

Service Level Agreement

For

Institute of Business Administration

2014-15



Rs- 14,000/-

29/8/2014

OFFICE UNDER THE
Stamp Office
Karachi.

**SERVICES/MAINTENANCE CONTRACT
AGREEMENT**

29 AUG 2014

THIS AGREEMENT is entered in to this 01 day of September 2014. (the 'effective date') by & between:

M/s NK Computers having its principal office at WH-18 6th Floor Techno City Mall Main Hasrat Mohani Road Karachi - Pakistan, hereinafter called company

AND

The Institute of Business Administration, Karachi having its office at Main Campus, University Road, Karachi - Pakistan hereinafter called Employer.

And with Company Collectively referred to as parties.

WITNESSETH

Whereas the Company provides services/maintenances according to Service Level Agreement (SLA) at annexure-A; and

Whereas, the Employer desires the Company to provide maintenance service and whereas the Company is willing to provide such services under the terms & conditions set forth in this Agreement.



Now therefore the parties hereto agree as follows:

1. TERMS & CONDITIONS

Company's Responsibilities

The Company shall be bound to provide the following:

- The Company shall be responsible to provide hardware support with parts.
- Support from the Senior Hardware Engineers shall be available from the company in solving and troubleshooting the problems if IBA Karachi needs any guidelines.
- If the problem is not solved within agreed time frame according to the severity level, thereafter, the Company shall provide a backup unit. Company is also bound to arrange at least 5 % of the hardware inventory as backup in company office.
- The Company shall be bound to monitor the maintenance and repair work and furnish complete report to IBA authorities as per SLA on monthly basis or according to the requirement of the IBA authorities.
- Maintenance contract shall be with parts (without consumable parts), services and labor.
- Quarterly service of all the equipment shall be carried-out. Quarterly service plan shall be discuss with IBA authorities before its execution.
- All faulty parts of the defective computers/Printers/scanner etc which are covered under this agreement must replace with new parts, used parts are not acceptable in any condition.
- No dispute raises regarding the replacement of faulty parts from company except consumable items under this agreement.

The vendor must provide the backup units immediately if the original equipment requires repair. In an instance where a vendor fails to do so, a penalty shall be imposed (at 1% of the total contract amount per day), until the backup unit or original unit is not received by IBA.

- All equipment's will be inspected by Company before signing of this Agreement to ensure operating conditions of the equipment(s).

2. SCOPE OF WORK

In Scope:

- Parts will be replaced as per agreed terms of the contract.
- Response time will be 4 hours via telephone, email or engineer visit.
- Engineer's visit time will be 9.00AM to 4.00PM during business hours.
- Equipment pickup time will be 9.00AM to 4.00PM and on Friday 9.00 to 12.00.

Out of Scope:

Burnt / damaged parts replacement.

- a) **Faulty in terms of Burnt / Damage:** In terms of damage NKC Engineer will inform IBA Staff at his premises and in terms of burnt report will share IBA within 02 working days.

Burnt and damaged parts would be replaced after customer's approval and charged separately.



3. COVERAGE PERIOD

- Validity of SLA

For One year from 01st September 2014, to 30th August 2015.

CALL LOG-IN PROCESS

To lodge a complaint **CUSTOMER** can contact **NK Computers** Support desk by phone or by email, once complaint is logged.

Email: support@nkc.com.pk

Call at : 021-32270902-03 /0321-2410165

Non-Working Hours / Holidays:

OR

Noman Khan
03212411726/03002213862
nkhan@nkc.com.pk

4. REPORTING SERVICE CALL

While reporting a service call a user/manager must provide following information to NK Computers helpdesk in order to log a service call:

- User Name, Contact Numbers.
- Model and serial number of machine
- Brief description of the problem and symptoms.
- Ask for Call Log "Ticket Number "

5. ESCALATION:

If the customer is not satisfied with the quality & level of services provided by the NK Computers the matter could be escalated to authorities mention in Escalation Matrix



NKC SUPPORT ESCALATION MATRIX			
Level-1		Karachi	
First Escalation if the call is not resolved within "Standard Response Time"	Name	Arsalan Khan	
	Phone	021-32270902-3	
	Cell	0321-2410165	
	Email	Arsalan.khan@nkc.com.pk	
Level-2	Name	Mohammad Tariq	
	Phone	021-32270902-03	
	Cell	0321-2410166	
Second Escalation if the call is not resolved by "Next Business Day"	Email	muhammad.tariq@nkc.com.pk	
	Name	Noman Khan	
	Phone	021-32270902-03	
Level-3	Cell	03212411726/03002213862	
	Third Escalation if the call is not attended	Email	nkhan@nkc.com.pk

6. FINANCIALS

Financial Cost for IBA Contract

15%

PKR 4,043,760/-

606,564/-

4,650,324/-

7. PAYMENT:

- 40% upon signing of the agreement / LOA.
- 40% upon the completion of Six months from the date of signing of the agreement.
- 10% upon the completion of the agreement
- Payment of consumables will be made per on month bases as per agreed prices mentioned in Exhibit-B.

8. RENEWAL:

- The terms of this agreement may be modified by IBA Karachi upon thirty- (30) days written notice to bidder. Amount may be revised upon mutual consents but not more than 10% of the SLA amount.
- This contract will remain in force from the date signed until the next renewal due date.
- This contract may be terminated upon thirty- (30) day's written consent of either party at any time for failure of the party to comply with the terms of this contact.

Correspondence

All financial correspondence shall be done in the name of,



N.K.Computers
WH-18 6TH Floor Techno City Mall
Main Hasrat Mohani Road adjacent,
I.I. Chundrigar Road Karachi, Pakistan.

Maintenance Contract

9. MAINTENANCE CONTRACT AGREEMENT

Contract Number → 01:

This maintenance contract is between N.K.Computer, having its head office at WH-18 6th floor Techno City Mall Karachi, herein referred to as Bidder and IBA Karachi, having its Main Campus, in Karachi University, herein referred to as the CUSTOMER.

This contract is effective as of 01-09-2014 and will remain in effect till 31-08-2015. This contract is renewable by mutual agreement of both parties.

By virtue of this contract, CUSTOMER agrees to purchase and Bidder agrees to sell the maintenance services highlighted in this agreement, for the products listed in Exhibit A, as per the terms and conditions as provided by BIDDER, below

The maintenance services to be provided by BIDDER amount to Rs. 4043,760.00

The Payment terms are as follows

- Total Payable Amount Rs.4,043,760.00 (Rupees Only)Exclusive Tax
- Payment pay as per given schedule.
- Product List is attach in Exhibit "A"
- Every thing except toner & casing is included in the maintenance contract.
- Bidder agrees to provide all consumables as per given/mention rates at exhibit "B"

We the undersigned have read and understood the terms and conditions of the maintenance services for products mentioned in Exhibit A. We hereby agree to a maintenance contract with BIDDER, which will be renewable as of the date mentioned above by mutual agreement.

On and behalf of the CUSTOMER
Mr. *Imran Babar*
Designation: *Head of ICP*
(Please affix Company Seal)

On and behalf of BIDDER


Manager Hardware Support

Please note any alteration, inking out or overwriting in this contract or any of its exhibits will render this contract null and void.

