



09 SEP 2021

OFFICE SUPERINTENDENT
Stamp Office City Court
Karachi.

Outsourcing of Multiple Support Services via Tender # MISC/06/20-21

THIS AGREEMENT is executed at KARACHI, on this day July 01, 2021

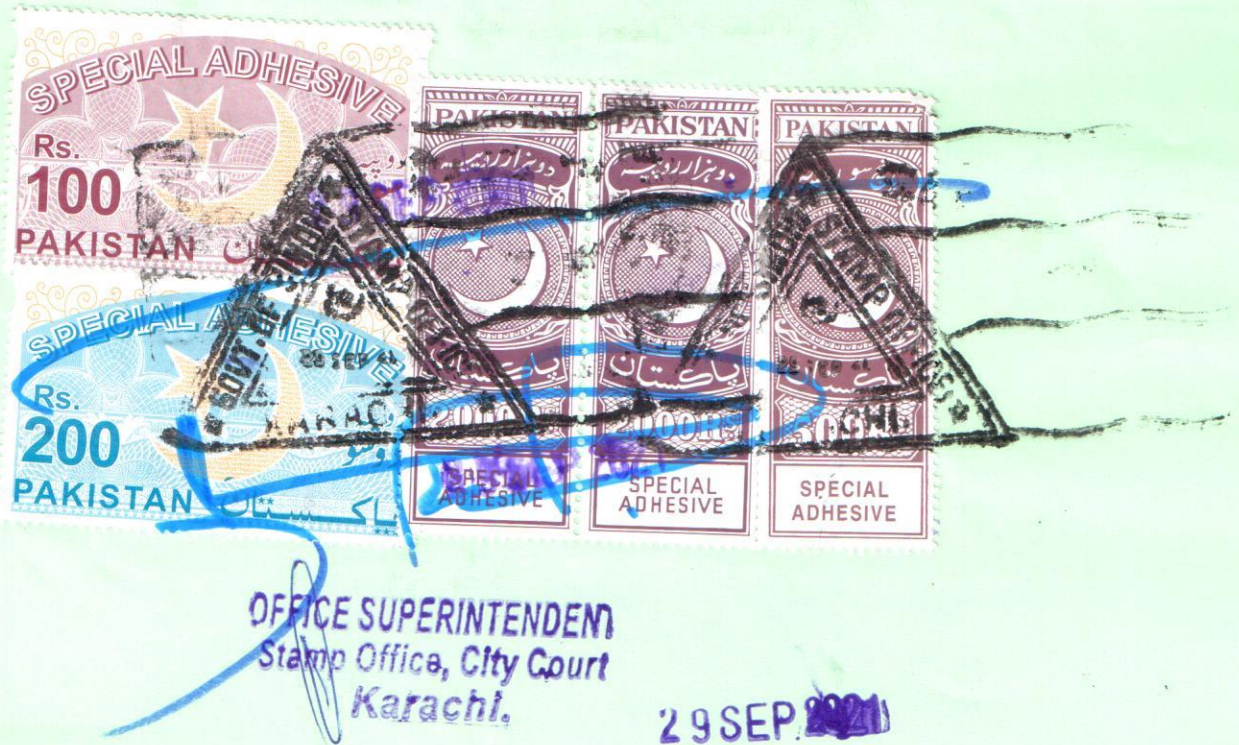
M/s Institute of Business Administration, Karachi through its Registrar, located at Main Campus, University Enclave, Karachi, hereinafter called and referred to as "IBA" (which expression shall wherever the context so permits, be deemed to include its legal representatives, executors, successors and assigns) of the FIRST PART.

M/s Icon Consultants (Pvt) Ltd, having its office at 173-W, Block 2, P.E.C.H.S. Karachi hereinafter referred to as "THE SERVICE PROVIDER" (which expression shall wherever the context, so permits be deemed to include its legal representatives, executors, successor and assigns), through its proprietor Mr. Younus Mohiuddin, holding CNIC No. 42201-0568072-7 on the SECOND PART.

WHEREAS "IBA" intends to obtain Outsourcing of Multiple Support Services vide Tender # MISC/06/20-21.

NOW IT IS HEREBY AGREED & DECLARED BY AND BETWEEN THE PARTIES AS FOLLOWS:

"IBA" hereby offer to appoint M/s Icon Consultants (Pvt) Ltd as their official Services Provider for the specific purpose of "Outsourcing of Multiple Support Services" in respect of the same with "IBA" before the determination of scope of services on suitable scale with any/all other relevant details for presentation to "IBA" for services of Outsourcing of Multiple Support Services. "THE SERVICE PROVIDER" hereby agree to the offer of the "IBA" in acceptance of the terms & conditions here in below forth.



Article I
DUTIES & SCOPE OF AGREEMENT

1.1 "THE SERVICE PROVIDER" will provide manpower services as per IBA requirement at the following workplaces:

- 1 Main Campus, IBA
- 2 City Campus, IBA

1.2 THE SERVICE PROVIDER will be responsible for providing adequate manpower at the desired locations, as per the direction, supervision, and approval by IBA.

1.3 THE SERVICE PROVIDER" hereby agree and acknowledge for the periodic supervision of the services and to check the execution of services in accordance with the BoQ vide Tender # MISC/06/20-21.

