Institute of Business Administration
Karachi

Tender Form

For

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

<table>
<thead>
<tr>
<th>Date of issue</th>
<th>01-05-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last date of submission</td>
<td>17-05-14</td>
</tr>
</tbody>
</table>

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 firm, 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.
1.3.11. Failure to supply the replacement of the faulty items within 48 hours, or in case of unavailability of replacement part, failure to supply a backup part/ unit within 48 hours, will invoke penalty.

1.3.12. Successful bidder will also provide trainings to ICT Support Staff on regular bases.

1.3.13. Data recovery of faulty items is the responsibility of the bidder.

1.3.14. Bidder is responsible to provide Support Uniform to all RE’s. (T-shirts & jeans with IBA LOGO)

1.3.15. Please make sure, the company seal/stamp is with you at the time of bid opening.

1.3.16. Rights reserved by IBA:

1.3.16.1. If at any stage, at any time, it’s found that the bidder has made a statement which is factually incorrect, IBA reserves the right to disqualify the bidder and further blacklist it and take any other action as may be deemed necessary.

1.3.16.2. IBA reserves the right to accept or reject any or all bids without assigning any reasons. Bids may be accepted or rejected in total or in part thereof.

1.3.16.3. Further, IBA Karachi shall have the right to cancel the tender process at any time without assigning any reason, prior to conclusion of the bidding process, without thereby incurring any liability to the bidder(s). Reasons for cancellation will be determined by IBA at its sole discretion.

1.3.16.4. Decision of IBA in all matters will be final and binding on all the participating bidders.

1.3.17. Evaluation criteria

1.3.17.1. IBA may call for any additional information / document by way of seeking clarification before finalization of this tender. IBA may further contact existing customers of the bidder(s) to verify the information provided, or take any other such measure to ascertain the capabilities of the bidder.

1.3.17.2. Bidders will be short-listed on the basis of information submitted by them (and subsequently verified by IBAAs per its own procedures) in their technical bids. Eventually, the financial bids of those customers only, whose technical proposals have been accepted, will be opened and evaluated. However, the entire process shall be executed solely at the discretion of IBA, and will be binding on the bidders. Any decision, in this regard, shall be final and no correspondence about the same shall be entertained by IBA.

1.3.17.3. Bidder(s) must quote for every item in the bid document. Where a bidder doesn’t quote for a particular item, the lowest quote(s)
received for that particular item, out of all the bids received by IBA, will be taken as value of the missing item(s) from the quote of the particular bidder, to calculate the cumulative price offered by that particular bidder for comparison.

1.3.17.4. In case an amount is quoted in both words and figures, and there’s a discrepancy in the amounts quoted in words and figures, the amount quoted in words will be taken as final.

2. INSTRUCTIONS TO BIDDERS

2.1. A Bid not submitted in conformity with the specifications / terms & conditions, or legal requirements, shall not be considered by IBA.

2.2. IBA reserves the right to modify the Bidding Documents at any time prior to the deadline for submission of bids, on the request of the prospective bidder(s) for any clarification or at its own initiative, for any reason. This amendment shall constitute part of the Bidding Documents. In order to afford the prospective bidders a reasonable time to take the amendments into account in preparing its bid, IBA may at its discretion extend the deadline.

2.3. The bidder shall prepare bidding document on “single stage, two envelope” basis. Under this method, one Technical and one Financial Bid shall be prepared, clearly marking each as “TECHNICAL” and “FINANCIAL”. The bidder shall seal the original Technical Proposal, with one copy, in an envelope properly sealed and marked as “TECHNICAL PROPOSAL”. Same process should be followed for Financial Proposal as well. Both the sealed envelopes of Technical and Financial Proposals, duly marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL”, should be sealed in an outer envelope, marked as “Tender Formfor Provision of services of IT Help Desk and hardware maintenance”.

2.4. The Financial Bid shall comprise of the following:

2.4.1. The bidder shall complete clause # 12 of this document clearly for all the items in accordance with the instructions contained in this document.

