



**Tender Fee: Rs. 2000/-
(Non-Refundable)**

TENDER FORM

Tender # IT/09/26-27 SLA for Local Support of Printers

Date of Issue : October 14, 2026

Last Date of Submission : October 30, 2026 (03:00 PM)

Date of Opening of Tender : October 30, 2026 (03:30 PM)

Company Name: _____

NTN: _____

SRB / GST Registration Number: _____

Pay Order / Demand Draft # _____, Drawn on Bank _____

Amount of Rs. _____, Dated: _____



Notice Invitation Tender (NIT)

Tender Notice

The Institute of Business Administration, Karachi (IBA) invites sealed bids from active taxpayers of manufacturers/firms/companies/distributors/suppliers registered with relevant tax authorities for the following tender.

Tender Title (Ref. No.)	Procedure	Bid Security
SLA for Local Support of Printers (IT/09/26-27)	Singe Stage One Envelope	Rs. 50,000/-
Tender Fee & Dates		
<i>Fee: Rs.2,000/-</i>		
<i>Issuance start date: October 14, 2026 at 09:00 AM</i>		
<i>Issuance end date & time: October 30, 2026 at 03:00 PM</i>		
<i>Submission date & time: October 14, 2026 to October 30, 2026 from 09:00 AM to 03:00 PM</i>		
<i>Opening date & time: October 30, 2026 at 03:30 PM</i>		

Tender documents can be downloaded from the IBA and SPPRA EPADS websites. The tender fee challan to be generated from the IBA website at <https://tenders.iba.edu.pk> and deposited at any branch of Meezan Bank Ltd.

Tender Document/Bid (with a copy of Bid Security/Earnest Money and supporting documents) should be submitted/uploaded on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/>. The original Bid Security along with the Original Bid (duly signed and stamped) must be delivered to IBA, Karachi on below mentioned address before bid opening schedule. Bids will be opened on the same date and venue in the presence of the bidders' representatives who may wish to attend.

Please ensure that bid security, in the form of a Pay Order or Demand Draft, is submitted in favor of 'IBA Karachi' along with the tender.

N.B. (1) IBA Karachi reserves the right to reject any bid or cancel the bidding process subject to the relevant provision of SPP Rules 2010.

(2) Only uploaded bid along with supporting documents will be accepted. In case there is a contradiction between bidder's EPADS submitted bid and manually submitted bid, bid submitted on EPADS will be considered valid for evaluation purpose.

REGISTRAR

IBA, Main Campus, Karachi University Enclave, Karachi-75270

UAN: 111-422-422, Fax: (92-21) 99261508

Contact Person: Executive Procurement on 38104700, Ext: 2155

Email: tenders@iba.edu.pk , IBA Website: <https://tenders.iba.edu.pk>

SPPRA EPADS Website: <https://portalsindh.eprocure.gov.pk/>

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1. Introduction

Dear Tenderer:

Thank you, the interest you have shown in response, to the IBA's advertisement which has floated in IBA and EPADS SPPRA websites on October 14, 2026, to "SLA for Local Support of Printers".

The Institute of Business Administration, Karachi (IBA) is the oldest business school outside North America. It was established in 1955 with initial technical support provided by the Wharton School of Finance, University of Pennsylvania. Later, the University of Southern California (USC) set up various facilities at the IBA & several prominent American professors were assigned to the IBA. The course contents, the curriculum, the pedagogical tools & the assessment & testing methods were developed under the guidance of reputed scholars from these two institutions. IBA has zealously guarded the high standards & academic traditions it had inherited from Wharton & USC while adapting and adjusting them with the passage of time.

We expect to avail services/works/items of high standards meet our prime & basic specifications through this transaction.

Please contact Executive Purchase-ICT on 38104700 ext: 2155 for any information and query

Thank you.

-sd-

Registrar

2. Instructions

(a) Sign & Stamp

It is necessary to fill in the Tender Form meticulously and sign & stamp every page. Moreover, attach required supporting document according to the requirement. The tender document will be accepted ONLY on the IBA's prescribed Tender Document available on IBA's Website and EPADS SPPRA portal.

(b) Filling of Tender Form

It is of utmost important to fill in the Tender Form in writing in ink or type. Do not leave any column/item blank. If you want to leave the item/column un-answered please, write 'Doesn't Apply/Doesn't Arise'. If you need more space, please attach a paper & clearly mention item/column name or number etc that referred the column/item of the Tender Form.

