

Leadership and Ideas for Tomorrow
Dated: 22Nov, 2016

Manager (Enforcement –II)
SPPRA, Karachi.

Subject: Upload BER IT/108/2016-17(SLA of Cisco Active Equipment)

(29654)

Dear Sir,

In the compliance of SPPRA rule, you are requested to please upload the Original BER on SPPRA Website. Following are the BER details:

1. BER /IT/108/2016-17(Original).
2. Minutes of Bid opening meeting.
3. Technical Evaluation sheet.
4. Attendance Sheet.
5. Bidder's Eligibility Qualification Report (Original).
6. Bill of Material.

Thanking you in anticipation.

Sincerely Yours


Director ICT
Imran Batada

Annexure: Documents Attached

3197
22-11-16

Bid Evaluation Report

1. Name of Procuring Agency: Institute Of Business Administration, Karachi
2. Tender Reference No: IT/108/2016-17
3. Tender Description/Name of work/item: SLA of CISCO Active Equipment's
4. Method of Procurement: Single Stage Two Envelop
5. Tender Published: SPPRA 08-Aug-2016 SPPRA-S.No: 29654/2016
6. Total Bid documents sold; (Available on website)
7. Total Bids Received: 02
8. Technical Bid Opening date: (if applicable) 26-Aug-2016
9. No. of Bid technically qualified (if applicable): 02
10. Bid(s) Rejected: 0
11. Financial Bid Opening date: 26-Sept-2016

12. Bid Evaluation Report:

<i>S No</i>	<i>Name of Firm or Bidder</i>	<i>Cost offered by the Bidder Project Price</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	Wateen	750,587/-	1 st	Open Market	Lowest & Most Evaluated Bidder	Recommended for award the contract
2	CNSE	166,0445/-	2 nd	Open Market	High in Price	High in Price

Recommendations: - The offered amount of Rs. 750,587/- inclusive of SST by M/s. Wateen 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

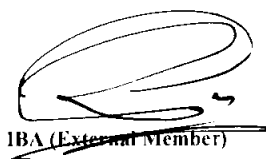
Assistant Manager



IBA (Internal Member)

Dr. Rameez Khalid

Asst. Professor



IBA (External Member)

Mr. Haris Quershi

HEJ Karachi University

BIDDER'S ELIGIBILITY QUALIFICATION REPORT

**Eligibility Qualification Criteria
IT/108/2016-17**

**SLA of CISCO
ACTIVE
EQUIPMENT**

S.No:	Eligibility Qualification Criteria	Bidder's Name Wateen	Bidder's Name CNSE
1	NTN	YES	YES
2	Sales Tax Registration	YES	YES
4	Registration with sindh Revenue Board(SRB)If applicable	YES	YES
	Qualification Criteria		
5	Minimum three year experience of relevant filed	YES	YES
6	Required Bid Security is attached	YES	YES
7	Turnover of at least last three years	YES	YES
8	Bid is signed, named & stamped by authorized person of the firm along with authorization letter	YES	YES
9	Any other factor deemed to be relevant by procuring agency subject to provision of Rule-44	N/A	N/A
	Qualified/ Disqualified	Qualified	Qualified



External Member PC

Haris Qureshi
HEJ Karachi University



Internal Member PC

Syed Jehanzeb
Assistant Manager



Chairman Procurement Committee

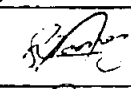

Dr Rameez Khalid
Professor

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

MINUTES OF BID OPENING MEETING (TECHNICAL)

A meeting of the procurement committee of this department was held on 26-08-2016 for opening the technical 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:

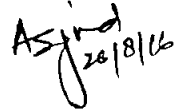

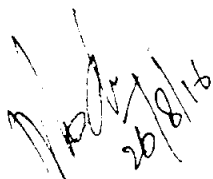
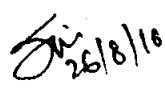

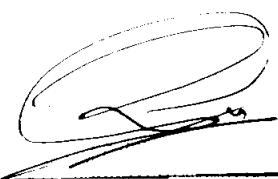
S.#	Name of Company	Name Person	Contact #	Signature
1	Wateren Sol	Noman Ali	9999 41681227	 Noman.ali@wateren.com
2	CNS ENGINEERING	Kamran Hagan Khan	9333 211530	 Kamran.Khan@cns.com.pk
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The technical bids were opened at 11:30AM in the presence of the above mentioned participants and the technical bids submitted/quoted by bidders were read aloud and encircled by Chairman of the Procurement Committee. Following is the details of bids announced:

S. No.	Name of Bidder	Technical Bid Envelope (Original+Copy)	Financial Bid Envelope (Original+Copy)	Pay Order Envelope
1	Noman Ali (Wateren Sol)	Yes	Yes	Yes
2	Kamran (CNS Eng)	Yes	Original only	Yes
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The technical committee shall examine all the technical bids as per the Qualification/ eligibility criteria provided in the bidding documents and will announce the results of technical qualified bidders later. The meeting ended with the note of thanks to and from the chair.

M/S. DWP (Bidding Documents) representative came late, due to SPP rule 24 (1) bid rejected by the committee.

 26/8/16

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**Technical Evaluation of SLA of Cisco Active Equipment for Aman CED, Razzak Tabba & Misc.
Network Equipment.
IT/108/2016-17**

S. No.	Attributes	CNS Engineering	Wateen Solutions.		
Part A) Mandatory					
1.	Firms with Income Tax Certificate / GST Certificate registered.	Yes	Yes		
2.	Affidavit (that the firm has not been blacklisted by private, Govt., Semi Govt. and Autonomous Body)	Yes	Yes		
3.	At least Five years of relevant experience in Operation and maintenance of Same services i.e. maintenance of Network equipment of equal or higher rating, deployment and management of network as per recognized standard. Documentary Proof with customer satisfaction report Required.	Yes	Yes		
4.	Bidding company being in operation for at least Ten years in Pakistan in relevant business. Documentary Proof required.	Yes	Yes		
5.	Location of Offices (Islamabad, Lahore, Karachi) Documentary Proof required.	Yes	Yes		
6.	Bid must be accompanied by Manufacturer's authorization letter from principal. (Sample attached Annexure D) with references)	Yes	Yes		
7.	Completely filled BOQ should to be submitted (as part of Financial Bid)	Yes	Yes		
8.	Service Operation Plan (Time Lines, Resources, dedicated Staff, Shared Staff, etc.) (Should to be submitted as part of technical Bid)	Yes	Yes		
9.	Minimum Rs. 20 million annual Financial Turnover for last two years	Yes	Yes		
10.	Sites Diagrams with respect to survey.	No	Yes		
11.	Backup Inventory maintained by company at least equivalent to those items mention in BOQ.	No	Yes		
S. No.	Attributes	Max. Score	Criteria	CNS Engineering	Wateen Solutions.
Part B) General Evaluation - Corporate Profile					
Corporate Profile					

Sd/-
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Asymad
19/9/16
[Signature]
19/9/16
[Signature]

[Signature]

[Signature]

[Signature]

1.	Location of Offices Documentary proof and references required	8	Location of Offices of Bidder in consideration/ Maximum Location of Offices. 2 marks for each local office	6	8
2.	Company in Operations (No. of years) Documentary proof and references required	10	No. of year of Bid in Consideration / Maximum Year. 2 mark for each year	10	10
4.	Company Association with Cisco (Gold level partner) Documentary proof Required	10	No. of year of Bid in consideration / Maximum Year. 1 mark for each year	Premier Partner 0	Gold Partner 10
Relevant Technical Staff					
4.	Company total Certified CCNA resources. (Documentary proof and references required)	14	No. of Certified Resources of Bid in Consideration/Highest No. of Certified Resources. 2 marks per CCNA	12	14
5.	Company total Certified CCNP resources. (Documentary proof and references required)	20	No. of Certified Resources of Bid in consideration/ Highest No. of Certified Resources. 5 marks per CCNP	20	20
Relevant projects					
6.	Firm has completed / has in hand Similar Projects (Similar services with equivalent or Higher rating Cisco Network Equipment SLA in Pakistan. (Documentary proof and references required)	18	No. of Projects of Bid in consideration/completed/ Highest No. Projects. 2 marks per project	10	16
Subtotal		80			

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 13/8
 Aji
 19/9/16
 Muzi
 10/5/16

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S. No.	Attributes	Max. Score	Criteria	CNS Engineering	Wateen Solutions.
Part C) Operation and Maintenance					
Corporate Profile					
7.	Services Operations and Parts monthly Availability (e.g. 99.9% etc.) (Explicit identification is needed in proposed service operation plan)	5	Committed Availability Quoted in bid in consideration/ Highest Committed Availability Quoted.	5	5
8.	Company SLA Management Plan(May include company CRM, online reporting etc.(Explicit identification is needed in proposed service operation plan)	5	Min. time for all fault severity levels from all bids in consideration/Time for all fault severity levels of the bid in consideration.	5	5

Technical Part: 70%
 Financial Part: 30%

Agreed
19/9/16 *SW*
19/9/16
See
19/9.

Technical Part:

1- Technical Bid Score: Total marks obtained (70)

Financial Part:

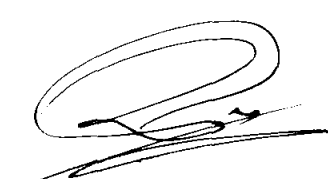
2- Financial bid score: Total marks obtained (30)

Total Score = Technical Bid Score + Financial Bid Score

Note : Two company M/s CNS Engineering and M/s Wateen solutions has participated in the tender and both companies are qualified technically.



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NIT NO (Tender #): IT/108/2016-17 (SLA of Cisco Active Equipment) SPPRA: 29654/2016-17

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

MINUTES OF BID OPENING MEETING (Financial)

A meeting of the procurement committee of this department was held on 26-09-2016 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	Water	S. Nandan AL	0320-4147427	
2	CNSE	Kamran Hana. Khan	0333-2027530	

The bids were opened at 11:00AM 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 financial proposal/ bids. The bids do not contain any over-writing or cutting. (Also mention cuttings or over writing if any). Following is the details of bids announced:

S. No.	Name of Bidder	Offered Price (321 Ton) Inclusive	Amount of Bld Security 5%	Pay Order No./ Date
1	Water	750,587	75,995/-	MBK 00543498
2	CNSE	166,0445	83,022/-	BC 7470444

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.

26/9/16

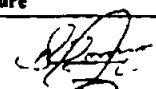

NIT NO (Tender #): IT/108/2016-17 (SLA of Cisco Active Equipment) SPPRA: 29654/2016-17

Method and procedure of procurement: National Competitive Bidding (Single Stage - Two Envelope)

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

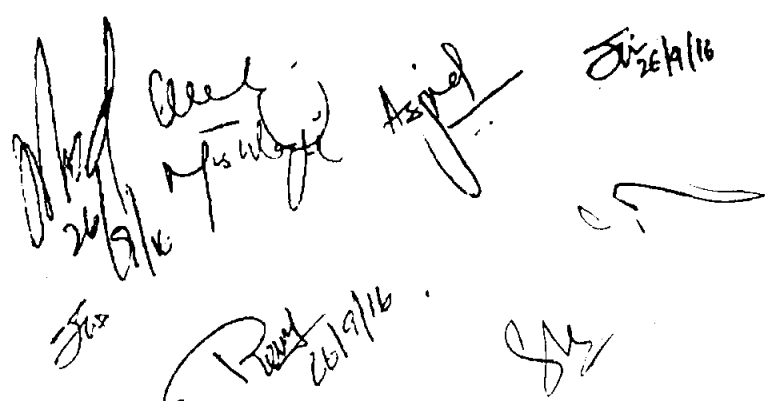
S.#	Name of Company	Name Person	Contact #	Signature
1	Wateri	S. Narain AL	0220-4149427	
2	CNSE	Kamran Faiz. Kho.	0333-2027530	

The bids were opened at 11:00AM 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 financial proposal/ bids. The bids do not contain any over-writing or cutting. (Also mention cuttings or over writing if any). Following is the details of bids announced:

S. No.	Name of Bidder	Offered Price (incl. Tax)	Amount of Bid Security 5%	Pay Order No./ Date
1	Wateri	750,587	75,995/-	MBK 00543498
2	CNSE	166,0445	83,022/-	BC 7470444

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.



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 26/9/16







Financial Evaluation of SLA of Cisco Active Equipment for Aman CED, Razzak Tabba & Misc. Network Equipment.

IT/108/2016-17

Wateen Solutions

S.No.	Item	QTY	Unit PKR	Sales TAX	Total Price
1	MDS Switch MDS-92221 4GB	4	145,749	18,947	658,784
2	Cisco 2960 POC Switches WS-C2960	38	764	99	32,794
3	IP Phones CP6921-CL-K9-C	47	175	23	9,306
4	Access Points AIR-LAP1041N-E-K9	84	61	8	5,796
5	Access Points AIR-LAP1310G-E-K9	3	12,949	1,683	43,896
Total					750,586.68

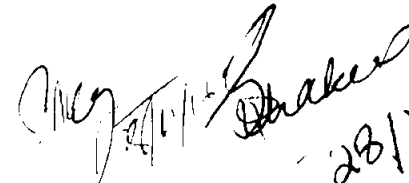
	Total Price	Tax	Grand Total
SLA Price for First Year	664,236.00	86,350.68	750,586.68
SLA Price for Second Year	414,849.00	53,930.37	468,779.37
SLA Price for Third Year	535,273.00	69,585.49	604,858.49

CNSE

S.No.	Item	QTY	Unit PKR	Sales TAX	Total Price
1	MDS Switch MDS-92221 4GB	4	163,886	21,305	740,766
2	Cisco 2960 POC Switches WS-C2960	38	13,063	1,698	560,910
3	IP Phones CP6921-CL-K9-C	47	1,341	174	71,214
4	Access Points AIR-LAP1041N-E-K9	84	2,311	300	219,366
5	Access Points AIR-LAP1310G-E-K9	3	20,114	2,615	68,185
Total					1,660,442

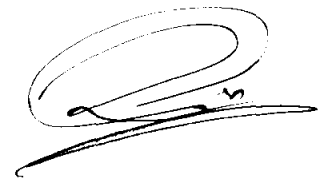
	Total Price	Tax	Grand Total
SLA Price for First Year	1,469,420.81	191,024.70	1,660,445.51
SLA Price for Second Year	2,571,657.79	334,315.51	2,905,973.30
SLA Price for Third Year	2,833,017.91	368,292.33	3,201,310.24

Note:- M/s Wateen is the Lowest Technically Qualified Bidder

For  **Razzak Tabba**
28/4/2016







Cover Letter

&

Financial Proposal (Annex-C & detailed Proposal)

A handwritten signature in black ink, appearing to be "John S.", located in the bottom left corner of the page.A very faint handwritten signature or mark, possibly "John S.", located in the bottom center of the page.A handwritten signature in black ink, appearing to be "John S.", located in the bottom right corner of the page.

