

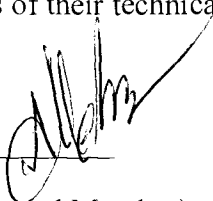
Bid Evaluation Report

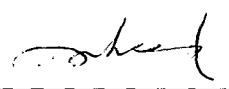
1. Name of Procuring Agency: **Institute of Business Administration, Karachi**
2. Tender Reference No: **SLA of Video Conferencing Equipment**
3. Tender Description/Name of work/item: **IT/93/2015-16**
4. Method of Procurement: **Single Stage Single Envelope**
5. Tender Published: **SPPRA-SNo 25387/2015**
6. Total Bid documents Sold; **Free of Cost, available on web site**
7. Total Bids Received: **01**
8. Technical Bid Opening date: (if applicable) **12-Oct-2015**
9. No. of Bid technically qualified (if applicable): **01**
10. Bid(s) Rejected: **00**
11. Financial Bid Opening date: **12-Oct-2015**


12. Bid Evaluation Report:

<i>S No</i>	<i>Name of Firm or Bidder</i>	<i>Cost offered by the Bidder</i>	<i>Ranking in terms of cost</i>	<i>Comparison with Estimated cost</i>	<i>Reasons for acceptance/rejection</i>	<i>Remarks</i>
0	1	2	3	4	5	6
1.	M/s. Commtel	1,100,000/-	1 st	Compare able	Comply with IBA requirements	Recommended to award the contract

Recommendations: - The offered amount of **Rs.1,100,000/-**-(including all applicable taxes) by **M/s. COMMTEL** 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. Abdul Rehman
Sr. Manager Contracts


IBA (Internal Member)
Dr. Nasir Touheed
Professor


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

Technical Evaluation and Financial evaluation of Video Conferencing equipment

IT/93/2015-16

			Commtel
Sr.	Model	Qty	Compliant
1	CISCO/TANDEBERG TELEPRESENCE C60 Serial No. B1AD45B00061	1	YES
2	CISCO TELEPRESENCE IP VCR 2210	1	YES
3	CISCO TELEPRESENCE PRECISION HD CAMERA 12X	2	YES
4	WIRELESS Microphone WS-5200	2	YES
5	WIRELESS Microphone WS-5300	2	YES
6	WIRELESS Microphone WM-5220	2	YES
7	Peavey 20 Mixer	2	YES
8	Aver Vision Document Camera Serial No. 5300145300235	1	YES
9	TOA Speaker	6	YES
10	TOA Amplifier	2	YES
11	Cisco/Tandberg T-990 MXP Serial No. 30A57476	1	YES
12	Additional Cameras Sony Brand Model EVI D100P	2	YES
13	Interactive Pen Display	2	YES
Total Price including all Services & GST			1,100,000

* Only one bidder M/s Commtel has participated in the bid & fulfill all technical criteria.

NIT NO (Tender #): IT_93_15-16 (SLA Video Conferencing)


SPPRA: 25387

Method and procedure of procurement: National Competitive Bidding (Single Stage – One Envelope)

MINUTES OF BID OPENING MEETING

A meeting of the procurement committee of this department was held on 12-10-2015 for opening the bids received in respect of subject NIT till the deadlines of submission. The meeting was attended by all/ following members of the procurement committee and the representative of bidders.

The following bidders submitted their bids till the deadline of submission:

S.#	Name of Company	Name Person	Contact #	Signature
1	COMMTEL	M. SOHAIL	0391-8230269	
2	/	/	/	/
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The bids were opened at 11:30AM in the presence of the above mentioned participants and the rates quoted by bidders were read aloud and encircled by Chairman of the Procurement Committee. All the members of the procurement committee signed the page of financial proposal/ bids.

Following is the details of bids announced:

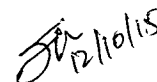
S. No.	Name of Bidder	Offered Price	Amount of Bid Security (5%)	Pay Order No./ Date
1	CommTel	without SST 948276/2	55,000/2	2401873 NIB Bank.
2	/	/	/	/
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The committee shall examine all the bids as per the Qualification/ eligibility criteria provided in the bidding documents, arithmetical checks and verify the documents and bid security submitted by the bidders.

The meeting ended with the note of thanks to and from the chair.


