

Tender Fee: Rs. 2,000/-
(Non-Refundable)

TENDER FORM

Tender # IT/09/22-23 SLA of Ruckus Wi-Fi Solution

Date of Issue : **October 24, 2022**
Last Date of Submission : **November 11, 2022 (03:00 PM)**
Date of Opening of Tender : **November 11, 2022 (03:30 PM)**

Company Name: _____

NTN: _____, **SRB Registration Number:** _____

GST Registration Number: _____

Pay Order / Demand Draft # _____, **Dated:** _____

Amount of Rs. _____, **Drawn on Bank:** _____

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
Extended Warranty of Ruckus Wi-Fi Solution (IT/09/22-23)	Singe Stage One Envelope	2%
Tender Fee & Dates		
Fee: Rs. 2,000/-		
Issuance start date: October 24, 2022, at 9 AM		
Issuance end date & time: November 11, 2022, at 3 PM		
Submission date & time: October 24, 2022, to November 11, 2022, from 9 AM to 3 PM		
Opening date & time: November 11, 2022, at 3:30 PM		

Tender Documents may be collected after submission of paid fee challan from the Office of **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi** on any working day (Monday to Friday). Alternatively, the tender document can be downloaded from the website. 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. Sealed bids should be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus University Enclave Karachi and will be opened on the same date & venue in the presence of the bidder's representatives who may wish to attend. In case of a holiday, the tender shall be opened/received on the next working day at the same place and time. Bid Security in form of a Pay Order or Demand Draft has to be submitted in favour of "IBA Karachi" along with the Tender.

Kindly mention "Tender Number" at the top left corner of the envelope.

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

REGISTRAR

IBA, Main Campus, University Enclave, Karachi 75270

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

Contact Person Sr. Executive Procurement on 38104700 ext: 2152

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

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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 on IBA & SPPRA websites and leading newspapers on October 24, 2022, to "Extended Warranty of Ruckus Wi-Fi Solution".

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 over time.

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

Please contact Senior Executive Procurement on 38104700 ext: 2152 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 the required supporting documentation 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 mandatory to fill 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 the item/column name or number etc that referred to the column/item of the Tender Form.

c. **Collection of Tender**

You can collect the Tender Document from the office of the Head of Procurement, Ground Floor, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi from October 24, 2022, to November 11, 2022, during working 09:00 AM to 03:00 PM or download directly from IBA website.

d. **Tender Number**

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

e. **Communication**

Any request for clarification regarding technical specifications 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

f. Submission of Documents and Address

Separate envelopes clearly labelled 'Original Document', 'Copy' and 'Bid Security' must be submitted on or before the last date to submit the tender documents. Tender Documents can be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus, University Enclave, Karachi till 03:00 PM on November 11, 2022. **Tender Documents received by fax or email will not be accepted.**

g. Date of Opening of Tender

The bid will be opened on November 11, 2022, at 03:30 PM in presence of representative bidders who may care to attend.

h. Rights

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

i. Invoice Submission

The invoice/bill should be submitted to Purchase Department.

j. Clarification / Proof

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

k. Site Survey

Bidders may survey the sites and quote services accordingly:

- **Point of Contact:** Mr Muhammad Kamran Khan, Network Administrator
- **Location:** IBA Main Campus, University Enclave, University Road, Karachi.
- **Day & Time:** November 3, 2022, 09:00 AM to 04:00 PM.