2.4.2. The quoted Price shall be inclusive of costs for maintenance at the designated sites.

2.4.3. The quoted Price shall be valid for Ninety (90) days from the closing date of the bids.

2.4.4. Price shall be quoted in Pak Rupees.

2.4.5. The bidder shall furnish, as part of its bid, a bid security for the amount of not less than (5%) of the Total Bid Price.

2.4.6. The bid security shall be denominated in Pak Rupees. It shall be in the form of Call Deposit Receipt (CDR) issued by a scheduled Bank operating in Pakistan.
2.5. The Technical Bid shall comprise of the following

2.5.1. Bidder’s warranty and representation to the satisfaction of IBA that it has necessary authority and permission from its Principal/Manufacturer for supply and installation of the goods/Software Licenses.

2.5.2. Documentary evidence that the Machinery and the Equipment are in conformity with the specifications as laid in clause #12 of this document. This may comprise of literature, drawings and data. The Bidder shall also furnish detailed descriptions of the Machinery and Equipment along with its salient technical and performance features/characteristics.

2.5.3. Bidder shall provide a free of cost demo for the online complaint management system, before IBA management, for evaluation. The said evaluation shall be a part of evaluation criteria and shall be numbered accordingly. The said online complaint management system shall also be a part of the final contract executed between IBA and the successful bidder.

2.6. The bid not in accordance with the above will be rejected by IBA as disqualified.

2.7. The bid security may be forfeited:

2.7.1. If the bidder withdraws its bid during the period of bid validity.

2.7.2. If the bidder does not accept the correction of the Total Bid Price pursuant to Clause 12.

2.7.3. If the bidder fails to supply the Machinery and the Equipment within the stipulated time.

2.8. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be authenticated by the person or persons signing the bid.

2.9. The INNER and OUTER envelopes shall:

2.9.1. be addressed to the following address:

Manager ICT Procurement,  
Institute of Business Administration,  
Main Campus, Karachi University,  
Karachi-75270,  
PAKISTAN.

2.9.2. bear the following identification:

Bid for “Annual Maintenance Contract 2014-15”
2.9.3. The INNER Envelopes will bear the Name and address of the Bidder, in case it is to be returned unopened.

2.10. Every Bid shall be scrutinized by IBA to see that it meets the criteria as laid down in the Bidding Documents, Prior to the detailed evaluation of the same. A substantially responsive bid is one which:

2.10.1. is accompanied by the acceptable securities;

2.10.2. meets the major technical criteria specified in the schedule:

2.10.3. meets the delivery period

2.10.4. offers clear Price i.e. the bid do not offer an escapable Price quotation;

2.10.5. is otherwise complete and generally in order

2.10.6. Conforms to all the terms, conditions and Specifications of the Bidding Documents.

2.11. The acceptability of a Bid shall be determined on the basis of the contents of the bid itself, without needing recourse to any extrinsic evidence.

2.12. The Bidder shall not be provided any opportunity to correct the Bid so as to bring it in consonance with the requirements of the Bidding Documents.

2.13. A Bid found substantially in accordance with the Bidding Documents shall be checked by IBA for any arithmetic errors. If any discrepancy is found between the unit rate and the total Price resulting from multiplying the unit rate by the quantity, the unit rate as quoted will prevail and the total price shall stand corrected. Unless in the opinion of IBA, there is an obvious gross misplacement of the decimal point in the unit rate, in such a case the total price as quoted will prevail and the unit rate will be corrected, and where there is a discrepancy in the total price quoted in the Price Schedule vis-à-vis addition of each item, the total of the itemized prices will govern.

2.14. The Bid shall be evaluated on the basis of Lot of the Machinery and Equipment / Software referred to in the Price Schedule.

2.14.1. It will be examined in detail whether the items offered by the Bidder comply with the Specifications of the Bidding Documents. The Specifications will be compared with the Data submitted in the technical bid.