12/10/15




12/10/15


12/10/15



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

Dated: November 5, 2015

TO WHOM IT MAY CONCERN

It is to certify that as per the requirement of our tender query number IT/93/2015-16 for the **Service Level Agreement of Video Conferencing Equipment**. One bidder participated in the said tender.

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

Imyan Batada
Head of ICT
IBA, Karachi



**Institute of
Business Administration
Karachi**

Leadership and Ideas for Tomorrow

Dated: 30 Dec, 2015

Manager (Enforcement –II)
SPPRA, Karachi.

Subject: **Upload Rule-50**

Dear Sir,

In the compliance of SPPRA rule, you are requested to please upload the documents for Rule-50 on SPPRA Website. Following are the Rule-50 details:

1. BER /IT/93/2015-16.
2. Letter of Award.
3. Contract Evaluation form.
4. Purchase Agreement.
5. BOQ/Schedule of Requirement.

Thanking you in anticipation.

Sincerely Yours

Head of ICT

Annexure: Documents Attached

6508
31-12-15

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

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

- Institute of Business Administration Karachi
- 1) NAME OF THE ORGANIZATION / DEPTT. _____
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Provincial _____
- 3) TITLE OF CONTRACT Service Level Agreement of Video Conferencing _____
- 4) TENDER NUMBER IT/93/2015-16 _____
- 5) BRIEF DESCRIPTION OF CONTRACT SLA Video Conferencing _____
- 6) FORUM THAT APPROVED THE SCHEME Procurement Committee _____
- 7) TENDER ESTIMATED VALUE 1,500,000 _____
- 8) ENGINEER'S ESTIMATE _____
(For civil works only)
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) SLA for One year _____
- 10) TENDER OPENED ON (DATE & TIME) 12-Oct-2015 11:30AM _____
- 11) NUMBER OF TENDER DOCUMENTS SOLD Free of Cost / Documents are available on web site _____
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 01 _____
- 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 M/s. Commtel _____
- 16) CONTRACT AWARD PRICE Rs. 1,100,000 _____
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT M/s. Commtel _____
(i.e. 1st, 2nd, 3rd EVALUATION BID).
- 18) METHOD OF PROCUREMENT USED : - (Tick one)

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE Yes 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	25387 / 2015
No	

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

Yes	25387 / 2015
No	

22) NATURE OF CONTRACT

Domestic/ Local	<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"/>
-----	-------------------------------------	----	--------------------------

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 IMRAN BATADA / HICT



Imran Batada
Head of ICT
Institute of Business Administration
Karachi Pakistan

FOR OFFICE USE ONLY

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

Print

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Reset

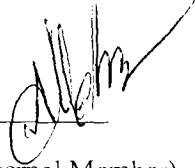
Bid Evaluation Report

- | | |
|--|---|
| 1. Name of Procuring Agency: | Institute of Business Administration, Karachi |
| 2. Tender Reference No: | SLA of Video Conferencing Equipment |
| 3. Tender Description/Name of work/item: | IT/93/2015-16 |
| 4. Method of Procurement: | Single Stage Single Envelope |
| 5. Tender Published: | SPPRA-SNo 25387/2015 |
| 6. Total Bid documents Sold; | Free of Cost, available on web site |
| 7. Total Bids Received: | 01 |
| 8. Technical Bid Opening date: (if applicable) | 12-Oct-2015 |
| 9. No. of Bid technically qualified (if applicable): | 01 |
| 10. Bid(s) Rejected: | 00 |
| 11. Financial Bid Opening date: | 12-Oct-2015 |

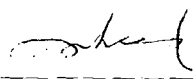
12. Bid Evaluation Report:

S No	Name of Firm or Bidder	Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost	Reasons for acceptance/rejection	Remarks
0	1	2	3	4	5	6
1.	M/s. Commtel	1,100,000/-	1 st	Compare able	Comply with IBA requirements	Recommended to award the contract

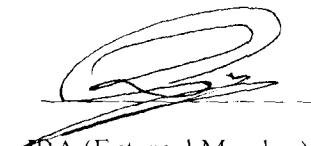
Recommendations: - The offered amount of **Rs.1,100,000/-** (including all applicable taxes) by **M/s. COMMTEL** has been recommended by the Procurement Committee to award the work on the basis of their technical qualifying and lowest offered price bid.



