

***Tender Fee: Rs.5,000/-.
(Non-Refundable)***

TENDER FORM

Tender # MISC/04/25-26 Outsourcing of Multiple Support Services (Framework Contract)

Date of Issue : June 04, 2025

Last Date of Submission : July 02, 2025 (3:00 pm)

Date of Opening : July 02, 2025 (3:30 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 electronic bids on EPADS from active taxpayers of manufacture / firm / companies / supplier registered with SPPRA EPADS and relevant tax authorities for the following tender.

Tender Title (Ref. No.)	Procedure	Bid Security
Outsourcing of Multiple Support Services - Framework Contract (MISC/04/24-25)	Single Stage One Envelope	2% of bid security
<ul style="list-style-type: none"> • Fee: Rs.5,000/- each • Issuance start date: June 04, 2025 at 9 AM • Issuance end date & time: July 02, 2025 at 3 PM • Submission date & time: June 04, 2025, to July 02, 2025 from 9 AM to 3 PM • Opening date & time: July 02, 2025 at 3:30 PM • Mandatory Pre-Bid Meeting: June 18, 2025 at 4:00 PM at IBA Main Campus 		

Tender Document containing detailed terms and conditions are available at Office of **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi** on any working day (Monday to Friday). The tender document can also be downloaded from IBA and SPPRA EPADS system. The Tender fee challan is to be generated from the IBA website <https://www.iba.edu.pk/tenders/> which may be deposited in any branch of Meezan Bank Ltd. Bidders are required to submit their bids (duly signed and stamped) on the uploaded Tender Document (along with a copy of Earnest Money and all supporting documents) through SPPRA EPADS system (www.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 and will be opened on same date & venue in the presence of the bidders' representatives who may wish to attend. Bid Security in the form of Pay Order or Demand Draft has to be submitted in favour of "IBA Karachi".

N.B.

(1) IBA Karachi reserves the right to reject any bid or cancel the bidding process subject to 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, Univeristy Enclave, Karachi 75270

111-422-422 Fax (92-21) 99261508

Contact Person Assistant Manager Procurement on 38104700 ext: 2150

Email tenders@iba.edu.pk

Website <https://www.iba.edu.pk/tenders/>

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

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1. Introduction

Dear Tenderer:

Thank you for the interest you have shown in response to the IBA's advertisement which has floated in IBA & SSPRA websites and leading newspapers on June 4, 2025 to "Outsourcing of Multiple Support Services (Framework Contract)".

The Institute of Business Administration, Karachi (IBA) is one of 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 Assistant Manager Procurement on 38104700 ext: 2150 for any information and query

Thank you.

-sd-

Registrar

2. Instructions

(a) Sign & Stamp

The Institute of Business Administration, Karachi (IBA) expects that aspirant bidder contactor manufacturers / firms / supplier / companies / distributors / dealers should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender Form meticulously and sign & stamp each and 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.

(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 June 4, 2025 to July 2, 2025 during working 9:00 AM to 3pm.

(d) Submission of Tender

The last date of submit the Tender Document in sealed envelope in July 2, 2025 by 3pm in the Office of the Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.

(e) Bid Security

Bid Security of 2% of total estimated value will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of **Institute of Business Administration**. Bid Security should be enclosed in a separate envelope, labelled as 'Bid Security, and which should be sealed. Proof of Sales Tax registration and NTN numbers should also be provided. (Please provide photocopies of relevant documents).

(f) Performance Security

Successful bidder should provide 5% Performance Security of total estimated value of Work Order in the form of Pay Order or bank guarantee before submission of invoice. The Performance Security will retain whole year during execution of whole contract.

(g) 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 and may cancel the bidding Process at any time prior to acceptance of bid or proposal as per Rule-25(i) of said rules.

(h) Communication

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

Contact Person (IBA): Muhammad Hanif
Assistant Manager Procurement
Institute of Business Administration,
Main Campus, University Enclave,
Karachi

Tel # : 38104700 Ext 2150
Email : tenders@iba.edu.pk

(i) Submission of Documents and Address

Separate envelopes clearly labeled for 'Original Document' and 'Bid Security' must be submitted on or before last date to submit the tender documents. Tender Document must be submitted through SPPRA EPAD system, simultaneously all original documents along with bid security must be dropped by hand or courier in Tender Box placed at the office of Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi by the last date indicated for submission. **Tender Document received by fax or email will not be accepted.**

(j) Date of Opening of Tender

Bid will be opened on July 2, 2025 at 3:30 pm at Office of the Head of Procurement IBA Main Campus in presence of representative bidders who may care to attend.

(k) Rights

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

(l) Certification / 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.

(m) Experience of Similar Services

Please attach copies of contract/Purchase orders or customer reference letter or any other reference document that can substantially prove the above.

(n) Coordination with IBA

Bidder shall maintain a two (or more) member team, deputed fulltime in IBA, for better coordination with the outsource personnel. IBA will provide office and other necessary arrangement as workable environment. The team will supervise their staff, handle their day-to-day issues, maintain their payroll and coordinate with IBA focal persons for routine operations.