2.14.2. It will be examined whether the bidder has the capability to provide after sale services properly.

2.14.3. IBA reserves its right to verify from own source or any other source for genuineness of the equipment. In case equipment are found refurbished/ used, IBA -may forfeit such equipment without any payments.
2.15. Any pressure by a Bidder to influence IBA in its decision making shall result in the rejection of its bid, and blacklisting in future of the bidder from participating in bidding held by IBA or any other government institution / department.

2.16. IBA reserves the right to accept or reject any of the bids and to annul the bidding process at any time prior to award of Purchase Order, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for its action.

2.17. IBA will determine to its satisfaction whether the bidder has offered Prices consistent with the current prevailing market Prices.

2.18. IBA reserves the right to increase or decrease the quantity of the items agreed in the Specifications, without any change in the unit price or other terms and conditions.

2.19. The successful Bidder shall ensure pre-delivery inspection of the equipment at IBA’s premises so that all the items are supplied according to the agreed specifications.

2.20. The inspections and tests may also be conducted at the premises of the Bidder and thereafter at the destination.

2.21. In case any discrepancy is found during the inspections, IBA may reject the items. The Bidder shall be oblige and bound to replace the rejected items at its own costs and expense.

2.22. IBA’s right to inspect, test and, where necessary, reject the items after their arrival at the site of installation shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by IBA or its representatives prior to the delivery of the same.

2.23. The Bidder shall be responsible for the supply, delivery, and installation of equipment at its own risk and cost, at the sites to be specified by IBA.

2.24. The Bidder shall furnish the Operation Manuals, service manuals and other information pertaining to the performance and working of the goods.

2.25. Before the payment is to be made by IBA, the Bidder shall furnish IBA Guarantee from a reputable Bank operating in Karachi equal to the amount of 10% of the total contract value, to cover the contract period. IBA reserves its right to forfeit Bank Guarantee in case of Bidder’s failure to provide any of the services / maintenance / installation of equipment during contract period. The Bid security will be refunded after receiving Bank Guarantee.

2.26. Payment will be made by IBA, on quarterly basis, and after receipt of 10 % Bank Guarantee as per clause # 2.25.
2.27. Payments by IBA shall be made subject to Withholding Tax and other Government levies, in accordance with law.

2.28. It shall be the right of IBA to split any supply order amongst different Bidders or different quantities in its sole and absolute discretion.

2.29. **IBA reserves the right to choose the best option based on cost / benefits / technology combination.**

2.30. **The duty timings of Resident Engineers are already mentioned, but if IBA requires their services during the timings other than prescribed in the contract, an intimation for which shall duly be sent in advance to the contractor, then R.E.s must follow the instructions given by IBA.**

2.31. **Vendor must also provide the backups of R.E.s as well.**

3. Executive summary

The purpose of this Services Level Agreement (SLA) is to acquaint customer end users with the policies. Items that will be discussed in this document are the hours of operation, contact methods, departmental goals and end-user responsibilities. It should be used as a reference when requesting technical assistance.

4. Scope

This document describes basic Services Level for IBA wide IT helpdesk function. The IT helpdesk services and support will be provided for all software and hardware that has been approved.

As a general rule, business or departments are reconcilable for support when implementing technology components outside the scope of this document, unless support arrangements have been prearranged with IT helpdesk.

5. Customer Service Statement

Helpdesk is committed to delivering quality service by:

- Striving to ensure customer satisfaction
- Reporting to requests for support within published time frames
- Interacting with vendors / consultants ad users in a respectful and courteous manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators
- Reporting for higher authorities time to time.
• Always try to meet time lines and commitments.