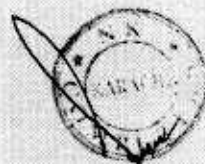


Exhibit - A

S.No	Desktop	Qty	Unit Cost per Month	Total Cost per Month
1	HP 7900 USDT& HP LE2201w 22-inch LCDs	600	290.0	174,000.00
2	HP Elite 6930p laptops	100	560.00	56,000.00
3	HP Desktops Mini Tower/Ultra Slim 7900 / 7500	10	570.00	5,700.00
TOTAL				235,700.00

S.No	Laptops	Qty	Unit Cost per Month	Total Cost per Month
1	Toshiba	70	400.00	28,000.00
2	Dell	2	570.00	1,140.00
3	HP (Core i7)	1	570.00	570.00
4	Fujitsu Siemens	1	570.00	570.00
Total				30,280.00

	Printers & Scanners	Qty	Unit Cost per Month	Total Cost per Month
1	HP LJ 2035n (CE462A)	20	400.00	8,000.00
2	HP CLJ CP1515n (CC377A)	05	1,000.00	5,000.00
3	HP LJ P3015dn (CE528A)	20	400.00	8,000.00
4	HP Scanjet G4010 Photo Scanner (L1956A)	10	400.00	4,000.00
5	HP Scanjet N6310 Document Flatbed Scanner	20	400.00	8,000.00
6	HP CP2025	20	1,000.00	20,000.00
7	HP M1522 NF	10	400.00	4,000.00
8	HP Scanner G3110	10	400.00	4,000.00
9	HP Scanner G2410	05	400.00	2,000.00
10	HP 2055DN	20	400.00	8,000.00
Total				71,000.00

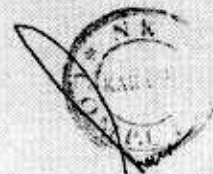


Exhibit - B

S.No	Desktop Accessories	Qty	Unit Cost of Battery	Total Cost of Adopter/charger
1	HP 7900 USDT& HP LE2201w 22-inch LCDs	600	N/A	2,500.00
2	HP Elite 6930p laptops	100	5,400.00	3,000.00

S.No	Laptops Accessories	Qty	Unit Cost of Battery	Total Cost of Adopter/charger
1	Toshiba	70	5,500.00	3,000.00
2	Dell	2	5,500.00	3,000.00
3	HP (Core i7)	1	5,800.00	3,000.00
4	Fujitsu Siemens	1	6,000.00	3,000.00

S.#	Scanners	Qty	Total Cost of Adopter/charger
1	HP Scan jet G4010 Photo Scanner (L1956A)	10	2,500.00
2	HP Scan jet N6310 Document Flatbed Scanner	20	2,500.00
3	HP Scanner G3110	10	2,500.00
4	HP Scanner G2410	05	2,500.00

Price of Various items which not include in SLA if found Damage/Broken

S.#	Description	Unit Cost with GST
	HP Elite 6930P Toshiba/Dell/HP/Fujitsu Laptops	
	Hinges one /both side (Toshiba/Dell/HP/Fujitsu)	3,000/4,000
1	Broken Screen(Toshiba/Dell/HP/Fujitsu)	7,500.00
2	Burn Mother board (Toshiba/Dell/HP/Fujitsu)	9,000/11,000/13,500
3	Broken Body (Toshiba/Dell/HP/Fujitsu)	5,500/6,500/7,500
4	damage and Broken keyboard buttons	4,000.00
5	Touch pad /Mouse Pad (Toshiba/Dell/HP/Fujitsu)	4,000.00
6		

2. Financial Summary

QUOTATION

In consideration of Inbox providing the Services, Inbox B's compensation exhibited in the below table:

Total Price Per Month (in PKR)
Total Price Per Annum (in PKR) (Without Tax)
Sales Tax on Services (SST) 16%
Total Price Per Annum (in PKR) 16,720

S #	Server	Qty	Unit Cost per Month	Total Cost per Month
1	HPML350	06	5,568	33,409
2	HPML370 G3	03	5,568	16,705
3	BLADE SERVER	12	5,568	66,819
4	HP 7900 USTD & HP LW2201w 22-inch LCDs	600	764	458,289
5	HP Elite 6930p Laptop	100	1,193	119,346
Total				694,568

S #	Laptop	Qty	Unit Cost per Month	Total Cost per Month
1	Toshiba	70	955	66,834
2	Dell	02	1,528	3,055
3	HP (Core i7)	01	1,528	1,528
4	Fujitsu Siemens	01	1,528	1,528
Total				72,944

S #	Printer & Scanners	Qty	Unit Cost per Month	Total Cost per Month
1	HP LJ 2035n (CE46A)	20	794	15,887



2	HP CLJ CP1515n (CC337A)	05	794	3,972
3	HP LJ P3015dn (CE528A)	20	794	15,887
4	HP Scanjet G4010 Photo Scanner (L1956A)	10	794	7,944
5	HP Scanjet N6310 Document Flatbed Scanner	20	794	15,887
6	HP CP2025	20	794	15,887
7	HP M1522 NF	10	794	7,944
8	HP Scanner G3110	10	794	7,944
9	HP Scanner G2410	05	794	3,972
10	HP 2055DN	20	794	15,887
Total				111,212

Persons	Qty	Cost Per Month
Help Desk Resident Engineer	15	31,416 <small>WITHOUT TAX</small>

Note:

- The validity of the proposal is 90 days.
- Inbox is exempted from 3.5% withholding tax.
- The prices mentioned above is for one (01) year.
- Federal Government or Provincial Government or any other competent authority or body levies or imposes any new taxes, charges, surcharges, fees, duties, etc. to be paid by the IBA.

Handwritten signatures and dates:
 28/11/14
 23/11/14
 AS/...

Payment Terms:

IBA on quarterly basis shall make post payments, in the currency of the invoice to the account "Inbox Business Technologies (Pvt.) Ltd" payable within 30 days from the date of the invoice.

Note:

Save insofar as otherwise expressly provided in any Agreement between INBOX and its Customer, all amounts quoted by INBOX are expressed inclusive of taxes, charges, surcharges or fees, duties, etc. or exemption prevalent the time of commencement date and if Federal Government or Provincial Government or any other competent authority or body levies or imposes any new taxes, charges, surcharges, fees, duties, etc. or withdraws any exemptions that directly or indirectly affect the quoted price at any time after the quotation has been made,



Inbox Business Technologies
 UAN: 021-111-551-551 Website: www.InboxBiz.com

QUOTATION - II

Annexure A						
12						
S/No.	Qty	Unit Price (per month)	Total Price (per month)	Unit Selling Price (Per Year)	Total Selling Price (Per Year)	
Servers Details						
1	6	5,000	30,000			
2	3	5,000	15,000	60,000	180,000	
3	12	8,333	100,000	60,000	180,000	
4	200	292	175,000	100,000	1,200,000	
5	100	583	58,333	3,500	2,100,000	
			378,333	7,000	700,000	
					4,540,000	
Laptops Details						
1	70	417	29,167	5,000	350,000	
2	7	583	1,167	7,000	14,000	
3	1	583	583	7,000	7,000	
4	1	583	583	7,000	7,000	
			31,500	7,000	7,000	
					378,000	
Printers Details						
1	20	417	8,333	5,000	100,000	
2	5	1,250	6,250	15,000	75,000	
3	20	417	8,333	5,000	100,000	
4	10	167	1,667	2,000	20,000	
5	20	417	8,333	5,000	100,000	
6	20	1,250	25,000	15,000	100,000	
7	10	500	5,000	6,000	60,000	
8	16	167	1,667	2,000	20,000	
9	5	167	833	2,000	10,000	
10	20	417	8,333	5,000	100,000	
			73,750	5,000	100,000	
					885,000	
RE Details						
1	15	35,000	525,000	420,000	6,300,000	
Value Added Services						
1	1		205,333	2,500,000	2,500,000	
Total Value (per month)			1,314,917	Total Value (per year)	14,603,000	

Handwritten signature
28/11/14



Handwritten signature
without
GET/Box



IBA Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

Ref: IT/67/2013-14
M/s NK Computers
Noman Khan
WH-18 6th Floor, Techno City Mall,
Hasrat Mohani Road, Karachi
Tel: 021-32270902-03
Attn: Mr. Noman

Dated Aug 25, 2014

Sub: **INSTITUTE OF BUSINESS ADMINISTRATION – KARACHI**
(Supplies of Hardware Items (Per Annum Bases) & IT Consumables (Rate Running Contract))
"LETTER OF AWARD"

Dear Mr. Noman,

This is in reference to your bid submitted on 19-07-2014, for the subject work. The Management is pleased to inform you that your bid has been approved for award of subject work to your firm at price of **Rs.4,043,760/- (exclusive of taxes)** for One Year **SLA**. While payments of consumable items will be made on monthly bases as per the amount quoted in the tender.