Stamp & Signature

3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi.
- (b) **Brief Description of the Procurement:** Extended Warranty of Ruckus Wi-Fi Solution.
- (c) **Procuring Agency's Address: Main Campus, University Enclave, Karachi.**
- (d) **Amount of Bid Security:** Bid Security of 2% of the total amount/cost will 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):** Ninety Days.
- (f) **Deadline for Submission of Bids along with time:** The last date for submitting the Tender Document in a sealed envelope is November 11, 2022, by 03:00 PM in the Tender Box placed at the Security Office, Gate # 4, IBA Main Campus, University Enclave, Karachi.
- (g) **The venue, Time, and Date of Bid Opening:** The Tender will be opened on November 11, 2022, at 03:30 PM at IBA Main Campus, University Enclave, Karachi in the presence of representatives who may care to attend.
- (h) **Liquidity damages:** In the event of a delay in delivery at the supplier's fault, the supplier shall inform the purchaser before the expiry of the such period giving reasons or justification for delay. However, the purchaser reserves the right to take the following actions:
- 1) Evaluate the request for an extension in the delivery period as per its merit and may consider an extension in the 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.
- (i) **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 the Bid offered in response to the tender. Stamp duty will be paid by the bidder.
- (j) **Deposit Receipt No:** _____ **Dated:** _____
Amount (in words and figures): _____
Pay Order / Demand Draft #: _____, **Amount: Rs.** _____
Drawn on Bank: _____, **Dated:** _____

Stamp & Signature

4. Terms & Conditions

a) Bid Security

Bid Security, in the shape of a bank draft/pay order in the name of “**Institute of Business Administration**” Karachi, equivalent to 2% (converted amount in PKR) of the total cost of the bid, should be submitted along with the tender documents.

b) Performance Security

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

c) Validity of the Tender

All proposals and prices shall remain valid for 90 days from the closing date of the submission of the proposal. However, the Firm / Company / Distributor / Supplier / Service Provider 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 under this tender shall be governed by and construed following the laws of Pakistan. The IBA and all Firms / Companies / Distributors / Suppliers / Service Providers responding to this tender and parties to any contract executed according to this tender shall submit to the exclusive jurisdiction of the Pakistani courts. The arbitration proceeding will be governed by the Arbitration Act, of 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 a demo unit that the supplier quoted in the tender. After the final inspection of the unit, the decision will be made.

h) Compliance with Specifications

The Manufacturer/Firm/Company/Distributor/Supplier shall provide information as per requirements given in BoQ. However, Firm / Company / Distributor / Supplier / Service Provider can submit multiple solutions. Firm / Company / Distributor / Supplier / Service Provider may not propose/supply any kind of refurbished hardware equipment/components in their proposals.

Stamp & Signature

i) Support Capabilities

The Manufacturer/Firm/Company/Distributor/Supplier should indicate the support capabilities for all the hardware and software provided during the warranty.

j) Cancellation

IBA reserves the right to cancel any or all of the above items if the material is not in accordance with its specifications or if the delivery is delayed.

k) Invoice

The invoice/bill should be submitted to Purchase Department.

l) Stamp Duty

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

m) Payment Terms

1. 25% payment of the total amount will be made at the end of each quarter after the submission of the commercial invoice and satisfactory services as per IBA standards and scope of work.
2. All payments will take 30 working days to be made after the submission of the commercial invoice.

n) Source and Nationality Requirements

The country for this procurement is Pakistan. Bidder may not offer or supply any commodities or services that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the countries i.e., INDIA & ISRAEL.

o) Secrecy & Confidentiality

All stakeholders will be responsible to maintain secrecy/ confidentiality of information /Data shared during all stages of Bidding/ Contract.

p) Default

If the Bidder fails to timely deliver items/services as per BoQ, IBA, Karachi reserves the right to penalize and may also terminate the contract.

q) Force Majeure

The Supplier shall not be held liable in the event of their failure to comply with the schedule of the ordered items(s) for reasons of Force Majeure including war and other instabilities invasion, the act of foreign enemies, embargo, civil war etc.

r) Increase in Price

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

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 is 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 instruments, 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 a mandatory requirement other than auxiliary services/works.

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6. Project Summary

Institute of Business Administration, Karachi (IBA) requires a 'local replacement Warranty of Ruckus Wi-Fi Solution', as per 'Scope or Work' and 'Bill of Quantity' in this bidding document.