1.4 "THE SERVICE PROVIDER" hereby agree and acknowledge the acceptance of attending the meetings with the "IBA" as & when required.

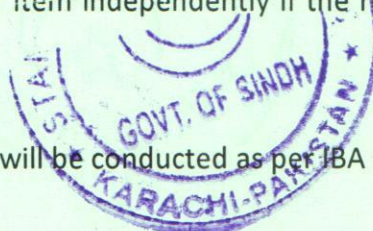
1.5 Staff deputed at IBA shall be interviewed by the IBA management prior to their deputation at IBA.

1.6 Agreed commission rate will not be revised during the agreement period.

1.7 IBA has the right to increase or decrease the quantity, and the service provider is bound to provide without any change in commission percentage.

1.8 IBA reserves the right to cancel any or all the items mentioned in different categories or may terminate any part of the BoQ or item independently if the required service standards are not met accordingly.

1.9 Misconduct of the 3rd party staff will be conducted as per IBA rules.



1.10 Scope of services includes mentioned below but not limited to:

Category Number	Category	Details (complete details of required staff are available in BoQ attached)
<i>The staff is required in the following sub-categories during day shifts to support various IBA functions.</i>		
A	Facilities Management	Carpenter Mason Mason Helper Painter Plumber Senior Gardener Gardener Polisher Steel Carpenter
B	General Support	Office Assistant Khadim E Masjid Office Attendant Storekeeper
C	Hostel Management	Bearer Room Attendant Bread maker/ Tandoorchi Dish Washer Cook Cook Helper
D	Sports Facilities	Grounds Man Ground Supervisor Gym Instructor Sports Coach Student Centre Assistant Sports Coordinator
E	Transport Facilities	LTV Driver HTV Driver Transport Assistant
F	Electrical Services	A/C technician CMMS Operator Electrical Coordinator Electrical Supervisor Electrician Event Technician Generator Operator Sewerage Plant Operator
G	Janitorial Services	Coordinator Janitorial Supervisor Janitors
H	ICT Support Services	Resident Engineers Labs Resident Engineers Resident Engineers ERP Data Center Engineers Resident Engineers VC IT Helpdesk Supervisor System / Network Engineer



Article II
REMUNERATION

2.1 The cost offered by Service Provider is on framework contract vide tender SBD # MISC/06/20-21, and following rates are fixed and exclusive of sales tax till the validity of this contract.

Category Number	Category Details	Percentage commission/Rate exclusive of sales tax
		PKR
A	Facilities Management	11.33%
B	General Support	11.33%
C	Hostel Management	11.33%
D	Sports Facilities	11.33%
E	Transport Facilities	11.33%
F	Electrical Services	11.33%
G	Janitorial Services	11.33%
H	ICT Support Services	11.33%

- 2.2 All the manpower and associated categories are presumed to be covered under the amount quoted here in. Any additional manpower required over and above the quantity mentioned in scope of work will be charged at the same rate. Whenever required, THE SERVICE PROVIDER will interchange the manpower from existing trades mentioned in the "Category" as per the requirement of IBA.
- 2.3 The working hours and timings has already been mentioned in BoQ - category wise and the Service Provider will manage the staff duties for mentioned timing to ensure the availability of services and staff. Biometric attendance is a mandatory requirement to reflect attendance against each staff deputed at IBA.
- 2.4 Liquidity damages 2% of the total amount will be imposed per month for which the SERVICE PROVIDER failed to deliver the manpower as per standard or in accordance with the entitlement / authorization. The monthly disbursement of salary by the SERVICE PROVIDER to the personnel deputed in IBA by specific date (mentioned below) shall also be considered as performance indicator and LD will be applicable if not observed in true letter and spirit.
- 2.5 Performance Security 5% of total estimated amount has been submitted vide Pay Order/~~Bank Guarantee/Insurance Guarantee~~ # 24687188 dated Oct 08, 2021 amounting to Rs. 5,014,980/-
- 2.6 All Government taxes (including Income tax and stamp duties), levies and charges will be charged as per applicable rates / denomination.
- 2.7 Stamp duty of 0.35% on the value of services fee against total estimated value of contract will be levied accordingly.
- 2.8 The Outsourced Resource attendance would be closed at end of every month to process the salaries/fees for the current month by 25th. The attendance will be verified by IBA representative, through email for further processing. The attendance cycle will be on monthly basis. Salaries of the personnel provided to IBA will be paid by the service provider through direct bank transfer/account payee cheque by 1st of every month without fail.
- 2.9 The Service Provider will raise an Invoice by end of every month separately for each category according to the attendance and shall clear the invoice within the 30 days of receipt of the invoice. The Invoices shall be submitted after acknowledging by authorized category-wise respective IBA Managers.
- 2.10 The Service Provider is advised to arrange advance salary payment against suitable instalment to cater employee needs against any religious event or any other personal need.
- 2.11 The invoices submitted by the service provider shall not be processed for payment until the submission of all supporting documents.
- 2.12 Overtime (where applicable) to employees will be given on mutually agreed rates that will be derived from number of working hours. However, SERVICE PROVIDER shall not charge commission on overtime amount.
- 2.13 The Service Provider must ensure that all deputed staff at IBA should have Covid-19 vaccination or PCR testing certificate.
- 2.14 The Service Provider should ensure pre-medical appointment before commencement of the job and thereafter, on yearly basis.
- 2.15 Submission of medical fitness certificate to IBA authority as and when required.