(c) Collection of Tender

You can collect the Tender Document from the office of Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi from October 14, 2026, to October 30, 2026, during working 09:00 AM to 03:00 or directly download from IBA website www.tenders.iba.edu.pk or EPADS SPPRA portal <https://portalsindh.eprocure.gov.pk/>

(d) Submission of Tender

The last date to submit the Tender Document on EPADS SPPRA portal <https://portalsindh.eprocure.gov.pk/> is October 30, 2026, by 03:00 PM and also in the Tender Box placed at gate no. 4, IBA Main Campus, University Enclave, University Road, Karachi. The Tender will be opened on same day at 03:30 PM in the presence of representatives who may care to attend.

(e) Tender Number

Please mention "Tender Number" at top left corner of the envelopes. IBA, Karachi may reject any bid subject to relevant provision of SPP Rules 2010 any may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.

(f) Communication

Any request for clarification regarding technical specification should be submitted in writing to:

Contact Person (IBA):	Executive Procurement ICT Institute of Business Administration, Main Campus, University Enclave, Karachi
Tel #:	021 38104700; Ext 2155
Email:	tenders@iba.edu.pk

Stamp & Signature

(g) Submission of Documents and Address

Tender Document/Bid (with a copy of Bid Security/Earnest Money and supporting documents) should be submitted / uploaded on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/>. The original Bid Security along with the Original Bid (duly signed and stamped) must be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus, University Enclave, University Road, Karachi till 03:00 PM on October 30, 2026. **Tender Documents received by fax or email will not be accepted.**

(h) Date of Opening of Tender

Bid will be opened on October 30, 2026, at 03:30 PM at IBA Main Campus, in presence of representative bidders who may care to attend.

(i) Rights

Competent authorities reserve the rights to accept or reject any quotation / tender without any reason thereof.

(j) Location of Services Required

Services and maintenance works will be required at IBA, Main Campus, University Enclave, University Road, Karachi and IBA City Campus, Plot # 68 & 88 Garden, Kiyani Shaheed Road, Karachi. IBA not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(k) Equipment Health Check/Survey

Bidders may conduct Equipment Health Check/Survey prior to bid opening and quote services accordingly.

- **Point of Contact:** Mr. Adeem Akhtar, Manager ICT (Customer Support)
- **Contact Number:** 03209717255
- **Location:** IBA Karachi, Main Campus, University Enclave, University Road, Karachi.
- **During Working Hours:** Monday to Friday; 10:00 AM to 03:00 PM.

(l) Clarification / Proof

Please submit copies of certificates of registration with Sales Tax and Income Tax departments. The manufacturer /firms/companies /distributors/ suppliers should also provide copy (ies) of certificate(s) etc as proof of their claim.

Stamp & Signature

3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi.
- (b) **Brief Description of the Procurement:** SLA for Local Support of Printers.
- (c) **Procuring Agency's address:** Main Campus, University Enclave, Karachi.
- (d) **Amount of Bid Security:** Bid Security of Rs. 50,000/- must be submitted along with Tender Documents in the shape of PAY ORDER / DEMAND DRAFT only in the name of the Institute of Business Administration, Karachi.
- (e) **Period of Bid Validity (days):** Forty-Five Days.
- (f) **Deadline for Submission of Bids along with time:** The last date of submitting the Tender Document is October 30, 2026, by 03:00 PM on SPPRA EPADS portal <https://portalsindh.eprocure.gov.pk/>. The original Bid Security along with the Original Bid (duly signed and stamped) must be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus, University Enclave, University Road, Karachi till 03:00 PM on October 30, 2026. The Tender will be opened on the same day at 03:30 PM in the presence of representatives who may care to attend.
- (g) **The venue, Time, and Date of Bid Opening:** The Tender will be opened on October 30, 2026, at 03:30 PM at IBA Main Campus, University Enclave, University Road, Karachi in the presence of representatives who may care to attend.
- (h) **Time for Completion from written order of commencing:** 15 days.
- (i) **Liquidity damages:** In the event of delay in delivery at supplier fault, the supplier shall inform the purchaser before the expiry of such period giving reasons or justification for delay. However, the purchaser reserves the right to take the following actions:
- 1) Evaluate the request for extension in the delivery period as per its merit and may consider extension in delivery period or otherwise.
 - 2) May cancel the contract.
 - 3) Liquidated damages (if imposed) will be recovered at the rate of up to 2% per month and shall not exceed 10% of the total value of the contract.
- (j) **Contract Agreement:** Contract Agreement shall be assigned to the successful bidder on Stamp Paper comprising stamp duty of 0.35% (converted amount in PKR) of the total value of Bid offered in response to the tender. Stamp duty will be paid by the bidder.
- (k) **Deposit Receipt No:** _____ **Dated:** _____
Amount (in words and figures): _____
Pay Order / Demand Draft #: _____, **Amount: Rs.** _____
Drawn on Bank: _____, **Dated:** _____
#, Amount :Rs.....Drawn on Bank..... Dated.....