IBA (Internal Member)
Mr. Abdul Rehman
Sr. Manager Contracts



IBA (Internal Member)
Dr. Nasir Touheed
Professor



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

Technical Evaluation and Financial evaluation of Video Conferencing equipment

IT/93/2015-16

			Commtel
Sr.	Model	Qty	Compliant
1	CISCO/TANDEBERG TELEPRESENCE C60 Serial No. B1AD45B00061	1	YES
2	CISCO TELEPRESENCE IP VCR 2210	1	YES
3	CISCO TELEPRESENCE PRECISION HD CAMERA 12X	2	YES
4	WIRELESS Microphone WS-5200	2	YES
5	WIRELESS Microphone WS-5300	2	YES
6	WIRELESS Microphone WM-5220	2	YES
7	Peavey 20 Mixer	2	YES
8	Aver Vision Document Camera Serial No. 5300145300235	1	YES
9	TOA Speaker	6	YES
10	TOA Amplifier	2	YES
11	Cisco/Tandberg T-990 MXP Serial No. 30A57476	1	YES
12	Additional Cameras Sony Brand Model EVI D100P	2	YES
13	Interactive Pen Display	2	YES
Total Price including all Services & GST			1,100,000

* Only one bidder M/s Commtel has participated in the bid & fulfill all technical criteria

NIT NO (Tender #): IT_93_15-16 (SLA Video Conferencing)

SPPRA: 25387

Method and procedure of procurement: National Competitive Bidding (Single Stage – One Envelope)

MINUTES OF BID OPENING MEETING

A meeting of the procurement committee of this department was held on 12-10-2015 for opening the bids received in respect of subject NIT till the deadlines of submission. The meeting was attended by all/ following members of the procurement committee and the representative of bidders.

The following bidders submitted their bids till the deadline of submission:

S.#	Name of Company	Name Person	Contact #	Signature
1	COMMTTEL	M. SCHAIL	0321-8230269	
2	/	/	/	/
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The bids were opened at 11:30AM in the presence of the above mentioned participants and the rates quoted by bidders were read aloud and encircled by Chairman of the Procurement Committee. All the members of the procurement committee signed the page of financial proposal/ bids.

Following is the details of bids announced:

S. No.	Name of Bidder	Offered Price	Amount of Bid Security (5%)	Pay Order No./ Date
1	CommTel	without SST 948276/2	55,000/2	2401873 NIB Bank.
2	/	/	/	/
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The committee shall examine all the bids as per the Qualification/ eligibility criteria provided in the bidding documents, arithmetical checks and verify the documents and bid security submitted by the bidders.

The meeting ended with the note of thanks to and from the chair.

12/10/15

12/10/15

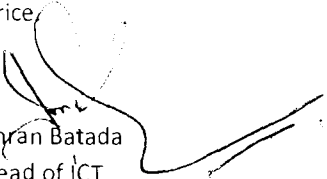
12/10/15

Dated: November 5, 2015

TO WHOM IT MAY CONCERN

It is to certify that as per the requirement of our tender query number IT/93/2015-16 for the **Service Level Agreement of Video Conferencing Equipment**. One bidder participated in the said tender.

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


Imran Batada
Head of ICT
IBA, Karachi



Sindh Public Procurement Regulatory Authority Government of Sindh

- Home
- Public Tenders
- SPRA Notifications
- SPRA Board
- SPRA Act 2015
- SPRA Rules 2015
- SPRA Fees
- Contact Us

Important Notice

SPRA's existing website will be discontinued from 15-12-2015. To Register on the new website click here.

Search Tenders Archive By City Name:

Serial No.

City (e.g. Sukkur)

SPRA ID

Tender Title

Advertise Date

Closing Date

Monthly Fee

S. No.	SPRA Tender ID	Tender Title	Download	Applied On	Advertise Date	Closing Date	Compendium /SBD/ Notices	Remarks	Evaluation Reports
2227	SPRA/2015/1196-0	Institute of Business Administration IBA		20 Aug 2015	25 Aug 2015	14 Oct 2015	SBC 01 546 2215	SEP 15	17 Nov 2015

- Home
- Public Tenders
- SPRA Notifications
- SPRA Board
- SPRA Act 2015
- SPRA Rules 2015
- SPRA Fees
- Contact Us
- Register
- Track
- Search Tenders
- Policy Statements
- Programs
- Bank Used Policy
- Capacity Building
- Complaints
- Contract Evaluation Form
- Requests
- Download Samples
- Downloads
- Complaints Report
- FAQ's
- Feedback
- Gallery
- News Archive
- Associations
- Procurement Data