Dated : 23rd August, 2016

To:

Manager Procurement ICT
Institute of Business Administration,
IBA Main campus, University Road,
Karachi
Tender# IT/108/2016-17

SUBJECT: FINANCIAL PROPOSAL FOR SLA OF CISCO ACTIVE EQUIPMENT (Tender# IT/108/2016-17)

Dear Sir:

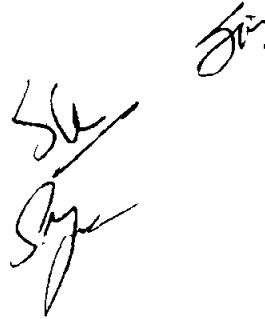
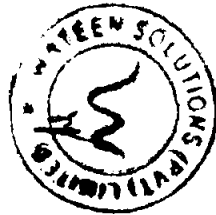
We are pleased to submit our **Financial Proposal** for subject requirement. We would like to confirm you that our solution is fully compliant and inline with subjected Request for Proposal (RFP):

Please feel free to contact the undersigned for any clarification.

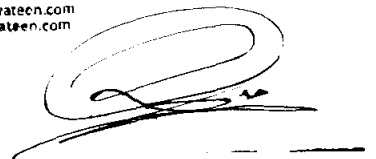
Sincerely,



Syed Noman Ali
Key Account Manager
Enterprise Business Unit
Cell: +92-3204149427



Wateen Solutions (Pvt) Limited
Main Walton Road,
Opp. Bal-e-Pakistan
Walton Cantt., Lahore
UAN: 111-999-919 Fax: +92-42-38389999
Email: info@wateen.com
Web: www.wateen.com



Annexure - C
Format for Financial Proposal

1	2	3	4	5	6	7	11
1	MDS Switch: MDS-92221 4GB	4	Vendor		PKR 145,749	PKR 18,947	PKR 658,787
2	Cisco 2960 POC Switches: - W5-C2960-	38	Vendor		PKR 764	PKR 99	PKR 32,813
3	IP Phones: CP-6921-CL-K9-C	47	Vendor		PKR 175	PKR 23	PKR 9,284
4	Access Points: AIR-LAP1041N-E-K9	84	Vendor		PKR 61	PKR 8	PKR 5,305
5	Access Points: AIR-LAP1310G-E-K9	3	Vendor		PKR 12,949	PKR 1,683	PKR 43,897

Handwritten notes:
PKR 1,683
PKR 43,897

Total Price of SLA for 1st Year	PKR 664,236.00	PKR 86,350.68	PKR 750,586.68
Total Price of SLA for 2nd Year	PKR 414,849.00	PKR 53,930.37	PKR 468,779.37
Total Price of SLA for 3rd Year	PKR 535,273.00	PKR 69,585.49	PKR 604,858.49

Grand Total Price of SLA for 3rd Year	PKR 1,614,358.00	PKR 209,866.54	PKR 1,824,224.54
---------------------------------------	------------------	----------------	------------------

Handwritten signature:

Signature and Seal
of Responding Organization



Notes:
In-Case of decrease in quantity above prices will not remain valid

Handwritten notes and signatures:
PKR 1,614,358.00
PKR 209,866.54
PKR 1,824,224.54
[Signatures]

Handwritten signature:



Price Sheet (Service Level Agreement)

1	2	3	4	5	6	7	8
Item Description	Qty	Brand Name	Country of Origin	Unit Price	Taxes	Total Price	Total Final Price
Prices NOT QUOTED Because all the items are end or sold from Principle							

Description	Total Price	Taxes	Grand Total
Total Price of SIA for (1st) First Year	1,469,420.81		1,469,420.81
Price of SIA for (2nd) Second Year	2,531,657.79		2,531,657.79
Price of SIA for (3rd) Third Year	2,833,017.91		2,833,017.91
Grand Total (Prices of all three years)	6,834,096.51		6,834,096.51

Agreed
26/Sept

SA K&S with data loggers for 1 year or 3 years (see quantity)
 Item name / Unit Price / Qty / Brand Name
 MS Switch - 4005 2122 400
 Cisco 2960 POC Switches - 1500 24PS 52
 IP Phones - CP 6921-CL-K9
 Access Points - AIR-CT5502-K9

Handwritten signature and date: 26/10/16

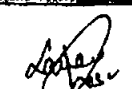
NOTE:
 AIR-LAP1310 G-E-K9
 &
 CP-6921-CL-K9 =

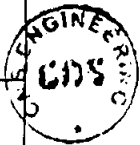
These items are not PTA Approved so we will purchase 25% of Total qty mentioned in BoQ IBA & Back up for IBA at CMS premises.




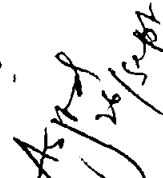




CON-SNT-L1041E -> This item will going to end of support from Principle after 2Yrs so we only quote this item for 2Yr. i.e. 2016 to 2017 & 2017 to 2018.



Financial Proposal for IBA - 1st Year							
Contact Person		Procurement Department via Tender			Date: 23rd Aug 2016		
Client Name		IBA					
PR Number							
Quotation Ref		CNSE IBA 19082016 v1_Vr1					
Cisco SmartNet							
S/N	Part #	Product Description	Qty	Unit Price without GST	Unit GST Rs	Unit Price with GST	Extended Price
1	AIR-LAP1310G-E-K9	As this item is PTA Not Approved, We will stock the 25% qty	3	20,113.5	2,614.8	22,728.3	68,184.8
2	CP-6921-CL-K9=	As this item is PTA Not Approved, We will stock the 25% qty	47	1,340.9	174.3	1,515.2	71,215.2
3	CON-SMT-L1041E	0	84	2,311.1	300.4	2,611.5	219,368.5
4	CON-SMT-C24PCS	0	18	11,062.7	1,698.1	14,760.8	560,911.1
5	CON-SMT-9272I	0	4	161,886.3	21,305.2	185,191.5	740,766.0
						Sub-Total	1460,445.5
						Grand-Total	
TERMS AND CONDITIONS				 Kamran Khan Manager Sales South Cell # 0333-2027530 Email: kamran.khan@cnse.com.pk			
1 Above mentioned prices are inclusive all taxes.							
2 Delivery time 2-3 Weeks from PO date							
3 Proposal is valid for 1 business week							
4 Payment term as per mentioned in Tender							
5 Warranty covered one year smartnet							



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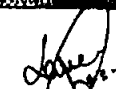
CNS ENGINEERING

■ 70-A, XX Commercial Area, Phase III
 Defence Housing Authority, Lahore - Pakistan
 Tel.: +92 42 32560257
 Fax: +92 42 32560258
 Web: www.cnsint.com

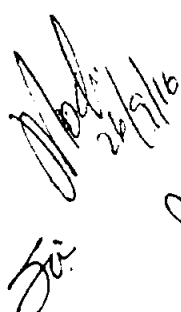


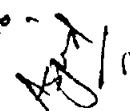
■ House 9, Street 36,
 F-6/1, Islamabad - Pakistan
 Tel.: +92 51 2281506, 2853952,
 Fax: +92 51 2253058
 Web: www.cnsint.com

■ Town House 43/15/L/3,
 Block-6, P.E.C.H.S Karachi - Pakistan
 Tel.: +92 21 34326707, 34311940
 Fax: +92 21 34380899
 Web: www.cnsint.com



Financial Proposal for IBA -2nd Year						
Contact Person	Procurement Department via Tender			Date:	23rd Aug 2016	
Client Name	IBA					
PR Number						
Quotation Ref	CNSE_IBA_19082016 v1_Y12					
Cisco SmartNet						
S/N	Part #	Product Description	Qty	Unit Price without GST	Unit Price with GST	Total
1	AIR-LAP1310G-E-K9	As this item is PTA Not Approved, We will stock the 25% qty	3	19,579.5	2,545.3	66,374.6
2	CP-6921-CL-K9	As this item is PTA Not Approved, We will stock the 25% qty	47	1,305.3	169.7	69,324.5
3	CON-SNT-L1041E	C	84	4,249.2	547.2	399,534.9
4	CON-SNT-C24PCS	C	38	23,791.0	3,092.8	1,021,545.1
5	CON-SNT-9222I	D	4	298,485.4	38,803.3	1,349,154.2
Sub Total						2,605,973.3
Grand Total						
TERMS AND CONDITIONS				 Kamran Haseeb Khan Manager Sales Cell # 0331 2027550 Email: kamran.khan@cnsinf.com.pk		
1	Above mentioned prices are inclusive of all taxes 17%GST and service					
2	Delivery time 2-3 Weeks from PO date					
3	Proposal is valid for 1 business week					
4	Payment term as per mentioned in Tender Documents.					
5	Warranty covered one year smartnet.					



 26/9/16
 26/9/16
 26/9/16
 26/9/16







CNS ENGINEERING

■ 70-A, XX Commercial Area, Phase II;
 Defence Housing Authority, Lahore - Pakistan
 Tel.: +92 42 32560257
 Fax: +92 42 32560258
 Web: www.cnsinf.com

■ House 9, Street 36,
 F-6/1, Islamabad - Pakistan
 Tel.: +92 51 2281506, 2853952,
 Fax: +92 51 2253058
 Web: www.cnsinf.com

■ Town House 43/15/L/3,
 Block-6, R.E.C.H.S Karachi - Pakistan
 Tel.: +92 21 34326707, 34311940
 Fax: +92 21 34380899
 Web: www.cnsinf.com



Financial Proposal for IBA - 3rd year

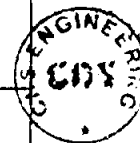
Contact Person	Procurement Department via Tender	Date:	23rd Aug 2016
Client Name	IBA		
PR Number			
Quotation Ref	CNSE IBA 19082016 v1 Yr3		

Cisco Switches						
S/N	Part No.	Product Description	Qty	Unit Price w/Trade Disc. (Rs)	Total Price (Rs)	Grand Total (Rs)
1	AIR-LAP1310G-E-K9	As this item is PTA NOT Approved, We will stock the 75% qty	3	19,579.5	2,945.3	66,374.6
2	CP-6921-CL-K9	As this item is PTA NOT Approved, We will stock the 75% qty	47	1,305.3	1,697	69,324.5
3	CON-SNT-L1041E	0	84			
4	CON-SNT-C24PCS	0	36	30,764.2	3,999.3	1,321,015.3
5	CON-SNT-9222	0	4	385,972.3	50,176.4	1,744,595.9
Grand Total:						3,201,610.4

TERMS AND CONDITIONS

- 1 Above mentioned prices are inclusive all Taxes 17% GST and service tax 15%
- 2 Delivery time 6-8 Weeks from PO date
- 3 Proposal is valid for 1 business week
- 4 Payment 50% Advance & 50 % after delivery
- 5 Warranty covered one year smartnat

Kamran Khao
 Kamran Khao
 Manager Sales
 Cell # 0333 2027530
 Email: kamran.khao@cnsi.com.pk



Signature 26/9/16
Signature 26/9/16
Signature 26/9/16
Signature 26/9/16
Signature 26/9/16
Signature 26/9/16

Signature

Signature

Signature

CNS ENGINEERING

70-A, XX Commercial Area, Phase III
 Defence Housing Authority, Lahore - Pakistan
 Tel.: +92 42 32560257
 Fax: +92 42 32560258
 Web: www.cnsint.com

House 9, Street 36,
 F-6/1, Islamabad - Pakistan
 Tel.: +92 51 2281506, 2853952,
 Fax: +92 51 2253058
 Web: www.cnsint.com

Town House 43/15/L/3,
 Block-6, P.E.C.H.S Karachi - Pakistan
 Tel.: +92 21 34326707, 34311940
 Fax: +92 21 34380899
 Web: www.cnsint.com

IBA

Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

IBA\2016-17\BER\107.

Dated: October 31, 2016

Manager

SPPRA, Karachi

IT/107/2016-17

Subject: **"Out Source Project 2016-17"**

Dear Sir / Madam,

Please find the following document to upload on SPPRA website.

