW	NBD
41	AIR-LAP1041N-E-K9	FCZ1642Z32V	NBD
42	AIR-LAP1041N-E-K9	FCZ1642Z330	NBD
43	AIR-LAP1041N-E-K9	FCZ1642Z335	NBD
44	AIR-LAP1041N-E-K9	FCZ1642Z33A	NBD
45	AIR-LAP1041N-E-K9	FCZ1642Z33F	NBD
46	AIR-LAP1041N-E-K9	FCZ1642Z33L	NBD
47	AIR-LAP1041N-E-K9	FCZ1642Z33R	NBD
48	AIR-LAP1041N-E-K9	FCZ1642Z33W	NBD
49	AIR-LAP1041N-E-K9	FCZ1642W3CG	NBD
50	AIR-LAP1041N-E-K9	FCZ1642W3CM	NBD
51	AIR-LAP1041N-E-K9	FCZ1642W3CS	NBD
52	AIR-LAP1041N-E-K9	FCZ1642W3CX	NBD
53	AIR-LAP1041N-E-K9	FCZ1642Z32W	NBD
54	AIR-LAP1041N-E-K9	FCZ1642Z331	NBD
55	AIR-LAP1041N-E-K9	FCZ1642Z336	NBD
56	AIR-LAP1041N-E-K9	FCZ1642Z33B	NBD





57	AIR-LAP1041N-E-K9	FCZ1642Z33G	NBD
58	AIR-LAP1041N-E-K9	FCZ1642Z33M	NBD
59	AIR-LAP1041N-E-K9	FCZ1642Z33S	NBD
60	AIR-LAP1041N-E-K9	FCZ1642Z33X	NBD
61	AIR-LAP1041N-E-K9	FCZ1621Z0PQ	NBD
62	AIR-LAP1041N-E-K9	FCZ1621Z0PK	NBD
63	AIR-LAP1041N-E-K9	FCZ1621Z0PM	NBD
64	AIR-LAP1041N-E-K9	FCZ1621Z0PR	NBD
65	AIR-LAP1041N-E-K9	FCZ1621Z0PP	NBD
66	AIR-LAP1041N-E-K9	FCZ1621Z0Q0	NBD
67	AIR-LAP1041N-E-K9	FCZ1621Z0PH	NBD
68	AIR-LAP1041N-E-K9	FCZ1621Z0Q2	NBD
69	AIR-LAP1041N-E-K9	FCZ1621Z0PY	NBD
70	AIR-LAP1041N-E-K9	FCZ1621Z0Q1	NBD
71	AIR-LAP1041N-E-K9	FCZ1621Z0PX	NBD
72	AIR-LAP1041N-E-K9	FCZ1621Z1A1	NBD
73	AIR-LAP1041N-E-K9	FCZ1621Z0Q3	NBD
74	AIR-LAP1041N-E-K9	FCZ1621Z0PZ	NBD
75	AIR-LAP1041N-E-K9	FCZ1621Z0PV	NBD
76	AIR-LAP1041N-E-K9	FCZ1621Z0PC	NBD
77	AIR-LAP1041N-E-K9	FCZ1621Z0PJ	NBD
78	AIR-LAP1041N-E-K9	FCZ1621Z0PG	NBD
79	AIR-LAP1041N-E-K9	FCZ1621Z0PD	NBD
80	AIR-LAP1041N-E-K9	FCZ1621Z0PT	NBD
81	AIR-LAP1041N-E-K9	FCZ1621Z0PL	NBD
82	AIR-LAP1041N-E-K9	FCZ1621Z0PA	NBD
83	AIR-LAP1041N-E-K9	FCZ1621Z0PS	NBD
84	AIR-LAP1041N-E-K9	FCZ1621Z0PN	NBD
85	AIR-LAP1310G-E-K9	FGL1645T003	NBD
86	AIR-LAP1310G-E-K9	FGL1645T004	NBD
87	AIR-LAP1310G-E-K9	FGL1621T00E	NBD

Contact Person (IBA) : Network Manager  
Institute of Business Administration,  
City Campus, University Road,  
Karachi

Tel # : 111-422-422 Ext 1111

Email : [mali@iba.edu.pk](mailto:mali@iba.edu.pk)



## Operations & Maintenance (O&M) Support

The following shall be provided to IBA.