Stamp & Signature

4. Terms & Conditions

a) Bid Security

Bid Security of Rs. 50,000/- in the shape of a bank draft / pay order in the name of “**Institute of Business Administration**” Karachi, must be submitted along with the tender documents.

b) Performance Security

Successful bidder should provide 5% Performance Security of total value of Purchase Order / Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security shall extend at least three months beyond the Date of Delivery/Completion of contract.

c) Validity of the Tender

All proposal and prices shall remain valid for a period of 45 days from the closing date of the submission of the proposal. However, the Manufacturer/firms/companies/distributors/suppliers is encouraged to state a longer period of validity for the proposal.

d) Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

e) Ownership

The ownership of all products and services rendered under any contract arising as a result of this tender will be the sole property of IBA.

f) Arbitration and Governing Law

This tender and any contract executed pursuant to this tender shall be governed by and construed in accordance with the laws of Pakistan. The IBA and all Manufacturer / firms / companies / distributors / suppliers responding to this tender and parties to any contract executed pursuant to this tender shall submit to the exclusive jurisdiction of the Pakistani Courts. The arbitration proceeding will be governed by the Arbitration Act, 1940, and the substantive and procedural law of Pakistan. The venue shall be Karachi.

g) Acceptance of Tender

The IBA reserves the right not to accept the lowest and to annul the bidding process without assigning any reason whatsoever. IBA Karachi may ask to provide demo unit which supplier quoted in the tender. After the final inspection of the unit the decision will be made.

h) Support Capabilities

The Manufacturer / Firms / Companies / Distributors / Suppliers / Service Provider should indicate the support capabilities for all the hardware provided or mentioned in the Bill of Quantity during the course of this Annual Maintenance Agreement.

Stamp & Signature

i) Compliance to Specifications

The manufacturer/firms/companies/distributors/suppliers shall provide information as per requirements given in Bill of Quantity. However, manufacturer / firms / companies / distributors / suppliers can submit multiple solutions. Manufacturer/firms/companies/distributors/suppliers may not propose / supply any kind of refurbished hardware equipment's / components in their proposals.

j) Services Acceptance

The services provided against this order is subject to final inspection and satisfactory from Competent Authority Technical Team during SLA tenure.

k) Cancellation

IBA reserves the right to cancel any or all of the items or services mentioned in the Bill of Quantity, if material or services will not in accordance with its specifications and satisfactory respectively or if the delivery or work is delayed.

l) Increase in Price

No increase in the value of items and services mentioned in the Bill of Quantity will be accepted on account of either unit price, total price, any or all other charges, duties, taxes, scope of supply and services and or any other head of account shall be allowed.

m) Quantity

Competent Authority reserves the right to remove any item or article or reduce / enhance quantity and services mentioned in the Bill of Quantity.

n) Invoice

Invoice / bill should be submitted to Purchase Department.

o) Payment Terms

25% Payment of the total order will be made after each quarter within 30 working days, subject to the successful continuation of services with satisfactory performance as per the Bill of Quantity and scope of work.

p) Stamp Duty

Stamp duty 0.35% against total value of Purchase / Work Order will be levied accordingly.

q) Service Execution Time

The services should be commenced/start at IBA, Karachi within 15 days after receiving of Purchase / Work Order or Letter of Acceptance.

 Stamp & Signature

5. Integrity Pact

- (a) Its intention not to obtain the provide 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).
- (b) Without limiting the generality of the forgoing the Bidder 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 Provide & Supply or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- (c) The Bidder 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.
- (d) Notwithstanding any right and remedies exercised by the IBA in this regard, Bidder 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 company/firm/supplier/agency/bidder as aforesaid for the purpose of obtaining or inducing Provide & Supply/work/service or other obligation or benefit in whatsoever from the IBA.

Note:

This integrity pact is mandatory requirement other than auxiliary services / works.