6. Helpdesk Services

The goal of helpdesk is to improve and maintain a high level of customer support by providing consistent, reliable and timely support services. Commitments require to satisfy our customer and to provide support in the following areas:

Desktop (Hardware & Software)

• Windows installation
• Windows Drivers installation
• Windows Application installation
• Windows Patch installation
• Windows Troubleshooting
• Antivirus installation
• Hardware installation
• Hardware troubleshooting
• Hardware Preventive Maintenance
• Log H/W Compliant to maintenance services provider
• Follow-up with maintenance services provider for H/W Complaints
• Backup hardware always available for in time support.
• Computer Disposal with the consent of IBA Management
• Management of Hardware inventory of IBA
• Support in Warranty related issues & support
• Data recovery related activities specific to desktops/laptops
• Support for MAC computers as well
• Support of ERP Services to user

Customized Software

• Front end installation
• Front end user Support
• Raise help request and follow –up with consultants/ Management of IBA
• Desktop Backups
• Backup folder synchronization at Server for dual redundancy.

MS. Exchange / Mail Server

• Front end user Support
• Raise help request and follow –up with consultants/ IBA Management.
• Support of Office 365

Network
• Network Troubleshooting
• Raise help request and follow-up with vendors / IBA Management.

Any Services that are running in IBA, support of them are the part of the helpdesk support.

7. Hours of Operation

The Outsourced Source Company on site Helpdesk services are available during the following hours of operation:

<table>
<thead>
<tr>
<th>Site</th>
<th>Days (Excluding Holidays)</th>
<th>Trimmings</th>
</tr>
</thead>
<tbody>
<tr>
<td>At (Out Source</td>
<td>Monday to Friday</td>
<td>9:00 AM to 6:00PM</td>
</tr>
<tr>
<td>Company Office</td>
<td>Saturday</td>
<td>9:00 AM to 2:00PM</td>
</tr>
<tr>
<td>House</td>
<td></td>
<td></td>
</tr>
<tr>
<td>At IBA City Campus</td>
<td>Monday to Saturday (Except Friday)</td>
<td>08:30 AM to 09:00PM</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>8:30 AM to 6:00PM</td>
</tr>
<tr>
<td>At IBA Main Campus</td>
<td>Monday to Saturday (Except Friday)</td>
<td>08:30 AM to 09:00PM</td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>8:30 AM to 6:00PM</td>
</tr>
</tbody>
</table>

8. Customer Responsibilities

In order to facilitate the support process and receive services within the parameters committed by the SLA & Helpdesk; we suggest that all end-user adhere to the following guidelines:

• Repost all IT related problems at CRM, by telephone or sending a mail. This will help us to give you a proper response and escalate if required. Please see section Method to Contact Helpdesk.
• Report Problems in a timely manner
• Formalize yourself with support problem resolution standard, severity levels and response times.
• Provide detailed information regarding services request
• Make every effort to be available to communicate with a helpdesk staff if required.
• Provide consent to helpdesk staff to access the computer remotely if required.
• Leave the computer power on for the time period specified when a company – wide remote update is announced and follow instruction provided.
• Exercise patience by understanding the volume of requests the helpdesk receives each day and rationale for assessing services policies.
• It is recommended that end-users stored their all business critical data on a network drive that backs up on a nightly basis. Users that a store data directly on their local hard drive will be responsible for backing up their own information. If any user who do not know who to take backup can request IT helpdesk. IT helpdesk staff will take back up the data on their request.
- Often it happensthat users did not give the feedback after the job completion and not close their request properly. Users are responsible to provide feedback against each and every logged request properly closed. This will help use to more focus on real open issue and give you a better response against actually open problem request. This will help to improve outsourced helpdesk services and support.

9. Help Request Services Methodology

9.1. Method to Contact Helpdesk

9.1.1. Support can be abstained using the following methods.

9.1.1.1. By creating on-line request at CRM (it is recommended to create you request at helpdesk CRM by yourself. In that case you will keep posted on the progress as well as during the escalation process if required of your request. Otherwise you also have to keep check with Helpdesk staff about the status and progress of your request. Secondly only the user gives their feedback against the request that create the request at Helpdesk.

