



Request For Quotation

Description	: RFQ-003174 - 9957-SLA of Microsoft Active Directory and Office 365
Date of Issue	: 3 Oct 2025
Date of Submission of Quotation	: 9 Oct 2025 12:00:00 PM
Place of Delivery	: Stores, IBA Main Campus, University Road, Karachi.
Contact Person & Telephone	: Purchase Department, IBA Main Campus, University Road, Karachi. 0322-3553032 Extension : 2155

Sr#	Description	Quantity + UOM
1	Microsoft Active Directory Services and Office 365 Support Annual SLA of Microsoft Active Directory and Office 365. Requirement; <input type="checkbox"/> Microsoft Active Directory Domain Services/DNS; • Checking DC replications across Organization. • Health check of all DC. • ADDS troubleshooting across Organization. • Group Policy troubleshooting across Organization. • Design consultancy as per Microsoft recommended procedures. • Patch updates of Domain Controller. • Domain controller FSMO roles <input type="checkbox"/> Microsoft 365 /Azure Active Directory Services; • Azure Active Directory Services • Azure Active Directory Connector • Email related issues inbound/outbound. • Maintenance	1.00 EACH

Terms & Conditions :

1. Material of this order is subject to final inspection at the time of delivery by IBA ICT department or end user at IBA.
2. We reserve the right to cancel any or all the above items if material is not in accordance with our specification or if the delivery is delayed.
3. Payment will be made within 30 working days through crossed cheque after the receipt of the Invoice/Bill & delivery of above item(s).
4. General Sales Tax will be paid on applicable items only.
5. Liquidity damage at the rate of 2% per month on actual will be imposed on delayed delivery.
6. The rate/item cost is final, and no change whatsoever will be accepted.
7. Government tax(es), levi(es) and charge(s) will be charged at actual as per SRO.
8. IBA reserves the right to accept or reject any quotation without assigning any reason thereof.
9. IBA reserves the right to change/alter/remove any item or article or reduce/enhance quantity without assigning any reason.
10. IBA also reserves the right to issue a Purchase Order for any single item to different lowest responsive bidders or for all the items to any lowest responsive bidder.
11. Invoice/Bill to be submitted to Purchase Department.
12. Advance Payment subject to Bank Guarantee.
13. All Government taxes (including Income tax and stamp duty), levies and charges will be charged as per applicable rates/denominations of the Purchase Order.
14. Stamp Duty 0.35% for Goods against total value of Purchase Order will be levied accordingly.