(o) Currency

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

3. **Bidding Data**

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi
- (b) **Brief Description of Procurement:** - Outsourcing of Multiple Support Services (Framework Contract)
- (c) **Procuring Agency's Address:** -Main Campus, University Enclave, Karachi
- (d) **Amount of Bid Security:** - Bid Security of 2% of total estimated value will be submitted along with Tender Documents in shape of PAY ORDER / DEMAND DRAFT only in the name of Institute of Business Administration, Karachi
- (e) **Period of Bid Validity (days):** - Ninety Days
- (f) **Deadline for Submission of Bids along with Time:-** The last date of submit the Tender Document in sealed envelope in July 2, 2025 by 3pm in the Office of the Head of Procurement, Ground Floor, Fauji Foundation IBA Main Campus, University Enclave, Karachi. The Tender will be opened on same day at 3:30 PM in the presence of representatives who may care to attend.
- (g) **Venue, Time, and Date of Bid Opening:** - Tender will be opened on July 2, 2025 on 3:30 PM at IBA Main Campus, University Enclave, Karachi.
- (h) **Time for Completion from Written Order of Commence:** - 60 days
- (i) **Liquidated Damages:** - Liquidated damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery.
- (j) **Bid Security: Amount:**(in words and figures) **Pay Order / Demand Draft #**,
Amount :Rs.....Drawn on Bank..... Dated.....

4. Terms & Conditions

a) Validity of the Tender

All proposal and prices shall remain valid for a period of 90 days from the closing date of the submission of the tender document. However, the firms /companies are encouraged to state a longer period of validity for the proposal.

b) 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.

c) Cancellation

IBA reserves the right to cancel any or all the above services which is not in accordance with its specifications.

d) Taxes

SST will be paid on applicable items only.

e) Mandatory Pre-Bid meeting

Pre-bid meeting will be held on June 18, 2025, 4pm at G-13, Meeting Room, Aman CED Building at IBA Main Campus in the presence of the prospective bidders' representatives who may wish to attend.

f) Invoice

Invoice / bill should be submitted to Procurement Department.

g) Payment Terms

Payment will be made on monthly basis after receipt of Invoice and satisfactory service advice.

h) Stamp Duty

Stamp duty 0.35% against total estimated value of Service Order will be levied accordingly.

i) Severability:

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.

5. Integrity Pact

Declaration of Charges, Fees, Commission, Taxes, Levies etc. payable by the Bidder.

M/s. _____, the Bidder hereby declares that:

- (a) Its intention not to obtain the Provide & Supply 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.

6. Bidder Qualification Criteria*:

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No	Annex #
1	Minimum 5 years of experience in providing manpower services to reputable organizations in all Categories mentioned in BoQ.		
2	Financial Statement or Bank Statement of at least Rs.100 million per year for last three years.		
3	Bidders must provide “Sales tax registration certificate with last month return copy both FBR and SRB” and Income Tax Certificates		
4	Affidavit of no dissatisfactory performance at any institution / organization.		
5	At least five number of ‘active/operational’ major clients for outsourcing of staff in Pakistan with minimum 150 outsourced staff.		
6	Company must be registered with Security Exchange Commission of Pakistan.		
7	Must submit a satisfactory certificate for the relevant service issued by client.		

** The bidders who do not meet any of the above-mentioned mandatory criteria shall be categorized as “NON-RESPONSIVE” hence shall not be considered for further tender proceedings.*

7. Instructions to Bidders

- a- A Bid not submitted in conformity with the specifications / terms & conditions, or legal requirements, shall not be considered by IBA.
- b- IBA reserves the right to modify the Bidding Documents at any time prior to the deadline for submission of bids, on the request of the prospective bidder(s) for any clarification or at its own initiative, for any reason. This amendment shall constitute part of the Bidding Documents. In order to afford the prospective bidders a reasonable time to take the amendments into account in preparing its bid, IBA may at its discretion extend the deadline.
- c- A Bid found substantially in accordance with the Bidding Documents shall be checked by IBA for any arithmetic errors. If any discrepancy is found between the unit rate and the total Price resulting from multiplying the unit rate by the quantity, the unit rate as quoted will prevail and the total price shall stand Corrected. Unless in the opinion of IBA, there is an obvious gross misplacement of the decimal point in the unit rate, in such a case the total price as quoted will prevail and the unit rate will be corrected, and where there is a discrepancy in the total price quoted in the Price Schedule vis-à-vis addition of each item, the total of the itemized prices will govern.
- d- Any pressure by a Bidder to influence IBA in its decision making shall result in the rejection of its bid and blacklisting in future of the bidder from participating in bidding held by IBA or any other government institution / department.
- e- IBA reserves the right to accept or reject any of the bids and to annul the bidding process at any time prior to award of Purchase Order, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for its action.
- f- IBA will determine to its satisfaction whether the bidder has offered Prices consistent with the current prevailing market Prices.
- g- IBA reserves the right to increase or decrease the number of requirements agreed in the Specifications, without any change in the unit price or other terms and conditions.
- h- Before the payment is to be made by IBA, the Bidder shall furnish IBA Performance Guarantee from a reputable Scheduled Bank of Pakistan equal to the amount of 10% of the total yearly contract value, to cover the contract period. IBA reserves its right to forfeit Bank Guarantee in case of Bidder's failure to provide any of the services / maintenance / installation of equipment during contract period. The Bid security will be refunded after receiving Bank Guarantee.
- i- Payments by IBA shall be made subject to Withholding Tax and other Government levies, in accordance with law.