Number of Months	Service description
12 months	<p><b>24x7x4</b></p> <p>Bidder will provide O&amp;M support to IBA with its shared pool of resources (Cisco Certified) On-Call basis.</p> <p>Bidder will provide the mobile phone numbers of the concerned technical persons and escalation.</p> <p>Bidder concerned technical personnel will reach the site / remote login / VPN /Telnet the Cisco equipment for trouble shooting the problem registered through support call logging procedure.</p> <p>During the O&amp;M, Bidder concerned personnel/ Help Desk Support System will update the logged call by IBA staff. In case the concerned engineer cannot resolve the reported incident, the support system will automatically engage the next level of support.</p> <p><b>Support Levels Description:</b></p> <p><b>Level 1:</b> Bidder engineer will provide telephonic support for minor issues and general queries of IBA.</p> <p><b>Level 2:</b> Bidder engineer will try to resolve the problem remotely and if required will visit the site for onsite intervention. If the problem is not resolved at this level, then it would be escalated to Level 3.</p> <p><b>Level 3:</b> Bidder will engage Subject Matter Expert (SME) at Level 3 to remotely rectify the problem. SME will remote login / VPN /Telnet the Cisco equipment for trouble shooting the problem. If required, Bidder engineer will open TAC case with Cisco and engage Cisco TAC support till the rectification of the problem.</p> <p>Business critical issues will be analyzed by the concerned technical personnel and will be communicated to IBA through the Help Desk</p>

### Response Time

Critical	15 minute response time on critical issue.
	1 Hour response time on site support on critical issue.
	4 Hour response time for complaint resolution or part replacement.
Normal	1 hour response time
	4 hour response time on site support.
	NBD (Next Business Day) for complaint resolution or Part replacement.





## SELECTION PROCEDURE.

- Evaluation of the firms shall be based on information provided in Proposals. As a part of evaluation, bidders may be asked to conduct presentation/ Demonstration.
- On the basis of technical evaluation, the financial proposal of only technically Responsive bidders (qualified bidders) will be opened in the presence of their Representatives who choose to attend.
- For qualified in technical evaluation bidder has to secured at least 70% marks in technical evaluation
- Financial bid of only those bidders would be opened who are technically qualified, In Financial evaluation bidder who is lowest in financial would be marked as successful bidder.
- For qualifying in Technical responsiveness, bidders shall fulfill all the requirements as laid out in Part A "Mandatory Requirements" of Technical Evaluation Criteria If any of the mandatory requirements is not met by the bidder, the bid will be cancelled straightaway and no further consideration will be given.
- Financial proposals of bids found technically non-responsive will be returned unopened.
- As a part of evaluation, Technical Evaluation committee may visit bidder's reference sites or inquire the further clarification / information to validate the Bidders information.
- During the examination, evaluation and comparison of the bids, the IBA at its sole discretion may ask the bidder for clarifications of its bid.

## LIQUIDATED DAMAGES

- In case of breach of SLA calculation will be done as per table below and IBA reserves the right to impose a penalty not exceeding 10% of the total amount of the contract at the rates prescribed in Annex-I (Service Level Agreement) on the invoiced amount to each violation of SLA.
- If the work is not executed according to the satisfaction of IBA, IBA reserves the right to reject it altogether with serving 15 days prior notice.
- In case of delay in service provisioning Liquidated Damages will be Calculated and imposed as per following table

Level	Event	% of Invoiced amount per violation
L1	Severe	1%
L2	Critical	0.5%
L3	High	0.3%
L4	Moderate	0.1%



# Technical Evaluation Criteria.

S. No.	Attributes	Reference Page#
<b>Part A) Mandatory</b>		
1.	Firms with Income Tax Certificate / GST Certificate registered.	
2.	Affidavit (that the firm has not been blacklisted by private, Govt., Semi Govt. and Autonomous Body)	
3.	At least Five years of relevant experience in Operation and maintenance of Same services i.e. maintenance of Network equipment of equal or higher rating, deployment and management of network as per recognized standard. Documentary Proof with customer satisfaction report Required.	
4.	Bidding company being in operation for at least Ten years in Pakistan in relevant business. Documentary Proof required.	
7.	Location of Offices (Islamabad, Lahore, Karachi) Documentary Proof required.	
8.	Bid must be accompanied by Manufacturer's authorization letter from principal. (Sample attached Annexure D) with references)	
9.	Completely filled BOQ should to be submitted (as part of Financial Bid)	
10.	Service Operation Plan (Time Lines, Resources, dedicated Staff, Shared Staff, etc.) (Should to be submitted as part of technical Bid)	
11.	Minimum Rs. 20 million annual Financial Turnover for last two years	
12.	Sites Diagrams with respect to survey.	
13.	Backup Inventory maintained by company at least equivalent to those items mention in BOQ.	