- **Bid Evaluation Form Original**
- **Technical & Financial Evaluation Sheet original**
- **Bidders Eligibility Criteria Report Original**
- **Bid Opening Meeting Minutes & Attendance Sheet on Standard SPPRA Format.**
- **Bidders Proposals / Quotes**

Regards-

IBA, Karachi

SPPRA INWARD DIARY

NO: 1715

DATED: 31-10-16


Bid Evaluation Report

1. Name of Procuring Agency: Institute Of Business Administration, Karachi
 2. Tender Reference No: IT/107/2016-17
 3. Tender Description/Name of work/item: ICT Helpdesk outsource Services.
 4. Method of Procurement: Single Stage Two Envelop
 5. Tender Published: SPPRA 08-Aug-2016 SPPRA-S.No:29657/2016-17
 6. Total Bid documents sold; (Available on website)
 7. Total Bids Received: 02
 8. Technical Bid Opening date: (if applicable) 26-Aug-2016
 9. No. of Bid technically qualified (if applicable): 02
 10. Bid(s) Rejected: 0
 11. Financial Bid Opening date: 26-Sept-2016
12. Bid Evaluation Report:

<i>S No</i>	<i>Name of Firm or Bidder</i>	<i>Cost offered by the Bidders Inclusive of SST</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 IBL Unisys	PKR 9,198,870/-	2 nd	Open Market	High Price	High Price
2	M/s. JBS	PKR 8,999,500/-	1 st	Open Market	Lowest & Most Evaluated Bidder	Recommended for award the contract

Recommendations: - The offered amount of **Rs. 8,999,500/- (With SST)** by M/s. JBS 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. Rameez Khalid
 (Chairman PC) Professor


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

Bid evaluation report


Acquisition of IT Support services

Tender # IT/107/2016-17

Technical Sections		Points	Vendor	
			JBS	Unisys
Section 1 - Organizational Requirements				
1	Previous experience in providing Human Resource for ICT Customer Support in Karachi. (< 5 yrs = 0) (> 5 yrs but < 8 yrs = 05) (> 8 yrs but < 10 yrs = 10) (>= 10 yrs = 15)	15	15	15
2	Number of IT Resident Engineers on company's own pay roll deputed in Karachi (< 25 = 02) (< 50 but > 25 : 04) (< 75 but > 50 : 06) (< 100 but > 75 : 08) (>= 100 : 10)	10	8	4
3	Provide facilities to company employees like EOBI (2.5 points), medical cover (2.5 points), life insurance (2.5 points), provident fund (2.5 points).	10	7.5	7.5
4	Reimbursement of the exam fee, after successfully clearing the exam, of industry standard certifications to Resident Engineers, i.e. Microsoft Certifications (Yes = 10, No = 0 marks)	10	10	10
5	Provide overtime facility to Resident Engineers (Yes = 10, No = 0)	10	10	10
6	Train Resident Engineers in house or through some institute for industry standard, international certifications designed and examined by technology giants. (If yes 10 marks , if no 0 marks)	10	10	10
Section 1 Total		65.0	60.5	56.5
Section 2 - Complaint Management System				
1	Trouble Ticketing System	10	5	5
	Industry standard, web-based user interface (5 points) Integration with major platforms, e.g., SMS (5 points)		5	5
Section 2 Total		10	10	10
Section 3 - Services				
1	Provision of IT Support service in major educational institutions of Pakistan. (< 3 = 0 marks) (> 3 but < 5 = 3 marks) (>= 5 = 5 marks)	5	5	5
2	Reserve Pool & Backups (< 15 = 0 marks) (>= 15 = 5 marks)	5	5	0
Section 3 Total		10	10	5
Section 4 - Corporate Profile				
1	Registration Certificate for Income Tax & Sales Tax and Sindh Revenue Board	5	5	5
2	Audited Balance Sheet Copy / Income Tax & Sales Tax Returns for the last three years	10	10	10
Section 4 Total		15	15	15
TOTAL Marks		100	95.5	86.5


MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI


CHAIRPERSON
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI


MEMBER (EXTERNAL)
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

Asjad
19/Sept/16

IT/107/2016-17 SPPRA # 29657 Out Source Project

BIDDER'S ELIGIBILITY QUALIFICATION REPORT

Eligibility Qualification Criteria

S.No:	Eligibility Qualification Criteria	Bidder's Name M/s. IBL UNISYS	Bidder's Name M/s.JBS
1	NTN	Yes	Yes
2	Sales Tax Registration	Yes	Yes
3	Professional Tax	Yes	Yes
4	Registration with sindh Revenue Board(SRB)If applicable	Yes	Yes
	Qualification Criteria		
5	Minimum three year experience of relevant filed	Yes	Yes
6	Required Bid Security is attached	Yes	Yes
7	Turnover of atleast last three years	Yes	Yes
8	Bid is signed, named & stamped by authorized person of the firm along with authorization letter	Yes	Yes
	Qulified/ Disqualified	Qualified	Qualified

Note: The procurement agency may modify the criteria as per their requirement.

Chairman Procurement Committee

IBA, Karachi



NIT NO (Tender #): IT/107/2016-17 (ICT Helpdesk Outsourcing)

SPPRA: 29657/2016-17

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

MINUTES OF BID OPENING MEETING (Financial)

A meeting of the procurement committee of this department was held on 26-09-2016 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	IBL UNISYS.	FARUKH KAZI	0300 829 8104	
2	JBS	Hafiz Babar Ikram	03468200934	

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 financial proposal/ bids. The bids do not contain any over-writing or cutting. (Also mention cuttings or over writing if any). Following is the details of bids announced:

S. No.	Name of Bidder	Offered Price ^{Incl. of Tax}	Amount of Bid Security 5%	Pay Order No./ Date
1	IBL Unisys	9,198,870/-	500,000/-	01867933
2	JBS	8,999,500/-	739,033/-	10377585

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.

MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

CHAIRPERSON
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

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

MINUTES OF BID OPENING MEETING (TECHNICAL)

A meeting of the procurement committee of this department was held on 26-08-2016 for opening the technical 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	IBL UNISYS	FARUQH KAZI	0300 8298104	
2	JBS	ASIF HANWAN	0300 2156861	
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The technical bids were opened at 11:30AM in the presence of the above mentioned participants and the technical bids submitted/quoted by bidders were read aloud and encircled by Chairman of the Procurement Committee. Following is the details of bids announced:

S. No.	Name of Bidder	Technical Bid Envelope (Original+Copy)	Financial Bid Envelope (Original+Copy)	Pay Order Envelope
1	IBL Unibys (Faruqh)	Original only	Original only	Yes-sealed
2	JBS - Asif Hanwan	Yes	Yes	Yes
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The technical committee shall examine all the technical bids as per the Qualification/ eligibility criteria provided in the bidding documents and will announce the results of technical qualified bidders later. The meeting ended with the note of thanks to and from the chair.

Inbox documents for bids received late, so following SPPR rule 24(1) bid document rejected.

Asif
26/8/16

Faruqh
26/8/16

Asif Hanwan

MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

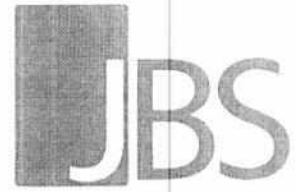
Faruqh
26/8/16

Faruqh

CHAIRPERSON
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

Asif Hanwan
26/8/16

MEMBER (EXTERNAL)
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI



Ref # JBS/04/23082016/AH

Director IT
Office Manager ICT Procurement
Institute of Business Administration,
Main Campus, University Road,
Karachi 75270
Pakistan.

Asif 26/9/16
26/9/16

Gentlemen,

1. We Jaffer Business Systems (Private) Limited - Citi Tower, 33-A, Block-6, PECHS, Shahra-e-Faisal, Karachi, having read, understood and accepted the Tender Document, including the Addendum(s), if any, offer to supply, install, configure, test, train and support of Goods and the Services, in conformity with the said Tender Document, to Institute of Business Administration, Main Campus, University Road, for the Total Tender Price of PKR **(In figures 8,999,500.00) (In words Eight Million Nine Hundred Ninety Nine Thousand Five Hundred Only)**, in accordance with the Price Schedule and the timeline, attached hereto and made part of the Tender.

2. We undertake that the Tender shall have a minimum validity period of ninety days from the last date for submission of the Tender and may be accepted at any time before the expiration of that period.

3. We undertake to provide the Performance Security to give satisfactory assurance of our ability and intention, for due performance / execution of the Contract in accordance with the terms and conditions of the Contract. In case of acceptance of the Tender.

4. We undertake that we are / shall be represented by an agent in that country equipped and able to carry out the maintenance, repair and spare parts stocking obligation prescribed in the Terms and Conditions of the Contract and / or the Technical Specifications, in case of acceptance of the Tender and of not doing business within the Purchase's country.

5. We undertake to be bound by the Tender and the Acceptance Letter, which shall constitute a contract, until execution of the formal Contract.

Date: 23rd of August, 2016
Jaffer Business Systems (Private) Limited

Signature:

CNIC # 42101-1599163-1
Asif Hasan
Deputy Manager Customer Services



Handwritten signature

Handwritten signature
Asif 26/9/16

WITNESSES

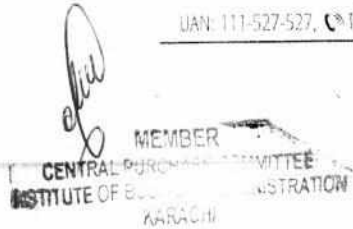
Signature: *Hafiz Babar*
CNIC # 42201-4833610-3
Name: Hafiz Babar IKram
Designation: Sales Engineer
Address: Citi tower 33-A,
block 6, P.E.C.H.S, KHI

Signature: *Muhammad Ali*
CNIC # 42201-5153281-7
Name: Muhammad Ali
Designation: Deputy Manager Accounts
Address: Citi tower, Block-6, P.E.C.H.S
Shahrah-e-Faisal, Karachi.

Jaffer Business Systems (Pvt) Limited

Citi Tower, 33- A, Block - 6, P.E.C.H.S, Shahrah-e-Faisal, Karachi - 75400 - Pakistan,

UAN: 111-527-527, Tel no: (92-21) 34373111 (15-Lines), Fax: (92-21) 34373083, Email: jbs@jaffer.com, web: www.jaffer.com



Format of Price Schedule

Sr. No	Designation	Gross Salary Payable to Professionals in PKR / Person / Month	Agency Charges		Overtime Charges in (Per Hour / Person)	Duties & Taxes			Total cost / Person / Month inclusive of all duties & taxes in PKR	In Words
			% of Gross	Amount in PKR		Amount in PKR	Nature (GST / VAT etc)	Rate		
a	b	c	d	E=C*D/100	f=C/150	g	h	i=(E)*h	C+E+i	
1	Lab Incharges / Data Center RES	22,000.00	12	2,640.00	147	Service Tax	13%	343	24,983	Twenty four thousand Nine hundred eighty three rupees only
2	Resident Engineers (desktop / network support)	22,000.00	12	2,640.00	147	Service Tax	13%	343	24,983	Twenty four thousand Nine hundred eighty three rupees only
3	Resident Engineers (ERP Support)	35,000.00	12	4,200.00	233	Service Tax	13%	546	39,746	Thirty Nine thousand Seven hundred forty six only
4	ICT HD Supervisor	50,000.00	12	6,000.00	333	Service Tax	13%	780	56,780	Fifty six thousand seven hundred eighty only
4	Complaint Management System (Helpdesk Software)	104,450.00	12	12,534.00	696	Service Tax	13%	15,208	132,192	One hundred thirty two thousand one hundred and ninety two rupees only

- 1 **Other Benefit**
- 1a EOBI Yes - For all RES
- 1b SESSI As per Gov't Policy
- 1c Group Life Insurance Yes - For all RES
- 2 **Fringe Benefits**
- 2a Medical / Hospitalization Self - For all RES
- 2b Mobile Allowance 300/month/RE
- 3 **Over Time** As per above mentioned rates (Column F) with Applicable taxes
- 4 **Over Time** At actual reimbursement without company service margins
- 5 **Helpdesk Software** Concurrent session of Engineers upto 5 at a time

MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

MEMBER (INTERNAL)
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

MEMBER (EXTERNAL)
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

Handwritten signatures and dates:
 26/9/16
 26/9/16
 26/9/16
 26/9/16

BL-Unisys (Pvt) Limited


2. Financials


Sl. No.	Description of Services	Quantity	Unit Price	Total Price	Taxes	Net Total	Remarks
1	Lab Incharges / Data Center RE	10	2,589	173	21%	34,460	Thirty Four Thousand, Four Hundred and Sixty Only
2	Resident Engineers (Desktop / Network Support)	10	2,589	173	21%	34,460	Thirty Four Thousand, Four Hundred and Sixty Only
3	Resident Engineers (ERP)	10	3,395	226	21%	45,190	Forty Five Thousand, One Hundred and Ninety Only
4	ICT HD Supervisor	10	3,395	226	21%	45,190	Forty Five Thousand, One Hundred and Ninety Only

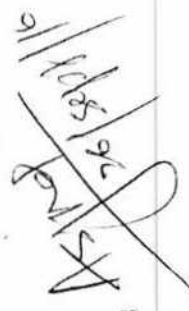
Note:

- The above prices are inclusive of fringe benefits i.e. EOBI, NJI Group Life, EFU Medical & Mobile Billing. Please see next page for breakup/details.
- The company will reimburse training and certifications expense to above employees (if and when completed). However, it will be subject to prior approval and clearance.
- The persons deployed at IBA will serve in extra hours (if and when required), however, it will be calculated with above hourly rate and will be charged to IBA separately.
- The prices are based on a 12 months contract only.


MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI


CHAIRMAN
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI


CHAIRMAN (GENERAL)
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI


CHAIRMAN
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

3. Hierarchy of Help Desk Unit – As per IBA Tender Categories and Number of Positions

- Resident Engineer (Lab In charges / Data Center)
- 09 Positions for both Campuses
- Resident Engineers (Desktop / Network Support)
- 08 Positions for both Campuses
- Resident Engineers (ERP Support)
- 02 Positions for both Campuses
- IT Helpdesk Supervisor
- 02 Positions for both Campuses

Financials (Annual – as per above requirements)

S/N	Category Description	Qty	Monthly Engineer Salary (Take Home)	Fringe Benefits	Agency Charges	Monthly Engineer Price	Annual Engineer Price	Total Annual Price
1	Lab Incharges / Data Center RE	9	22,000	3,890	2,589	28,479	341,748	3,075,732
2	Resident Engineers (Desktop / Network Support)	8	22,000	3,890	2,589	28,479	341,748	2,733,984
3	Resident Engineers (ERP)	2	30,000	3,952	3,395	37,347	448,164	896,328
4	ICT HD Supervisor	2	30,000	3,952	3,395	37,347	448,164	896,328
SubTotal								7,602,372
Taxes (WHT @ 8% & Sindh Sales Tax on Services @ 13%)								1,596,498
Net Total								9,198,870



 MEMBER (EXTERNAL)
 CENTRAL PURCHASE COMMITTEE
 INSTITUTE OF BUSINESS ADMINISTRATION
 KARACHI



 MEMBER (INTERNAL)
 CENTRAL PURCHASE COMMITTEE
 INSTITUTE OF BUSINESS ADMINISTRATION
 KARACHI



 MEMBER (EXTERNAL)
 CENTRAL PURCHASE COMMITTEE
 INSTITUTE OF BUSINESS ADMINISTRATION
 KARACHI



 MEMBER (INTERNAL)
 CENTRAL PURCHASE COMMITTEE
 INSTITUTE OF BUSINESS ADMINISTRATION
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 CENTRAL PURCHASE COMMITTEE
 INSTITUTE OF BUSINESS ADMINISTRATION
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 MEMBER (INTERNAL)
 CENTRAL PURCHASE COMMITTEE
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 CENTRAL PURCHASE COMMITTEE
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 MEMBER (INTERNAL)
 CENTRAL PURCHASE COMMITTEE
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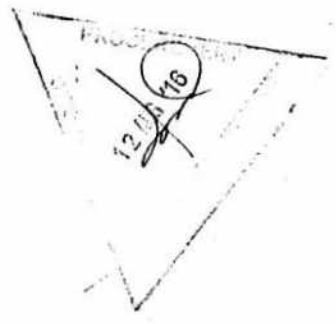
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Dear Sir / Madam *Sppra*

With the reference of our tender query IT/107/2016-17 and IT/108/2016-17, you are requested to please upload the corrigendum on SPPRA website please.