This letter of award is based on the following documents and following terms and conditions, which form its part thereof and are the governing documents of the contract:

- Your quotation submitted on 19-07-2014
- Priced Bill of Quantity
- Tender Drawings. (If apply)
- SLA will start immediately after the acceptance of this LOA.
- Please submit the Performance Security 05% in Finance Dept.

You are advised to please return the duplicate copy of this Letter of Award duly signed as an acknowledgment of its receipt as well as your unqualified acceptance of the same.

Thanking you.

Yours sincerely

for Institute of Business Administration Karachi.

Head of ICT

Received and Accepted by M/s

N. K. Computers



No.Dir(Enf-II)SPPRA/IBA-6(N)/2014-15/ 24612
GOVERNMENT OF SINDH
SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

Karachi, dated the 24th September, 2014

The Head of ICT,
Institute of Business Administration,
Karachi.

Subject: TENDER IT/67/2013-14.

I am directed to refer to this Authority's letter of even number dated 01.10.2014 and to advise you once again to furnish documentary evidence (market rates), signed by procurement committee members, for item(s) where only single bidder quoted rates as required by Rule-48 of SPP Rules, 2010 (Amended 2013) at the earliest.

o/c


(MUHAMMAD AYUB CHANDIO)
MANAGER (ENFORCEMENT-II)

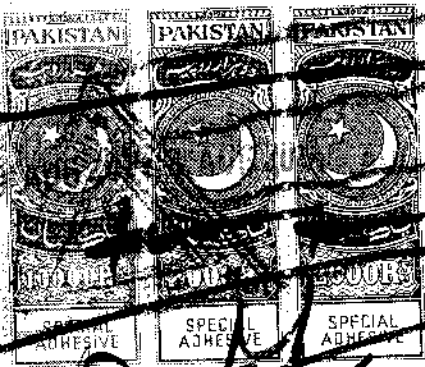
A copy is forwarded for information to the Director, Institute of Business Administration, Karachi.

Service Level Agreement

For

Institute of Business Administration

2014-15



93

Rs. 14,000/-

29/8/2014

**OFFICE OF THE CHIEF EXECUTIVE OFFICER
Karachi**
**SERVICES/MAINTENANCE CONTRACT
AGREEMENT**

29 AUG 2014

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AND

The Institute of Business Administration, Karachi having its office at Main Campus, University Road, Karachi - Pakistan hereinafter called Employer.

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Whereas, the Employer desires the Company to provide maintenance service and whereas the Company is willing to provide such services under the terms & conditions set forth in this Agreement.



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2. SCOPE OF WDRK

In Scope:

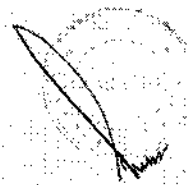
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On and behalf of the CUSTOMER
Mr. *Muhammad Baloch*
Designation: *Head of ICT*
(Please affix Company Seal)

On and behalf of BIDDER


Manager Hardware Support

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9	HP Scanner G2410	05	400.00	2,000.00
10	HP 2055DN	20	400.00	8,000.00
Total				71,000.00



Exhibit - B

S.No	Desktop Accessories	Qty	Unit Cost of Battery	Total Cost of Adopter/charger
1	HP 7900 USDT& HP LE2201w 22-inch LCDs	600	N/A	2,500.00
2	HP Elite 6930p laptops	100	5,400.00	3,000.00

S.No	Laptops Accessories	Qty	Unit Cost of Battery	Total Cost of Adopter/charger
1	Toshiba	70	5,500.00	3,000.00
2	Dell	2	5,500.00	3,000.00
3	HP (Core i7)	1	5,800.00	3,000.00
4	Fujitsu Siemens	1	6,000.00	3,000.00

S.#	Scanners	Qty	Total Cost of Adopter/charger
1	HP Scan jet G4010 Photo Scanner (L1956A)	10	2,500.00
2	HP Scan jet N6310 Document Flatbed Scanner	20	2,500.00
3	HP Scanner G3110	10	2,500.00
4	HP Scanner G2410	05	2,500.00

Price of Various items which not include in SLA if found Damage/Broken

S.#	Description	Unit Cost with GST
1	HP Elite 6930P Toshiba/Dell/HP/Fujitsu Laptops Hinges one /both side (Toshiba/Dell/HP/Fujitsu)	3,000/4,000
2	Broken Screen(Toshiba/Dell/HP/Fujitsu)	7,500.00
3	Burn Mother board (Toshiba/Dell/HP/Fujitsu)	9,000/11,000/13,500
4	Broken Body (Toshiba/Dell/HP/Fujitsu)	5,500/6,500/7,500
5	damage and Broken keyboard buttons	4,000.00
6	Touch pad /Mouse Pad (Toshiba/Dell/HP/Fujitsu)	4,000.00

2. Financial Summary

In consideration of Inbox providing the Services, Inbox Business Technologies shall be entitled to the compensation exhibited in the below table:

Total Price Per Month (in PKR)	1,201,586
Total Price Per Annum (in PKR) (Without Tax)	14,419,032
Sales Tax on Services (SST) 16%	2,307,045
Total Price Per Annum (In PKR)	16,726,077

S #	Server	Qty	Unit Cost per Month	Total Cost per Month
1	HPML350	06	5,568	33,409
2	HPML370 G3	03	5,568	16,705
3	BLADE SERVER	12	5,568	66,819
4	HP 7900 USTD & HP LW2201w 22-inch LCDs	600	764	458,289
5	HP Elite 6930p Laptop	100	1,193	119,346
Total				694,568

S #	Laptop	Qty	Unit Cost per Month	Total Cost per Month
1	Toshiba	70	955	66,834
2	Dell	02	1,528	3,055
3	HP (Core i7)	01	1,528	1,528
4	Fujitsu Siemens	01	1,528	1,528
Total				72,944
S #	Printer & Scanners	Qty	Unit Cost per Month	Total Cost per Month
1	HP LJ 2035n (CE46A)	20	794	15,887



2	HP CLJ CP1515n (CC337A)	05	794	3,972
3	HP LJ P3015dn (CE528A)	20	794	15,887
4	HP Scanjet G4010 Photo Scanner (L1956A)	10	794	7,944
5	HP Scanjet N6310 Document Flatbed Scanner	20	794	15,887
6	HP CP2025	20	794	15,887
7	HP M1522 NF	10	794	7,944
8	HP Scanner G3110	10	794	7,944
9	HP Scanner G2410	05	794	3,972
10	HP 2055DN	20	794	15,887
Total				111,212

Persons	Qty	Cost Per Month
Help Desk Resident Engineer	15	31,416 <i>WITHOUT TAX</i>

Handwritten signatures and notes:
 23/12/14
 23/12/14
 AS/Eng
 H. J. J.

Note:

- The validity of the proposal is 90 days.
- Inbox is exempted from 3.5% withholding tax.
- The prices mentioned above is for one (01) year.
- Federal Government or Provincial Government or any other competent authority or body levies or imposes any new taxes, charges, surcharges, fees, duties, etc. to be paid by the IBA.