Article III
UNIFORM

- 3.1 The workforce deployed by the Service Provider shall wear Uniforms where mentioned in the BoQ category wise. Further, shall provide an Identity Card (With Photograph) to the deployed workforce.
- 3.2 Material and pattern should be approved by IBA, authority.

Article IV
ARBITRATION

- 4.1 The parties expressly consent that in the event of arising a dispute as to the provisions of this Agreement, or any modification hereto, each party shall submit its respective interpretation to the other for consideration. However, in case of any controversy or claim arising out or relating to this Agreement or its breach, shall be resolved through arbitration under the Arbitration Act-1940 and Executive Director IBA, Karachi, shall have the right to act as arbitrator. His decision will be binding upon both the parties. The Arbitration proceedings will be governed by the Arbitration Act, 1940 and the Substantive and procedural law of Pakistan. The venue shall be Karachi.

Article V
TERMINATION

- 5.1 "IBA" may terminate this agreement if the job is not executed according to the requirement at any time after issuing 30 days' notice.
- 5.2 The IBA may terminate any part of the BoQ or item independently if the required service standards are not met according.

Article VI
INDEMNITY

- 6.1 "THE SERVICE PROVIDER" in its individual capacity shall indemnify and keep IBA and any person claiming through IBA fully indemnified and harmless from and against all damages, cost and expenses caused to or incurred by "THE SERVICE PROVIDER", as a result of any defect in the title of IBA or any fault, neglect or omission by the "THE SERVICE PROVIDER" which disturbs or damage the reputation, quality or the standard of services provided by "IBA" and any person claiming through the IBA.

Article VII
NOTICE

- 7.1 Any notice given under this AGREEMENT shall be sufficient if it is in writing and if sent by courier or registered mail.

Article VIII
SEVERABILITY

- 8.1 If any terms covenant or condition of this agreement shall be deemed invalid or unenforceable in a court of law or equity, the remainder of this agreement shall be valid & enforced to the fullest extent permitted by prevailing law.

Article IX
RENEWAL

- 5.1 This Agreement shall be renewed with mutual consent & satisfactory performance upon completion of one year if the IBA, Karachi and the SERVICE PROVIDER agree so.

Article X
INTEGRITY PACT

- 10.1 The intention not to obtain the procurement / work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- 10.2 Without limiting the generality of the forgoing THE SERVICE PROVIDER represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- 10.3 THE SERVICE PROVIDER accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts, or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instrument, be stand void at the discretion of the IBA.
- 10.4 Notwithstanding any right and remedies exercised by the IBA in this regard, THE SERVICE PROVIDER agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by THE SERVICE PROVIDER as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

Article XI
FORCE MAJEURE

- 11.1 SERVICE PROVIDER shall not be asked for return of consideration amount, in part or full nor can be used in a court of law, when failure in providing services outlined in this Agreement is due to an event beyond the control of SERVICE PROVIDER and which could not have been foreseen, prevented, or avoided by a judicious person of able mind and body. These include, but are not restricted to, Acts of God, Acts of public enemy (including arson and terrorist activities), Acts of Government(s), fires, floods, epidemics, strikes, freight embargoes and unusually severe weather.

Article XII
CATEGORY-WISE JOB REQUIREMENT

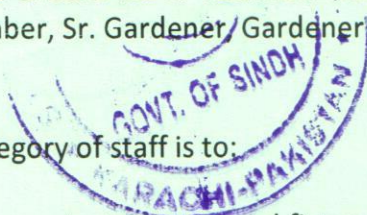
Category – A Facilities Management

- 12.1 In this category all personnel should be of technical background i.e., Carpenter, Mason, Manson Helper, Painter, Plumber, Sr. Gardener, Gardener, Polisher & Steel Carpenter.

Scope of Category:

The expectation from this category of staff is to:

- 12.1.1 construct, erect, install, or repair structures and fixtures made of wood and comparable materials, such as concrete forms; building frameworks, including partitions, joists,



studding, and rafters; and wood stairways, window and door frames, and hardwood floors. May also install cabinets, siding, drywall, and batt or roll insulation. Includes brattice builders who build doors or brattices (ventilation walls or partitions) in underground passageways at all campus premises.

12.1.2 Smooth and finish surfaces of poured concrete, such as floors, walks, sidewalks, roads, or curbs using a variety of hand and power tools. Align forms for sidewalks, curbs, or gutters; patch voids; and use saws to cut expansion joints at all campus premises.

12.1.3 Help brick masons, block masons, stonemasons, or tile and marble setters by performing duties requiring less skill. Duties include using, supplying, or holding materials or tools, and cleaning work area and equipment at all campus premises.

12.1.4 Paint walls, equipment, buildings, bridges, and other structural surfaces at all campus premises, using brushes, rollers, and spray guns. May remove old paint to prepare surface prior to painting. May mix colors or oils to obtain desired color or consistency.

12.1.5 Assemble, install, alter, and repair pipelines or pipe systems that carry water, steam, air, or other liquids or gases at all campus premises. May install heating and cooling equipment and mechanical control systems. Includes sprinkler fitters.

12.1.6 Brush, spray, or hand-rub finishing ingredients, such as paint, oil, stain, or wax, onto and into wood grain and apply lacquer or other sealers at all campus premises.