- j- It shall be the right of IBA to split any supply order amongst different Bidders or different quantities in its sole and absolute discretion.
- k- The duty timings of staff is already mentioned, but if IBA requires their services during the timings other than prescribed, an intimation for which shall duly be sent in advance to the contractor, then and staff must follow the instructions given by IBA.
- l- Vendor must also provide the timely backups of staff as well if they are found uninformed absent from duty.

8. Scope of Services

<u>Category Number</u>	<u>Category</u>	<u>Details</u> (complete details required staff are available in BoQ attached)
<u>The tentative staff may be required in the following sub-categories during day shifts to support various IBA functions.</u>		
A	Facilities Management	Carpenter Mason Mason Helper Painter Plumber Senior Gardener Gardener Polisher Steel Carpenter Campus Facilitator Senior Campus Facilitator CCTV Operator CCTV Technician Senior CCTV Technician RO Plant Operator RO Plant Assistant Daycare Supervisor Daycare Assistant Maid Aluminum and Welding Technician Fire & Safety Helper Loader
B	General Support	Imam E Masjid Khadim E Masjid Office Attendant Office Assistant Store Assistant Store Helper Technical Store Assistant Telephone Operator Record Keeper
C	Hostel Management	Bearer Room Attendant Bread Maker/ Tandoorchi Dish Washer Cook Cook Helper Kitchen Helper

D	Sports Facilities	Grounds Man Ground Supervisor Gym Instructor Sports Coach Pitch Curator
E	Transport Facilities	LTV Driver HTV Driver Ambulance Driver Tractor Driver Rickshaw Driver Bike Rider Transport Assistant
F	Electrical Services	A/C technician CMMS Operator Electrical Coordinator Electrical Supervisor Electrician Event/ Auditorium Technician Generator Operator Sewerage Plant Operator Supervisor – Op & Maint Solar Technician Sound Technician Lift Operator Cargo Lift Operator
G	Janitorial Services	Coordinator Janitorial Supervisor Janitors
H	ICT Support Services	Resident Engineer Labs Resident Engineer Resident Engineer ERP Data Center Engineer Resident Engineer VC IT Helpdesk Coordinator System / Network Engineer

NOTE: Price Schedule is available at annex ‘A’

9. General Condition of Contract

Outsourcing of Multiple Support Services vide Tender # MISC/04/24-25

THIS AGREEMENT is executed at KARACHI, on this day, 2025

BETWEEN

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) FIRST PART

AND

M/s, having its office at 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, holding CNIC No. on the SECOND PART.

WHEREAS “IBA” intends to obtain Outsourcing of Multiple Support Services vide Tender # MISC/04/24-25.

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

WITNESSES

“IBA” hereby offer to appoint M/s 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
- 3 IBA Girls Hostel
- 4 IBA Boys Hostel

5 IBA Staff Town

- 1.1 THE SERVICE PROVIDER will be responsible for providing adequate manpower at the desired locations, as per the direction, supervision, and approval by IBA.
- 1.2 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/04/24-25.
- 1.3 “THE SERVICE PROVIDER” hereby agree and acknowledge the acceptance of attending the meetings with the “IBA” as & when required.
- 1.4 The management representative from the Head office of the service provider shall visit IBA on monthly basis to meet with the IBA Administration to discuss and resolve service related issues.
- 1.5 The Service Provider shall submit a monthly compliance certificate affirming adherence to all applicable regulatory obligations, including but not limited to the Employees' Old-Age Benefits Institution (EOBI) and the Sindh Employees' Social Security Institution (SESSI). This certificate shall serve as a formal declaration by the Service Provider to the Institute of Business Administration (IBA) that all statutory requirements are being duly met. Furthermore, the Service Provider is obligated to furnish verifiable evidence of such compliance upon request by the IBA. Failure to provide the necessary documentation may result in contractual penalties, suspension of services, or termination of the agreement, in accordance with the terms stipulated in the contract.
- 1.6 The service provider shall be responsible to ensure that the staff deputed at IBA is interviewed by the IBA management prior to their deputation at IBA.
- 1.7 Agreed commission rate will not be revised during the agreement period.
- 1.8 IBA has the right to increase or decrease the quantity and remuneration of with prevailing of minimum salary under provisional law minimum wage notification. along with any changes under recommendation of minimum wage board administer through gazetted notification, whereas the service provider is bound to provide its agreed services without any change in its commission percentage thereon.
- 1.9 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.

- 1.10 The IBA may require the service provider to pay ad hoc remuneration to employees for services rendered (e.g testing, exams etc). The service provider shall not charge any commission on such payments and pay the amount directly to the employees as part of their regular salary or as a separate payment.
- 1.11 Hiring and/or termination of the staff shall be governed under the policies of Service provider. It shall be the duty of the Service Provider to promptly arrange for a replacement staff member within a period of 7 working days from the vacancy of the position and upon receiving request from IBA.
- 1.12 Any misconduct exhibited by the staff members provided by the Service Provider shall be addressed and dealt with in accordance with the rules and regulations of the Service Provider.
- 1.13 Subject to the terms and conditions contained herein, the Parties hereto shall cooperate and use their respective commercially reasonable efforts to take, or cause to be taken, all appropriate actions, and to make, or cause to be made, all filings necessary, proper or advisable under applicable laws and regulations to consummate and make effective the transactions contemplated by this Agreement.
- 1.14 Service Provider will manage the staff duties to ensure the availability of services and staff. A proper attendance machine to monitor the daily attendance shall be installed by the Service Provider at service locations mentioned in article 1.1 in **DUTIES & SCOPE OF AGREEMENT**
- 1.15 The Service Provider shall ensure that all deployed attendance machines are equipped with real-time attendance monitoring capabilities. Additionally, access to the live attendance data shall be granted to personnel designated by the Institute of Business Administration (IBA). This access should be facilitated through secure means, ensuring data integrity and confidentiality.
- 1.16 Scope of services includes mentioned below but not limited to:

<u>Category Number</u>	<u>Category</u>	<u>Details</u> <u>(complete details required staff are available in BoQ attached)</u>
<u>The tentative staff may be required in the following sub-categories during day shifts to support various IBA functions.</u>		
A	Facilities Management	Carpenter Mason Mason Helper Painter Plumber Senior Gardener Gardener Polisher Steel Carpenter Campus Facilitator Senior Campus Facilitator CCTV Operator CCTV Technician Senior CCTV Technician RO Plant Operator RO Plant Assistant Daycare Supervisor Daycare Assistant Maid Aluminum and Welding Technician Fire & Safety Helper Loader
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F	Electrical Services	A/C technician CMMS Operator Electrical Coordinator Electrical Supervisor Electrician Event/ Auditorium Technician Generator Operator Sewerage Plant Operator Supervisor – Op & Maint Solar Technician Sound Technician Lift Operator Cargo Lift Operator
G	Janitorial Services	Coordinator Janitorial Supervisor Janitors
H	ICT Support Services	Resident Engineer Labs Resident Engineer Resident Engineer ERP Data Center Engineer Resident Engineer VC IT Helpdesk Coordinator System / Network Engineer

Article II
REMUNERATION

- 2.1 The cost offered by Service Provider is on framework contract vide tender SBD # MISC/04/24-25, 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
<i>PKR</i>		
A	Facilities Management	
B	General Support	
C	Hostel Management	
D	Sports Facilities	
E	Transport Facilities	
F	Electrical Services	
G	Janitorial Services	
H	ICT Support Services	

- 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 # _____ dated _____ amounting to Rs.-----.

- 2.6 The salaries of staff hired on daily basis shall be paid as advised by the IBA. Service provider will be liable to ensure that the staff receives as per the prevailing of minimum wage under provisional law minimum wage notification along with any changes under recommendation of minimum wage board administer through gazetted notification.
- 2.7 All Government taxes (including Income tax and stamp duties), levies and charges will be charged as per applicable rates / denomination.
- 2.8 Stamp duty of 0.35% for supplies against total estimated value of contract will be levied accordingly.
- 2.9 The salary of the staff will be based on the attendance period of 26th – 25th of every month. The service provider will provide verified attendance of its employees to the management of the IBA for approval via email for further processing. Salaries will be paid by the Service Provider to the staff via direct bank transfer or account payee cheque by the 3rd of every month without exception. In case of delay of 3 working days, a penalty of 1.5% of the invoice amount will be imposed on the Service Provider. Any further delay may lead to charging the penalty up-to 5% of the invoice amount.
- 2.10 The Service Provider is advised to arrange advance salary payment against suitable instalments to cater to 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 at mutually agreed rates, that will be derived from number of working hours, maximum up to 60 Hours Per Month. The service provider will ensure that all the due diligence has been done before claiming the overtime from IBA. 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 vaccination or PCR testing certificate.
- 2.14 The Service Provider shall ensure pre-medical appointment tests: HBA 1C, CBC, Chest X-ray, Hepatitis B&C, TB (MT), Urine DR & ESR, eye test
- 2.15 Hepatitis B&C and TB (MT) will be conducted on a yearly basis upon the request of the IBA. The results of these tests will be shared with IBA management. If any deputed staff is found Hepatitis B&C and TB (MT) positive, the service provider shall immediately arrange for a temporary replacement.

2.16 Benefits

S. No.	Benefits	Details
a.	EOBI, SESSI.	As per government rules.
b.	Medical	Hospitalization of Staff & Spouse, up to yearly limit of Rs. 500,000/- Emergency/ Accidental, IPD & Daycare covered.
b.1	Medical: Maternity Limit	PKR 150,000 – C Section, and PKR 100,000– Normal Delivery.
c.	Mobile Allowance	Rs. 750/- per month (where applicable)
d.	Leaves	12 leave per annum Non-encashable (1 in each month)
e.	Life Insurance	up to Rs. 700,000/-
f.	Uniform	Two sets of Uniforms (in a year) – Pants/Shirts/Shoes/Caps etc. (where applicable) (1 Bike rider kit with helmet, gloves and upper/ jacket for winter).

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) and medical insurance card 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.
- 5.3 Upon expiration or termination of this Agreement, the Parties shall have no further obligations or liabilities hereunder except for those obligations and liabilities that arose prior to such termination including the liability of the SERVICE PROVIDER to liquidated damages that may have accrued upon breach of any obligation under Article II of this contract or the liability to pay the indemnification cost under section 6 of Article VI.