9.1.1.2. By calling Helpdesk Numbers

When contacting helpdesk for assistance with any supported products or services, a CRM help request/ticket will be opened and assigned ticket number. The user's information and detailed description of the problem will be entered. Helpdesk manager will assign the severity level based on nature of problem. Resolution may be attempted with the support person and the users walking through some advance troubleshooting steps. If the issue can't be resolved, and there's a need for some consultant help. Helpdesk manger will forward the request to the relevant vendor or consultant.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
<th>Response Time to Customer</th>
<th>Completion time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>A problem that affects and stop any business processor.</td>
<td>30 minutes</td>
<td>2 hours</td>
</tr>
<tr>
<td>High</td>
<td>A problem with unknown workaround but not stop any business Process.</td>
<td>30 minutes</td>
<td>3 hours</td>
</tr>
<tr>
<td>Medium</td>
<td>A general services request or problem with around solution</td>
<td>30 minutes</td>
<td>4 to 8 hours</td>
</tr>
<tr>
<td>Low</td>
<td>A service request that does not require immediate attention or involves long range planning.</td>
<td>30 minutes</td>
<td>2 days</td>
</tr>
</tbody>
</table>
NOTE: Helpdesk staff will try to respond immediately after the receipt of call or on-line request. But based on volume of requests the Helpdesk receivers each day and the rationale of assessing services priorities the above response time the time between the receipt of a call or on-line request and the time that Helpdesk support employee begins working the issue. Due to the wide assortment of problem that can occur, and the tactics needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem being solved. After a technician as had the opportunity troubleshoot. It is up to the technician and the user to negotiate and set any necessary deadlines.

10. Tech Support Standards and Policies

10.1. Hardware Policies

The IT Department and Management of IBA is responsible for purchasing and disposing while Helpdesk Team is responsible for inventorying, tracking and tagging of all IBA owned computer equipment. This included items such as monitor, CPUs, Laptops, printers, and scanners, etc. Outsource company will not work on any equipment that does not have an IBA Inventory tag attached which is verified by Outsource Company. IBA Management must sign and accept the asset whenever they purchase new equipment and inform helpdesk. Helpdesk should have information of Tags along with serial numbers.

10.2. Software Policies

Helpdesk will install and support properly licensed and approved software from IBA Management. Helpdesk will periodically verify software licensing to ensure compliance. If unlicensed software is found, it will be removed from the computer and Helpdesk will not be responsible to provide support against data saved in these unlicensed formats.

10.3. Support Specifications

The following supports specification will be utilized by Helpdesk to assist in providing customers with the best services possible are:

Helpdesk is the first point of contact for all IT related issues and problems. As helpdesk is providing wide range of services, so helpdesk forward these requests to the relevant consultants and keeps follow-up and update user accordingly.

<table>
<thead>
<tr>
<th>Support</th>
<th>Relevant Authorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>First point of contact for all</td>
<td>Helpdesk located at IBA</td>
</tr>
<tr>
<td>Request</td>
<td></td>
</tr>
<tr>
<td>Desktop Hardware and software Troubleshooting</td>
<td>campuses Helpdesk located at IBA campuses</td>
</tr>
<tr>
<td>Network Troubleshooting</td>
<td>Helpdesk campuses</td>
</tr>
<tr>
<td>Hardware Preventive Maintenance</td>
<td>Helpdesk campuses</td>
</tr>
<tr>
<td>Hardware Maintenance</td>
<td>Helpdesk campuses</td>
</tr>
<tr>
<td>Windows Active Directory and Exchange/E-mail Administration &amp; Maintenance</td>
<td>Helpdesk campuses</td>
</tr>
<tr>
<td>Customized Software Requirement</td>
<td>IT Manager &amp; Management of IBA</td>
</tr>
<tr>
<td>New Software and or Hardware Authorization.</td>
<td>IT Manager &amp; Management of IBA</td>
</tr>
</tbody>
</table>

10.4. Escalation Policy

The outsourced Helpdesk acknowledges that the severity level of work order requests can be subjective and uses many factors when assigning the severity level. As a guideline, however, we proactively escalate help request based on the assigned severity level.