BOQ / Schedule of Requirement

SLA Financial Proposal

Sr.#	Description	Qty	Service Cost Per Unit (PAK)	Total (PAK)
A. Price of the Hardware				
Video Conferencing Networking Equipment & Accessories :				
1.	Cisco/Tandberg Telepresence C60 Serial No. B1AD45B00061	1	Included	Included
2.	CISCO Telepresence IP VCR 2210	1	Included	Included
3.	CISCO Telepresence Precision HD Camera 12X	2	Included	Included
4.	Wireless Microphone WS-5200	2	Included	Included
5.	Wireless Microphone WS-5300	2	Included	Included
6.	Wireless Microphone WS-5220	2	Included	Included
7.	Peavey 20 Mixer	2		
8.	Aver Vision Document Camera Serial No. 5300145300235	1	Included	Included
9.	TOA Speaker	6	Included	Included
10.	TOA Amplifier	2	Included	Included
11.	Cisco/Tandberg T-990 MXP Serial No: 30A57476	1	Included	Included
12.	Additional Cameras Sony Brand Model EVI D100P	2	Included	Included
13.	Sony Camera Controller RM-BR300	1	Included	Included
14.	Interactive Pen Display	2	Included	Included
SUB TOTAL PRICE OF THE HARDWARE (PAK).....				748,276
B. Price of the Services				
	Duration: ONE YEAR from the date of Confirm PO	12 Month		
a.	Software Upgrades for one year		Included	Included
b.	Hardware Warranty for one year. *		Included	Included
c.	Telephone Support		Included	Included
d.	2-hour response time in Karachi, Lahore and Islamabad		Included	Included
e.	Collaboration in solving network issues		Included	Included
f.	Temporary backup support		Included	Included
g.	Onsite Diagnostic support		Included	Included
h.	Online Services		Included	Included
SUB TOTAL PRICE OF THE SERVICE (PAK)....				200,000
TOTAL PRICE OF THE HARDWARE & SERVICE (A+B) (PAK)....				948,276
GST 16% (PAK)..				151,724
GRAND TOTAL PRICE INCLUDING GST (PAK).....				1,100,000

Amount in words: Pak Rupees One Million One Hundred Thousand Only.
If you need any further information or clarification feel free to contact us.

Thanks & regards,

M. Kashif Latif
Assistant Manager, Contracts & Support
COMMTEL
Cell: 0321-8230293
Email: kashif.latif@commtel.ae

For Asif 12/10/15
12/10/15
12/10

TERMS & CONDITION**1. Payment Terms:**

100% advance with confirmed Purchased Order.

2. Validity:

Price is valid for 90 days from the date of Tender Submission date.

3. Important Note:

* Hardware warranty will be considered void if the Cisco (TANDBERG) equipment is physically broken, damaged and/or burnt due to electrical surges, spikes or related electrical issues.

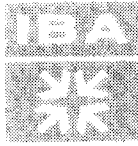
4. Complaint

a. Login: The working hours are 9:00 am to 5:00 PM Monday to Friday. Any call logged after 3:00 will be entertained the next working day.

b. Attened: Necessary corrective maintenance service shall be provided at the CUSTOMER'S location with a maximum response time of the two hours in conformity with local working hours and holidays for sites in Lahore, Karachi or Islamabad. For sites outside the same locations you need to add travel time.

5. Backup Equipment

COMMTEL will provide the equipment at site from the available ex-stock, within 24 hours in case of the breakdown. This equipment would either be similar or a better version of equipment but good for the desired purpose.



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

Ref: IT/53/2015-16
M/s Comstel
Office: C-37, Block-4,
Clifton, Karachi
Ph: (0211) 3582 2467
(0211) 3587 9927 - 28

Dated: 30-12-2015

Attn: Mr. Asher Khan

Sub: **INSTITUTE OF BUSINESS ADMINISTRATION – KARACHI**
(SLA of Video Conferencing Equipment's, IBA KARACHI)
"LETTER OF AWARD"

Dear Mr. Asher,

This is in reference to your bid submitted on 12 Oct 2015 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 PKR 1,100,000 (including all application taxes) for SLA of VC 2015-16.