S. No.	Attributes	Max. Score	Criteria	Reference Page/Documentary Proof
<b>Part B) General Evaluation - Corporate Profile</b>				
<b>Corporate Profile</b>				
1.	Location of Offices Documentary proof and references required	8	Location Of Offices of Bidder in consideration/ Maximum Location Of Offices. 2 marks for each local office	
2.	Company in Operations (No. of years) Documentary proof and references required	20	No. of year of Bid in Consideration / Maximum Year. 2 mark for each year	
3.	Company Association with Cisco (Gold level partner) Documentary proof Required	10	No. of year of Bid in consideration / Maximum Year. 1 mark for each year	
<b>Relevant Technical Staff</b>				
4.	Company total Certified CCNA resources. (Documentary proof and references required)	14	No. of Certified Resources of Bid in Consideration/Highest No. of Certified Resources. 2 marks per CCNA	
5.	Company total Certified CCNP resources. (Documentary proof and references required)	20	No. of Certified Resources of Bid in consideration/ Highest No. of Certified Resources. 5 marks per CCNP	
<b>Relevant projects</b>				

6.	Firm has completed / has in hand Similar Projects (Similar services with equivalent or Higher rating Cisco Network Equipment SLA in Pakistan.(Documentary proof and references required)	18	No. of Projects of Bid in consideration/completed/ Highest No. Projects. 2 marks per project	
Subtotal		90		
S. No.	Attributes	Max. Score	Criteria	Reference Page#
<b>Part C ) Operation and Maintenance</b>				
<b>Corporate Profile</b>				
7.	Services Operations and Parts monthly Availability (e.g. 99.9% etc.) (Explicit identification is needed in proposed service operation plan)	5	Committed Availability Quoted in bid in consideration/ Highest Committed Availability Quoted.	
8.	Company SLA Management Plan(May include company CRM, online reporting etc.(Explicit identification is needed in proposed service operation plan)	5	Min. time for all fault severity levels from all bids in consideration/Time for all fault severity levels of the bid in consideration.	
Subtotal		10		
Grand Total		100		



## **Annexure - B**

### **Format for technical proposal**

Information required from Responding Organization	
<b>General information</b>	
Name of the firm	
Name of contact person	
Cell #	
Office address	
Office phone #	
Office fax #	
Year of establishment	
Main area of business	
GST reg #	
NTN	
Annual turnover	
Values of projects in hand	
<b>Details of staff employed</b>	
Managerial capabilities a) Total # of permanent staff b) Total # of contract staff	
Technical capabilities c) Total # of permanent staff d) Total # of contract staff	
Cumulative experience	
<b>Technical experience</b>	
No of years in business for similar assignments	
No and value of similar assignments completed in last 3 years	
Relationship with OEM	
Clientelé	
Technical staff expertise / skills	

\_\_\_\_\_  
Signature and seal  
of responding organization



## Annexure - C

Pl see the attached file, kindly fills the price sheet and submits along with all supporting documents.

### IMPORTANT NOTE (Mandatory):

Kindly quote the price as per attached Annexure-C

MDS Switch: - MDS-9222I 4 GB

Cisco 2960 POC Switches:- WS-C2960-24PC-S-C

IP Phones:- CP-6921-CL-K9-C

Access Points:- AIR-LAP1041N-E-K9

Mention item wise/unit prices of each items written above in your financial bid.

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Signature and seal  
of responding organization





## Annexure D

### MANUFACTURER'S AUTHORIZATION FORM (MAF)

No. \_\_\_\_\_ dated \_\_\_\_\_

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having offices at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/S \_\_\_\_\_ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per the terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,

(Name) for and on behalf of M/s \_\_\_\_\_  
(Name of manufacturers)

**Note:** This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.



1	2	3	4	5	6	7	11
Sr.No	Description	Qty	Brand Name	Country of Origin	Unit Price	Taxes	Total Final Price

Description	Total Price	Taxes	Grand Total
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Total Price of SLA for (1st) First Year			
Price of SLA for (2nd) Second Year			
Price of SLA for (3rd) Third Year			

Grand Total (Prices of all three years )			
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IBA Karachi has a right to increase or decrease the quantity.  
(Item wise / Unit Prices of each below items)

MDS Switch :- MDS-9221 4 GB

Cisco 2960 POC Switches:- WS-C2960-24PC-S-C

IP Phones:- CP-6921-CL-K9-C

Access Points:- AIR-LAP1041N-E-K9