Stamp & Signature

6. Scope of Work

- a) The selected bidder will be responsible for the smooth functioning, fully operational and perform properly of already installed Printers as per Bill of Quantity.
- b) The selected bidder should provide repair and maintenance of Printers and its components requested in BOQ for one year.
- c) Critical: Urgent response and replace faulty parts.
- d) Support will be provided 24 x 7 x 365 onsite including, replacement of hardware, reconfiguration and fixing of issues.
- e) The selected bidder must provide backup or replacement of any hardware in case of delay in part replacement with the same or higher specification hardware.
- f) The selected bidder should provide onsite comprehensive maintenance and support with parts replacement without any additional cost.

Stamp & Signature

7. Bill of Quantity

Items	Qty	UoM	Unit Price/Month without tax	Total Price/Month without tax	Total Price/Year without tax
Printers					
HP LaserJet Enterprise P3015	13	Each			
HP LaserJet Enterprise 700 M712	5				
HP LaserJet Pro MFP M26nw	3				
HP LaserJet Pro M1536dnf MFP	5				
HP Color LaserJet Pro MFP M479fdn	2				
HP LaserJet Pro MFP M225dn	4				
HP Color LaserJet Pro M255dw	1				
HP Laser MFP 137fnw	2				
HP LaserJet Pro M404dn	10				
HP LaserJet Pro P1102w	18				
HP LaserJet Pro 400 M401dne	11				
HP Color LaserJet CP2025	2				
HP LaserJet P2035n	15				
HP LaserJet M1522nf MFP	2				
HP LaserJet P2055dn	13				
HP LaserJet Pro MFP M428fdn	1				
HP LaserJet Pro MFP M227 series	7				
HP LaserJet Pro MFP M127fn	2				
HP LaserJet Enterprise 500 Color M551	2				
HP LaserJet Pro M402dn	29				
Total Printers	147				
Total Amount of Services without Tax in PKR					
SST 15%					
Grand Total Amount with All Taxes in PKR					

Grand Total Amount (Inclusive of all Taxes) Per Year Rupees (in words) _____

Stamp & Signature

8. Bidder Qualification Criteria

S.No.	Mandatory Eligibility Criteria	Remarks Yes / No	Required Supporting Documents
1.	Relevant experience of at least last three (03) years		One Relevant Purchase Order/Contract of each year.
2.	Last 3 years' turnover with a minimum of 4.5 million (per year) on average		Complete annual Income Tax Return of last three years.
3.	Active Income Taxpayer at the time of submission of the bid		NTN and STRN registration certificates.
4.	Active Sales Taxpayer		Copy of Last month's Sales Tax & Services Tax return.
5.	Non-Blacklist and No Litigation		Affidavits for both
6.	Successful completion of at least three (03) similar projects completed / in hands in last three years. Testimonial from the customer or can be confirmed by IBA, Karachi, through the contact detail provided.		Satisfactory work completion certificates/letters.

 Stamp & Signature

It is hereby certified that the terms and conditions have been read, agreed upon and signed.

M/s _____

Contact Person _____

Address _____

Tel # _____ Fax _____

Mobile _____ email _____

Stamp & Signature

9. General Conditions of Contract

THIS AGREEMENT is executed at KARACHI, on this day XXXX XX, 2026.

BETWEEN

The Institute of Business Administration, Karachi having its office at Main Campus, University Enclave, University Road, Karachi, through its authorized representative Mr. _____ (Associate Registrar ICT) hereinafter referred to as "IBA" (which expression is deemed to include its successors-in-interest and assign) of the FIRST PART.

AND

M/s. _____, having its office at _____, hereinafter referred to as "SERVICE PROVIDER" (which expression shall wherever the context so permits be deemed to include its legal representatives, executors, successor and assigns), through its Key Account Manager - Corporate Sales, Mr./Ms. _____, holding CNIC No. _____ on the SECOND PART.

WHEREAS "IBA" intends to obtain 'SLA for Local Support of Printers' (IBA requirement) discussions in respect of the same before the determination of scope of work will be held with "IBA" as "SLA for Local Support of Printers" and "THE SERVICE PROVIDER" have offered to render all kind of "SLA for Local Support of Printers" (including but not limited to the "SLA for Local Support of Printers" of the proposed work up to the satisfaction & handing over the material(s) to the "IBA" having accepted the offer in finished form complete in all respect.