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.
- 6.2 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.
- 6.3 The Service Provider shall assume full responsibility for the indemnifying the IBA against any and all legal expenses arising from the actions or conduct of both the service provider and its provided staff.
- 6.4 For the avoidance of doubt, the remedies provided under this Agreement are cumulative and not exclusive of any rights and remedies provided by the applicable laws of Islamic Republic of Pakistan.

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

9.1 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.
- 11.2 Notwithstanding anything in Clause 11.1 above, Force Majeure Events shall not extend to late execution of services or a delay in the performance of the SERVICE PROVIDER (except where such delay is itself attributable to a Force Majeure Event).

Article XII
CATEGORY-WISE JOB REQUIREMENT

Category – A Facilities Management

- 12.1 In this category all personnel should be of technical background.

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 The staff may be required on daily remuneration basis also for which per day rates would be agreed upon mutually, However, its shall be abide under the prevailing provincial and federal laws.
- 12.1.9 The staff hired on daily wages shall not be entitled for benefits other than daily remuneration, However, its shall be abide under the prevailing provincial and federal laws.

Category A	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Facilities Management	Carpenter	At least Matric with a certificate from a recognized institute in Carpentry	3 years in manufacturing/ repairing works . The estimated monthly remuneration would be Rs. 47,697/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leave, Life Insurance, Uniform	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 estimated monthly remuneration	EOBI, Medical, Medical: Maternity Limit, Mobile	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes

			would be Rs. 47,460/-	Allowance, Leaves, Life Insurance, Uniform		
	Mason Helper	Any skill/qualification.	Masonry or bricklaying helper experience . The estimated monthly remuneration would be Rs. 44,000/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Painter	Any skill/qualification.	Painting experience . The estimated monthly remuneration would be Rs. 48,053/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 48,409/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 51,969/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 45,087/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 48,053/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 48,409/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Campus Facilitator	At least Metric/ intermediate from a recognized institute.	2-3 years in a similar field and Computer literate. The monthly remuneration would be Rs. 47,460/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Senior Campus Facilitator	At least graduation from a recognized institute.	4-5 years in a similar field and Computer literate, preferably in an educational institute. The	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance,	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes

			monthly remuneration would be Rs. 59,325/-	Leaves, Life Insurance, Uniform		
	CCTV Operator	At least intermediate/DAE from a recognized institute.	3 years in similar responsibility/installation, R&M of CCTV surveillance system. The monthly remuneration would be Rs. 56,952/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	CCTV Technician	At least intermediate/DAE from a recognized institute.	3 years in similar responsibility/installation, R&M of CCTV surveillance system. The monthly remuneration would be Rs. 53,986/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Senior CCTV Technician	At least intermediate from a recognized institute.	5 years in similar responsibility/installation, R&M of CCTV surveillance system. The monthly remuneration would be Rs. 56,000/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	RO Plant Operator	DAE electrical or 8-10 years of hands on experience	8-10 years of experience as Operator of RO Plant & work in accordance with policies, procedures, regulations and standards of	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance,	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes

			quality and safety. The monthly remuneration would be Rs. 71,190/-	Uniform		
	RO Plant Assistant	DAE electrical/ or 4 to 5 years of RO plant experience	4 to 5 years of experience in RO Plant & work in accordance with policies, procedures, regulations and standards of quality and safety. The monthly remuneration would be Rs. 43,901/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Daycare Supervisor	At least Metric/ intermediate from a recognized institute.	8-10 years of experience as a nanny or daycare attendant, also known as a childcare worker. The monthly remuneration would be Rs. 49,833/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Daycare Assistant	At least Metric/ intermediate from a recognized institute.	2-3 years in a similar field and as a nanny . The monthly remuneration would be Rs. 44,138/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Maid	At least Metric/ intermediate from a recognized	2-3 years in a similar field experience . The monthly remuneration	EOBI, Medical, Medical: Maternity Limit,	8 am - 4:30 pm, 6 days a week. (or Schedule set by the	Yes

		institute.	would be Rs. 44,430/-	Mobile Allowance, Leaves, Life Insurance, Uniform	department)	
	Aluminum and Welding Technician	At least Matric with certificate from a recognized institute in Aluminum and Welding work	3 years in manufacturing/repairing works . The estimated monthly remuneration would be Rs. 46,985/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Fire & Safety Helper	At least intermediate/DAE from a recognized institute.	3 years in similar responsibility/installation, R&M of CCTV surveillance system. The monthly remuneration would be Rs. 44,430/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Loader	Preferably middle	1 year relevant experience . The estimated monthly remuneration would be Rs. 44,430/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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

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 groundskeeping 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 Landscape or maintain grounds of property using hand or power tools or equipment at all campus premises. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, sprinkler installation, and installation of mortarless segmental concrete masonry wall units.
- 12.2.4 Manage and supervise all matters of maintenance and management of the designated masjid at the campus premises. Maintain cleanliness.
- 12.2.5 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.
- 12.2.6 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.