Payment Terms:

IBA on quarterly basis shall make post payments, in the currency of the invoice to the account "Inbox Business Technologies (Pvt.) Ltd" payable within 30 days from the date of the invoice.

Note:

Save insofar as otherwise expressly provided in any Agreement between INBOX and its Customer, all amounts quoted by INBOX are expressed inclusive of taxes, charges, surcharges or fees, duties, etc. or exemption prevalent the time of commencement date and if Federal Government or Provincial Government or any other competent authority or body levies or imposes any new taxes, charges, surcharges, fees, duties, etc. or withdraws any exemptions that directly or indirectly affect the quoted price at any time after the quotation has been made.

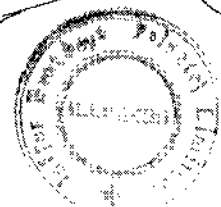


Inbox Business Technologies
 UAN: 021-111-551-551 Website: www.inboxBiz.com

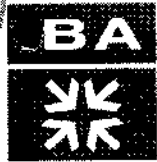
Annexure A

S/No.	Server Details	Qty	Unit Price (per month)	Total Price (per month)	Unit Selling Price (Per Year)	Total Selling Price (Per Year)
1	HP ML 350	3	5,000	30,000	60,000	360,000
2	HP ML 373	3	5,000	15,000	66,000	180,000
3	HP Blade Servers	12	8,333	100,000	100,000	1,200,000
4	HP 7900 US, Ds HP LE2201 w 22 Inch LCDs	600	292	175,000	3,500	2,100,000
5	HP Elite 8830c Laptops	100	583	58,300	7,600	760,000
				376,300		4,540,000
S/No.	Laptops Details	Qty	Unit Price (per month)	Total Price (per month)	Unit Selling Price (Per Year)	Total Selling Price (Per Year)
1	Toshiba Laptop	70	417	23,167	5,000	350,000
2	Dell Laptop	2	583	1,167	7,000	14,000
3	HP core i7 Laptop	1	583	583	7,000	7,000
4	Huayu Siemens Laptop	1	583	583	7,000	7,000
				31,500		378,000
S/No.	Printers Details	Qty	Unit Price (per month)	Total Price (per month)	Unit Selling Price (Per Year)	Total Selling Price (Per Year)
1	HP L 2335r (CE482A)	20	417	8,333	5,000	100,000
2	HP CLJ GP 514N (CC377A)	5	1,250	6,250	15,000	75,000
3	HP LJ P4150 (CE528A)	20	417	8,333	5,000	100,000
4	HP Scan Jet G3130 Photo Scanner (L1956A)	10	167	1,667	2,000	20,000
5	HP Scan Jet N3310 Securement Flatbed Scanner	20	417	8,333	5,000	100,000
6	HP CP2025	20	1,250	25,000	15,000	300,000
7	HP M1532 NF	10	500	5,000	6,000	60,000
8	HP Scanner G3110	10	167	1,667	2,000	20,000
9	HP Scanner G2410	5	167	833	2,000	10,000
10	HP ZC56DN	20	417	8,333	5,000	100,000
				73,750		805,000
S/No.	RE Details	Qty	Unit Price (per month)	Total Price (per month)	Unit Selling Price (Per Year)	Total Selling Price (Per Year)
1	Help Desk Residential Engineers Mobile and 24x7 Fuel and backup upto of 10 Residential Engineers for 18A	15	35,000	525,000	420,000	6,300,000
S/No.	Value Added Services	Qty	Unit Price (per month)	Total Price (per month)	Unit Selling Price (Per Year)	Total Selling Price (Per Year)
1	Web based Complaint Management System with deployment and TRAINING ON CRM TO ALL 10 RESOURCES plus CUSTOMER EXCELLENCE HP DESKTOP SUPPORT TRAININGS	1		208,333	2,500,000	2,500,000
				1,218,817		14,883,800

Handwritten signature and date: 23/11/14



Handwritten signature and text: without GST/17%



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

Ref: IT/67/2013-14
M/s NK Computers
Noman Khan
WH-18 6th Floor, Techno City Mall,
Hasrat Mohani Road, Karachi
Tel: 021-32270902-03
Attn: Mr. Noman

Dated Aug 25, 2014

Sub: **INSTITUTE OF BUSINESS ADMINISTRATION – KARACHI**
(Supplies of Hardware Items (Per Annum Bases) & IT Consumables (Rate Running Contract)
“LETTER OF AWARD”

Dear Mr. Noman,

This is in reference to your bid submitted on 19-07-2014, for the subject work. The Management is pleased to inform you that your bid has been approved for award of subject work to your firm at price of **Rs.4,043,760/- (exclusive of taxes)** for One Year SLA. While payments of consumable items will be made on monthly bases as per the amount quoted in the tender.

This letter of award is based on the following documents and following terms and conditions, which form its part thereof and are the governing documents of the contract:

- Your quotation submitted on 19-07-2014
- Priced Bill of Quantity
- Tender Drawings.(If apply)
- SLA will start immediately after the acceptance of this LOA.
- Please submit the Performance Security 05% in Finance Dept.

You are advised to please return the duplicate copy of this Letter of Award duly signed as an acknowledgment of its receipt as well as your unqualified acceptance of the same.

Thanking you.

Yours sincerely

for Institute of Business Administration Karachi.

Head of ICT

Received and Accepted on behalf of M/s

N.K. Computers

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

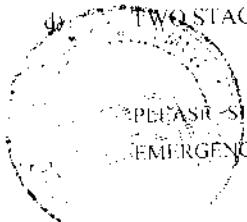
CONTRACT EVALUATION FORM

TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF WORKS, SERVICES & GOODS

- 1) NAME OF THE ORGANIZATION / DEPT. Institute of Business Administration Karachi
- 2) PROVINCIAL / LOCAL GOVT / OTHER Provincial
- 3) TITLE OF CONTRACT Supplis of Hardware Items(Per annum bases)& IT consumable
- 4) TENDER NUMBER IT/67/2013-14
- 5) BRIEF DESCRIPTION OF CONTRACT Supplis of Hardware Items(Per annum bases)& IT consumable
- 6) FORUM THAT APPROVED THE SCHEME Central Purchase Committee (CPC)
- 7) TENDER ESTIMATED VALUE 5,000,000/-
- 8) ENGINEER'S ESTIMATE (For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) Immidiata after the signing of SLA
- 10) TENDER OPENED ON (DATE & TIME) 19 July 2014 / 11:30AM
- 11) NUMBER OF TENDER DOCUMENTS SOLD Available on IBA website
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 01 (One)
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 01
- 14) BID EVALUATION REPORT (Enclose a copy) _____
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER NK computers
- 16) CONTRACT AWARD PRICE Rs 4,043,760/- without taxes
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT (i.e. 1st, 2nd, 3rd EVALUATION BID). 1st NK computers

18) METHOD OF PROCUREMENT USED : - (Tick one)

- a) SINGLE STAGE - ONE ENVELOPE PROCEDURE Domestic Domestic/ Local
- b) SINGLE STAGE - TWO ENVELOPE PROCEDURE _____
- c) TWO STAGE BIDDING PROCEDURE _____
- d) TWO STAGE - TWO ENVELOPE BIDDING PROCEDURE _____



PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED i.e. EMERGENCY, DIRECT CONTRACTING ETC WITH BRIEF REASONS:

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT _____

20) WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

21) ADVERTISEMENT :

i) SPPRA Website
(If yes, give date and SPPRA Identification No.)

