



## Invitation for Bids (IFB)

Date: 14 March 2014

IFB No: GSD.(Proc)/ 1666 /Microsoft Premier Support/2014

1. The State Bank of Pakistan (SBP) intends renewal of Microsoft Software Premier Support for its existing Microsoft products.
2. State Bank of Pakistan invites sealed bids from tax registered eligible Bidders for “**Renewal of Microsoft Software Premier Support**” tabulated as under:

Description	Renewal Period	Service Distribution	Per Annum Support Hours
Microsoft Premier Support Services	Three (03) Years	Support Assistance	80
		Technical Account Management	50
		24x7 Problem Resolution	50
		Provision for additional services	20

3. Bidding will be conducted using the Negotiated Tendering procedures in accordance with Rule 42 d (ii) of Public Procurement Rules 2004 (PPR 2004) and is open to all eligible Bidders as defined in the PPR2004 that meet the following minimum qualification criteria:
  - a) *Bidders must be OEM/Principal Service Provider or a certified Partner of the OEM/Principal Service Provider in Pakistan and must be in a possession of currently valid certificate from Principal.*
  - b) *Bidder must be registered with Income Tax and Sales Tax Department.*
4. Bidders must submit quotations of **COMPLETE REQUIREMENTS**, evaluation of bid and contract award will be done accordingly.
5. The Bidders are requested to give their best and final prices as no negotiations are expected. The rates quoted must remain valid for a period of **One Hundred Twenty (120)** days after opening of tenders.
6. All bids must be accompanied by a Bid Security of not less than **2%** of the bid price. Bid found without / insufficient earnest money will be rejected. Late bids will be rejected. Bids submitted without signed Bid Form by authorized nominee of the bidder will also be rejected. Bid with material deviation exception, objection, conditionality, or reservation; shall also be rejected.
7. Interested eligible Bidders may acquire further information and obtain the bidding documents without any charges on submission of a written application to the address mentioned below. IFB is also uploaded for display on the websites <http://www.ppra.org.pk> and <http://www.sbp.org.pk>.
8. Bids must be delivered to the address below on or before **Wednesday, April 2, 2014 at 1100 Hours**. Bids will be opened in the presence of bidders’ representatives who choose to attend at 1130 Hours same day at Conference Room, General Services Department 4<sup>th</sup> Floor Subsidiary House, State Bank of Pakistan, I.I Chundrigar Road, Karachi –Pakistan.

**Junior Joint Director**

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