Regards-


11/8/16
Syed Ali Ahmed Naqvi
IBA Karachi


12/08/16

29657 -
29654 -

IBA

Institute of
Business Administration
Karachi



Leadership and Ideas for Tomorrow

CORRIGENDUM

Reference to the Tender Notice published in daily Awami Awaz on August 07, 2016, the last date for accepting quotations has been extended to **August 26, 2016**.

Director ICT

ICT Procurement & Customer Support Department
Institute of Business Administration, Karachi
Karachi University, University Road
Phone Number: 021-99261506

PID# 407

Size = 5x2col

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 / DEPTT. Institute of Business Administration , Karachi
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Provincial
- 3) TITLE OF CONTRACT ICT Helpdesk Outsource Service
- 4) TENDER NUMBER IT/107/2016-17
- 5) BRIEF DESCRIPTION OF CONTRACT ICT Helpdesk Outsource Service
- 6) FORUM THAT APPROVED THE SCHEME Purchase Committee
- 7) TENDER ESTIMATED VALUE PKR 12,000,000/-
- 8) ENGINEER'S ESTIMATE
(For civil works only) _____
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) As per Tender Terms
- 10) TENDER OPENED ON (DATE & TIME) 26-Aug-2016 / 11:30AM
- 11) NUMBER OF TENDER DOCUMENTS SOLD Free of Cost available on IBA website
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 02
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS All presents
- 14) BID EVALUATION REPORT
(Enclose a copy) _____
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. JBS
- 16) CONTRACT AWARD PRICE PKR 8,999,500/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). M/s. JBS
M/s. IBL Unisys

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

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE _____ Domestic/ Local
- b) SINGLE STAGE – TWO ENVELOPE PROCEDURE YES _____ Domestic
- 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 29657/2016
No	

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

Yes	Dawn Jang Daily Aas
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

FOR OFFICE USE ONLY

IMRAN BATADA
Director ICT
Business Administration
Federal Pakistan

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

Print

Save

Reset

(A)

Bid Evaluation Report

1. Name of Procuring Agency: Institute Of Business Administration, Karachi
2. Tender Reference No: IT/107/2016-17
3. Tender Description/Name of work/item: ICT Helpdesk outsource Services.
4. Method of Procurement: Single Stage Two Envelop
5. Tender Published: SPPRA 08-Aug-2016 SPPRA-S.No:29657/2016-17
6. Total Bid documents sold: (Available on website)
7. Total Bids Received: 02
8. Technical Bid Opening date: (if applicable) 26-Aug-2016
9. No. of Bid technically qualified (if applicable): 02
10. Bid(s) Rejected: 0
11. Financial Bid Opening date: 26-Sept-2016
12. Bid Evaluation Report:

<i>S No</i>	<i>Name of Firm or Bidder</i>	<i>Cost offered by the Bidders Inclusive of SST</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 IBL Unisys	PKR 9,198,870/-	2 nd	Open Market	High Price	High Price
2	M/s. JBS	PKR 8,999,500/-	1 st	Open Market	Lowest & Most Evaluated Bidder	Recommended for award the contract

Recommendations: - The offered amount of Rs. 8,999,500/- (With SST) by M/s. JBS 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. Rameez Khalid
(Chairman PC) Professor


IBA (External Member)

Mr. Haris Quershi
HEJ Karachi University

Bid evaluation report

Acquisition of IT Support services

Tender # IT/107/2016-17

Technical Sections		Points	Vendor	
			JBS	Unisys
Section 1 - Organizational Requirements				
1	Previous experience in providing Human Resource for ICT Customer Support in Karachi. (< 5 yrs = 0) (> 5 yrs but < 8 yrs = 05) (> 8 yrs but < 10 yrs = 10) (>= 10 yrs = 15)	15	15	15
2	Number of IT Resident Engineers on company's own pay roll deputed in Karachi (< 25 = 02) (< 50 but > 25 : 04) (< 75 but > 50 : 06) (< 100 but > 75 : 08) (>= 100 : 10)	10	8	4
3	Provide facilities to company employees like EOBI (2.5 points), medical cover (2.5 points), life insurance (2.5 points), provident fund (2.5 points).	10	7.5	7.5
4	Reimbursement of the exam fee, after successfully clearing the exam, of industry standard certifications to Resident Engineers, i.e. Microsoft Certifications (Yes = 10, No = 0 marks)	10	10	10
5	Provide overtime facility to Resident Engineers (Yes = 10, No = 0)	10	10	10
6	Train Resident Engineers in house or through some institute for industry standard, international certifications designed and examined by technology giants. (If yes 10 marks, if no 0 marks)	10	10	10
Section 1 Total		65.0	60.5	56.5
Section 2 - Complaint Management System				
1	Trouble Ticketing System	10	5	5
	Industry standard, web-based user interface (5 points)			
	Integration with major platforms, e.g., SMS (5 points)		5	5
Section 2 Total		10	10	10
Section 3 - Services				
1	Provision of IT Support service in major educational institutions of Pakistan (< 3 = 0 marks) (> 3 but < 5 = 3 marks) (>= 5 = 5 marks)	5		5
2	Reserve Pool & Backups (< 15 = 0 marks) (>= 15 = 5 marks)	5	5	0
Section 3 Total		10	10	5
Section 4 - Corporate Profile				
1	Registration Certificate for Income Tax & Sales Tax and Sindh Revenue Board	5	5	5
2	Audited Balance Sheet Copy / Income Tax & Sales Tax Returns for the last three years	10	10	10
Section 4 Total		15	15	15
TOTAL Marks		100	95.5	86.5

MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

Ramif
MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

Asjad
19/Sept/16
MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

BIDDER'S ELIGIBILITY QUALIFICATION REPORT

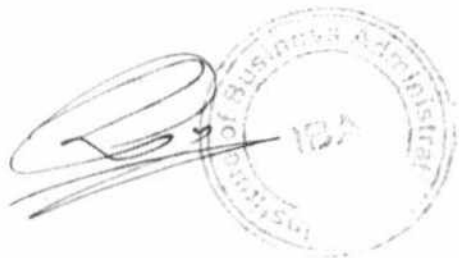
Eligibility Qualification Criteria

S.No:	Eligibility Qualification Criteria	Bidder's Name M/s. IBL UNISYS	Bidder's Name M/s.JBS
1	NTN	Yes	Yes
2	Sales Tax Registration	Yes	Yes
3	Professional Tax	Yes	Yes
4	Registration with sindh Revenue Board(SRB)if applicable	Yes	Yes
	Qualification Criteria		
5	Minimum three year experience of relevant filed	Yes	Yes
6	Required Bid Security is attached	Yes	Yes
7	Turnover of atleast last three years	Yes	Yes
8	Bid is signed, named & stamped by authorized person of the firm along with authorization letter	Yes	Yes
	Qualifed/ Disqualified	Qualified	Qualified

Note: The procurement agency may modify the criteria as per their requirement.

Chairman Procurement Committee

IBA, Karachi



NIT NO (Tender #): IT/107/2016-17 (ICT Helpdesk Outsourcing)

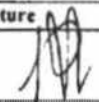
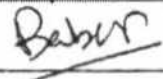
SPPRA: 29657/2016-17

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

MINUTES OF BID OPENING MEETING (Financial)

A meeting of the procurement committee of this department was held on 26-09-2016 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:

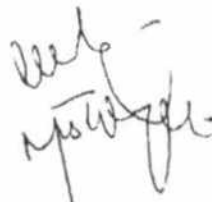
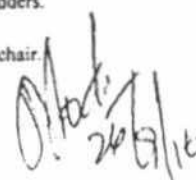
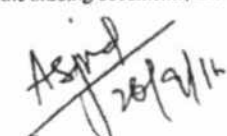


S.#	Name of Company	Name Person	Contact #	Signature
1	IBL UNISYS.	FARRUKH KAZI	0300 829 8104	
2	JBS	Hafiz Babar IKPam	03468200934	

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 financial proposal/ bids. The bids do not contain any over-writing or cutting. (Also mention cuttings or over writing if any). Following is the details of bids announced:

S. No.	Name of Bidder	Offered Price Includin of Tax	Amount of Bid Security 5%	Pay Order No./ Date
1	IBL Unisys	9,198,870/-	500,000/-	01867933
2	JBS	8,999,500/-	739,033/-	10377585

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.


MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI


MEMBER PERSON
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI


MEMBER
CENTRAL PURCHASE COMMITTEE
INSTITUTE OF BUSINESS ADMINISTRATION
KARACHI

Method and procedure of procurement: National Competitive Bidding (Single Stage - Two Envelope)

MINUTES OF BID OPENING MEETING (TECHNICAL)

A meeting of the procurement committee of this department was held on 26-08-2016 for opening the technical 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	IBL UNISYS	FARRUKH KAZI	0300 8298104	
2	JBS	Asif Hassan	0300 2156861	
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The technical bids were opened at 11:30AM in the presence of the above mentioned participants and the technical bids submitted/quoted by bidders were read aloud and encircled by Chairman of the Procurement Committee. Following is the details of bids announced:

S. No.	Name of Bidder	Technical Bid Envelope (Original+Copy)	Financial Bid Envelope (Original+Copy)	Pay Order Envelope
1	IBL Unibys (Farrukh)	Original only	Original only	Yes - sealed
2	JBS - Asif Hassan	Yes	Yes	Yes
3	/	/	/	/
4	/	/	/	/
5	/	/	/	/

The technical committee shall examine all the technical bids as per the Qualification/ eligibility criteria provided in the bidding documents and will announce the results of technical qualified bidders later. The meeting ended with the note of thanks to and from the chair.

Inbox documents for bids received late, so following SPPR rule 24(1) bid document rejected.

Asif Hassan 26/8/16
 Farrukh Kazi 26/8/16
 [Signature] 26/8/16
 [Signature] 26/8/16
 [Signature] 26/8/16

MEMBER
 CENTRAL PROCUREMENT COMMITTEE
 INSTITUTION FOR TRAINING AND RESEARCH

MEMBER PERSON
 CENTRAL PROCUREMENT COMMITTEE
 INSTITUTION FOR TRAINING AND RESEARCH

MEMBER (TECHNICAL)
 CENTRAL PROCUREMENT COMMITTEE
 INSTITUTION FOR TRAINING AND RESEARCH



Ref # JBS/04/23082016/AH

Director IT
Office Manager ICT Procurement
Institute of Business Administration,
Main Campus, University Road,
Karachi 75270
Pakistan.

Asif 26/9/16
26/9/16

Gentlemen,

1. We Jaffer Business Systems (Private) Limited - Citi Tower, 33-A, Block-6, PECHS, Shahra-e-Faisal, Karachi, having read, understood and accepted the Tender Document, including the Addendum(s), if any, offer to supply, install, configure, test, train and support of Goods and the Services, in conformity with the said Tender Document, to Institute of Business Administration, Main Campus, University Road, for the Total Tender Price of PKR (in figures 8,999,500.00) (in words Eight Million Nine Hundred Ninety Nine Thousand Five Hundred Only, in accordance with the Price Schedule and the timeline, attached hereto and made part of the Tender.

2. We undertake that the Tender shall have a minimum validity period of ninety days from the last date for submission of the Tender and may be accepted at any time before the expiration of that period.

3. We undertake to provide the Performance Security to give satisfactory assurance of our ability and intention, for due performance / execution of the Contract in accordance with the terms and conditions of the Contract. In case of acceptance of the Tender.

4. We undertake that we are / shall be represented by an agent in that country equipped and able to carry out the maintenance, repair and spare parts stocking obligation prescribed in the Terms and Conditions of the Contract and / or the Technical Specifications, in case of acceptance of the Tender and of not doing business within the Purchase's country.

5. We undertake to be bound by the Tender and the Acceptance Letter, which shall constitute a contract, until execution of the formal Contract.