The Helpdesk Supervisor at location will escalate each and every unclosed request as per agreed procedure. If any user wish to escalate his/her request, he/she should contact the Helpdesk Supervisor and the escalation will be handled from that point. If he/she is unsatisfied with the escalation through outsourced Helpdesk Supervisor, Please contact Management of IBA/IT Manager directly with any problems and concern.

Following is the standard agreed procedure.

<table>
<thead>
<tr>
<th>IT Infrastructure Emergency Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scenario</strong></td>
</tr>
</tbody>
</table>
| Start follow-up with IBA Infrastructure Consultant immediately of request logged | Assistant Network Manager IBA of relevant field | a) User  
| Incase of no response from IBA Infrastructure Consultant with 2 hour. | IT Network Manager | a) User  
b) IT Network Manager  
c) Head of ICT |
| Incase of no response from IT Manager / Management | Head of ICT | a) User  
b) IT Network |
of IBA with 2 hour

In case of no response from IT Manager / Management of IBA with 4 hour

<table>
<thead>
<tr>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager</td>
</tr>
<tr>
<td>c) Head of ICT</td>
</tr>
<tr>
<td>a) User</td>
</tr>
<tr>
<td>b) Head of ICT</td>
</tr>
<tr>
<td>Head of ICT</td>
</tr>
</tbody>
</table>

11. Hierarchy of Help Desk Unit

The outsourced Help Desk unit comprises of the following position(s):

- **Lab Engineers**
  - 01 position for City Campus
- **Resident Engineers**
  - 14 Position for both campuses

The job descriptions of the required staffs are defined hereunder:

**Lab Engineer Job Description: (01 Position)**

- Manage and maintain operations of computer lab, especially timely opening in the morning.
- Ensure all computers and peripherals are in operating condition before commencement of lectures.
- Ensure wired and wireless network connectivity is available in the lab throughout the session.
- Install software and their updates, patches and fixes etc. on all the systems in the lab.
- Prepare the lab and reinstall the systems from zero (by cloning) before commencement of every semester.
- Reinstall a system with the O/S and all the applications after a system or application or system failure.
- He should be able to write lab manuals
- He should be able to demonstrate the labs to students
- H should have skills of repairing lab equipment
- He should have an experience of working CISCO routers and switches.
- Tagging and inventory monitoring of new items.
- Developing, implementing, and managing operational standards and escalation procedures to ensure service levels are maintained at a consistent level.
- Document, track, and monitor problems to ensure resolution in a timely manner.
- Installation of hardware / Software.
- Join new devices to Network with coordination of ICT Department

**IT Help Desk Resident Engineers Job Description: (14 Positions)**
The Help Desk Engineer is responsible to follow up the complaint forwarded by the Help Desk Supervisor and response quickly to resolve the problem. The responsibilities of Help Desk Engineer include:

- Tagging and inventory monitoring of new items.
- Developing, implementing, and managing operational standards and escalation procedures to ensure service levels are maintained at a consistent level.
- Document, track, and monitor problems to ensure resolution in a timely manner.
- Act as site engineer to directly provide the technical support within the stipulated time and ensure the satisfaction of the complainant with user satisfaction.
- Should be able to provide solutions and fixes via telephonic support, e-mail, etc.
- Installation of hardware / Software.
- Join new devices to Network with coordination of ICT Department.
- Escalate the problem according to the severity level.
- Maintain record of daily complaints.
- Should be hands on with Cisco IP phones and able to troubleshoot user end problems.
- Must be familiar with network switches/SAN/outlook/etc.
- Resolved the complaint and report to his Supervisor.