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

WITNESSETH

"IBA" hereby offer to appoint "THE SERVICE PROVIDER" as their official for the specific purpose of "SLA for Local Support of Printers" discussions in respect of the same with "IBA" before the determination of "SLA for Local Support of Printers" to illustrate the schematic schedule work to suitable scale with any/all other relevant details for performance to "IBA" for "SLA for Local Support of Printers". "THE SERVICE PROVIDER" hereby agree to the offer of the "IBA" in acceptance of the terms & conditions here in below forth. The 'Terms of Conditions' of Tender Document are the integral part of this agreement.

Article I

DUTIES & SCOPE OF WORK

- 1.1 This service includes, the "SLA for Local Support of Printers", discussions with "IBA" before the determination of scope of services with any/all other relevant details for presentation to "IBA".

- 1.2 "THE SERVICE PROVIDER" agrees to provide any/all kind of Services(s) & Work(s) of 'SLA for Local Support of Printers' to "IBA" whenever and wherever form is required as per the terms & conditions of this Agreement.
- 1.3 "THE SERVICE PROVIDER" will coordinate their work with Manager IT, of the "IBA" who will assist "THE SERVICE PROVIDER" in supervision of proposed 'SLA for Local Support of Printers'.
- 1.4 "THE SERVICE PROVIDER" hereby agrees to accept variation, if occurred, in scope of professional services and works with mutual consent on acceptable cost/price/charges/amount inclusive of all taxes and levies.
- 1.5 "THE SERVICE PROVIDER" will visit the Purchase Office located at Main Campus, University Enclave, University Road, Karachi as & when required with prior appointment.
- 1.6 All logistic charges will be borne by "THE SERVICE PROVIDER".
- 1.7 The "SERVICE PROVIDER" shall be responsible to provide hardware support with parts.
- 1.8 Support from the Senior Hardware Engineers shall be available from the 'Service Provider' in solving and troubleshooting the problems if IBA Karachi needs any guidelines.
- 1.9 If the problem is not solved within agreed timeframe according to the severity level, thereafter, the "THE SERVICE PROVIDER" shall provide a backup unit. "THE SERVICE PROVIDER" is also bound to arrange at least 15% of the hardware inventory as backup in company office.
- 1.10 The "SERVICE PROVIDER" shall be bound to monitor the maintenance and repair work and furnish complete report to IBA authorities as per SLA on monthly basis or according to the requirement of the IBA authorities.
- 1.11 Maintenance contract shall be with parts, services and labor.
- 1.12 Service of all the equipment shall be carried out. Service plan shall be discuss with IBA authorities before its execution. Plan provided by IBA authorities.
- 1.13 All faulty parts of are covered under this agreement replace with OEM/COMPATIBLE parts.
- 1.14 No dispute rises regarding the replacement of faulty parts from "THE SERVICE PROVIDER" under this agreement.
- 1.15 The "SERVICE PROVIDER" must provide backup units if original equipment requires repair. If "SERVICE PROVIDER" fails to do so, a penalty @ 2% of total contract amount per day, until backup unit is delivered to IBA, or original unit is returned to IBA after performing required maintenance / replacement on the part or machine as a whole.

- 1.16 All equipment to be covered under this SLA shall be inspected by the “SERVICE PROVIDER”, before signing this agreement or participating in the bid, to ensure that operating conditions of the equipment are duly fulfilled.

Article II
SCOPE OF PROFESSIONAL SERVICES

- 2.1 “THE SERVICE PROVIDER” hereby agree and acknowledge for the periodic supervision of the supplies and to check the execution of Printers and Scanners in accordance with the description & specification mentioned in the BoQ.
- 2.2 “THE SERVICE PROVIDER” hereby agree and acknowledge the acceptance of attending the meetings with the Head of Procurement “IBA” as & when required.
- 2.3 “THE SERVICE PROVIDER” hereby agrees to accept variation, if occurred, in scope of professional services and works with mutual consent on acceptable cost/price/charges/amount inclusive of all taxes and levies.
- 2.4 All staff must have CNIC and clearly mentioned to discourage work through child labor.
- 2.5 “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.
- 2.6 This Agreement shall be in effect from XXXX XX, 2026 to XXXX XX, 2027 and subject to the “SERVICE PROVIDER” prior inspection of the equipment to ensure that they are in working order.
- 2.7 The “SERVICE PROVIDER” will ensure the following:

- (a) Corrective maintenance as recommended for the equipment listed of this Agreement.