Date: 23rd of August, 2016
Jaffer Business Systems (Private) Limited

Signature
CNIC # 42101-15931631
Asif Hasan
Deputy Manager Customer Services

Asif 26/9/16

Asif 26/9/16

WITNESSES

Signature
CNIC # 42201-4833610-3
Name Hafiz Babar IKram
Designation Sales Engineer
Address Citi tower 33-A,
block 6, P.E.C.H.S, K.H.I

Signature
CNIC # 42201-5153281-7
Name Muhammad Ali
Designation Deputy Manager Accounts
Address Citi Tower, Block 6, P.E.C.H.S
Shahra-e-Faisal, Karachi

Jaffer Business Systems (Pvt) Limited

Plot # 1, Block # 6, P.E.C.H.S, Shahra-e-Faisal, Karachi - 75000, Pakistan
Tel: +92-21-23471111, Fax: +92-21-23471111, Email: info@jbs.com, Web: www.jbs.com



MEMBER
COMMITTEE
ADMINISTRATION

1
Signature
OFFICE MANAGER
ADMINISTRATION

Signature
COMMITTEE
ADMINISTRATION

Format of Price Schedule

Sr. No	Designation	Gross Salary Payable to Professionals in PKR / Person / Month	Agency Charges		Overtime Charges in (Per Hour / Person)	Duties & Taxes			Total cost / Person / Month inclusive of all duties & Taxes in PKR	In Words
			% of Gross	Amount in PKR		Nature (GST / VAT etc)	Rate	Amount in PKR		
a	b	c	d	e=C*D/100	f=C/150	g	h	i=(E)*h	j=i+f	
1	Lab charges / Data Center RES	22,000.00	12	2,640.00	147	Service Tax	23%	343	24,983	Twenty four thousand Nine hundred eighty three rupees only
2	Resident Engineers (desktop / network support)	22,000.00	12	2,640.00	147	Service Tax	23%	343	24,983	Twenty four thousand Nine hundred eighty three rupees only
3	Resident Engineers (LRF Support)	31,000.00	12	3,720.00	233	Service Tax	23%	546	39,746	Thirty nine thousand Seven hundred forty six rupees only
3	ICT HD Support	50,000.00	12	6,000.00	333	Service Tax	23%	780	56,780	Fifty six thousand seven hundred eighty rupees only
4	Complaint Management System (Helpdesk Software)	104,450.00	12	12,534.00	696	Service Tax	23%	15,208	132,192	One hundred thirty two thousand one hundred and ninety two rupees only

- 1. Other Benefit:
 - 1a. LCB: Yes - For all RES
 - 1b. SSS: As per Govt Policy
 - 1c. Group Life Insurance: Yes - For all RES
- 2. Fringe Benefits
 - 2a. Medical / Hospitalization: Self - For all RES
 - 2b. Mobile Allowance: 100/month/RE
- 3. Over Time: As per above mentioned rates (Column F) with Applicable taxes
- 4. Over Time: At actual reimbursement without company service margins
- 5. Helpdesk Software: Concurrent session of Engineers upto 5 at a time

MEMBER
CENTRAL BOARD COMMITTEE
INSTITUTE OF INFORMATION TECHNOLOGY ADMINISTRATION
KARACHI

PA 12
CENTRAL BOARD COMMITTEE
INSTITUTE OF INFORMATION TECHNOLOGY ADMINISTRATION
KARACHI

MEMBER
CENTRAL BOARD COMMITTEE
INSTITUTE OF INFORMATION TECHNOLOGY ADMINISTRATION
KARACHI

Handwritten signatures and dates:
 26/9/16
 26/9/16
 26/9/16

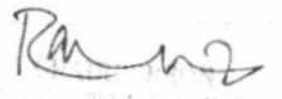
2. Financials

1	Lab Incharges / Data Center RE	25,890	10	2,589	173	WHT & SST	21%	5,981	34,460	Thirty Four Thousand, Four Hundred and Sixty Only
2	Resident Engineers (Desktop / Network Support)	25,890	10	2,589	173	WHT & SST	21%	5,981	34,460	Thirty Four Thousand, Four Hundred and Sixty Only
3	Resident Engineers (ERP)	33,952	10	3,395	226	WHT & SST	21%	7,843	45,190	Forty Five Thousand, One Hundred and Ninety Only
4	ICT HD Supervisor	33,952	10	3,395	226	WHT & SST	21%	7,843	45,190	Forty Five Thousand, One Hundred and Ninety Only

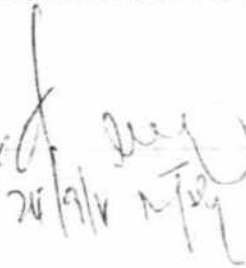
Note:

- The above prices are inclusive of fringe benefits i.e. EOBI, NJI Group Life, EFU Medical & Mobile Billing. Please see next page for breakup/details.
- The company will reimburse training and certifications expense to above employees (if and when completed). However, it will be subject to prior approval and clearance.
- The persons deployed at IBA will serve in extra hours (if and when required), however, it will be calculated with above hourly rate and will be charged to IBA separately
- The prices are based on a 12 months contract only.

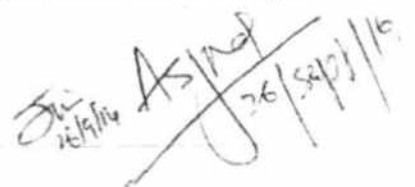

 MEMBER
 CENTRAL PAYROLL COMMITTEE
 INSTITUTE OF BUSINESS ADMINISTRATION
 KARACHI


 MEMBER
 CENTRAL PAYROLL COMMITTEE
 INSTITUTE OF BUSINESS ADMINISTRATION
 KARACHI


 MEMBER
 CENTRAL PAYROLL COMMITTEE
 INSTITUTE OF BUSINESS ADMINISTRATION
 KARACHI


 26/9/14
 M/104


 26/9/14


 AS/Inf
 26/9/14

CORRIGENDUM

Reference to the Tender Notice published in daily Awami Awaz on August 07, 2016, the last date for accepting quotations has been extended to **August 26, 2016.**

Director ICT

ICT Procurement & Customer Support Department
Institute of Business Administration, Karachi
Karachi University, University Road
Phone Number: 021-99261506

PID# 407

Size = 5x2col



Institute of
Business Administration
Karachi

Leadership and Ideas for Tomorrow

Ref: IT/107/2016-17

M/s Jaffer Business Systems Pvt Ltd

Salman Baqi

Deputy Manager Operations

City Tower, 33-A, Block-6,

P.E.C.H.S, Shahrah-eFaisal, Karachi

Tel: 021-34311812

Attn: Mr. Salman

Sub: **INSTITUTE OF BUSINESS ADMINISTRATION – KARACHI**
(IT/107/2016-17 IT Helpdesk out Sourcing Project)
"LETTER OF AWARD"

Dear Mr. Salman,

This is in reference to your bid submitted on 26-Aug-2016, 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.8,999,500/-(inclusive of SST)** for One Year **SLA**. While payments of Service Level Agreement will be made on quarterly 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 26-Aug-2016
- Priced Bill of Quantity / Schedule of Requirement
- Tender Drawings.(If apply)
- SLA will start from 01-01-2017 after the acceptance of this LOA.
- Please submit the Performance Security in Finance Dept. as per tender.**

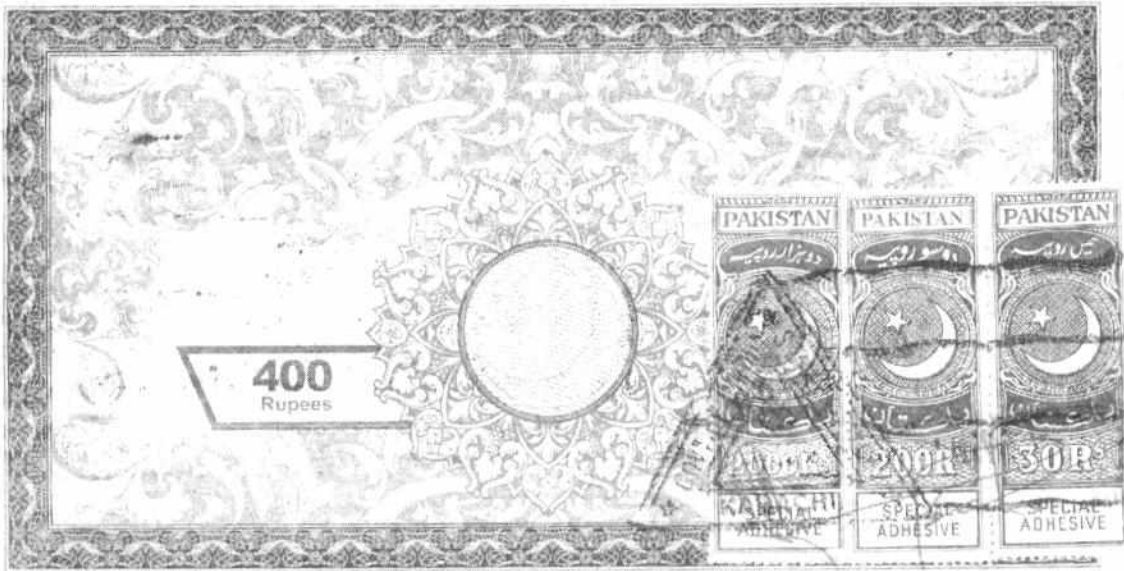
You are advised to please return the duplicate copy of this Letter of Award duly signed as an acknowledgment of its receipt as well as your unqualified acceptance of the same.

Thanking you.

Yours sincerely


Director ICT


Received and Accepted on behalf of M/s.

ANIL AKHTAR STAMP VENDOR
Lic # 05, Shop # 64, New Ruby Centre,
Talpūr Road, Saddar Market, Karachi

08 FEB 2017

OFFICE SUPERINTENDENT
Stamp Office, City Court
HUNDRED ON 08 FEB 2017

ISSUED TO WITH ADDRESS MR. GHULAM HABIB (Advocate)
PURPOSE: 63
STAMP VENDOR SIGNATURE: [Signature]
(NOT USE FOR FREE WILL & DIVORCE PURPOSE)
Vendor Not Responsible for Fake Documents

MAINTENANCE AGREEMENT

THIS Service Level Agreement (the "Agreement") is made at Karachi on this 16 day of Feb, 2017, and will commence 17 day of Feb, 2017 (Effective Date), in the continuation of contracts Bid Nos. IT/108/2016-17, reference clause 5.0;

BY AND BETWEEN

Institute of Business Administration Karachi, an Institution duly incorporated under the laws of Islamic Republic of Pakistan and having its office at Main campus Karachi University, University Road Karachi (hereinafter referred to as "IBA" which expression shall, where the context so admits, mean and include its successors-in-interest, nominees, legal representatives, administrators and permitted assigns) of the One Part;

AND

Wateen Solutions (Private) Limited, incorporated under the laws of Islamic Republic of Pakistan and having its Head office at Main Walton Road, Opp. of Bab-e-Pakistan, Lahore, Pakistan, (hereinafter referred to as "WSPL" or "Wateen" which expression shall, where the context so admits, mean and include its successors-in-interest, nominees, legal representatives, administrators and permitted assigns) of the Other Part.

(IBA and the WSPL shall hereinafter collectively be referred to as the "Parties" and singly as "Party").



RECITALS

WHEREAS:

- a) IBA is an educational Institute desirous of hiring the Services (defined below);
- b) WSPL has represented that it has the requisite resources, necessary infrastructure, approvals and skills to provide the Services to IBA as detailed herein; and
- c) Based on the representation of WSPL, IBA has agreed to avail the Services from WSPL on the terms and conditions as set out in this Agreement.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH and in consideration of the mutual covenants contained herein, the Parties do hereby agree, undertake and declare as under:

1. INTERPRETATION AND DEFINITIONS

- a) In this Agreement, unless the context otherwise requires:

References to Clauses and Annexes are references to clauses and annexes of this Agreement.

Words importing gender include the other gender.

References to persons include bodies corporate, firms and unincorporated associations.

The singular includes the plural and vice versa.

References to all or any part of any statute or statutory instrument include any statutory amendment, modification or re-enactment in force from time to time and references to any statute include any statutory instrument or regulations made under it;

The recitals to this Agreement shall form an integral part thereof; and

The headings in this Agreement are for the purpose of reference only and shall be ignored in the Interpretation of this Agreement.

- b) In this Agreement, unless the context otherwise requires, the following terms shall have the following meaning:

"Agreement" means this service agreement executed between IBA and WSPL on the date mentioned above and any annexure attached hereto;

"Data" means any data or information which relates to an individual (including but not limited to IBA's staff and its students) and which is held by or is under the control of IBA and, to the extent the Data Protection Laws apply to data or information which relates to a corporate entity.;

"Services" means the services to be provided by the WSPL to IBA under this Agreement as set out in detail under Annexure - A of this Agreement; and



"Payments Schedule" means the aggregate charges for the Maintenance Services calculated in accordance and set out in Annexure - B;

"Escalation Matrix" means level wise escalation for the rectification of problem along with proper contact details by the WSPL. Changes are detailed in Annexure - C;

"Working Day" means:

(i) Monday through Saturday excluding any public holiday(s). The following working hours shall be adhered to in regard to a Working Day: Monday to Friday from 9:00 a.m. to 6:00 p.m. and on Saturdays from 9:00 a.m. to 2:00 p.m.

(ii) The WSPL will provide maintenance services between 9.00 am to 6.00 pm, Monday thru Friday and Saturday 9.00 am to 2.00 pm excluding Sunday, public holidays and other designated holidays.

2. TERM AND TERMINATION

- a) This Agreement shall take effect from the date of execution of this Agreement and shall remain in full force till ____ day of , 2018 unless terminated earlier by either Party as per clause 2 (b).
- b) This Agreement may be terminated by either Party by giving sixty (60) Working Days prior written notice to the other Party. However, IBA may forthwith terminate this Agreement upon breach by the WSPL for failure to provide the Services without prejudice to any of its rights under this Agreement or any applicable laws.
- c) In the event of any material breach by either Party of its obligations hereunder, the breaching Party shall have thirty (30) Working Days from receipt of notice from the non-breaching Party to rectify the breach after which time the Agreement shall stand terminated.
- d) Upon termination, neither Party shall have any rights nor obligations to the other Party except as stated in this Agreement. However, all rights and obligations accruing prior to the date of termination shall continue to subsist.

3. SERVICES/OBLIGATIONS OF THE WSPL

The WSPL shall provide the Services as set out under Annexure - A attached hereto.

4. PAYMENT TERMS

- a) In consideration of the covenants and agreements to be kept and performed by the WSPL and for the faithful performance of this Agreement, IBA shall pay and the WSPL shall receive and accept (as full and final compensation for the Services furnished by the WSPL under this Agreement) the payments as per Annexure - B attached hereto.
- b) Notwithstanding anything contained herein, all or any payment(s) to be made by IBA to the WSPL shall be made after deducting any or all applicable taxes and levies which IBA under the law is liable/entitled to deduct from any such payments.
- c) The payments to be made to the WSPL in terms of this Clause 4 shall constitute the WSPL's only remuneration in connection with this Agreement and neither the WSPL nor its personnel shall accept any trade commission, discount, allowance or indirect payment or



other consideration in connection with or in relation to this Agreement or to the discharge of the Services hereunder.

d) 10% of the total contract amount will be submitted by the WSPL to the IBA against Performance Security, in shape of Pay Order or Bank Guarantee, valid for a period of the contract term which shall be released after successful completion of the contract term.