**Qualification and Experience of Lab Engineer**

- **Degree**: BE (electrical/electronics/telecommunication)
- **Certification**: MCSE / CCNA
- **Experience**: Minimum 03 years

**Qualification and Experience of Resident Engineers**

- **Degree**: BCS/BS/equivalent
- **Certification**: MCITP / CCNA
- **Experience**: Minimum 03 years

**Total requirement**

It should be noted that required total number of R.E.s, as mentioned above, is an approximate number. Actual requirement may vary as per needs. Therefore, bidders should quote unit price (charges per month per R.E.), which shall remain uniform if the required number of R.E.s is increased or decreased.

**Mobile, Computers for REs:**

It is the responsibility of the company to provide the mobile phones and its billing to their residence engineer plus company will provide all the hardware including computers, printers to their residence engineer working in IBA premises.

**Complaint Management System:**

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Company will install and run the Complaint Management System free of cost in both campuses of IBA, the software must also be manage the hardware inventory and warranties as well.

**Penalty Clause:**

The company will liable to pay the penalty to IBA if the Residence Engineer absent from duty and company will not send the Residence Engineer of same capacity to IBA without any delay. Rs. 1000/day will be charged.

If the company fail to provide the backup equipment within 24hrs of same capacity they will be charged Rs.2000/day.
12. Equipment details

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Servers</th>
<th>Qty</th>
<th>Unit Cost per Month</th>
<th>Total Cost per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HPML350</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>HPML370 G3</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>HP BLADE SERVER</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>HP 7900 USDT &amp; HP LE2201w 22-inch LCDs</td>
<td>600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>HP Elite 6930p laptops</td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Laptops</th>
<th>Qty</th>
<th>Unit Cost per Month</th>
<th>Total Cost per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Toshiba</td>
<td>70</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Dell</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>HP (Core i7)</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Fujitsu Siemens</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Printers &amp; Scanners</th>
<th>Qty</th>
<th>cost per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 HP LJ 2035n (CE462A)</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>2 HP CLJ CP1515n (CC377A)</td>
<td>05</td>
<td></td>
</tr>
<tr>
<td>3 HP LJ P3015dn (CE528A)</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>4 HP ScanJet G4010 Photo Scanner (L1956A)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>5 HP ScanJet N6310 Document Flatbed Scanner</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>6 HP CP2025</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>7 HP M1522 NF</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>8 HP Scanner G3110</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>9 HP Scanner G2410</td>
<td>05</td>
<td></td>
</tr>
<tr>
<td>10 HP 2055DN</td>
<td>20</td>
<td></td>
</tr>
</tbody>
</table>

(*) Final qty: Successful bidder will conduct the final survey and verify the quantity.

<table>
<thead>
<tr>
<th>Persons</th>
<th>Qty</th>
<th>cost per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk Resident Engineer</td>
<td>15</td>
<td></td>
</tr>
</tbody>
</table>
13. **Scope of Work for Maintenance Contract.**

1) Number of Offices with Locations + Telephone Numbers + Contact Persons  
2) Client List with Contact Person and Telephone Numbers  
3) List of Technical Staff with Engineers Profile and Qualifications + Certifications  
4) Relationship with Principals (HP, Acer, Tally, EPSON and SCO-UNIX).  
5) Services Timings.  
6) Response Time.  
7) Number of Preventive Maintenance for the year?  
8) List of Consumables parts with prices.  
9) In case of burning of the item equipment, what will be your response?  
10) Inventory of all equipment in (Main Campus, City Campus, and Hostels) will be done by the vendors and will be submitted in 1st quarter.  
11) Payment of the SLA will be made after the completion of each quarter; advance payment will be made only if the company provides the BANK Guarantee of the same amount.