- (b) Service Level
Service Offering Includes:

Maintenance	Corrective maintenance as per agreement
Maintenance	Vacuum cleaning of complete equipment, as per need of IBA, Karachi.
Maintenance	Physical inspection of complete equipment, as per need of IBA, Karachi.
Performance	Performance Tests and adjustments/Lubrication of mechanical assemblies.
Back-up units	Only with parts agreement as per list.

- (c) Performance Goals
- (i) XX Hrs Response Time.
- (ii) On-site support
- (iii) Provide back-up unit if required.

- (d) Performance Measures
 - (i) 90% equipment repaired on site.
 - (ii) Turnaround time for a repair Maximum 2 days or provide backup unit.
 - (iii) IBA can request other performance measures apart from the above which may be negotiated on a case-by-case basis.
- (e) Maintenance Schedules:
- (f) Physical inspection of complete equipment.
- (g) Performance tests and adjustments.
- (h) Performance engineering modification and changes, if recommended by IBA.
- (i) Responsible for the smooth functioning of already installed Hardware as per BOQ.
- (j) Equipment is fully operational and perform properly and meet SBD's Requirements.
- (k) The scope of the project is to provide maintenance of all IT equipment and components requested in BOQ.
- (l) Responsible to respond to events on urgent basis as per SLA mention in this Standard Bidding Document.
- (m) Responsible to provide backup or replacement of any hardware with the same or higher specification. IBA will not accept any low specification hardware.
- (n) Provide Backup in case of delay in part replacement.
- (o) The "SERVICE PROVIDER" must maintain a backup / surplus inventory up to a minimum of 15% for each item quoted in the bid.
- (p) Maximum response time should be less than 04 (four) hours of the time the complaint is logged.
- (q) Any value-added service bundled with no impact on the BOQ, service level, shall be acceptable.
- (r) Warranty of consumable items must be minimum 3 months. (Battery, Adopter etc.).
- (s) The "SERVICE PROVIDER" will sign a Service level agreement (SLA) with parts for a period of one year, extension of which shall be dependent on satisfactory performance for the previous year(s).

- (t) "THE SERVICE PROVIDER" must have team of technically qualified staff on payroll for providing repair & maintenance services.
- (u) "THE SERVICE PROVIDER" bound to all defective items shall be replaced with new and same brand.

Article III **REMUNERATION**

- 3.1 The charge(s)/cost(s) offered by the Supplier/Service Provider is Rs. _____/- total for one year (inclusive of all taxes) 'SLA for Local Support of Printers', variation may occurred. The cost is inclusive of labor /transportation /supplies /etc. Details of items are appended below;
- 3.2 Payment Terms;
25% of the total amount at the end of each quarter after completion of satisfactory services and works as per Bill of Quantity and Scope of Work. (the same already given in the tender document as well).
- 3.3 Liquidated Damages;
- (a) In case of breach of SLA calculation will be done as per table below and IBA, Karachi reserves the right to impose a penalty not exceeding 10% of the total amount of the contract at the rates prescribed in (Service Level Agreement) on the invoiced amount to each violation of SLA.
 - (b) If the work is not executed according to the satisfaction of IBA, IBA reserves the right to reject it altogether with serving 15 days prior notice.
 - (c) In case of delay in service provisioning Liquidated Damages will be Calculated and imposed as per following table;

Level	Event	% of Invoiced amount per violation
L1	Severe	1%
L2	Critical	0.5%
L3	High	0.3%
L4	Moderate	0.1%

- 3.4 Performance Security 5% of total amount of Letter of Intent/Acceptance/Purchase/Work Order will be provided by "THE SERVICE PROVIDER".
- 3.5 Stamp Duty @ 0.35% of the cost of transaction / purchase / work order will be deposited in Government treasury by THE SERVICE PROVIDER. This paid Stamp Duty challan would be submitted along with the Bill / Invoice.
- 3.6 Tax (es)/Challan(s)/Levy (ies), if any or additional will be paid/borne by THE SERVICE PROVIDER as per SRO/Notification.

Article IV
ANNUAL SUPPORT & MAINTENANCE TERMS

- 4.1 The Agreement of 'SLA for Local Support of Printers' shall include the following activities;
- a. One year maintenance support with parts, for all the equipment listed in BoQ.
 - b. The Bidder will be required to undertake 'SLA for Local Support of Printers' with support and maintenance and related components.
 - c. Onsite maintenance service to keep the equipment in good working condition which includes the following:
 - (i) Break down call shall be attended immediately as per SLA.
 - (ii) Corrective maintenance of equipment whenever called upon by the IBA, Karachi.
 - d. The bidder will be required to ensure that maintenance personnel are readily available as and when required by the IBA, Karachi.