5. FUTURE DEVELOPMENTS AND UPGRADES

- a) The WSPL shall keep IBA promptly informed of any technological or regulatory changes affecting the Services.
- b) Any additional requirements requested by IBA will be subject to mutually agreed additional charges based on the complexity of the requirements and/or changes.
- c) From expiry of the service tenure of this Agreement, a new support contract will be signed after mutual consent of IBA and the WSPL. Amount of the contract will be charged with mutual consent of both the parties, if IBA agree with the performance.

	Amount	SST	Amount with SST
SLA Price for Second Year	414,849.00	53,930.37	468,779.37
SLA Price for Third Year	535,273.00	69,585.49	604,858.49

6. CONFIDENTIALITY

- a) All Information concerning IBA which is provided to the WSPL and vice versa in connection with this Agreement ("**Confidential Information**"), will be kept confidential by either Party, its affiliates, agents, advisors, directors, officers, or employees and, without the prior written consent of the other, each shall not:
 - (i) distribute or disclose any of the Confidential Information in any manner;
 - (ii) permit any third party access to the Confidential Information; and
 - (iii) Use the Confidential Information for any purpose other than as agreed in writing by the Party providing the information.
- b) In the event that the receiving Party received a request to disclose all or any part of the Confidential Information under the terms of a valid and effective subpoena or order issued by a court of competent jurisdiction or by a government body, the receiving third party agrees to promptly notify the sending Party of the existence, terms and circumstances surrounding such a report so that the sending Party may seek an appropriate injunctive relief to safeguard the Confidential Information. If the receiving Party is compelled to disclose any of the Confidential Information, it will disclose only that portion thereof which it is compelled to disclose and shall use its best efforts to obtain an order or other reliable assurance that confidential treatment will be accorded to the Confidential Information so disclosed. Confidential Information shall not include any information which:
 - (i) has become generally available to the public through no fault or action of the receiving Party; or
 - (ii) is in the possession of the receiving Party prior to the date hereof, provided that such information is not known by the receiving Party to be subject to another



confidentiality agreement and further provided that such information was obtained independently and without the assistance of the sending Party; or

(iii) Is or becomes available to the receiving Party on a non-confidential basis from any third party, the disclosure of which to the receiving Party does not violate any contractual, legal or fiduciary obligation such third party has to the sending Party.

c) Without limiting the generality of the foregoing, neither Party will publicly disclose the terms of this Agreement without the prior written consent of the other. Furthermore, neither of the Parties will make any use of Confidential Information of the other Party except as contemplated by this Agreement; acquire any right in or assert any lien against the disclosing Party's Confidential Information except as contemplated by this Agreement; or refuse to promptly return, provide a copy of or destroy such Confidential Information upon the request of the disclosing Party, save for when destruction of such information would result in an impediment in the receiving Party's performance of this Agreement. In such an event, the receiving Party shall inform the disclosing Party in writing of its inability to do so, state clearly the reasons thereof and the time period in which the request will be complied with. The obligations of confidentiality herein shall remain in full force and effect during the life of this Agreement and two (2) consecutive years after termination thereof.

7. LIMITATION OF LIABILITY AND INDEMNIFICATION

a) In the event of any breach by the WSPL of its obligations, warranties and/or responsibilities under this Agreement, the WSPL shall hold IBA, its subsidiaries, affiliates, officers, directors, employees and representatives harmless and indemnified from and against any and all losses, damages, claims, costs, liability, payments and obligations and all expenses (including without limitation reasonable legal fees) incurred, suffered, sustained or required to be paid, directly by or sought to be imposed upon IBA or its subsidiaries, affiliates, officers, directors, employees and representatives. Notwithstanding anything to the contrary, total liability of WSPL shall not exceed total consideration amount of this Agreement.

b) The WSPL shall maintain the highest professional code of conduct in its dealings. The WSPL, its partners, employees, contractual staff etc shall be responsible for any loss, delay or inconvenience caused to IBA by an act, omission or negligence with respect to the Services and disclosure of Confidential Information or breach of any of the terms of this Agreement. This is without prejudice to any other rights available to IBA under this Agreement or any other applicable laws.

8. FORCE MAJEURE

a) Parties shall not be liable for any non-performance of any obligation under this Agreement caused by any cause which is beyond the affected Party's reasonable control, including Acts of God, insurrection of civil disorder, war or military operations, national or local emergency, acts or omissions of the local or national government (excluding any actions taken on account of breach of any legal obligation by the affected Party), or other competent authority, industrial disputes which are widespread, fire, lightning, explosion, flood, subsidence, electric shock and inclement weather ("Force Majeure").

b) Upon the happening of a Force Majeure event which continues for more than fourteen (14) Working Days, IBA may elect to terminate this Agreement with immediate effect or suspend the performance of this Agreement in whole or in part for the duration of the Force Majeure event. In the event of termination, the Parties shall settle all outstanding amounts owing to the other immediately prior to the occurrence of such Force Majeure event.



- d) In the event that the Services or any part thereof is suspended on account of any Force Majeure event, no fees shall be payable pursuant to this Agreement for the Services or any part thereof throughout the duration of such event but IBA shall continue to pay in accordance with Clause 4 for all outstanding amounts and all other charges billed for the Services preceding the effective date of suspension

9. ARBITRATION / DISPUTE RESOLUTION

- a) The Parties shall endeavor to settle all disputes arising out of this Agreement amicably, failing which such disputes shall be settled in accordance with Arbitration Act, 1940 and the rules made there under.
- b) Any dispute arising under or in connection with this Agreement, including any question regarding its existence, validity or termination, shall be submitted to two joint arbitrators, one to be appointed by each of the Party, and failing agreement between the arbitrators, to the decision of the umpire, to be appointed by the arbitrators before entering upon the reference. The award made by such arbitrators or the umpire, as the case may be, shall be final and binding on the Parties. The venue of the arbitration shall be Karachi and the arbitration proceedings shall be conducted in English Language.

10. GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the laws of Pakistan. The courts of competent jurisdiction in Karachi, Pakistan are to have exclusive jurisdiction to settle any dispute arising out of or in connection with this Agreement.

11. SEVERABILITY

If any provision of this Agreement is held invalid or otherwise unenforceable, the enforceability of the remaining provisions shall not be impaired thereby. In such case, the Parties shall make every effort to replace the ineffective provision with a new provision which has the same effect, or as approximate an effect as possible as the said provision.

12. NOTICES

- a) Any notice or other communication given or made or in connection with the matters contemplated by this Agreement shall be in writing.
- b) Any such notice or other communication shall be addressed and shall be deemed to have been duly given or made as follows:
- (i) If sent by personal delivery or fax, upon receipt at the address or fax number of the relevant part;
 - (ii) If sent by first class post or courier, upon delivery to the addressee.
- c) The relevant addressee and address of each Party for the purpose of this Agreement are:



WSPL Technologies (Pvt.) Ltd.

Address

Suite # 603, 6th Floor, Parsa Tower, Plot
#31-I-A, Block 6, P.E.C.H.S, Main
Shahra-e-Faisal, Krachi – Pakistan.

Email: Fuzail.hussain@wateen.com

Telephone: _____

Institute of Business
Administration, Karachi

Address

IBA Karachi
Main Campus Karachi University, City
Campus, Karachi.

Email:.....

Telephone: (9221)

Fax: (9221)

d) Either Party may notify the other Party to this Agreement of a change to its name relevant addressee or address provided that such notification shall only be effective on:

- (i) The date specified in the notifications i.e. the date on which the change is to take place; or
- (ii) if no date is specified or the date specified is less than five (5) Working Days after the date on which notice is given, the date falling five (5) Working Days after notice of any such changes has been given.

13. AMENDMENTS

Any term of this Agreement may be amended or waived with the prior written consent of both Parties.

14. WSPL UNDERTAKINGS

The WSPL agrees and undertakes:

- i). It shall supervise and direct the performance of Services competently and efficiently, devoting such attention thereto and applying such skills and expertise as may be necessary to perform the Services in accordance with this Agreement. The WSPL shall be solely responsible for the means, methods, techniques, sequences and procedures used and to see that the Services, when completed or finished complies accurately with the terms of this Agreement;
- ii). It shall exercise all reasonable skill, care and diligence in the discharge of the Services agreed to be performed by it under this Agreement. If in the performance of the Services, the WSPL has a discretion exercisable as between IBA and any third party concerned, the WSPL shall exercise its discretion fairly;
- iii). it shall in all professional matters act as a faithful adviser to IBA;
- iv). In addition to the Services, the WSPL will provide all the expert technical advice and skills which are normally required for the class of Services for which it is engaged. Where specialist technical advice or assistance is required, beyond that is anticipated under the scope of the Services, the WSPL may with the prior written agreement of IBA, will arrange for provision of such services at its own cost.



However, the WSPL shall retain full responsibility for all the Services which it is committed to render under this Agreement;

- v). It shall give all notices and comply with all the laws and regulations applicable to furnishing and performance of the Services. IBA shall not be responsible for monitoring the WSPL's compliance with any laws or regulations;
- vi). equipment and materials, if any, that shall be furnished to the WSPL by IBA or purchased by the WSPL with funds wholly supplied or reimbursed by IBA shall be the property of IBA and shall be so marked. Upon completion or termination of the Services, the WSPL shall furnish to IBA inventories of the equipment and materials referred to above as it then remains and dispose of same as directed by IBA;
- vii). that the Services will be carried out by professionals qualified to perform in a timely and efficient manner and with all reasonable skill and care;
- viii). It will employ such number of persons as may be required for carrying out and discharging obligations, duties and responsibilities and for providing adequate, effective and efficient Services. All such persons shall be directly employed by the WSPL, who shall as employer be directly and solely responsible for all such employees and personnel and for the payment of their wages, salaries and other benefits;
- ix). It shall not publish descriptive articles, with or without illustrations, with respect to the Services either on its own account or in conjunction with any other party; and
- x). The WSPL, its employees and sub-contractors (if any) shall respect the laws and customs of Pakistan.

15. WARRANTIES AND REPRESENTATIONS

- a) Both Parties warrant to each other that they have duly obtained all necessary consents and regulatory approvals from their respective competent authorities to enter into this Agreement.
- c) Each Party represents and warrants to the other Party that neither the execution and delivery of this Agreement, nor the consummation of the transactions contemplated herein, will violate or conflict with: (a) its constitutional documentation; (b) any material provision of any agreement or any other material restriction of any kind to which it is a Party or by which it is bound; (c) any material statute, law, decree, regulation or order of any governmental authority; or any arrangement whereby it has not paid any collateral amounts to the other Party of any of its officer with regard to the award of contract hereunder or its performance.

16. DATA PROTECTION

- a) In addition to and notwithstanding any other right or obligation arising under this Agreement the WSPL shall (and shall ensure that its sub-contractors shall) take all appropriate technical and organizational security measures to ensure that any / all Data is protected against loss, destruction and damage, and against unauthorized access, use, modification, disclosure or other misuse, and that only the WSPL personnel designated for the purpose of Services have access to the Data.



- b) The WSPL shall (and shall ensure that its employees, agents and subcontractors shall) in respect of the Data:
- i) comply with any request made or direction given by IBA in connection with the requirements of any Data Protection Laws; and not do or permit anything to be done which might jeopardize or contravene the terms of any registration, notification or authorization under the Data Protection Laws; and not process any Data (including personal or private information of personnel, IBA's or customers of IBA) as part of the Services unless it is acting on the express written instructions of IBA, and such Data shall be treated as Confidential Information of IBA for the purpose of this Agreement; and
 - ii) use the Data only for the purposes of fulfilling its obligations under this Agreement and to comply with instructions of IBA from time to time in connection with use of such Data, and not retain the Data for any longer than is necessary for these purposes; and
 - iii) not disclose the Data without the written authority of IBA (except for the purposes of fulfilling its obligations under this Agreement), and immediately notify such member where it becomes aware that a disclosure of Data may be required by law; and not transfer Data which has been obtained by or made available to the WSPL within one country outside that country, or allow persons outside that country to have access to it, without the prior written approval of IBA; and
 - iv) observe the provisions of, and comply with any request made or direction given by IBA in connection with, any Data Protection Laws; and
 - v) take all reasonable steps to ensure the reliability of the personnel which will have access to any Data and ensure that any employee of the WSPL (or of any of the WSPL's sub-contractors) requiring access to any Data gives a written undertaking not to access, use, disclose or retain the Data except in performing their duties of employment and is informed that failure to comply with this undertaking may be a criminal offence and may also lead the WSPL (or, as the case may be, sub-contractor) to take disciplinary action against the employee; and
 - vi) consider all suggestions by IBA's personnel to ensure that the level of protection provided for the Data is in accordance with this Agreement and to make the changes suggested (at the WSPL's cost) unless the WSPL can prove to IBA's reasonable satisfaction that they are not necessary or desirable to ensure ongoing compliance with this Clause; and
 - vii) Immediately notify IBA when it becomes aware of a breach of this Clause.
- c) The WSPL acknowledges that any unauthorized access, destruction, alteration, addition or impediment to access or use of that Data when stored in any computer, or the publication or communication of any part or document by a person which has come to his knowledge or into his possession or custody by virtue of the performance of this Agreement (other than to a person to whom the WSPL is authorized to publish or disclose the fact or document) may be a criminal offence.