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:

- a. Tender Documents
- b. Priced Bill of Quantity
- c. Tender Drawings (if apply)
- d. Your bid letter submitted on 12-Oct-2015
- e. Delivery Time: SLA for 1st year

All other technical and contractual matters are as per Tender Documents and Drawings.

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.

Thank you,

Imran Baluda
Head of ICT

COMMTEL

Authorized and accepted on behalf of M/s. Comstel

Main Campus: University Road, Karachi - 75200 (TAN - 111-22-42) Tel: (0211) 98104200 Fax: (0211) 98104206
City Campus: Gardens/Kayam St. Baluchistan Road, Karachi Tel: (0211) 98104203 Fax: (0211) 98104208
Website: www.iba.edu.pk E-mail: info@iba.edu.pk

(The, IBA and the COMMTEL are hereinafter also referred to collectively as the "Purchaser" and "Service Provider").

Purpose of this document

This Service Level Agreement (SLA) forms a contract between Purchaser and Service Provider, for the support & services to IBA and that shall cover hardware repair and/or replacement.

AND WHEREAS Service Provider is engaged in the business of services of prevention maintenance and corrective maintenance, IT Information solutions and its operation systems (hereinafter referred to as Equipment – As per Appendix – I).

WHEREAS Customer is desirous of availing prevention maintenance and corrective maintenance of the equipment as mentioned in Appendix – I to this agreement, in accordance with the terms and conditions mentioned below.

NOW THEREFORE THIS AGREEMENT WITNESSES AS FOLLOWS:

1. PREVENTIVE & CORRECTIVE MAINTENANCE

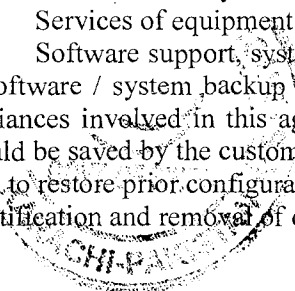
Corrective & Preventive maintenance (as per Appendix – II) shall be performed on the equipment mentioned in the Appendix – I and the operating system.

Corrective maintenance calls may be registered in person or by telephone or by email as per Appendix – III.

2. EXCLUSION

Services provided by this agreement do not included:

- a. Repair for damage resulting from catastrophes such as fire, flood, acts of God, or strike, riot, and insurrection, acts of war or disaster.
- b. Repair of damage resulting from accident, misuse, or operator abuse. Physical damage would be verified by inspection of the goods in presence of the customer. Service Provider will perform all operations in presence of customer personal to avoid any damage caused by Service Provider. The misuse / operator will be verified using LOGS on the appliances that would incorporate changes in configuration.
- c. Services associated with interface problems on systems not supported by Service Provider.
- d. Repairs made to the equipment by a non Service Provider's employee or person not authorized by Service Provider to carry out the same.
- e. Services of equipment not owned or leased by the Customer.
- f. Software support, system backup and data reconstruction. This constitutes of software / system backup / data reconstruction of any devices other than the appliances involved in this agreement. Further system backup of the appliances should be saved by the customer on regular bases after every change which can be used to restore prior configuration.
- g. Identification and removal of computer viruses.



Signature

Signature

3. CUSTOMER'S ASSISTANCE

Service Provider shall have full and free access to information on the listed equipment to provide the services contracted for, at the times, scheduled for such services.

Customer shall provide adequate working space, communication and other facilities within reasonable distance of the equipment for use by the Service Provider maintenance personnel. New Configuration required by Customer shall be intimated to Service Provider and shall be done in consent with Service Provider, especially if third party equipment is integrated with the current setup.

4. FORCE MAJEURE

Service Provider shall not be liable for any delay in performance with respect to any of its obligation hereunder when such delay is directly or indirectly caused by or in any manner arises or result from fire, floods, earthquake accident, riot, war, govt. interference, strikes of labor, delay in delivery of material by supplier, act of any Govt. or any agency therefore etc. beyond its control. Services shall be deemed suspended so long as any such causes delay in execution .Whenever such causes have been remedied, Service Provider shall make and Customer shall accept service performance as set out in this agreement.

5. PAYMENT SCHEDULE

The payment of this contract / SLA shall be paid in installments. Payment would be made on Quarter Basis, after the completion of each quarter (the same was already given in the tender document as well).