Category B	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
General Support	Imam E Masjid	Possession of Shahadat-ul-Almiya from a recognized institution affiliated with Wafaq-ul-Madaris or an equivalent recognized Islamic educational board. Hifz-ul-Quran (Memorization of the	2 Years relevant experience. Must be Muslim. The estimated monthly remuneration would be Rs. 51,020/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	Zuhr till Isha, 6 days a week. (or Schedule set by the department)	

	Holy Quran)				
Khadim E Masjid	Middle, Matric.	2 Years relevant experience. Must be Muslim . The estimated monthly remuneration would be Rs. 49,833/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	
Office Attendant	At least Matric with experience	3 years relevant experience . The estimated monthly remuneration would be Rs. 52,799/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
Office Assistant	Intermediate	2 years of experience of administrative work . The estimated monthly remuneration would be Rs. 73,500/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	
Store Assistant	At least Intermediate	3 years of experience in storekeeping, inventory control, or recordkeeping . The estimated monthly remuneration would be Rs. 54,579/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	
Store Helper	At least Intermediate	2+ years of experience in assistance for store activities, inventory control, or recordkeeping.	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes

			The monthly remuneration would be Rs. 45,680/-	Insurance, Uniform		
	Technical Store Assistant	At least Intermediate	2+ years of experience in assistance for store activities, inventory control, or recordkeeping. The monthly remuneration would be Rs. 51,257/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Telephone Operator	At least Batchlors in HEC recognized University.	2+ years of experience in assistance for Call Priority, Call Directory updates and recordkeeping. The monthly remuneration would be Rs. 52,500/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	
	Record Keeper	At least Batchlors in HEC recognized University.	2+ years of experience in assistance for Call Priority, Call Directory updates and recordkeeping. The monthly remuneration would be Rs. 78,750/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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.

Scope of Category:

The expectation from this category of staff is to:

12.3.1 Prepare and cook food in a fast-food restaurant 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 restaurant environment, such as in hotel rooms, hospital rooms, residential care facilities, or cars.

12.3.4 Serve food to individuals outside of a restaurant environment, such as in hotel rooms, hospital rooms, residential care facilities, or cars.

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

Category C	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Hostel Management	Bearer	Preferably middle	6 months relevant experience . The estimated monthly remuneration would be Rs. 44,138/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am -8 pm, 7 days	Yes
	Room Attendant	Preferably middle	6 months relevant experience . The estimated monthly remuneration would be Rs. 45,680/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	Rotational Shift	Yes
	Bread Maker/ Tandoorchi	Preferably middle	1 year relevant experience . The estimated monthly remuneration would be Rs. 47,460/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am -8 pm, 7 days	Yes
	Dish Washer	Preferably middle	1 year relevant experience . The estimated monthly remuneration would be Rs. 45000/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 49,240/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am -8 pm, 7 days	Yes
	Cook Helper	At least Matric with expertise as helper in cooking different types of meal.	1 years or cooking different types of meals. The estimated monthly remuneration would be Rs. 45,087/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am -8 pm, 7 days	Yes
	Kitchen Helper	At least Matric with expertise as helper in cooking different types of meal.	2 years experience as helper cooking of different meals. The estimated monthly remuneration would be Rs. 44,138/-.	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am -8 pm, 7 days	Yes

Category – D Sports Facilities

12.4 In this category all personnel should be with relevant background.

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 or 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 or 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 amusement 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 Perform a variety of attending duties at amusement 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.

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 estimated monthly remuneration would be Rs. 47,712/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 52,847/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life	Rotational Shift	Yes

			be Rs. 60,404/-	Insurance, Uniform		
	Sports Coach	At least intermediate.	2 years experience of related sports in Schools and Universities . The estimated monthly remuneration would be Rs. 65,258/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Pitch Curator	Any skill/qualification.	2 years Pitch Curator experience. The estimated monthly remuneration would be Rs. 52,437/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes

Category – E Transport Facilities

12.5 In this category all personnel should be in technical background having valid license.

Scope of Category:

The expectation from this category of staff is to:

12.5.1 Drive a motor vehicle to transport passengers on 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 a routine basis.

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

Category E	Designation	Required Qualification & Experience along with benefits	Benefits	Timings	Uniform
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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 estimated monthly remuneration would be Rs. 48,647/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 51,020/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Ambulance Driver	At least Matric with valid HTV driving license.	2 years or more driving experience of Ambulance . The estimated monthly remuneration would be Rs. 48,647/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Tractor Driver	At least Matric with valid HTV driving license.	3 years or more driving experience of HTV . The estimated monthly remuneration would be Rs. 48,647/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes
	Rickshaw Driver	At least Matric with valid Motorcycle/ Rickshaw driving license.	3 years or more driving experience of Bike Rider/ Rickshaw driving. The estimated	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance,	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes

		monthly remuneration would be Rs. 48,647/-	Uniform		
Bike Rider	At least Matric with valid Motorcycle driving license.	3 years or more driving experience of Bike Rider/ Delivery Service. The estimated monthly remuneration would be Rs. 55,766/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 Rs. 68,817/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department	Yes