17. INTELLECTUAL PROPERTY



- a) The WSPL agrees it shall not use any of IBA's names, logos, trademarks etc without the express written consent of IBA. All rights in any software/database prepared by the WSPL under this Agreement will vest in IBA.
- b) Notwithstanding any provision in this Agreement, the WSPL shall indemnify IBA and keep IBA fully and effectively indemnified on demand (and shall pay such sums to IBA as would indemnify and keep IBA indemnified) against any and all loss, damage, claims, demands, actions, costs (including legal/attorney fees), charges, expenses and liabilities of whatsoever nature incurred by IBA arising directly or indirectly out of or in connection with materials (including hardware, software, developments and deliverables) provided by the WSPL to IBA pursuant to this Agreement containing material in respect of which any intellectual property rights or proprietary rights belong to any third party or any claim that the possession or use by IBA of the software, the software documentation and any other specification, information, goods, service or material produced or supplied by the WSPL under or pursuant to this Agreement infringes at any time the intellectual property rights of any third party whosoever and howsoever arising ("Intellectual Property Infringement").
- c) IBA shall in its discretion give the WSPL conduct of the defence to any claim or action in respect of any Intellectual Property Infringement and shall not (unless IBA takes back the conduct of the defence, which it shall be permitted to do if it does not believe the WSPL is conducting the same competently) at any time admit liability or otherwise attempt to settle the said claim or action subject to the WSPL providing to IBA's reasonable satisfaction security for any costs or liabilities IBA may incur by reason of the WSPL's conduct of such defence.
- d) In the event of any Intellectual Property Infringement the WSPL shall at IBA's option procure for IBA the right to continue its use of such infringing items free of charge on the terms of this Agreement or forthwith make without charge to IBA such alterations, modification or adjustments to such infringing items (without reducing or adversely affecting the functionality or performance thereof) as shall be necessary and acceptable to IBA to make them non-infringing.

18. COMPLIANCE WITH LAWS

The WSPL shall comply with all applicable laws, ordinances, regulations, and codes concerning the WSPL's obligations as an employer with regard to the health, safety and payment of its employees, and identification and procurement of required permits, certificates, approvals, and inspections during the performance of this Agreement.

19. RIGHTS TO AUDIT AND INSPECTION

The WSPL agrees, upon reasonable notice, to allow IBA, its auditors and/or regulators to inspect, examine and audit any operational and business records of the WSPL which are directly relevant to the Services as set forth in this Agreement.

20. UNAUTHORIZED SOLICITATION OF EMPLOYEES

During the term of this Agreement neither Party shall without the prior written consent of the other Party solicit any person who at the commencement of this Agreement is a full time employee of such Party or engaged by the third party contractor providing services to such Party.

21. NON-AGENCY



In the conduct and performance of this Agreement, the Parties shall always be regarded as independent entities and not as partners, agents or employees of the other Party.

22. ASSIGNMENT AND SUB-LETTING

- a) This Agreement is personal in nature, and cannot be assigned by the WSPL without prior written permission of IBA. IBA however, shall have the right to assign this Agreement to any third party without the consent of the WSPL.
- b) The WSPL shall have no right to sublet or outsource all or any part of this Agreement or its obligations, rights and interests hereunder, to any third party without the prior written approval of IBA. However, any such request made by WSPL shall not be withheld unreasonably.

23. TIME OF ESSENCE

The WSPL understands that time is of essence of this Agreement and it shall take all necessary steps to commence (and cause and ensure continuance of) the provision of the Services to IBA, immediately commencing from the date of signing of this Agreement.

24. WAIVER

No waiver by either Party of any default by the other in the performance of any of the provisions of this Agreement shall be effective unless in writing duly executed by an authorized representative of the Party and no such waiver shall operate or be construed as a waiver of any other or further whether of alike or of a different character.

25. COUNTERPARTS

This Agreement may be executed in two (2) counterparts and a copy to be held by each Party. This has the same effect as if the signatures or the counterparts were on a single copy of this Agreement.

26. ENTIRE AGREEMENT

These terms and conditions constitute the entire agreement between the Parties and supersede all prior communications, proposals, understandings and agreements, written or oral between the Parties with respect to the subject matter of this Agreement.




IN WITNESS WHEREOF, the Parties, acting through their authorized representatives, have put their respective hands on this Agreement on the day month and year hereinabove mentioned.




For and on behalf of IBA Karachi
Name:
Title:

17/2/2012

WITNESSES

1 
Name: Syed M. Waheed Zain
CNIC No.: 42401-1999900-9
Address: IBA City Campus Koyan Shateed Road

2 _____
Name:
CNIC No.:
Address:




For and on behalf of M/s WSPL Technologies

Name: Junaid Sheikh
Title: Chief Commercial officer

WITNESSES

1 
Name: S. Noman Ali
CNIC No.: 42101-773324-9
Address: House # B-63 Block-4 Chynal Son City

2 
Name: SYED FUZAIL HUSAIN
CNIC No.: 42201-5103758-7
Address: B-38 RIZWAN SOCIETY



ANNEXURE – A

SERVICES / OBLIGATIONS OF THE WSPL

The following section provides a detailed list of the Standard Services that are to be delivered to the Client under the terms of this Agreement.

It is hereby specifically agreed between the Parties that during the currency of this Agreement, and any renewal thereof, WSPL shall be responsible for parts replacement and installation, of all or any parts (under warranty) of the Equipment which are or become defective, malfunction, or breaks down. The equipment will not be covered if there is any burning or physical damage which voids the manufacturer warranty.

Under this agreement hardware under manufacturer warranty will be covered as mentioned in this agreement. Any application software/ signature and OS update/upgrade or data backup is not covered.

Under this agreement any critical marked hardware becomes faulty, will be replaced by WSPL provided backup to operational the environment within 4 hours, whereas replacement of the faulty part will be provided in later phase accordingly.

Under this agreement any other than critical marked hardware becomes faulty, will be replaced by WSPL provided backup to operational the environment within next business day whereas replacement of the faulty part will be provided in later phase accordingly.

If WSPL is required to replace any equipment which is not repairable or damaged or not covered under warranty, then WSPL will submit an estimated cost for approval from Client. Client will be required to provide an approval or purchase order within 15 days.

WSPL will be providing a centralized 24/7 Service Desk facility to log calls for servicing with a dedicated resource for Client Calls. Kindly refer to the attached Call Logging procedure document which provides detailed description of how to log a call and it's working.

Operations & Maintenance (O&M) Support

The following shall be provided to IBA.

Number of Months	Service description
12 months	24x7x4 WSPL Technologies will provide O&M support to IBA with its shared pool of resources (Cisco Certified) On-Call basis. WSPL Technologies will provide the mobile phone numbers of the concerned technical persons and escalation. WSPL Technologies concerned technical personnel will reach the site / remote login / VPN /Telnet the Cisco equipment for trouble shooting the problem registered through support call logging procedure. During the O&M, WSPL Technologies concerned personnel/ Help Desk Support System will update the logged call by IBA staff. In case the concerned engineer can not resolve the reported incident, the support system will automatically engage the next level of support. Support Levels Description: Level 1: WSPL Technologies engineer will provide telephonic support for minor issues and general queries of IBA. Level 2: WSPL Technologies engineer will try to resolve the problem remotely and if required will visit the site for onsite intervention. If the problem is not resolved at this level, then it would be escalated to Level



	<p>3. Level 3: WSPL Technologies engineer will engage Subject Matter Expert (SME) at Level 3 to remotely rectify the problem. SME will remote login / VPN /Telnet the Cisco equipment for trouble shooting the problem. If required, WSPL Technologies engineer will open TAC case with Cisco and engage Cisco TAC support till the rectification of the problem. Business critical issues will be analyzed by the concerned technical personnel and will be communicated to IBA through the Help Desk / WSPL personnel.</p>
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RESPONSIBILITIES OF THE PARTIES

WSPL Technologies shall be responsible for the following:

- Participating in IBA meetings if necessary.
- RM meetings / Conference calls for quarterly progress.

IBA SHALL be responsible for the following:

- Daily operations of all sites.
- Designating a person to whom all WSPL Technologies communications may be addressed and who has the authority to act on all aspects of the services.
- Providing adequate access to WSPL Technologies engineer to dial-in/ VPN/Console/Telnet port of the equipment.
- Providing reasonable access to computer equipment, facilities, and telephone for WSPL Technologies resource's use for support and services.
- Site environment monitoring will be the responsibility of IBA.



IBA Network Equipments List for SLA 2016 -2017 (ANNEX 'A')
Cisco Support (24x7x4)

S No	Product	Service Product Number	Description	Serial #
1	DS-C9222I-K9	CON-SNTP-9222I	Cisco MDS 9222I Multiservice Modular Switch	FOX1405GQKK
2	DS-C9222I-K9	CON-SNTP-9222I	Cisco MDS 9222I Multiservice Modular Switch	FOX1405GQMJ
3	DS-C9222I-K9	CON-SNTP-9222I	Cisco MDS 9222I Multiservice Modular Switch	FOX1405GQK3
4	DS-C9222I-K9	CON-SNTP-9222I	Cisco MDS 9222I Multiservice Modular Switch	FOX1405GQKE

Cisco Support (Next Business day)

S No	Product	Service Product Number	Description	Serial #
1	WS-C2960-24PC-S	CON-SNT-C24PCS	Cisco 2960 switch 24 port	FCQ1629X5GV
				FCQ1629X57N
				FCQ1629X59F
				FCQ1629X5GW
				FCQ1629X58L
				FCQ1629X598
				FCQ1629X57Y
				FCQ1629X595
				FCQ1629X57M
				FCQ1630X0JK
				FCQ1629X5GR
				FCQ1629X5A1
				FCQ1630X0JE
				FCQ1629X5GD
				FCQ1629X5DJ
				FCQ1630X0JM
				FCQ1629X58U
				FCQ1629X57G
				FCQ1629X59H
				FCQ1629X58Z
				FCQ1629X5GP
				FCQ1629X5GY
				FCQ1629X5GS
				FCQ1629X5GX
				FCQ1629X58G
				FCQ1620Y15Y
				FCQ1620Y16Q
				FCQ1620Y15W
				FCQ1620Y16K
				FCQ1620Y15H
				FCQ1620Y178
FCQ1620Y15P				
FCQ1620Y15V				
FCQ1620Y18H				
FCQ1620Y15R				
FCQ1620Y16S				
FCQ1620Y14Y				



				FCQ1620Y
				FCZ1642W3CC
				FCZ1642W3CH
				FCZ1642W3CN
				FCZ1642W3CT
				FCZ1642Z32S
				FCZ1642Z32X
				FCZ1642Z332
				FCZ1642Z337
				FCZ1642Z33C
				FCZ1642Z33H
				FCZ1642Z33N
				FCZ1642Z33T
				FCZ1642W3CD
				FCZ1642W3CJ
				FCZ1642W3CP
				FCZ1642W3CU
				FCZ1642Z32T
				FCZ1642Z32Y
				FCZ1642Z333
				FCZ1642Z338
				FCZ1642Z33D
				FCZ1642Z33J
				FCZ1642Z33P
				FCZ1642Z33U
				FCZ1642W3CE
				FCZ1642W3CK
				FCZ1642W3CQ
				FCZ1642W3CV
				FCZ1642Z32U
				FCZ1642Z32Z
				FCZ1642Z334
				FCZ1642Z339
				FCZ1642Z33E
				FCZ1642Z33K
				FCZ1642Z33Q
				FCZ1642Z33V
				FCZ1642W3CF
				FCZ1642W3CL
				FCZ1642W3CR
				FCZ1642W3CW
				FCZ1642Z32V
				FCZ1642Z330
				FCZ1642Z335
				FCZ1642Z33A
				FCZ1642Z33F
				FCZ1642Z33L
				FCZ1642Z33R
2	AIR-LAP1041N-E-K9	CON-SNT-L1041E	AIR-LAP1042N-x-K9 Dual-band Controller-based 802.11a/g/n	

Fi



				FCZ1642Z33W
				FCZ1642W3CG
				FCZ1642W3CM
				FCZ1642W3CS
				FCZ1642W3CX
				FCZ1642Z32W
				FCZ1642Z331
				FCZ1642Z336
				FCZ1642Z33B
				FCZ1642Z33G
				FCZ1642Z33M
				FCZ1642Z33S
				FCZ1642Z33X
				FCZ1621Z0PQ
				FCZ1621Z0PK
				FCZ1621Z0PM
				FCZ1621Z0PR
				FCZ1621Z0PP
				FCZ1621Z0Q0
				FCZ1621Z0PH
				FCZ1621Z0Q2
				FCZ1621Z0PY
				FCZ1621Z0Q1
				FCZ1621Z0PX
				FCZ1621Z1A1
				FCZ1621Z0Q3
				FCZ1621Z0PZ
				FCZ1621Z0PV
				FCZ1621Z0PC
				FCZ1621Z0PJ
				FCZ1621Z0PG
				FCZ1621Z0PD
				FCZ1621Z0PT
				FCZ1621Z0PL
				FCZ1621Z0PA
				FCZ1621Z0PS
				FCZ1621Z0PN

WATEEN SUPPORT

S No	Product	Serial
		PUC1628044w
		PUC1628035G
		PUC1628049B
		PUC16280493
		PUC162804HR
		PUC16280380
	CP-6921-CL-K9+	PUC16280461
		PUC162803EM

Jm



		PUC1628048U
		PUC16280322
		PUC162803N5
		PUC162803OO
		PUC16280418
		PUC16280424
		PUC162806CX
		PUC16280411
		PUC16280311
		PUC162804F0
		PUC16280457
		PUC16280411
		PUC1628044T
		PUC162804E4
		PUC1628033P
		PUC1628045R
		PUC16280494
		PUC1628044H
		PXN16160C3G
		PXN161606B6
		PXN161606G9
		PXN161501G7
		PXN161606X6
		PXN16150NCR
		PXN161606FX
		PXN161606U9
		PXN161606WR
		PXN16160BVE
		PXN16160C77
		PXN16160C3E
		PXN16160BVN
		PXN1616060C
		PXN161606H1
		PXN16160C2Z
		PXN161604LY
		PXN16160C2P
		PXN16160BV9
		PXN161602MJ
		PXN16160B
1	AIR- LAP1310G- E-K9	FGL1645T003
		FGL1645T004
		FGL1621T00E

Sw

- Wateen / Principal will provide support on above mentioned equipment list



PAYMENTS SCHEDULE

Payment Details

AMC Payment Details of Service / Support agreement for Cisco Devices installed in IBA. The AMC period is starting from ____ day of ____, 2017 to ____ day of ____, 2018

The payment of this contract shall be paid in four installments as follow:

Payment would be made on Quarter Bases i.e. at the completion of each quarter.

