

Tender Fee: Rs. 1,500/-

(non refundable)



**Institute of Business Administration
Karachi**

Tender Form

For

Provision of services for ICT Help Desk and hardware
maintenance (with parts)

Date_of_issue :01-05-14

Last_date_of_submission : 17-05-14

Tender # IT/61/2013-14



1. General information

1.1. Summary

Institute of Business Administration (IBA) requests proposals to provide it with an IT Help Desk Service providing support for the needs of IBA's faculty, students and staff. Furthermore, IBA also requires repair and maintenance service for the hardware as mentioned in clause # 12 of this document. The scope of these help desk support services will include, but are not limited to, desktop applications, operating systems, Internet connectivity, and various other applications for students, faculty and staff, enabling them to carry out their academic, research or office work with ease. The selected vendor will work with each campus' IT staff to develop, manage and maintain support requirements, scripts, escalation and levels needed to assist the end users.

Respondents to this Request for Quotation (RFQ) should include services, related systems and detailed pricing, that:

- Establishes their expertise with IBA's complete portfolio of technologies;
- aligns with IBA's business practices, support workflows, escalation protocols and service levels;
- illustrates comprehensive and professional help desk end-user and technical support practices and services;
- exemplifies a successful record of support throughout higher education and peer institutions;
- enables fiscal responsibility, and;
- is headquartered with its principal office in Karachi, Pakistan.

This document outlines pertinent background information, provides a description of IBA's specific objectives and goals for this project, describes desired service requirements, defines constraints within which the solution would need to operate, and specifies the submission requirements for competitive proposals.

1.2. IBA System

IBA is composed of following four (4) geographically distinct locations:

- Main Campus
(inside Karachi University)
- City Campus
(near Garden / Saddar localities in Karachi)
- Boys' Hostel
(inside Karachi University)
- Girls' Hostel / Staff Town
(inside Karachi University)



IBA's two campuses and hostels are geographically dispersed in the city of Karachi. Each campus possesses a unique and complementary mission, supporting the highest quality education offered in a flexible, high tech way enabling students, professionals, and lifelong learners to carry out their academic, research or office work with ease.

1.3. General information

- 1.3.1. Institute of Business Administration – Karachi (IBA), invites bids from bidders for the supply, delivery and installation of computer equipment and services for both of its campuses.
- 1.3.2. IBA requests tender bids in sealed envelopes for the lots mentioned in clause # 12 of this document. Responding Organizations (RO) should submit two separate sealed bids/envelopes, one each for Technical Proposal and one for Financial Proposal.
- 1.3.3. The Technical Proposal should contain all the bid items without quoting the price and must list support during warranty/ maintenance period. **Financial bids of the firms, whose technical proposals are rejected, will not be opened. (Single Stage two envelope)**
- 1.3.4. All bids must be accompanied by a call deposit (Bid Security) of two and a half percent (5%) of total bid amount in favor of Institute of Business Administration, Karachi. The call deposit should be in the form of pay order, and should be a part of the financial proposal i.e. it should be sealed with the original financial proposal.
- 1.3.5. IBA will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- 1.3.6. Bidders shall submit Bids, which comply with the Bidding Documents. **Alternative Bids will not be considered.**
- 1.3.7. Delivery of all items must be made within Six (6) weeks of issuance of purchase order, where applicable.
- 1.3.8. Suppliers / vendors must quote separately for each item mentioned in clause # 12 of this document.
- 1.3.9. All prices quoted must include all Taxes applicable, such as GST, Income Tax, etc. Failure to comply with this instruction would lead to cancellation of order and forfeiture of 5% call deposit (bid security) money.
- 1.3.10. Bidder should bid for each item in a lot. Failure to meet this condition will lead to disqualification.