Category – F Electrical Services

12.6 In this category all personnel should be with the required technical background as mentioned in the BoQ.

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
Electrical Services	A/C technician	Matric with AC Technician Certificate	2 years experience in AC Technician . The estimated monthly remuneration would be Rs. 49,833/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 45,680/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 56,952/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 55,000/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Electrician	DAE Electrical	3 years experience as an Electrician . The estimated monthly remuneration would be Rs. 51,020/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Event/ Auditorium Technician	Any skill/qualification.	2 years experience in Event Technical Assistant . The estimated monthly remuneration would be Rs. 50,545/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 51,020/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 48,053/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Supervisor – Op & Maint	DAE Electrical/wiremen license + 6 to 08 years of Experience	5 to 8 years of similar field experience. The monthly remuneration would be Rs. 55,000/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Solar Technician	DAE electrical or 3-4 years of hands on experience	3-4 years of experience as Solar Technician & work in accordance with policies, procedures, regulations and standards of quality and safety. The monthly remuneration would be Rs. 68,250/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Sound Technician	DAE electronics/ electrical or 2 years of hands on experience	2 years experience in Sound mixture with SP 4 Sound Sytem/ Theture hall. The estimated monthly remuneration would be Rs. 49,833/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes

	Lift Operator	DAE electronics/ electrical or 2 years of hands on experience	3 years or more experience. The estimated monthly remuneration would be Rs. 51,020/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes
	Cargo Lift Operator	DAE electronics/ electrical or 2 years of hands on experience	3 years or more experience. The estimated monthly remuneration would be Rs. 51,020/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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.

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 by either hospitals, hotels, schools, offices, or other 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.

Category G	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Janitorial Services	Coordinator	Minimum of Intermediate; (however, candidates with a Bachelor's degree are preferred.)	At least 3 years of relevant experience in coordinating staff matters for a service provider. This includes responsibilities such as staff scheduling, communication, and administrative coordination. The	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	N/A

			monthly remuneration would be Rs. 85,428/-			
	Janitorial Supervisor	At least Matric	3 Years of relevant experience of supervising Janitorial staff in any commercial setup. The monthly remuneration would be Rs. 48,647/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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 estimated monthly remuneration would be Rs. 46,274/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (or Schedule set by the department)	Yes

A. Daily Services

- 12.7.4 Removal of waste material / garbage from the dustbins, buckets, mugs, and entire premises including the toilets, open areas / lawns, and Gardens, etc.
- 12.7.5 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
- 12.7.6 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.
- 12.7.7 Cleaning and scrubbing of toilets, washbasins, sanitary fittings using detergents, deodorants, and disinfectants at least twice a day.
- 12.7.8 Cleaning of Portable Fire Extinguishers available at Various Floors.

B. WEEKLY SERVICES

- 12.7.9 Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
- 12.7.10 Removal of cobwebs, dusts, termites, insects, pests, etc.
- 12.7.11 Windows sponging and cleaning.
- 12.7.12 Up keeping of partition glasses and panes with utmost care and by application of glass cleaning chemicals.
- 12.7.13 Polishing of taps and other steel fittings in the toilets with SILVO / BRASSO. Maintaining water outlets clean and open at all time. - whenever needed.

- 12.7.14 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.
- 12.7.15 Cleaning of water drain lines and Ventilation or Services Ducts and roof tops on monthly basis or as required before rainy seasons

C. AUDITORIUMS

- 12.7.16 Cleaning of Carpets (Vacuum, broom and dry mop where required)
- 12.7.17 Cleaning of adjacent refreshment areas
- 12.7.18 Cleaning / Dusting of chairs
- 12.7.19 Cleaning and washing of toilets on all floors
- 12.7.20 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

- 12.7.21 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.

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.

Category H	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
ICT Support Services	Resident Engineer Labs	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	3 Years of relevant experience . The estimated monthly remuneration would be Rs. 77,123/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8:30 am - 5:00 pm, 6 days a week. (or Schedule set by the department)	No
	Resident Engineer	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	3 Years of relevant experience . The estimated monthly remuneration would be Rs. 72,240/-.	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8:30 am - 5:00 pm, 6 days a week. (or Schedule set by the department)	No
	Resident Engineer ERP	Bachelors in related field (BCS / BS (CS) / BS (SE) / equivalent)	3 Years of relevant experience . The estimated monthly remuneration would be Rs. 72,240/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8:30 am - 5:00 pm, 6 days a week. (or Schedule set by the department)	No
	Data Center Engineer	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	3 Years of relevant experience . The estimated monthly remuneration would be Rs. 65,258/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8:30 am - 5:00 pm, 6 days a week. (or Schedule set by the department)	No

	Resident Engineer VC	At least Matric with relevant certification	3 Years of relevant experience . The estimated monthly remuneration would be Rs. 51,198/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	8:30 am - 5:00 pm, 6 days a week. (or Schedule set by the department	No
	IT Helpdesk Coordinator	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	1-2 years of relevant experience in routing complaints to the appropriate personnel and streamlining the complaint resolution process in accordance with established Standard Operating Procedures (SOPs). The estimated monthly remuneration would be Rs. 58,800/-	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 estimated monthly remuneration would be Rs. 68,891/-	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	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:

12.8.12 Tagging and inventory monitoring of new items.

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

ERP IT Help Desk Resident Engineers:

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

Data Center RE':

- 12.8.30 Data Center RE's should be responsible for monitoring of all Server Room hardware equipment.
- 12.8.31 Operate, monitor, maintain, and respond to abnormal conditions in facilities systems. Areas include: Electrical, Mechanical and Building Monitoring and Control.
- 12.8.32 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.
- 12.8.33 Maintain a record to keep track of all the events and logs to facilitate in submitting timely reports to the superiors.