12.1.7 Raise, place, and unite iron or steel girders, columns, and other structural members to form completed structures or structural frameworks. May erect metal storage tanks and assemble prefabricated metal buildings at all campus premises.

12.1.8

Category	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Facilities Management	Carpenter	At least Matric with certificate from a recognized institute in Carpentry	3 years in manufacturing/ repairing works. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Mason	Any skill/qualification.	Masonry or bricklaying experience. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Mason Helper	Any skill/qualification.	Masonry or bricklaying helper experience. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Painter	Any skill/qualification.	Painting experience. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes

	Plumber	At least Matric with certificate from a recognized institute in Plumbing.	3 years Plumbing of commercial building experience. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Senior Gardener	Any skill/qualification.	8 years experience of maintaining landscapes / nurseries. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Gardener	Any skill/qualification.	3 years' experience of maintaining landscapes / nurseries. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Polisher	Any skill/qualification.	Experience of polishing building. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Steel Carpenter	At least Matric with certificate from a recognized institute in Steel Carpentry	3 years in manufacturing/ repairing works. The monthly remuneration would be as per list attached as Annex AA.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes

Category – B General Support

12.2 In this category all personnel should be in non-technical background i.e., Office Assistant, Khadim e Masjid, Office Attendant & Storekeeper.

Scope of Category:

The expectation from this category of staff is to:

12.2.1 Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, office machine operation, and filing.

12.2.2 Directly supervise and coordinate activities of workers engaged in landscaping or grounds keeping activities at all campus premises. Work may involve reviewing contracts to ascertain service, machine, and workforce requirements; answering inquiries from potential customers regarding methods, material, and price ranges; and preparing estimates according to labor, material, and machine costs.

12.2.3 Manage and supervise all matters of maintenance and management of the designated masjid at the campus premises, Maintain cleanliness.

12.2.4 Pick up and deliver messages, documents, packages, and other items between offices or departments within an establishment or directly to other business concerns, traveling by foot, bicycle, motorcycle, automobile, or public conveyance.

12.2.5 Verify and maintain records on incoming and outgoing shipments involving inventory. Duties include verifying and recording incoming merchandise or material and arranging for the transportation of products. May prepare items for shipment.

12.2.6

Category A	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
General Support	Office Assistant	Intermediate	2 years of experience of administrative work. The monthly remuneration would be as per list attached as Annex BB.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	
	Khadim E Masjid	Middle, Matric.	2 Years relevant experience. Must be Muslim. The monthly remuneration would be as per list attached as Annex BB	EOBI, Medical, Life Insurance	9 am - 5:30 pm, 6 days a week. (or Schedule set by the department)	
	Office Attendant	At least Matric with experience	3 years relevant experience. The monthly remuneration would be as per list attached as Annex BB	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Store Keeper	At least Intermediate	2+ years of experience in storekeeping, inventory control, or recordkeeping. The monthly remuneration would be as per list attached as Annex BB	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	

Category – C Hostel Management

12.3 In this category all personnel should be in non-technical background i.e. Bearer, Room Attendant, Break Maker / Tandoorchi, Dish Washer, Cook & Cook Helper.

Scope of Category:

The expectation from this category of staff is to:

12.3.1 Prepare and cook food in a mess kitchen/ canteen with a limited menu. Duties of these cooks are limited to preparation of a few basic items and normally involve operating large-volume single-purpose cooking equipment.

12.3.2 Perform a variety of food preparation duties other than cooking, such as preparing cold foods and shellfish, slicing meat, and brewing coffee or tea

12.3.3 Serve food to individuals outside of a mess/ canteen environment, such as in hotel rooms, residential care facilities, or cars.

12.3.4 Clean dishes, kitchen, food preparation equipment, or utensils.

12.3.5

Category B	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Hostel Management	Bearer	Preferably middle	6 months relevant experience. The monthly remuneration would be as per list attached as Annex CC	EOBI, Medical, Life Insurance	8 am -8 pm, 7 days	Yes
	Room Attendant	Preferably middle	6 months relevant experience. The monthly remuneration would be as per list attached as Annex CC	EOBI, Medical, Life Insurance	Rotational Shift	Yes
	Bread maker/ Tandoorchi	Preferably middle	1 year relevant experience. The monthly remuneration would be as per list attached as Annex CC	EOBI, Medical, Life Insurance	8 am -8 pm, 7 days	Yes
	Dish Washer	Preferably middle	1 year relevant experience. The monthly remuneration would be as per list attached as Annex CC	EOBI, Medical, Life Insurance	8 am -8 pm, 7 days	Yes
	Cook	At least Matric with expertise of cooking different types of meal.	3 years or cooking different types of meals for at least 200 persons. The monthly remuneration would be as per list attached as Annex CC	EOBI, Medical, Life Insurance	8 am -8 pm, 7 days	Yes
	Cook Helper	At least Matric with expertise as helper in cooking different types of meal.	2 years' experience as helper cooking of different meals. The monthly remuneration would be as per list attached as Annex CC.	EOBI, Medical, Life Insurance	8 am -8 pm, 7 days	Yes

Category – D Sports Facilities

12.4 In this category all personnel should be with relevant background i.e. Grounds Men, Ground Supervisor, Gym Instructor, Sports Coach, Student Centre Assistant & Sports Coordinator.