Yes	SPPRA S.No 20936 / 03 July 2014
No	

ii) News Papers
(If yes, give names of newspapers and dates)

Yes	Dawn, Express, AAS
No	

22) NATURE OF CONTRACT

Domestic	<input checked="" type="checkbox"/>	Int.	<input type="checkbox"/>
----------	-------------------------------------	------	--------------------------

23) WHETHER QUALIFICATION CRITERIA WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

24) WHETHER BID EVALUATION CRITERIA WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

25) WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A METHOD OTHER THAN OPEN COMPETITIVE BIDDING?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

27) WHETHER THE SUCCESSFUL BID WAS LOWEST EVALUATED BID / BEST EVALUATED BID (in case of Consultancies)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY COMPLIANT?

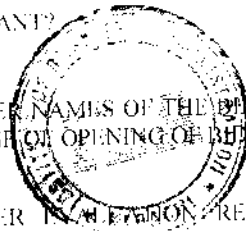
Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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29) WHETHER NAMES OF THE BIDDERS AND THEIR QUOTED PRICES WERE READ OUT AT THE TIME OF OPENING OF BIDS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF CONTRACT?
(Attach copy of the bid evaluation report)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------



31) ANY COMPLAINTS RECEIVED
(If yes, result thereof)

Yes	
No	

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE / DOCUMENTS
(If yes, give details)

Yes	
No	

33) WAS THE EXTENSION MADE IN RESPONSE TIME?
(If yes, give reasons)

Yes	
No	

34) DEVIATION FROM QUALIFICATION CRITERIA
(If yes, give detailed reasons.)

Yes	
No	

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT
BLACK LISTED?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE
SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO
BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes, enclose a copy)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

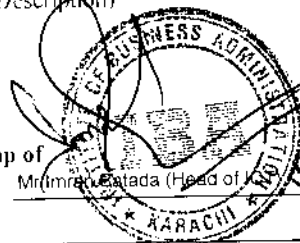
37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN
THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	

Signature & Official Stamp of
Authorized Officer Mr. Imran Batada (Head of)



FOR OFFICE USE ONLY

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi
Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

Bid Evaluation Report

1. Name of Procuring Agency: Institute of Business Administration Karachi. (IBA, Karachi)
2. Tender Reference No: IT/57/2013-14
3. Tender Description/Name of work/item: Supplies of Hardware Items (Per Annum Bases) & IT Consumables (Rate Running Contract)
4. Method of Procurement: Single Stage Single Envelope
5. Tender Published: SPPRA website on 03-July-2014, SPPRA-Sr.No 20936
6. Total Bid documents Sold: Free available on IBA web site
7. Total Bids Received: One (01)
8. Technical Bid Opening date: (if applicable) _____ *(Provide details in separate form)*
9. No. of Bid technically qualified (if applicable): 01
10. Bid(s) Rejected: 0
11. Financial Bid Opening date: 19-July-2014
12. Bid Evaluation Report:

S No	Name of Firm or Bidder	Cost offered by the Bidder Without taxes	Ranking in terms of cost	Comparison with Estimated cost	Reasons for acceptance/rejection	Remarks
0	1	2	3	4	5	6
1.	NK Computers	PKR 4,043,760 (SLA)	1 st		Qualified as per Eligibility Criteria	Recommended for award the contract

Recommendations: - The offered amount of Rs. 4,043,760/- (without taxes) by M/s. NK Computers has been recommended by the Procurement Committee to award the work on the basis of their technical qualifying and lowest offered price bid.



IBA (Internal Member)

Mr. Syed Jehanzeb

Assistant Manager



IBA (Internal Member)

Dr. Nasir Touheed

Professor



IBA (External Member)

Mr. Haris Quershi

HEJ Karachi University



Annexure-A
 Technical Requirements(BOQ)

Technical Price Sheet of the Tender IT/67/2013-14

SLA WITH ITEMS OF HP HARDWARE

Exhibit -A

S #	Description of Items	Qty	Unit Cost per Month (PKR)	Total Cost per Month (PKR)	per Month
1	HP 7900 US 13 & HP LW2201w 22 inch LCDs	600	290		1,74,000
2	HP Elite 6930p Laptop	100	560		56,000
3	HP Desktop Mini Tower /Ultra Slim 7900/7500 with LCD	10	570		5,700
Sub Total					
S #	Laptop	Qty	Unit Cost per Month	Total Cost Month	per
1	Toshiba	70	400		28,000
2	Deii	2	570		1,140
3	HP (Core i7)	1	570		570
4	Fujitsu Siemens	1	570		570
Sub Total					
S #	Printer & Scanners	Qty	Unit Cost per Month	Total Cost Month	per
1	HP LJ 2035n (CE46A)	20	400		8,000
2	HP CLJ CP1515n (CC337A)	5	1,000		5,000
3	HP LJ P3015dn (CE528A)	20	400		8,000
4	HP Scanjet G4100 Photo Scanner (11956A)	10	400		4,000
5	HP Scanjet N6310 Document Flatbed Scanner	20	400		8,000
6	HP Cp2025	20	1,000		20,000
7	HP M1522 NF	10	400		4,000
8	HP Scanner G3110	10	400		4,000
9	HP Scanner G2410	5	400		2,000
10	HP 2055DN	20	400		8,000
				Total	71,000

SLA with Items of HP Hardware

SLA with Items of HP Hardware



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Technical Price Sheet of the Tender IT/67/2013-14

EXHIBIT B (A)

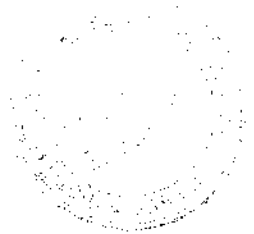
S #	Description of Items	Qty	Unit Cost Battery COMPATIBLE	OEM COMPATIBLE	Total cost adapter /charger OEM COMPATIBLE
1	HP 7900 USTD & HP LW2201w 22-inch LCDs	1	N/A		2,500
2	HP Elite 6930p Laptop	1	5,400		3,000
3	HP Desktop Mini Tower /Ultra Slim 7900/7500 with LCD	1	N/A		N/A
S #	Laptop	Qty	Unit Cost Battery COMPATIBLE	OEM COMPATIBLE	Total cost adapter /charger OEM COMPATIBLE
1	Toshiba	1	5,500		3,000.00
2	Dell	1	5,500		3,000.00
3	HP (Core i7)	1	5,800		3,000.00
4	Fujitsu Siemens	1	6,000		3,000.00
S #	Printer & Scanners	Qty			Total cost adapter OEM COMPATIBLE
1	HP Scanjet G4010 Photo Scanner (L1956A)	1			2,500.00
2	HP Scanjet N6310 Document Flatbed Scanner	1			2,500.00
3	HP Scanner G3110	1			2,500.00
4	HP Scanner G2410	1			2,500.00

with GST Price

[Handwritten Signature]

[Handwritten Signature]

[Handwritten Signature]



Price of Various items which not include in SLA if found Damage/Broken

S.No	Description	Qty	Unit Cost
1	HP Elite 6930P Toshiba/Dell/HP/Fujitsulaptops	1	3000/4000
2	Hinches one /both side (Toshiba/Dell/HP/Fujitsu)	1	7500
3	Broken Screen(Toshiba/Dell/HP/Fujitsu)	1	9000/11000/13500
4	Burn Mother board (Toshiba/Dell/HP/Fujitsu)	1	5500/6500/7500
5	Broken Body (Toshiba/Dell/HP/Fujitsu)	1	4000
6	damage and Broken keyboard buttons	1	4000
	Touch pad /Mouse Pad (Toshiba/Dell/HP/Fujitsu)	1	4000

With GST Price



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Technical Price Sheet of the Tender IT/67/2013-14

