

# Institute of Business Administration Karachi

Tender Form

For

SLA of EPSON Multimedia's (with Parts).

Date of issue : 23-Sept-2015  
Last date of submission: 12-Oct-2015

*Tender # IT/92/2015-16*



## 1. General Terms & Conditions

### a) Earnest money

An earnest money, 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

*Responding 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) 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 Video Conferencing Products identified in this BOQ. Selected vendor should also be committed to provide maintenance /



support service for a period of at least One year.

#### 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

1. 40% of the agreement payment at the start of 1st half year tenure of service contract.
2. 40% of the agreement payment at the start of 2nd half year tenure of service contract.
3. 20% of the agreement payment at the end of agreement.

#### 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 11:00 AM hours on 12-Oct-2015 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.

#### d) Date of opening of proposal

Bid will be opened on 12-Oct-2015 at 11:30AM 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' must be submitted on or before last date to submit the tender documents.

The bank draft for earnest money should be enclosed in a separate envelope, labeled as 'Earnest Money', 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 12-Oct-2015
- iv. Tenderers should be registered with Sales Tax department.
- v. Earnest money 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. Earnest money deposited by the successful bidder may be converted into security deposit. This would be in addition to the 5% of the total amount retained for a period of 36 months after delivery of the product contingent to satisfactory performance.
- vii. Please submit copies of certificates of registration with Sales Tax and Income Tax departments.
- viii. IBA reserves the right to change / alter quantity / quality / specifications etc., without assigning any reason thereof.
- ix. No escalation in cost / price will be accepted at any stage, after approval of the quoted amount and award of the Purchase Order.
- x. The tender document will be accepted ONLY on the IBA's prescribed SBD available on IBA's Website.
- xi. Services required for floated SBD is one year, bidder should also quote the support price for second and third year.



## SCOPE OF WORK

Following requirements define the scope of work for this tender.

### SCOPE OF WORK:

1. There are initially 28 Multimedia projectors, as per details mentioned at Annexure - A are to be considered for AMC. (Whose warranty completed)
2. Qualified technical person should visit every two months for routine checking and servicing (Preventive Maintenance) of projectors during the AMC period.
3. Emergency visits shall be attended by vendor within 5 hours as and when required by IBA, Karachi (City and Main Campuses).
4. Emergency visit is included in the scope of AMC no extra charges shall be paid for the emergency visit.
5. All parts / components shall be the part of the SLA including lamp, LCD / DLP chip, polarizer, motherboard etc.
6. In case of major break down extending for more than two days, for repairing the projector, a standby LCD Projector shall be provided by the vendor.
7. Deduction of Rs.1000/- (Rupees one thousand only) for each delay will be made in respect of the days for which LCD Projectors was non-functional due to delay on the account of the service provider. Therefore, the machines have to be under operation within 48 hours of the faulty being informed to the service provider.
8. No increase in contracted amount shall be considered for any unforeseen expenditure incurred by you for maintaining the system. Further, no interest shall be paid arising out of any delay in payment. No other charges will be payable like transportation, fare etc. for providing the service
9. The complaint must be attended within the same day of informing the problem.

**PENALTY:** In case the agency fails to provide any service listed above, there would be a minimum penalty of Rs.1000/- per day for the each service affected, which will be deducted from the quarterly payment payable to the Agency. The Penalty to be imposed will be subject to a maximum of total value of the contract.





**ESSENTIAL ELIGIBILITY CONDITIONS:** Quotations satisfying the following essential conditions will only be considered for processing. In absence of the proof of following supportive document the Quotation will be rejected:

- a) The firm has to attach an undertaking that it has not been blacklisted by any procuring agency in Pakistan.
- b) The Vendor should be a Company registered in Pakistan.
- c) The firm should have at least 10 years' experience in the same field.
- d) Should have valid Registration No. etc. with appropriate authority.
- e) Latest more than one certificate of satisfactory service from the organizations where the vendors are maintaining Multimedia Projectors should be attached with the Quotation. The bidder should have full-fledged office at Karachi.
- f) All the pages and appendices attached should be numbered & to be signed & sealed by bidder.
- g) The bidder must be Authorized Dealer / Partner of EPSON multimedia in Pakistan. Please attach latest authorized dealership/Partnership certification.
- h) Bidder must have authorized service Centre of EPSON multimedia in Karachi.
- i) Initially there would be a total of 28 multimedia projectors which would be part of the SLA (list attached). With the passage of time, there would be a total of 49 multimedia projectors which will become part of the SLA after the expiry of the initial warranty period.
- j) Minimum Rs. 300 million annual Financial Turnover for last two years

#### Annexure - A

##### Technical (BOQ) LIST OF PROJECTORS COVERED UNDER SLA

| Sr. | Model                   | Qty                              |
|-----|-------------------------|----------------------------------|
| 1   | EPSON MULTIMEDIA EB1880 | 28<br>(warranty already expired) |
| 2   | EPSON MULTIMEDIA EB1880 | 21                               |

Contact Person (IBA) : Network Manager  
Institute of Business Administration,  
City Campus, University Road,  
Karachi  
Tel # : 111-422-422 Ext 1120



Email : aqzaki@iba.edu.pk

#### Bid Evaluation Criteria:

1. The bids will be evaluated on the basis of lowest items rate keeping in view our required configuration and also fulfill mandatory criteria only.





## 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<br>a) Total # of permanent staff<br>b) Total # of contract staff |  |
| Technical capabilities<br>c) Total # of permanent staff<br>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

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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.





## Initial

| Serial # | itm_ItemDesc                     | loc_Desc | invd_expiry_date |
|----------|----------------------------------|----------|------------------|
| 1        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 2        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 3        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 4        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 5        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 6        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 7        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 8        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 9        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 10       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 11       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 12       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 13       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 14       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 15       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 16       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 17       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 18       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 19       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 20       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 21       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 22       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 23       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 24       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 25       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 26       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 27       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 28       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |

## Final

| Serial # | itm_ItemDesc                     | loc_Desc | invd_expiry_date |
|----------|----------------------------------|----------|------------------|
| 1        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/20/2016 0:00   |
| 2        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/20/2016 0:00   |
| 3        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/20/2016 0:00   |
| 4        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 6/27/2015 0:00   |
| 5        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 6        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 7        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 8        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 9        | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 10       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 11       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 12       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 13       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 14       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 15       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 16       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |
| 17       | EPSON EB-1880 BUSINESS PROJECTOR | Karachi  | 1/31/2016 0:00   |



|    |                                  |         |                |
|----|----------------------------------|---------|----------------|
| 18 | EPSON EB-1880 BUSINESS PROJECTOR | Karachi | 1/31/2016 0:00 |
| 19 | EPSON EB-1880 BUSINESS PROJECTOR | Karachi | 1/31/2016 0:00 |
| 20 | EPSON EB-1880 BUSINESS PROJECTOR | Karachi | 6/20/2016 0:00 |
| 21 | EPSON EB-1880 BUSINESS PROJECTOR | Karachi | 6/20/2016 0:00 |