Article V
FUTURE DEVELOPMENTS AND UPGRADES

- 5.1 "THE SERVICE PROVIDER" shall keep IBA promptly informed of any technological or regulatory changes affecting the Services.
- 5.2 Any additional requirements requested by IBA will be subject to mutually agreed additional charges based on the complexity of the requirements and/or changes.

Article VI
DATA PROTECTION

- a. In addition to and notwithstanding any other right or obligation arising under this Agreement the "SERVICE PROVIDER" shall (and shall ensure that its sub-contractors shall) take all appropriate technical and organizational security measures to ensure that any or all Data is protected against loss, destruction and damage, and against unauthorized access, use, modification, disclosure or other misuse, and that only the "SERVICE PROVIDER" personnel designated for the purpose of Services have access to the Data.
- b. The "SERVICE PROVIDER" shall (and shall ensure that its employees, agents and subcontractors shall) in respect of the Data:
 - (a) 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 IBAs 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

- (b) 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
- (c) 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 SERVICE PROVIDER 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
- (d) Observe the provisions of, and comply with any request made or direction given by IBA, Karachi in connection with, any Data Protection Laws; and
- (e) 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 SERVICE PROVIDER (or of any of the SERVICE PROVIDER'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 SERVICE PROVIDER (or, as the case may be, sub-contractor) to take disciplinary action against the employee; and
- (f) 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 SERVICE PROVIDER's cost) unless the SERVICE PROVIDER can prove to IBA's reasonable satisfaction that they are not necessary or desirable to ensure ongoing compliance with this Clause.
- (g) Immediately notify IBA, Karachi when it becomes aware of a breach of this Clause.
- (h) The "SERVICE PROVIDER" 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 SERVICE PROVIDER is authorized to publish or disclose the fact or document) may be a criminal offence.

Article VII

ADD-ON EQUIPMENT

7.1 Any equipment or complete devices may be added to this Agreement at IBA's request at any time; however proportional charges for the specific equipment shall be added in the Agreement.

Article VIII

SERVICE PROVIDER'S RESPONSIBILITIES

- 8.1 The "SERVICE PROVIDER" will make all reasonable endeavours to provide the "Response Time" stated in the schedule and to perform the aforesaid Repair and Maintenance Services at IBA, Karachi. In case of unavoidable delays, all legitimate efforts will be made to reduce equipment down-time.
- 8.2 Parts will be replaced as per agreed terms of the contract.
- 8.3 Response time will be 4 hours via telephone, email or engineer visit.
- 8.4 Engineer's visit time will be 09:00 AM to 04:00 PM during business hours.
- 8.5 Equipment pickup time will be 09:00 AM to 04:00 PM.

Article IX

SERVICE PROVIDER'S OUT OF SCOPE RESPONSIBILITIES

- 9.1 Burnt / damaged parts replacement.
- 9.2 In terms of damage, the SERVICE PROVIDER's Engineer will inform IBA Staff at his premises and in terms of burnt report will share IBA, Karachi within 02 working days.
- 9.3 Burnt and damaged parts would be replaced after IBA's approval and charged separately.

Article X

SERVICES / OBLIGATIONS OF THE SERVICE PROVIDER

- 10.1 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.
- 10.2 It is hereby specifically agreed between the Parties that during the currency of this Agreement, and any renewal thereof, Service Provider 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.
- 10.3 Under this agreement hardware under manufacturer warranty will be covered as mentioned in this agreement. Application software/ signature and OS update/upgrade or data backup as mentioned in BoQ is also covered.
- 10.4 Under this agreement any hardware becomes faulty, will be replaced by "SERVICE PROVIDER" provided backup to operational the environment within next business day whereas replacement of the faulty part will be provided in later phase accordingly.
- 10.5 If "SERVICE PROVIDER" is required to replace any equipment which is not repairable or damaged or not covered under warranty, then "SERVICE PROVIDER" will submit an estimated cost for approval from Client. Client will be required to provide an approval or purchase order within 15 days.