Scope of Category:

The expectation from this category of staff is to:

12.4.1 To assist with the preparation, management and maintenance of grounds utilised for all sports activities, including: the preparation and maintenance of the batting pitches in a condition suitable for competitive cricket; cutting and maintaining the grass in the outfield from time to time; ensuring that playing and practice nets and pitches are properly marked and ready for play or practice when required; providing basic

maintenance such as painting the sightscreens, boundary ropes and fences when required.

12.4.2 To supervise the preparation, management and maintenance of grounds utilised for all sports activities, including: the preparation and maintenance of the batting pitches in a condition suitable for competitive cricket; cutting and maintaining the grass in the outfield from time to time; ensuring that playing and practice nets and pitches are properly marked and ready for play or practice when required; providing basic maintenance such as painting the sightscreens, boundary ropes and fences when required.

12.4.3 Instruct/ coach groups or individuals in exercise activities for the primary purpose of personal fitness. Demonstrate techniques and form, observe participants, and explain to them corrective measures necessary to improve their skills. Develop and implement individualized approaches to exercise.

12.4.4 Instruct/ coach groups or individuals in the fundamentals of sports for the primary purpose of competition. Demonstrate techniques and methods of participation. May evaluate athletes' strengths and weaknesses as possible recruits or to improve the athletes' technique to prepare them for competition. Those required to hold teaching certifications should be reported in the appropriate teaching category.

12.4.5 Perform a variety of attending duties at sports or recreation facility. May schedule use of recreation facilities, maintain and provide equipment to participants of sporting events or recreational pursuits, or operate amusement concessions and rides.

12.4.6

Category D	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Sports Facilities	Grounds Man	Any skill/qualification.	2 years Groundman experience on any known facility. The monthly remuneration would be as per list attached as Annex DD.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Ground Supervisor	Any skill/qualification.	2 years' experience as Ground Man Supervisor of Maintaining grounds of known organizations /academies. The monthly remuneration would be as per list attached as Annex DD.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Gym Instructor	Any skill/qualification.	2 years' experience as Gym Instructor . The monthly remuneration would be as per list attached as Annex DD.	EOBI, Medical, Life Insurance	Rotational Shift	Yes

	Sports Coach	At least intermediate.	2 years' experience of related sports in Schools and Universities. The monthly remuneration would be as per list attached as Annex DD.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Student Centre Assistant	Intermediate	Relevant experience is preferable. The monthly remuneration would be as per list attached as Annex DD.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	
	Sports Coordinator	At least intermediate	2 years' experience as sports coordinator of related sports . The monthly remuneration would be as per list attached as Annex DD.	EOBI, Medical, Life Insurance, Mobile Allowance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	

Category – E Transport Facilities

12.5 In this category all personnel should be in technical background having valid license i.e., LTV Driver, HTV Driver & Transport Assistant.

Scope of Category:

The expectation from this category of staff is to:

12.5.1 Drive a motor vehicle to transport management/ faculty/ staff & students on planned or an unplanned basis for official use.

12.5.2 Drive a motor vehicle to transport passengers on a planned or scheduled basis to transport students. Ensure adherence to safety rules. May assist students in boarding or exiting.

12.5.3 To ensure general maintenance of the assigned vehicle on routine basis.

12.5.4 Plan & coordinate campus transportation includes Buses and Car for official visits.

12.5.5

Category E	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Transport Facilities	LTV Driver	At least Matric with valid LTV driving license.	3 years or more driving experience of LTV. The monthly remuneration would be as per list attached as Annex EE.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes

	HTV Driver	At least Matric with valid HTV driving license.	3 years or more driving experience of HTV. The monthly remuneration would be as per list attached as Annex EE.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Transport Assistant	Graduate or equivalent 14 years education	2 years of experience in communicate all shipments etc. in transport department. The monthly remuneration would be as per list attached as Annex EE.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	

Category – F Electrical Services

12.6 In this category all personnel should be with the required technical background as mentioned i.e. A/C technician, CMMS Operator, Electrical Coordinator, Electrical Supervisor, Electrician, Event Technician, Generator Operator & Sewerage Plant Operator.

Scope of Category:

The expectation from this category of staff is to:

- 12.6.1 Install or repair heating, central air conditioning, HVAC, or refrigeration systems.
- 12.6.2 Operate CMMS effectively and address all queries pertaining to CMMS, troubleshooting all related queries.
- 12.6.3 Coordinators assist supervisors with employee communication, organize training sessions and offer advice to employees about job advancement.
- 12.6.4 Manage maintenance of all HVAC & Electrical Equipment installed at various locations in IBA to ensure availability of equipment for uninterrupted operations and that standby equipment are operational in case of emergency.
- 12.6.5 Install, maintain, and repair electrical wiring, equipment, and fixtures. Ensure that work is in accordance with relevant codes. May install or service streetlights, intercom systems, or electrical control systems.
- 12.6.6 Ensure that technical and administrative tasks are completed in a timely manner to support the technical personnel in the delivery of the specific piece of work or project.
- 12.6.7 Watching gauges, dials, or other indicators to make sure a machine is working properly. Controlling operations of equipment or systems. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Determining causes of operating errors and deciding what to do about it.
- 12.6.8 Operate or control an entire process or system of machines, often through the use of control boards, to transfer or treat water or wastewater.