- 25% of the agreement payment at the end of 1st quarter tenure of service contract
- 25% of the agreement payment at the end of 2nd quarter tenure of service contract
- 25% of the agreement payment at the end of 3rd quarter tenure of service contract
- 25% of the agreement payment at the end of 4th quarter tenure of service contract

Price & Payment Structure

Invoice tenure	Amount
25% at the end of 1 st Quarter	187,646
25% at the end of 2 nd Quarter	187,646
25% at the end of 3 rd Quarter	187,646
25% at the end of 4 th Quarter	187,646
Total Annual Charges	750,587

(Including SST)

Payments will be processed only upon receiving of invoice for the same from the WSPL. WSPL will ensure that deductions (if any) are included in the invoice. Tax charges are included in the above mentioned amount and will be deducted accordingly.

The IBA will make payment within thirty (30) working days from the date of receipt of the invoice.

The service charges as mentioned herein are fixed and shall not be revised during the period of this Agreement.



Call Logging System & Escalation Matrix

EXTENDED WARRANTY SUPPORT (TAC, HARDWARE REPLACEMENT AND SOFTWARE SUPPORT)

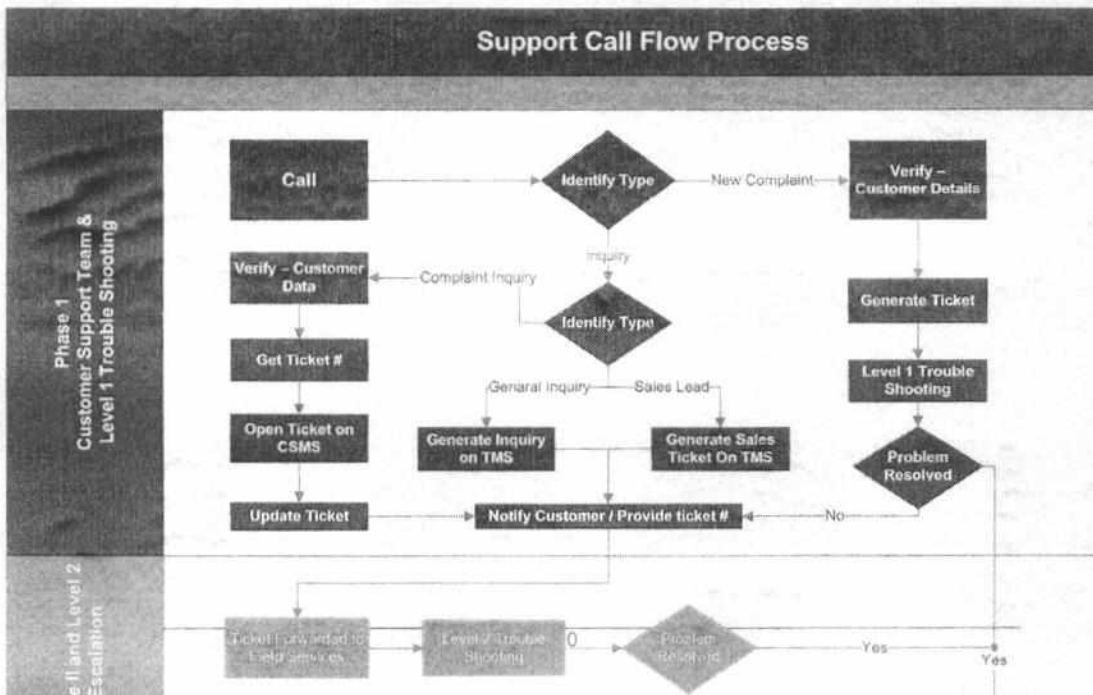
- 3.1 Support services are being provided to IBA. This covers advance replacement and having Cisco TAC access for Level 3 support.
 - 3.2 WSPL will provision the following deliverables from the Principal:
 - a) Principal Technical Assistance Center Support 24x7 & NBD(Next Business day) basis;
 - b) Principal IOS software updates;
 - 3.3 WSPL will provide the Non-PTA approval Equipment from Wateen support:
 - 3.4 Vendor is responsible to provide replacement or backup of faulty equipment or each and every component within four hours which falls under the SMARTnet 24X7
- Vendor is responsible to provide replacement or backup of faulty equipment or component within 24 hours which is fall under the SMARTnet 5X8XNBD.
 - Provide cisco TAC Access to IBA as part of the SLA

Replacement of failed hardware as per committed SLA (mentioned in SLA Section: Equipment Replacements)Maximize network availability, reliability, and Stability, Reduce cost of network ownership by taking advantage of the Principal's expertise, knowledge, and availability

Increase return on investment (ROI) by having access to the Principal's operating system software enhancements.

4. PROBLEM RESOLUTION METHODOLOGY

A representation of the problem resolution methodology is presented in the following;



5. RESPONSIBILITIES OF THE PARTIES

- 5.1 WSPL shall be responsible for the following:
- a) Providing a single point of contact for all issues within the scope of the SOW
 - b) Conducting a check or request proof of purchase of equipment and software (being taken under maintenance) to ensure the equipment and software is authentic to get vendor support.
- 5.2 IBA shall be responsible for the following:
- a) Daily operations of all sites;
 - b) Designating a person to whom all WSPL communications may be addressed and who has the authority to act on all aspects of the services;
 - c) Providing adequate access to WSPL engineer to dial-in/ VPN/Console/Telnet port of the equipment;
 - d) Providing reasonable access to computer equipment, facilities, and telephone for WSPL resource's use for support and services;
 - e) Site environment monitoring will be the responsibility of IBA ;
 - f) In case of RE, proper sitting place is required.

6. FAULT MANAGEMENT

- 6.1 WSPL will support in opening RMA requests and replacements from the Principal (Cisco). Replacements will be provided on-site while the faulty equipment would be shipped to the Principal i.e., Cisco by IBA.
- 6.2 Advance/deferred replacement as per this Agreement (24x7x4) or 8x5xNBD principal time.

7. SUPPORT DESCRIPTION

- 7.1 WSPL has a best in class, tried and tested helpdesk facility for problem resolution its customers. IBA shall use WSPL's helpdesk structure for support of WSPL's proposed solution. The helpdesk will be the first point of contact for IBA in case of any problem occurs in the network.
- Phone Number: 111-WATEEN (Preferred)
CSMS URL: <http://wbss.wateen.com/support/> Email: helpdesk@wateen.com
- 7.2 Based on its expertise and knowledge, WSPL has categorized all problems in 3 levels of problems i.e. Severity Level 1, Severity Level2 and Severity Level3 (level 3 being the least severe). Each Severity Level corresponds to a specific response time by specific predefined resource / team. This response time varies as per escalation level of that problem at that given time.
- 7.3 When IBA informs WSPL of any problem regarding the network via the helpline or by informing the relevant contact person (mobile number provided in escalation matrix) it is registered on WSPL's ticketing tool. This tool then keeps track of the problem and escalates it as per predefined structure till it gets resolved. The tool also keeps a record of historical tickets.
- 7.4 WSPL's support structure defines problem escalation process based on global best practices as presented in the problem escalation matrix (refer to section 9 of this Agreement). As per the severity level, each problem is escalated to the next level in case support team at previous level failed to resolve the problem within predefined timelines.



8. PROCESS OF OPENING A SERVICE REQUEST

8.1 The process is as follows:

Use WSPL's online web portal (CSMS) for filing service requests.

CSMS URL: <http://wbss.wateen.com/support/> or Email At: helpdesk@wateen.com

Phone Number: +(92) (42) 111-WATEEN

On filing/logging the complaint as per the procedure mentioned above, a ticket No., will be generated. Client must save the number for further correspondence with reference to this particular issue.

Kindly note that SRs / Trouble Tickets should contain as much detailed information as possible, including a show tech (taken from enable mode), show log and any other relevant data captured.

8.4 WSPL and concerned IBA personnel will determine and assign the severity of reported issue/case in accordance with the following definitions:

SEVERITY LEVEL 1 (S1)

A Problem that critically impacts customer's ability to do business. A significant number of users of the system and/or network are currently unable to perform their tasks as necessary. The system down or severely degraded. A system or major application is totally down. Examples: Network out of service, hardware or software breaks down etc.

SEVERITY LEVEL 2 (S2)

A Problem that impacts customer's ability to do business, the severity of which is significant and may be repetitive in nature. A function of the system, network or product is impacted which impedes the customer from meeting daily production deliverables. Examples: a peripheral (tape drive), Server Hard disk is down but business can be conducted etc.

SEVERITY LEVEL 3 (S3)

A minor problem is one that negligibly impacts customer's ability to do business. These calls also include questions and/or general consultation. Examples: Queries etc.

9. PROBLEM ESCALATION

9.1 WSPL escalation guidelines as they relate to the support of IBA network are defined in the chart below. A combination of an increasing level of technical expertise with increasingly higher levels of services management is employed. Escalation is triggered at differing times dependent on the "Severity Level" of the problem. IBA may elevate any Severity Level 2 or Severity Level 3 problem to the next higher level any time if it is deemed appropriate. For example, an intermittent minor problem, which is causing minimal disruption, may initially be reported as a Severity Level 3. However, if the problem becomes more frequent and starts significantly affecting operations, it may be elevated to a Severity Level 2.

9.2 The following problem escalation matrix shows the escalation process and contact details for relevant personnel:



10. EXCLUSIONS

10.1 The following components are not the responsibility of WSPL under this Agreement:

- a) Any change, like hardware, connectivity, configuration, relocation and upgrade;
- b) If the equipment is already faulty before the SLA we will not replace the faulty equipment
- c) Once we get the SLA we'll do a health check of all the equipment covered in the SLA so that the customer does not ask us to replace already faulty equipment
- d) All operational activities, daily monitoring etc;
- e) Environmental services (air-conditioning, dust & humidity control, power and grounding, equipment cleaning;
- f) Connectivity/media speed issues and maintenance of LAN, cabling, PCs;
- g) Any hardware other than network equipment as mentioned in Annexure 1;
- h) Repair of equipment owing to unsuitable environment or damage/burn out due to factors but not limited to events such as power issues, accidents, negligence, inappropriate handling, environmental calamities like fire, floods, earthquakes, transportation, misuse, abuse, interconnections with equipment for the purpose other than designed for;
 - i) Service repair of equipment that has been damaged or rendered defective;
 - ii) By the use of parts that are not provided by WSPL;
 - iii) By an operation not covered under the usage parameters stated in the product user's guide, or wear and tear;
 - iv) By modification of the product;
 - v) As a result of service by anyone other than WSPL Engineer;
- n) Service/repair of damaged equipment caused due to relocation of machine or integration of new equipment or installation of parts in the equipment by a person other than a WSPL engineer;
Deployments are not part of the scope of O&M services.

10.2 All exclusions will be charged on time and material basis if applicable.

12. CHANGE MANAGEMENT

- 12.1 Maintaining the successful performance of the service contract is largely dependent upon an effective change management process.
- 12.2 IBA must communicate changes in installed hardware and software. IBA intended changes could impact service performance; hence WSPL should be informed of any such changes in advance. All critical change requests like replacing an old server with a new should be sent to the WSPL Account Manager. While minor changes should be reported to WSPL Manager O&M. The Account Manager or Manager O&M will review the Change Request and complete the Change Control Request and Evaluation process depending on the criticality. The change request evaluation time should not exceed two (2) days.
- 12.3 WSPL will ensure that those changes which impact the effectiveness of the service are expedited and service delivery model is suitably modified. WSPL will make sure that change request ('CR') will not impact the system performance.



12.4 For CR, a signed CR form will be submitted from DP WORLD. This request will then be analyzed and approved by WSPL Manager O&M. After the approval, action will be taken accordingly. A change request form is attached in Annexure 2. WSPL will charge for these change requests on time and material basis.

15. TIME AND MATERIAL CHARGING

15.1 For Services not covered under this scope of work, WSPL will provide T&M maintenance services with minimum response time of four hours plus travel time.

Description	Price (USD)
Maintenance support	\$100 per hour
Minimum charges would be for 4 hours + Traveling expenses on actual.	

Handwritten signature



Change Request Form

Change Request Form

RFC status: <input type="checkbox"/> Logged <input type="checkbox"/> Assessed <input type="checkbox"/> Rejected <input type="checkbox"/> Accepted <input type="checkbox"/> WIP <input type="checkbox"/> Sleeping <input type="checkbox"/> Completed			
Control Number (For Admin Use only): _____		Request Type: _____	
Requester Information		Date: _____	
Employee ID	_____	Full Name	_____
Location	_____	Email Id	_____
Phone No.	_____	Address	_____
Department/Division _____			
Details of Change: System (OS, Hardware, Network, Enterprise)			
System Involved	:	If Others (Please specify): _____	
Activities Involved	:		
Remarks	:		
Details of Change:			
Host Involved	:	_____	
Database Involved	:	_____	
Activities Involved	:	Tables Involved :	_____
Reason for Change:		Effect of not implementing the change:	
Incident Reference:		_____	
Application Change: <input type="checkbox"/> Bug Fix <input type="checkbox"/> Enhancement			
Priority: <input type="checkbox"/> Emergency <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low		Impact: <input type="checkbox"/> Minor <input type="checkbox"/> Significant <input type="checkbox"/> Major	
Impact & Resource assessment:		CAB/EC members:	
		1. _____	
		2. _____	
Down Time Required? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, pls provide the following information:			
Start Time: _____		End Time: _____	
Inform Business Yes <input type="checkbox"/> No <input type="checkbox"/>			
If yes: CS <input type="checkbox"/> Finance <input type="checkbox"/> Sales <input type="checkbox"/> HR <input type="checkbox"/> Engineering <input type="checkbox"/>			
CAB recommendations :			



Back out Plan: Attached <input type="checkbox"/>		Test Results			Attached <input type="checkbox"/>
Change Plan		Attached <input type="checkbox"/>			
Task / Activity	Resource	Start Date	End Date	Status	
				
				
Change builder / implementer name:			Tel. no.:		
Change Review Date:		Success against Business needs: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Change Successful : <input type="checkbox"/> Y <input type="checkbox"/> N					
Requester Manager (Name/Signature/Date):					
Approved By (Manager Name/Signature/Date):					

Handwritten mark