10.6 The “SERVICE PROVIDER” 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 its working.

Article XI
Operations & Maintenance (O&M) Support

11.1 The following shall be provided to IBA, Karachi.

Number of Months	Service description
12 months	<u>7 days a week</u> “THE SERVICE PROVIDER” will provide O&M support to IBA, Karachi with its shared pool of resources On-Call basis. “THE SERVICE PROVIDER” will provide the mobile phone numbers of the concerned technical persons and escalation. “THE SERVICE PROVIDER” concerned technical personnel will reach the site / remote login / VPN /Telnet for trouble shooting the problem registered through support call logging procedure. During the O&M, “SERVICE PROVIDER” concerned personnel/ Help Desk Support System will update the logged call by IBA staff. In case the concerned engineer cannot resolve the reported incident, the support system will automatically engage the next level of support. Support Levels Description: Level 1: “THE SERVICE PROVIDER” engineer will provide telephonic support for minor issues and general queries of IBA, Karachi. Level 2: “THE SERVICE PROVIDER” 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 3. Level 3: “THE SERVICE PROVIDER” engineer will engage Subject Matter Expert (SME) at Level 3 to remotely rectify the problem. SME will remote login / VPN /Telnet the equipment for trouble shooting the problem. If required, Service Provider Technologies engineer will open TAC case and engage support till the rectification of the problem. Business critical issues will be analyzed by the concerned technical personnel and will be communicated to IBA, Karachi through the Help Desk / Service Provider personnel.

Article XII
Call Logging System

12.1 To lodge a complaint CUSTOMER can contact SERVICE PROVIDER’s Support desk by phone or by email, once complaint is logged.

Email: _____

Call at: _____ Ext. _____

Non-Working Hours / Holidays:

Name: _____

Number: +92 _____

Email: _____

12.2 Reporting Service Call While reporting a service call a user/manager must provide following information to SERVICE PROVIDER's helpdesk in order to log a service call:

- (a) Username, Contact Numbers.
 - (b) Model and serial number of machines / devices.
 - (c) Brief description of the problem and symptoms.
 - (d) Ask for Call Log "Ticket Number".
- i. Based on its expertise and knowledge The "SERVICE PROVIDER" 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.
 - ii. In case IBA informs the "SERVICE PROVIDER" of any problem regarding the network via helpline or by informing related contact person (mobile number provided in escalation matrix) it is registered on the "SERVICE PROVIDER" 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.
 - iii. The "SERVICE PROVIDER" support structure defines problem escalation process based on global best practices as presented in the Problem Escalation Matrix (refer to 'Problem Escalation' section). 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.

Hours of Coverage

The "SERVICE PROVIDER" will provide maintenance and support for 24 x 7 x 365 Basis.

Response Time

Response time to incidents reported would be as follows:

Severity Level	Response Time
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Severity Level 1 (S1)	XXXX
Severity Level 2 (S2)	XXXX
Severity Level 3 (S3)	XXXX

Severity Levels

The “SERVICE PROVIDER” 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 criticality impacts IBA’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 IBA’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 IBA 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 IBA’s ability to do business. These calls also include questions and/or general consultation. Examples: Queries etc.

Article XIII **ARBITRATION**

- 13.1 In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter thereof shall be referred to the Registrar of the IBA for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to 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 XIV **FORCE MAJURE**

- 14.1 The “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 XV

RENEWAL

- 15.1 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 XVI

TERMINATION

- 16.1 "IBA" may terminate this agreement if the job is not executed according to the requirement at any time after issuing a 15 days' notice.

Article XVII

INDEMNITY

- 17.1 "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 VIII

NOTICE

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

Article XIX
INTEGRITY PACT

- 19.1 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).
- 19.2 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.
- 19.3 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.
- 19.4 Notwithstanding any right and remedies exercised by the IBA in this regard, “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 XX
MISCELLANEOUS

- 20.1 The terms and conditions of the AGREEMENT have been read over to the parties which they admit to be correct and abide by the same.
- 20.2 The validity of the contract will be effective from the date of issue of Purchase / Work Order or Letter of Acceptance or from _____ 2026 to _____ 2027.
- 20.3 All terms and conditions of tender vide # IT/09/26-27 will be the integral part of this agreement and can't be revoked.

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

IBA, Karachi	M/s.
Name: _____	Name: _____
CNIC # _____	CNIC # _____
Address:	Address:
Head of ICT,	_____
Institute of Business Administration	_____
Main Campus, University Road, Karachi	_____

WITNESS:

1.	2.
IBA, Karachi	M/s. _____
Name: _____	Name: _____
CNIC # _____	CNIC # _____
Address:	Address:
Head of Procurement,	_____
Institute of Business Administration	_____
Main Campus, University Road, Karachi	_____

Focal Person IBA _____