Category F	Designation	Required Qualification & Experience along with benefits	Benefits	Timings	Uniform
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Electrical Services	A/C technician	Matric with AC Technician Certificate	2 years' experience in AC Technician. The monthly remuneration would be as per list attached as Annex FF.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	CMMS Operator	At least intermediate with diploma in CMMS or computer troubleshooting.	3 years or more experience of manages and troubleshoots the CMMS. The monthly remuneration would be as per list attached as Annex FF.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Electrical Coordinator	At least intermediate.	2 years or more experience as coordinator in Events/Projects/ Administrative Tasks. The monthly remuneration would be as per list attached as Annex FF.	EOBI, Medical, Life Insurance, Mobile Allowance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	
	Electrical Supervisor	DAE Electrical	6 years experience in Electrical Supervisor. The monthly remuneration would be as per list attached as Annex FF.	EOBI, Medical, Life Insurance, Mobile Allowance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Electrician	DAE Electrical	3 years experience as Electrician. The monthly remuneration would be as per list attached as Annex FF.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Event Technician	Any skill/qualification.	2 years experience in Event Technical Assistant . The monthly remuneration would be as per list attached as Annex FF.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Generator Operator	Matric with Certificate in Electrical Trade from a recognized institute.	2 years of experience as generator operator. The monthly remuneration would be as per list attached as Annex FF.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Sewerage Plant Operator	Any skill/qualification.	2 years of experience as Sewerage Plant Operator. The monthly remuneration would be as per list attached as Annex FF.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes

Category – G Janitorial Services

12.7 In this category all personnel in non-technical background i.e. Coordinator, Janitorial Supervisor, & Janitors.

Scope of Category:

The expectation from this category of staff is to

- 12.7.1 Janitorial training coordinators educate janitors and other cleaning personnel on how to perform job duties. Coordinators assist supervisors with employee communication, organize training sessions and offer advice to employees about job advancement.
- 12.7.2 Supervise janitorial staff employed on their respective establishments. Ensure that the janitorial staff's day-to-day cleaning operations are completed in a timely manner.
- 12.7.3 Clean and provide upkeep for spaces and buildings, performs basic repairs, maintains cleaning supplies, operates cleaning equipment, and works at all campus premises.

12.7.4

Category G	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Janitorial Services	Janitorial Supervisor	At least Matric	3 Years relevant experience of supervising Janitorial staff in any commercial setup. The monthly remuneration would be as per list attached as Annex GG.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Janitors	Any skill/qualification.	2 years cleaning experience in any office environment. The monthly remuneration would be as per list attached as Annex GG.	EOBI, Medical, Life Insurance	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes

A. Daily Services

- 12.7.5 Removal of waste material / garbage from the dustbins, buckets, mugs, and entire premises including the toilets, open areas / lawns, and Gardens, etc.
- 12.7.6 Wet mopping of floors of corridor every alternate hour, classroom twice daily; offices, canteen, library staircase, Lift Areas, Verandas etc. once daily. All toilets are to be cleaned, wet mopped after every period or every hour if no classes
- 12.7.7 Dusting and vacuuming of furniture, cupboards and doors, Windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time.
- 12.7.8 Cleaning and scrubbing of toilets, washbasins, sanitary fittings using detergents, deodorants, and disinfectants at least twice a day.
- 12.7.9 Cleaning of Portable Fire Extinguishers available at Various Floors.

B. WEEKLY SERVICES

- 12.7.10 Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
- 12.7.11 Removal of cobwebs, dusts, termites, insects, pests, etc.
- 12.7.12 Windows sponging and cleaning.
- 12.7.13 Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals.

- 12.7.14 Polishing of taps and other steel fittings in the toilets with SILVO / BRASSO. Maintaining water outlets clean and open at all time. - whenever needed.
- 12.7.15 To spray Anti Mosquito spray etc. in hostel rooms, classrooms, office rooms, auditorium, conference hall, dining room etc. to keep all such areas insects free. The IBA will provide the pump and the spraying material.
- 12.7.16 Cleaning of water drain lines and Ventilation or Services Ducts and roof tops on monthly basis or as required before rainy seasons

C. AUDITORIUMS

- 12.7.17 Cleaning of Carpets (Vacuum, broom and dry mop where required)
- 12.7.18 Cleaning of adjacent refreshment areas
- 12.7.19 Cleaning / Dusting of chairs
- 12.7.20 Cleaning and washing of toilets on all floors
- 12.7.21 Passage / Pathway to Auditorium, are to be cleaned twice daily, however in case of any event then the place is to be cleaned with more attention and repeatedly.

D. FAÇADE CLEANING

- 12.7.22 Cleaning of glasses and ACP Panels by Contractor's furnished Window Cleaning Systems, such as Roof Mounted Cradles, Swings or Greater Height Hydraulic Machines and or High-Pressure Water Jet / Spray or any other arrangements.

Category – H ICT Support Services

- 12.8 In this category all personnel should be in technical background i.e. Resident Engineers Labs, Resident Engineers, Resident Engineers ERP, Data Center Engineers, Resident Engineers VC, IT Helpdesk Supervisors & System / Network Engineer.