S.No	Multimedia Models	Qty	Description Of Parts	Unit Prices wise	Price
1	LC-XB822Eki		Mother Board Lamp	Mother Board Lamp	16,000.00
			Lamp	Lamp	26,500.00
			LCD Chip	LCD	10,000.00
			Polariser	Polariser	8,000.00
			VGA	VGA ports	8,500.00
			Lens	Lens	6,500.00
			Condenser	Port Condenser	9,500.00
2	LC-XB28 Eki		Mother Board Lamp	Mother Board Lamp	16,000.00
			Lamp	Lamp	26,500.00
			LCD	LCD	11,000.00
			Polariser	Polariser	8,000.00
			VGA	VGA ports	9,000.00
			Lens	Lens	6,500.00
3	LC-XBM31 Eki		Port Condenser	Port Condenser	9,500.00
			Mother Board Lamp	Mother Board Lamp	17,000.00
			Lamp	Lamp	24,500.00
			LCD	LCD	11,000.00
			Polariser	Polariser	8,500.00
			VGA	VGA ports	9,000.00
4	LC-XBM33 Eki		Lens	Lens	6,500.00
			Port Condenser	Port Condenser	9,500.00
			Mother Board Lamp	Mother Board Lamp	18,500.00
			Lamp	Lamp	31,500.00
			LCD	LCD	11,000.00
			Polariser	Polariser	9,500.00
			VGA	VGA ports	9,500.00
			Lens	Lens	6,500.00
			Port Condenser	Port Condenser	10,500.00
			Port Condenser	Port Condenser	10,500.00

with out GST



**Institute of
Business Administration
Karachi**

Leadership and Ideas for Tomorrow

Ref: IT/67/2013-14
M/s NK Computers
Noman Khan
WH-18 6th Floor, Techno City Mall,
Hasrat Mohani Road, Karachi
Tel: 021 32270902-03
Attn: Mr. Noman

Dated Aug 25, 2014

Sub: **INSTITUTE OF BUSINESS ADMINISTRATION – KARACHI**
(Supplies of Hardware Items (Per Annum Bases) & IT Consumables (Rate Running Contract)
"LETTER OF AWARD"

Dear Mr. Noman,

This is in reference to your bid submitted on 19-07-2014, for the subject work. The Management is pleased to inform you that your bid has been approved for award of subject work to your firm at price of **Rs.4,043,760/- (exclusive of taxes)** for One Year **SLA**. While payments of consumable items will be made on monthly bases as per the amount quoted in the tender.

This letter of award is based on the following documents and following terms and conditions, which form its part thereof and are the governing documents of the contract:

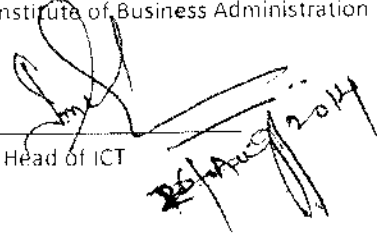
- Your quotation submitted on 19-07-2014
- Priced Bill of Quantity
- Tender Drawings.(If apply)
- SLA will start immediately after the acceptance of this LOA.
- Please submit the Performance Security 05% in Finance Dept.

You are advised to please return the duplicate copy of this Letter of Award duly signed as an acknowledgment of its receipt as well as your unquaiified acceptance of the same.


Thanking you.

Yours sincerely

for Institute of Business Administration Karachi.


Head of ICT


Received and Accepted by


N.K. Computers

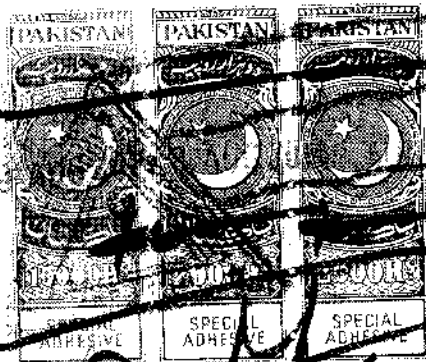
Service Level Agreement

For

Institute of Business Administration

2014-15





93
M/11/11/11

Rs- 14,000/-

29/8/2014

OFFICE OF THE CHIEF EXECUTIVE OFFICER
Stamp
Karachi
SERVICES/MAINTENANCE CONTRACT AGREEMENT

29 AUG 2014

THIS AGREEMENT is entered in to this 01 day of September 2014. (the 'effective date') by & between:

M/s NK Computers having its principal office at WH-18 6th Floor Techno City Mall Main Hasrat Mohani Road Karachi - Pakistan, hereinafter called company

AND

The Institute of Business Administration, Karachi having its office at Main Campus, University Road, Karachi - Pakistan hereinafter called Employer.

And with Company Collectively referred to as parties.

WITNESSETH

Whereas the Company provides services/maintenances according to Service Level Agreement (SLA) at annexure-A; and

Whereas, the Employer desires the Company to provide maintenance service and whereas the Company is willing to provide such services under the terms & conditions set forth in this Agreement.



Now therefore the parties hereto agree as follows:

1. TERMS & CONDITIONS

Company's Responsibilities

The Company shall be bound to provide the following:

- The Company shall be responsible to provide hardware support with parts.
- Support from the Senior Hardware Engineers shall be available from the company in solving and troubleshooting the problems if IBA Karachi needs any guidelines.
- If the problem is not solved within agreed time frame according to the severity level, thereafter, the Company shall provide a backup unit. Company is also bound to arrange at least 5 % of the hardware inventory as backup in company office.
- The Company shall be bound to monitor the maintenance and repair work and furnish complete report to IBA authorities as per SLA on monthly basis or according to the requirement of the IBA authorities.
- Maintenance contract shall be with parts (without consumable parts), services and labor.
- Quarterly service of all the equipment shall be carried-out. Quarterly service plan shall be discuss with IBA authorities before its execution.
- All faulty parts of the defective computers/Printers/scanner etc which are covered under this agreement must replace with new parts, used parts are not acceptable in any condition.
- No dispute raises regarding the replacement of faulty parts from company except consumable items under this agreement.

The vendor must provide the backup units immediately if the original equipment requires repair. In an instance where a vendor fails to do so, a penalty shall be imposed (at 1% of the total contract amount per day), until the backup unit or original unit is not received by IBA.

- All equipment's will be inspected by Company before signing of this Agreement to ensure operating conditions of the equipment(s).

2. SCOPE OF WORK

In Scope:

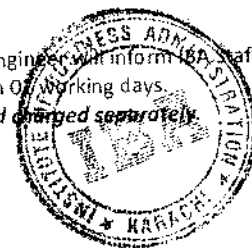
- Parts will be replaced as per agreed terms of the contract.
- Response time will be 4 hours via telephone, email or engineer visit.
- Engineer's visit time will be 9.00AM to 4.00PM during business hours.
- Equipment pickup time will be 9.00AM to 4.00PM and on Friday 9.00 to 12.00.

Out of Scope:

Burnt / damaged parts replacement.

- a) **Faulty in terms of Burnt / Damage:** In terms of damage NKC Engineer will inform IBA staff at his premises and In terms of burnt report will share IBA within 07 working days.

Burnt and damaged parts would be replaced after customer's appraisal and charged separately.



3. COVERAGE PERIOD

- Validity of SLA

For One year from 01st September 2014, to 30th August 2015.

CALL LOG-IN PROCESS

To lodge a complaint **CUSTOMER** can contact **NK Computers** Support desk by phone or by email, once complaint is logged.