Network Engineer's:

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

System Engineer's:

- 12.8.42 Manages and monitors all installed systems and infrastructure for the organization to be in line with company guidelines or SOP (standard operating procedure).
- 12.8.43 Defines customers' needs and functionality in a service development cycle.
- 12.8.44 Assists in the coordination of various teams testing and evaluating for the development of design and its implementation of the best output.
- 12.8.45 Installs, configures, and tests operating systems, application software, and system management tools.
- 12.8.46 Ensures the highest level of systems and infrastructure availability.
- 12.8.47 Implements warranty and support activities.
- 12.8.48 Evaluates the existing systems and provides the technical direction to IT support staff.
- 12.8.49 Plans and implements system automation as required for better efficiency.
- 12.8.50 Oversees the development of customized software and hardware requirement.
- 12.8.51 Collaborates with other professionals to ensure high quality deliverables within organization guidelines, policies, and procedures.
- 12.8.52 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 Engineer's:

- 12.8.53 Collaborate with operations and support teams to provide direction/support, streamline processes, improve efficiencies, and enhance the overall user experience.
- 12.8.54 Provide expertise on projects; designing; implementing; supporting critical networks and complex converged infrastructures.
- 12.8.55 Diagnose and evaluate problems with content related to Video, Audio or Technical composition of media.
- 12.8.56 Function as team lead and provide technical guidance and assistance to other team members and support teams.

- 12.8.57 Install/upgrade/maintain hardware systems and software packages related to video conferencing and other media technologies utilized.
- 12.8.58 Knowledgeable of scheduling procedures, and able to setup, and dismantle video conferences between offices, and with external clients.
- 12.8.59 Create documentation and manuals for supported hardware software packages as needed.

Article XIII
PAYMENT TERMS

- 13.1 Payment will be 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 The Service Provider shall be responsible for the collection, scrutiny, and shortlisting of candidates' CVs for positions to be deputed to the Institute of Business Administration (IBA). Prior to the final appointment of any candidate, the Service Provider must consult with the relevant Category Manager(s) at IBA to obtain their final opinion and approval.

Article XV
DESIGNATED AUTHORITY

- 15.1 The SERVICE PROVIDER shall designate a qualified individual(s) to oversee all operations, decision-making, and grievance/issues management concerning its staff. This individual(s) will act as the primary liaison for communicating grievances/issues to the relevant authorities or committees of both IBA and Service Provider. They shall be responsible for ensuring prompt and effective resolution of grievances/issues, as well as maintaining clear and timely communication with IBA.

Article XVI
MISCELLANEOUS

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

16.2 The terms and conditions of the AGREEMENT have been read over to the parties which they admit being correct and abide by the same.

16.3 All terms & conditions mentioned in the bidding document will be an integral part of this agreement and can't be revoked.

16.4 This Agreement shall not be assigned by either of the Parties to any third party without the prior written consent of the other.

16.5 Failure of either Party to insist upon strict performance by the other Party of any provision of this Agreement shall in no way be deemed or construed to affect in any way the right of that Party to require such performance.

16.6 This Agreement constitutes the entire agreement between the Parties hereto and supersedes all prior arrangements, understandings and agreements, oral or written, between the Parties hereto with respect to the subject matter hereof.

16.7 The agreement may be renewed for another term with the mutual consent of the parties.

16.8 This Agreement shall be governed by and construed in accordance with the laws of Islamic Republic of Pakistan.

16.9 This agreement is effective from _____ up to _____

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"
NAME:
CNIC # _____

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

M/s
NAME:
CNIC # _____

Address:

WITNESS:

1. _____

Syed Fahad Jawed

CNIC # _____

Address:

Associate Registrar

Institute of Business

Administration Main Campus

University Road, Karachi

Focal Person IBA

2. _____

M/s

NAME:

CNIC #

Address:

Annex-A**10. Price Schedule**

Category Number	Category	Estimated Yearly Remuneration	Employer's Commission % Inclusive of Income Tax	Commission Amount	Total Remuneration	Price Schedule Bill of Quantity
		PKR	%	PKR	PKR	
A	Facilities Management	47,442,744				Page 28
B	General Support	42,378,540				Page 34
C	Hostel Management	18,166,320				Page 37
D	Sports Facilities	18,234,360				Page 39
E	Transport Facilities	11,561,364				Page 41
F	Electrical Services	18,655,356				Page 43
G	Janitorial Services	71,304,660				Page 47
H	ICT Support Services	22,422,744				Page 49
Total		250,166,088				

Above prices are exclusive of Sales Tax

Stamp & Signature_____
Stamp & Signature

Total Remuneration in words: Rs. _____

Special Instruction:

- (a) The Price Schedule of all BoQs is available on **excel** format on <https://www.iba.edu.pk/tenders/>
- (b) Tender will be awarded to lowest evaluated & responsive bidder through framework contract.

Bid Security to be submitted with the Financial Proposal including 15% SST (for calculation of Bid Security **only**)

Applicable Taxes

Applicable Taxes (Please mention along with relevant tax reference)

Tax Rate (<i>excluding Income Tax which should be included in</i>)	Under Section

Stamp & Signature

Stamp & Signature

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

M/s _____

Contact Person _____

CNIC _____ #

Address _____

Tel # _____ Fax _____

Mobile _____ email _____