14. **Evaluation Criteria**

The basis of evaluation will be on scores achieved by the vendor in the following four categories:

a) Organizational Requirements  
b) Solution (Software & Hardware)  
c) Services  
d) Corporate Profile

Each proposal will be evaluated following the same procedure. Each category has been assigned points, which combine for a possible total of 100. Under each category or sub-category, specific evaluation criteria have been identified. For each specific evaluation criterion, points can be achieved based on the level to which the specific requirement is met.
### Section 1 - Organizational Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firm should have its own 24/7 Helpdesk in Pakistan or similar support mechanism (Max 5 years, each year 1 mark)</td>
<td>5</td>
</tr>
<tr>
<td>Previous experience in Helpdesk domain and equipment maintenance (Max 5 years, each year 1 mark)</td>
<td>5</td>
</tr>
<tr>
<td>Number of support resources currently deployed across different customers</td>
<td></td>
</tr>
<tr>
<td>(provide details)</td>
<td></td>
</tr>
<tr>
<td>Persons deployed (max. marks)</td>
<td></td>
</tr>
<tr>
<td>1-10 (3), 11-20 (6), 21-30 (9), 31-40 (12), 41-50 (15)</td>
<td>15</td>
</tr>
<tr>
<td>Value addition offer other than RFP requirements (Maximum VAS)</td>
<td>10</td>
</tr>
</tbody>
</table>

**Section 1 Total** 35

### Section 2 - Solution (Software & Hardware)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Helpdesk System (warranty claims, daily complaints, etc.)</td>
<td>4</td>
</tr>
<tr>
<td>S/W</td>
<td></td>
</tr>
<tr>
<td>Industry standard</td>
<td>4</td>
</tr>
<tr>
<td>Web-based interface</td>
<td>4</td>
</tr>
<tr>
<td>Deployment of Paper Cut software (FOC basis)</td>
<td>10</td>
</tr>
<tr>
<td>Integration with major platforms, including, but not limited to SMS</td>
<td>4</td>
</tr>
<tr>
<td>H/W</td>
<td></td>
</tr>
<tr>
<td>Centralized</td>
<td>4</td>
</tr>
<tr>
<td>Warranty Support</td>
<td>4</td>
</tr>
</tbody>
</table>

**Section 2 Total** 30

### Section 3 - Services

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Orchestration (call center in major cities, minor cities)</td>
<td>5</td>
</tr>
<tr>
<td>Reserve Pool (provide details)</td>
<td></td>
</tr>
<tr>
<td>Backup persons (max. marks)</td>
<td></td>
</tr>
<tr>
<td>1-2 (1), 3-4 (2), 5-6 (3), 7-8 (4), 9-10 (5)</td>
<td>5</td>
</tr>
<tr>
<td>Sufficient backup inventory available in stock</td>
<td></td>
</tr>
<tr>
<td>% of BoQ (max. marks)</td>
<td></td>
</tr>
<tr>
<td>1-4 (1), 5-8 (2), 9-12 (3), 13-16 (4), 17-20 (5)</td>
<td>5</td>
</tr>
<tr>
<td>IT Helpdesk support in major higher educational institutes as per HEC ranking (provide details)</td>
<td></td>
</tr>
<tr>
<td># of universities (max. marks)</td>
<td></td>
</tr>
<tr>
<td>one (1), two (2), three (3), four (4), five (5)</td>
<td>5</td>
</tr>
</tbody>
</table>

**Section 3 Total** 20

### Section 4 - Corporate Profile

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Certificate for Income Tax &amp; Sales Tax</td>
<td>2</td>
</tr>
<tr>
<td>Total turnaround in last three years (attach documentary proof)</td>
<td></td>
</tr>
<tr>
<td>Amount in PKR (points)</td>
<td></td>
</tr>
<tr>
<td>10M-20M (2), 20M-40M (4), 40M-60M (6), 60M-80M (8), 80M-100M (10)</td>
<td>10</td>
</tr>
<tr>
<td>Audited Balance Sheet Copy / Income Tax &amp; Sales Tax Returns for the last 3 years</td>
<td>3</td>
</tr>
</tbody>
</table>

**Section 4 Total** 15

**TOTAL Marks** 100

A proposal must receive 70% of the possible total score to be considered technically qualified. The tender given to firm who technically qualified and also lowest in price as a whole.