Email: support@nkc.com.pk

Call at : 021-32270902-03 /0321-2410165

Non-Working Hours / Holidays:

OR

Noman Khan
03212411726/03002213862
nkhan@nkc.com.pk

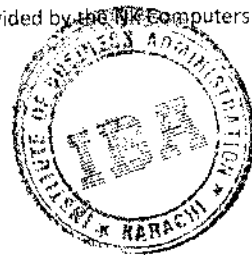
4. REPORTING SERVICE CALL

While reporting a service call a user/manager must provide following information to NK Computers helpdesk in order to log a service call:

- User Name, Contact Numbers.
- Model and serial number of machine
- Brief description of the problem and symptoms.
- Ask for Call Log "Ticket Number "

5. ESCALATION:

If the customer is not satisfied with the quality & level of services provided by the NK Computers the matter could be escalated to authorities mention in Escalation Matrix



NKC SUPPORT ESCALATION MATRIX		
Level-1		Karachi
First Escalation if the call is not resolved within "Standard Response Time"	Name	Arsalan Khan
	Phone	021-32270902-3
	Cell	0321-2410165
	Email	Arsalan.khan@nkc.com.pk
Level-2		
Second Escalation if the call is not resolved by "Next Business Day"	Name	Mohammad Tariq
	Phone	021-32270902-03
	Cell	0321-2410166
	Email	mvtariq@nkc.com.pk
Level-3		
Third Escalation if the call is not attended	Name	Noman Khan
	Phone	021-32270902-03
	Cell	03212411726/03002213862
	Email	nkhan@nkc.com.pk

6. FINANCIALS

Financial Cost for IBA Contract

15%

PKR 4,043,760/-
606,564/-

4,650,324/-

7. PAYMENT:

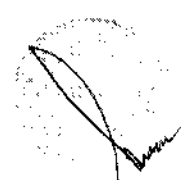
- 40% upon signing of the agreement / LOA.
- 40% upon the completion of Six months from the date of signing of the agreement.
- 10% upon the completion of the agreement
- Payment of consumables will be made per on month bases as per agreed prices mentioned in Exhibit-B.

8. RENEWAL:

- The terms of this agreement may be modified by IBA Karachi upon thirty- (30) days written notice to bidder. Amount may be revised upon mutual consents but not more than 10% of the SLA amount.
- This contract will remain in force from the date signed until the next renewal due date.
- This contract may be terminated upon thirty- (30) days written consent of either party at any time for failure of the party to comply with the terms of this contract.

Correspondence

All financial correspondence shall be done in the name of,



N.K.Computers
WH-18 6th Floor Techno City Mall
Main Hasrat Mohani Road adjacent,
I.I. Chundrigar Road Karachi, Pakistan.

Maintenance Contract

9. MAINTENANCE CONTRACT AGREEMENT

Contract Number → 01:

This maintenance contract is between N.K.Computer, having its head office at WH-18 6th floor Techno City Mall Karachi, herein referred to as Bidder and IBA Karachi, having its Main Campus, in Karachi University, herein referred to as the CUSTOMER.

This contract is effective as of 01-09-2014 and will remain in effect till 31-08-2015. This contract is renewable by mutual agreement of both parties.

By virtue of this contract, CUSTOMER agrees to purchase and Bidder agrees to sell the maintenance services highlighted in this agreement, for the products listed in Exhibit A, as per the terms and conditions as provided by BIDDER, below

The maintenance services to be provided by BIDDER amount to Rs. 4043,760.00

The Payment terms are as follows

- Total Payable Amount Rs.4,043,760.00 (Rupees Only) Exclusive Tax
- Payment pay as per given schedule.
- Product List is attach in Exhibit "A"
- Every thing except toner & casing is included in the maintenance contract.
- Bidder agrees to provide all consumables as per given/mention rates at exhibit "B"

We the undersigned have read and understood the terms and conditions of the maintenance services for products mentioned in Exhibit A. We hereby agree to a maintenance contract with BIDDER, which will be renewable as of the date mentioned above by mutual agreement.

On and behalf of the CUSTOMER
Mr. *Sabir*
Designation: *Head of ICT*
(Please affix Company Seal)

On and behalf of BIDDER


Manager Hardware Support

Please note any alteration, inking out or overwriting in this contract or any of its exhibits will render this contract null and void.

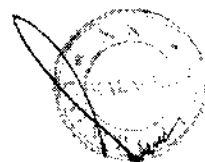


Exhibit - A

S.No	Desktop	Qty	Unit Cost per Month	Total Cost per Month
1	HP 7900 USDT& HP LE2201w 22-inch LCDs	600	290.0	174,000.00
2	HP Elite 6930p laptops	100	560.00	56,000.00
3	HP Desktops Mini Tower/Ultra Slim 7900 / 7500	10	570.00	5,700.00
TOTAL				235,700.00

S.No	Laptops	Qty	Unit Cost per Month	Total Cost per Month
1	Toshiba	70	400.00	28,000.00
2	Dell	2	570.00	1,140.00
3	HP (Core i7)	1	570.00	570.00
4	Fujitsu Siemens	1	570.00	570.00
Total				30,280.00

	Printers & Scanners	Qty	Unit Cost per Month	Total Cost per Month
1	HP LJ 2035n (CE462A)	20	400.00	8,000.00
2	HP CLJ CP1515n (CC377A)	05	1,000.00	5,000.00
3	HP LJ P3015dn (CE528A)	20	400.00	8,000.00
4	HP Scanjet G4010 Photo Scanner (L1956A)	10	400.00	4,000.00
5	HP Scanjet N6310 Document Flatbed Scanner	20	400.00	8,000.00
6	HP CP2025	20	1,000.00	20,000.00
7	HP M1522 NF	10	400.00	4,000.00
8	HP Scanner G3110	10	400.00	4,000.00
9	HP Scanner G2410	05	400.00	2,000.00
10	HP 2055DN	20	400.00	8,000.00
Total				71,000.00



Exhibit - B

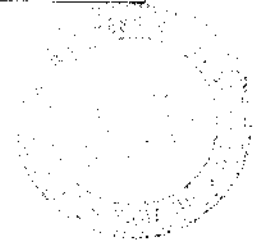
S.No	Desktop Accessories	Qty	Unit Cost of Battery	Total Cost of Adopter/charger
1	HP 7900 USDT& HP LE2201w 22-inch LCDs	600	N/A	2,500.00
2	HP Elite 6930p laptops	100	5,400.00	3,000.00

S.No	Laptops Accessories	Qty	Unit Cost of Battery	Total Cost of Adopter/charger
1	Tushiba	70	5,500.00	3,000.00
2	Dell	2	5,500.00	3,000.00
3	HP (Core i7)	1	5,800.00	3,000.00
4	Fujitsu Siemens	1	6,000.00	3,000.00

S.#	Scanners	Qty	Total Cost of Adopter/charger
1	HP Scan jet G4010 Photo Scanner (L1956A)	10	2,500.00
2	HP Scan jet N6310 Document Flatbed Scanner	20	2,500.00
3	HP Scanner G3110	10	2,500.00
4	HP Scanner G2410	05	2,500.00

Price of Various items which not include in SLA if found Damage/Broken.

S.#	Description	Unit Cost with GST
	HP Elite 6930P Toshiba/Dell/HP/Fujitsu Laptops	
	Hinches one /both side (Toshiba/Dell/HP/Fujitsu)	3,000/4,000
1	Broken Screen(Toshiba/Dell/HP/Fujitsu)	7,500.00
2	Burn Mother board (Toshiba/Dell/HP/Fujitsu)	9,000/11,000/13,500
3	Broken Body (Toshiba/Dell/HP/Fujitsu)	5,500/6,500/7,500
4	damage and Broken keyboard buttons	4,000.00
5	Touch pad /Mouse Pad (Toshiba/Dell/HP/Fujitsu)	4,000.00
6		



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Institute of
Business Administration
Karachi

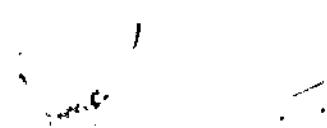
Leadership and Ideas for Tomorrow

Dated: July 23, 2014

TO WHOM IT MAY CONCERN

It is to certify that as per the requirement of our tender query number IT/67/2013-14 for the Supplies of Hardware Items (Per Annum Bases) & IT Consumables (Rate Running Contract). One bidder was participated in the said tender.