Scope of Category:

- 12.8.1 Manage and maintain operations of computer lab, especially timely opening in the morning.
- 12.8.2 Ensure all computers and peripherals are in operating condition before commencement of lectures.
- 12.8.3 Ensure wired and wireless network connectivity is available in the lab throughout the session.
- 12.8.4 Install software and their updates, patches and fixes etc. on all the systems in the lab.
- 12.8.5 Prepare the lab and reinstall the systems from zero (by cloning) before commencement of every semester.
- 12.8.6 Reinstall a system with the O/S and all the applications after a system or application or system failure.
- 12.8.7 He should be able to write lab manuals.
- 12.8.8 He should be able to demonstrate the labs to students.
- 12.8.9 Document, track, and monitor problems to ensure resolution in a timely manner.
- 12.8.10 Installation of hardware / Software.
- 12.8.11 Join new devices to Network with coordination of ICT Department.
- 12.8.12

Category H	Designation	Required Qualification & Experience along with benefits	Benefits	Timings	Uniform
ICT Support Services	Resident Engineers Labs	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	EOBI, Medical, Life Insurance	8:30 am - 5:00 pm, 6 days a week. (or Schedule	No

				set by the department	
Resident Engineers	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	3 Years of relevant experience. The monthly remuneration would be as per list attached as Annex HH.	EOBI, Medical, Life Insurance	8:30 am - 5:00 pm, 6 days a week. (or) Schedule set by the department	No
Resident Engineers ERP	Bachelors in related field (BCS / BS (CS) / BS (SE) / equivalent)	3 Years of relevant experience. The monthly remuneration would be as per list attached as Annex HH.	EOBI, Medical, Life Insurance	8:30 am - 5:00 pm, 6 days a week. (or) Schedule set by the department	No
Data Center Engineers	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	3 Years of relevant experience. The monthly remuneration would be as per list attached as Annex HH.	EOBI, Medical, Life Insurance	8:30 am - 5:00 pm, 6 days a week. (or) Schedule set by the department	No
Resident Engineers VC	At least Matric with relevant certification	3 Years of relevant experience. The monthly remuneration would be as per list attached as Annex HH.	EOBI, Medical, Life Insurance	8:30 am - 5:00 pm, 6 days a week. (or) Schedule set by the department	No
IT Helpdesk Supervisors	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	6 Years of relevant experience. The monthly remuneration would be as per list attached as Annex HH.	EOBI, Medical, Life Insurance, Mobile Allowance	8:30 am - 5:00 pm, 6 days a week. (or) Schedule set by the department	No
System / Network Engineer	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	3 Years of relevant experience. The monthly remuneration would be as per list attached as Annex HH.	EOBI, Medical, Life Insurance	8:30 am - 5:00 pm, 6 days a week. (or) Schedule set by the department	No

IT Help Desk Resident Engineers:

The Help Desk Engineer is responsible to follow up the complaint forwarded by the Help Desk Supervisor and response quickly to resolve the problem. The responsibilities of Help Desk Engineer include:

- 12.8.13 Tagging and inventory monitoring of new items.
- 12.8.14 Implementing, and complying to operational standards and escalation procedures to ensure service levels are maintained at a consistent level.

- 12.8.15 Document, track, and monitor problems to ensure resolution in a timely manner.
- 12.8.16 Act as site engineer to directly provide the technical support within the stipulated time and ensure the satisfaction of the complainant with user satisfaction.
- 12.8.17 Should be able to provide solutions and fixes via telephonic support, e-mail, etc.
- 12.8.18 Installation of hardware / Software.
- 12.8.19 Join new devices to Network with coordination of ICT Department.
- 12.8.20 Escalate the problem according to the severity level.
- 12.8.21 Maintain record of daily complaints.
- 12.8.22 Should be hands on with Cisco IP phones and able to troubleshoot user end problems.
- 12.8.23 Must be familiar with network switches/ /outlook/etc.
- 12.8.24 Resolved the complaint and report to his Supervisor.

ERP IT Help Desk Resident Engineers:

- 12.8.25 Perform as a member of an application support team for ERP systems users throughout the organization.
- 12.8.26 Gives training to ERP users and work with Faculty, students, users and management to determine any issue.
- 12.8.27 Assist ERP systems users with data conversion for online module and other ERP modules. Assist Team Leader ERP and Financial.
- 12.8.28 Create reports, documentation, and procedures guidelines for ERP systems users.
- 12.8.29 Analyse and troubleshoot ERP system issues reported by end users.
- 12.8.30 Design, develop and maintain reports used by technical staff and ERP systems users.

Data Center Resident Engineers:

- 12.8.31 Data Center RE's should be responsible for monitoring of all Server Room hardware equipment.
- 12.8.32 Operate, monitor, maintain, and respond to abnormal conditions in facilities systems. Areas include: Electrical, Mechanical and Building Monitoring and Control.
- 12.8.33 Should have a good understanding of all technicalities. It will be helpful in identifying the errors, and monitoring the occurrences related to data centre tasks, which shall have to be resolved as quickly as possible.
- 12.8.34 Maintain a record to keep track of all the events and logs to facilitate in submitting timely reports to the superiors.

Network Engineers:

- 12.8.35 Designing and implementing new network solutions and/or improving the efficiency of current networks
- 12.8.36 Installing, configuring, and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP.
- 12.8.37 Procuring network equipment and managing subcontractors involved with network installation.
- 12.8.38 Configuring firewalls, routing, and switching to maximise network efficiency and security.
- 12.8.39 Maximising network performance through ongoing monitoring and troubleshooting.
- 12.8.40 Arranging scheduled upgrades.
- 12.8.41 Investigating faults in the network.
- 12.8.42 Updating network equipment to the latest firmware releases.