6. TERMS AND TERMINATION

This Agreement shall, as from the Effective Date, remain in force for a period of One Year commence from _____ and on expiry _____.

The term of this Contract shall be 1(One) year from the Effective Date, this contract shall be renewed on the mutual agreement of both the parities.

Either party may terminate this Contract if the other breaches a material term or condition of this Contract and fails to cure such breach following thirty (30) days written notice given by the affected party.

7. RENEWAL

- a) From expiry of the service tenure of this agreement, a new support contract will be signed after mutual consent of Purchaser and the Service Provider. Amount of the contract will be charged as per the below table, if Purchaser agree with the performance.
- b)

SLA Financial Proposal 2nd Year

Description	Item	Unit Price	GST 14%	Total
SLA Annual Charges for 2nd Year	Price for Hardware	823,104	115,235	938,338
	Price for Services	200,000	28,000	228,000
Grand Total Amount 2nd Year SLA Hardware and Service Including GST.				1,166,338

SLA Financial Proposal 3rd Year

Description	Item	Unit Price	GST 14%	Total
SLA Annual Charges for 3rd Year	Price for Hardware	905,414	126,758	1,032,172
	Price for Services	200,000	28,000	228,000
Grand Total Amount 3rd Year SLA Hardware and Service Including GST.				1,260,172

Signature
2

8. CONFIDENTIALITY

The Service Provider agrees that the confidential information received by it shall be kept strictly confidential and shall not be disclosed. The obligation of the Service Provider hereto under this agreement shall remain valid and in full force even after termination of this agreement.

9. APPLICATION LAW

The validity, applications, interpretation and implementation of this agreement and any dispute controversy and claims shall be governed by the laws of Pakistan. The Parties shall submit to the exclusive jurisdiction of the courts in Karachi.

10. WAIVER

The delay or failure on the part of one Party to insist upon the performance of any of the terms , conditions and covenants of the Contract or this Document to exercise any rights hereunder shall not constitute a wavier or future performance of such terms, condition or covenants or the future exercise of such rights. For any wavier to be effective, it must be in writing and shall be signed by both the Parties.

11. MISCELLANEOUS

All notices and other communication to be sent by either party to the other shall be duly communicated if delivered to the other party at its address stated above in writing, provided that either party may at any time designate a different address to which notices or other communications are thenceforth to be sent.

Any notice, documents or other writing required by this Agreement to be given or sent shall be deemed to have been duly given or sent if it is delivered in person to the addressee or sent by telex or facsimile or e-mail and received by the addressees.

12. DISPUTE RESOLUTON

All disputes arising out of this Contract shall be referred to the decision of an Arbitrator to be appointed in writing by the parties in difference or if they cannot agree upon a single Arbitrator to the decision of the two Arbitrators one to be appointed in writing by each of the parties within one calendar month after having been required in writing so to do by either of the parties or incase the Arbitrators do not agree by an Umpire appointed in writing by the Arbitrators before entering upon the reference the Umpire shall sit within the Arbitrators and preside at their meetings and the making of an award shall be conditioned precedent to any right of action against the party in breach of the terms and conditions of this Contract.

IN WITNESS WHEREOF both Parties have caused this Service Level Agreement to be validly executed by their duly authorized officers in duplicate originals on the dates and in the places hereinafter indicated.

1. For and on behalf of
IBA hereinafter referred to as "Purchaser"

Name: Imran Batahn

Title: Head of ICT

Signature: [Handwritten Signature]

Company Stamp: _____

Witness:

Name: Syed M. Wajeeh Zaidi

Title: Manager IT

Signature: [Handwritten Signature]

Company Stamp: _____

3. For and on behalf of
COMMTEL hereinafter referred to as "Service Provider"

Name: Kashif Latif
Assistant Manager
Title: Contracts & Support

Signature: [Handwritten Signature]
COMMTEL

Company Stamp: _____

Witness: Saad Alam
Name: _____

Title: Head of operation

Signature: [Handwritten Signature]