M/s. NK Computers participated in the Open Bidding tender & the prices are comparable with the market price.


Head of ICT

Bid Evaluation Report

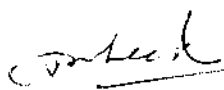
1. Name of Procuring Agency: Institute of Business Administration Karachi.(IBA,Karachi)
2. Tender Reference No: IT/67/2013-14
3. Fender Description/Name of work/item: Supplies of Hardware Items (Per Annum Bases) & IT Consumables (Rate Running Contract)
4. Method of Procurement: Single Stage Single Envelope
5. Tender Published: SPPRA website on 03-July-2014, SPPRA-Sr.No 20936
6. Total Bid documents Sold; Free available on IBA web site
7. Total Bids Received: One (01)
8. Technical Bid Opening date: (if applicable) _____ (Provide details in separate form)
9. No. of Bid technically qualified (if applicabl): 01
10. Bid(s) Rejected: 0
11. Financial Bid Opening date: 19-July-2014
- 12. Bid Evaluation Report:**

S No	Name of Firm or Bidder	Cost offered by the Bidder Without taxes	Ranking in terms of cost	Comparison with Estimated cost	Reasons for acceptance/rejection	Remarks
0	1	2	3	4	5	6
1.	NK Computers	PKR 4,043,760 (SLA)	1 st		Qualified as per Eligibility Criteria	Recommended for award the contract

Recommendations: - The offered amount of Rs. 4,043,760/-(without taxes) by M/s. NK Computers has been recommended by the Procurement Committee to award the work on the basis of their technical qualifying and lowest offered price bid.



IBA (Internal Member)
Mr.Syed Jehanzeb
Assistant Manager



IBA (Internal Member)
Dr. Nasir Touheed
Professor



IBA (External Member)
Mr.Haris Quershi
HEJ Karachi University

Annexure - A
 Technical Requirements (BOQ)

Technical Price Sheet of the Tender IT/67/2013-14

SEA WITH PARTS OF HP HARDWARE

Exhibit - A

S #	Description of items	Qty	Unit Cost Month (PKR)	per	Total Cost Month (PKR)	per Month
1	HP 7900 US 1.2 & HP LW2201w 22-inch LCDs	600	290		174,000	
2	HP Elite 6930p Laptop	100	560		56,000	
3	HP Duxtop Mini Tower /Ultra Slim 7900/7500 with LCD	10	570		5,700	
Subtotal						
S #	Laptop	Qty	Unit Cost per Month		Total Cost Month	per
1	Toshiba	70	400		28,000	
2	Dell	2	570		1,140	
3	HP (Core i7)	1	570		570	
4	Fujitsu Siemens	1	570		570	
Subtotal						
S #	Printer & Scanners	Qty	Unit Cost per Month		Total Cost Month	per
1	HP LJ 2035n (CE46A)	20	400		8,000	
2	HP CLJ CP1515n (CC337A)	5	1,000		5,000	
3	HP LJ P3015dn (CE528A)	20	400		8,000	
4	HP Scanjet G4010 Photo Scanner (L1956A)	10	400		4,000	
5	HP Scanjet N6310 Document Flatbed Scanner	20	400		8,000	
6	HP CP2025	20	1,000		20,000	
7	HP M1522 NF	10	400		4,000	
8	HP Scanner G3110	10	400		4,000	
9	HP Scanner G2410	5	400		2,000	
10	HP 2055DN	20	400		8,000	
Total						

Sum of Total Amount Pay Month with sur taxes 2,99,960

Sum Total Annual Amount without Taxes 4,043,600

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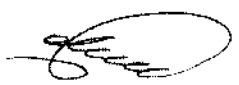
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Technical Price Sheet of the Tender IT/67/2013-14

Exhibit - B (A)

S #	Description of Items	Qty	Unit Cost Battery COMPATIBLE	Unit Cost OEM COMPATIBLE	Total cost /charger OEM COMPATIBLE
1	HP 7900 USTD & HP LW2201w 22-inch LCDs	1	N/A		2,500
2	HP Elite 6930p Laptop	1	5,400		3,000
3	HP Desktop Mini Tower /Ultra Slim 7900/7500 with LCD	1	N/A		N/A
S #	Laptop	Qty	Unit Cost Battery COMPATIBLE	Unit Cost OEM COMPATIBLE	Total cost adapter /charger OEM COMPATIBLE
1	Toshiba	1	5,500		3,000.00
2	Dell	1	5,500		3,000.00
3	HP (Core i7)	1	5,800		3,000.00
4	Fujitsu Siemens	1	6,000		3,000.00
S #	Printer & Scanners	Qty			Total cost adapter OEM COMPATIBLE
1	HP Scanjet G4010 Photo Scanner (L1956A)	1			2,500.00
2	HP Scanjet N6310 Document Flatbed Scanner	1			2,500.00
3	HP Scanner G3110	1			2,500.00
4	HP Scanner G2410	1			2,500.00

with GST Price


Price of Various items which not include in SLA if found Damage/Broken

S.No	Description	Qty	Unit Cost
	HP Elite 6930P Toshiba/Dell/HP/Fujitsulaptops		
1	Hinges one /both side (Toshiba/Dell/HP/Fujitsu)	1	3000/4000
2	Broken Screen (Toshiba/Dell/HP/Fujitsu)	1	7500
3	Burn Mother board (Toshiba/Dell/HP/Fujitsu)	1	9000/11000/13500
4	Broken Body (Toshiba/Dell/HP/Fujitsu)	1	5500/6500/7500
5	damage and Broken keyboard buttons	1	4000
6	Touch pad /Mouse Pad (Toshiba/Dell/HP/Fujitsu)	1	4000

With GST Price

Technical Price Sheet of the Tender IT/67/2013-14

S.No	Multimedia Models	Qty	Description Of Parts	Unit Prices wise	Price
1	LC-XB87 Eki		Mother Board Lamp	Mother Board Lamp	16,000.00
			Lamp	Lamp	26,500.00
			LCD Chip	LCD	10,000.00
			Polariser	Polariser	8,000.00
			VGA	VGA ports	8,500.00
			Lens	Lens	6,500.00
			Condenser	Port Condenser	9,500.00
2	LC-XB28 Eki		Mother Board Lamp	Mother Board Lamp	16,000.00
			Lamp	Lamp	26,500.00
			LCD	LCD	11,000.00
			Polariser	Polariser	8,000.00
			VGA	VGA ports	9,000.00
			Lens	Lens	6,500.00
			Port Condenser	Port Condenser	9,500.00
3	LC-XBM31 Eki		Mother Board Lamp	Mother Board Lamp	17,000.00
			Lamp	Lamp	24,500.00
			LCD	LCD	11,000.00
			Polariser	Polariser	8,500.00
			VGA	VGA ports	9,000.00
			Lens	Lens	6,500.00
			Port Condenser	Port Condenser	9,500.00
4	LC-XBM33 Eki		Mother Board Lamp	Mother Board Lamp	18,500.00
			Lamp	Lamp	31,500.00
			LCD	LCD	11,000.00
			Polariser	Polariser	9,500.00
			VGA	VGA ports	9,500.00
			Lens	Lens	6,500.00
			Port Condenser	Port Condenser	10,500.00

with out GST

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