System Engineers:

- 12.8.43 Manages and monitors all installed systems and infrastructure for the organization to be in line with company guidelines or SOP (standard operating procedure).
- 12.8.44 Defines customers' needs and functionality in a service development cycle.

- 12.8.45 Assists in the coordination of various teams testing and evaluating for the development of design and its implementation of the best output.
- 12.8.46 Installs, configures, and tests operating systems, application software, and system management tools.
- 12.8.47 Ensures the highest level of systems and infrastructure availability.
- 12.8.48 Implements warranty and support activities.
- 12.8.49 Evaluates the existing systems and provides the technical direction to IT support staff.
- 12.8.50 Plans and implements system automation as required for better efficiency.
- 12.8.51 Oversees the development of customized software and hardware requirement.
- 12.8.52 Collaborates with other professionals to ensure high quality deliverables within organization guidelines, policies, and procedures.
- 12.8.53 Deals with work process, optimization methods, and risk management tools in the given projects for the successful accomplishments according to the requirements of the stakeholders.

Video Conference Engineers:

- 12.8.54 Collaborate with operations and support teams to provide direction/support, streamline processes, improve efficiencies, and enhance the overall user experience.
- 12.8.55 Provide expertise on projects; designing; implementing; supporting critical networks and complex converged infrastructures.
- 12.8.56 Diagnose and evaluate problems with content related to Video, Audio or Technical composition of media.
- 12.8.57 Function as team lead and provide technical guidance and assistance to other team members and support teams.
- 12.8.58 Install/upgrade/maintain hardware systems and software packages related to video conferencing and other media technologies utilized.
- 12.8.59 Knowledgeable of scheduling procedures, and able to setup, and dismantle video conferences between offices, and with external clients.
- 12.8.60 Create documentation and manuals for supported hardware software packages as needed.

Article XIII **PAYMENT TERMS**

- 13.1 Payment will made on monthly basis after receipt of Invoice and satisfactory service advice.
- 13.2 Payments by IBA shall be made subject to Withholding Tax and other Government levies, in accordance with law.
- 13.3 Sales Tax shall be charged on Govt applicable rates.

Article XIV **SELECTION PROCESS**

- 14.1 Collection, scrutiny, and short listing of CVs for candidates to be deputed to IBA shall be the responsibility of the successful bidder. Before finally appointing the candidate, the bidder shall consult relevant category Manager(s) of IBA for their final opinion.


Article XV **MISCELLANEOUS**


- 15.1 Competent Authority reserves the right to change / alter / remove any item or reduce / enhance quantity without assigning any reason.

- 15.2 The terms and conditions of the AGREEMENT have been read over to the parties which they admit being correct and abide by the same.
- 15.3 All terms & conditions mentioned in the bidding document will be an integral part of this agreement and can't be revoked.
- 15.4 This agreement is effective from July 01, 2021 up to June 30, 2022.
- 15.5 The agreement may be renewed for another term with the mutual consent of the parties



IN WITNESS WHEREOF both the parties hereto have set & subscribed their respective hands to this agreement at Karachi on the date as mentioned above.


Dr. Muhammad Asad Ilyas
Registrar
Former Chairperson Accounting & Law Department
Institute of Business Administration (IBA)
Karachi, Pakistan
NAME: Dr. Muhammad Asad Ilyas


M/s Icon Consultants (Pvt) Ltd
NAME: Mr. Younus Mohiuddin


CNIC # _____

CNIC # 42201056072-7

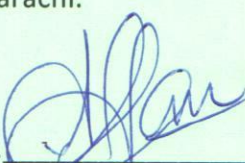
Address:
Registrar, Institute of Business
Administration Main Campus
University Enclave, Karachi

Address:
173-W, Block 2,
P.E.C.H.S.,
Karachi.

WITNESS:

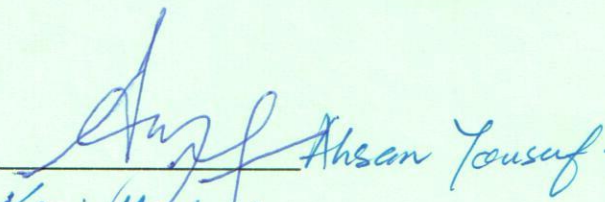
1. 
Syed Fahad Jawed

CNIC # 42201-9125136-3
Address:
Head of Procurement
Institute of Business Administration
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2. 
M/s Icon Consultants (Pvt) Ltd
NAME: Muhammad Affan Vohra
CNIC # 42301-0856075-9
Address: 173 W, Block 2,
P.E.C.H.S, Karachi

Focal Persons IBA

1. All Categories
2. Category A
3. Category B
4. Category C
5. Category D
6. Category E
7. Category F
8. Category G
9. Category H


Ahsan Tausuf
Kazi Mazhar
Shahabuddin Khan/Sarbanu
Mujahid Hussain Dello/Ghulam Fatime
Haris Tauhid Siddique
Kazi Mazhar
Reham Hassan
Kazi Mazhar
Syed Ayeesh Zaidi