COMMTEL

Company Stamp: _____

Appendix – I

BOQ		
Sr.#	Description	Qty
A. Price of the Hardware		
Video Conferencing Networking Equipment & Accessories :		
1.	Cisco/Tandberg Telepresence C60 Serial No. B1AD45B00061	1
2.	CISCO Telepresence IP VCR 2210	1
3.	CISCO Telepresence Precision HD Camera 12X	2
4.	Wireless Microphone WS-5200	2
5.	Wireless Microphone WS-5300	2
6.	Wireless Microphone WS-5220	2
7.	Peavey 20 Mixer	2
8.	Aver Vision Document Camera Serial No. 5300145300235	1
9.	TOA Speaker	6
10.	TOA Amplifier	2
11.	Cisco/Tandberg T-990 MXP Serial No: 30A57476	1
12.	Additional Cameras Sony Brand Model EVI D100P	2
13.	Sony Camera Controller RM-BR300	1
14.	Interactive Pen Display	2
B. Price of the Services		
	Duration:	
a.	Software Upgrades for one year	
b.	Hardware Warranty for one year. *	
c.	Telephone Support	
d.	2-hour response time in Karachi, Lahore and Islamabad	
e.	Collaboration in solving network issues	
f.	Temporary backup support	
g.	Onsite Diagnostic support	
h.	Online Services	

JW

Appendix – II

Standard Customer Core Services:

- a. Software Upgrades for one year
- b. Hardware Warranty for one year. *
- c. Telephone Support Unlimited for one year.
- d. 2-hour response time in Karachi, Lahore, Islamabad and Dubai.
- e. Collaboration in solving network issues.
- f. Temporary backup support.
- g. Onsite Diagnostic support.
- h. Online Services. *Div*

Appendix – III

Escalation Matrix

Direct mail on first priority

Support@commtel.ae

KARACHI	Name: Saad Alam Mobile Number: 03432517610 Email: saad.alam@commtel.ae
KARACHI	Name: Kashif Latif Mobile Number: 03218230293 Email: kashif.latif@commtel.ae
LAHORE	Name: M. Ahmed Khan Baloch Mobile Number: 0321823289 Email: muhammad.ahmed@commtel.ae
LAHORE	Name: Hasan Mehboob Mobile Number: 03218230373 Email: hassan.mahboob@commtel.ae
ISLAMABAD	Name: Ziyad bin Mehtab Mobile Number: 03218230283 Email: ziyad.mehtab@commtel.ae
ISLAMABAD	Name: Adil Khan Mobile Number: 03218230284 Email: adil.khan@commtel.ae

The preferred method of communicating support issues is via email. Alternatively, issues can be reported verbally in the event of emergencies.

Office Locations

The Service Provider at the following locations.

Ref.	Location
1- Karachi	Karachi – Pakistan C – 37, Block-4, Clifton, Karachi T: + 92 21 3582 2467 + 92 21 3587 9927 – 28 F: + 92 21-3536 0305

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Dr.

2- Lahore	Lahore – Pakistan 2nd Floor, Plaza # 46, Z Block Commercial Area, DHA Lahore T: + 92 42 35692 861 F: + 92 42 35692 862
3- Islamabad	Islamabad – Pakistan House No. 62, Khayaban-e-Suharwardy, G-6/4, Islamabad T: +92 51 8444 577 F: +92 51 8444 677,
4- Peshawar	Peshawar / Khyber Pakhtunkhwa (KPK) – Pakistan FF 203-208, 1st Floor, IT Park, Deans Trade Center, Peshawar / Khyber Pakhtunkhwa (KPK) T: +92 91 5284277

Shir



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

Ref: IT/93/2015-16

Dated 30-12-2015

M/s Commtel

Office - C-37, Block-4,

Clifton, Karachi.

Ph: 92 21-3582 2467.

+92 21-3587 9927 - 28

Attn: Mr. Asher Khan

Sub: **INSTITUTE OF BUSINESS ADMINISTRATION -- KARACHI**
(SLA of Video Conferencing Equipment's, IBA KARACHI)
"LETTER OF AWARD"

Dear Mr. Asher,

This is in reference to your bid submitted on 12-Oct-2015 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 PKR 1,100,000 (including all application taxes) for SLA of VC 2015 16.

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:

- a. Tender Documents
- b. Priced Bill of Quantity
- c. Tender Drawings, (if apply)
- d. Your bid letter submitted on 12-Oct-2015
- e. Delivery Time: SLA for 1st year.

All other Technical and contractual matters are as per Tender Documents and Drawings.

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,

Imran Balada
Head of ICT


COMMTTEL

Received and Accepted on behalf of M/s. Commtel