- a) Onsite Comprehensive warranty for one year.
- b) Technical support and upgrade.
- c) Included mentioned and necessary software with licenses and support.

7. Scope of Work

- a) The selected bidder shall be responsible for providing one year of services.
- b) The scope of this bid, and its subsequent order, is to provide Local Support/warranties (one year) of equipment and components with transport and labour charges included in the Bill of Quantity.
- c) The selected bidder will be responsible to respond as specified below to calls, whether normal or urgent, for maintenance/support/replacement etc. of items that are part of this Bill of Quantity.
- d) 24x7 on-site support with 2 hrs initial response time.
- e) 24x7 on-site support with 4 hrs turnaround time.
- f) The selected bidder should be responsible for handling level 2 and 3 technical support issues.
- g) Bidder must provide backup in case of delay in delivery of the relevant model, as specified in Bill of Quantity.
- h) The onsite comprehensive replacement warranty period of one year is mandatory which includes the replacement of the Equipment included in the Bill of Quantity (if necessary) without any additional cost.

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Details of the Devices (ANNEX-I)**Ruckus Access Points Inventory – IBA Main Campus**

S/n	AP Name	Locations	Serial Number	Model	Service Tag	Type
1	MC-AMAN-GF-AP-01	AMAN CED	451803003315	R720	6T5NRP2	Indoor
2	Adamjee S1	Adamjee Ground	161903000201	R720	GC5RRP2	Indoor
3	MC-AMAN-FF-AP-05	AMAN CED	451803000767	R720	1T5NRP2	Indoor
4	MC-AMAN-SF-AP-02	AMAN CED	431803005001	R720	GT5NRP2	Indoor
5	MC-AMAN-FF-AP-01	AMAN CED first	161903000233	R720	8C5RRP2	Indoor
6	MC-AMAN-FF-AP-03	AMAN CED	451803003331	R720	8T5NRP2	Indoor
7	MC-AMAN-GF-AP-04	AMAN CED	171803010878	R720	1N2NRP2	Indoor
8	MC-AMAN-GF-AP-02	AMAN CED	161903001344	R720	785RRP2	Indoor
9	Data Center NOC	NBP	161903000234	R720	4C5RRP2	Indoor
10	MC-LIB-AP-04	Library	161903000193	R720	665RRP2	Indoor
11	MC-TABBA-AP-04	Razzaq Tabba	441803001245	R720	5V5NRP2	Indoor
12	MC-Tabba-GF-AP-01	Razzaq Tabba	441803002113	R720	JT5NRP2	Indoor
13	MC-LIB-AP-07	Library	161903001408	R720	B85RRP2	Indoor
14	MC-AMAN-GF-AP-03	AMAN CED	161903000448	R720	H85RRP2	Indoor
15	MC-Tabba-SF-AP-05	Razzaq Tabba	161903001349	R720	885RRP2	Indoor
16	MC-OGH-AP-01	OGH	161903000241	R720	3C5RRP2	Indoor
17	MC-AMAN-SF-AP-05	AMAN CED	171803006627	R720	JM2NRP2	Indoor
18	MC-AMAN-SF-AP-04	AMAN CED	141903001652	R720	365RRP2	Indoor
19	MC-ST-AP-02	Student Center	161903001383	R720	J85RRP2	Indoor
20	MC-AMAN-SF-AP-01	Aman 2nd floor	161903000315	R720	865RRP2	Indoor
21	MC-BH-AP-01	Boys Hostel Old	441803002004	R720	4V5NRP2	Indoor
22	MC-Tabba-SF-03	Razzaq Tabba	451803003326	R720	7T5NRP2	Indoor
23	MC-TABBA-AP-03	Razzaq Tabba	441803002893	R720	8V5NRP2	Indoor
24	MC-Tabba-SF-02	Razzaq Tabba	451803000006	R720	BT5NRP2	Indoor
25	MC-AMAN-SF-AP-03	AMAN CED	161903001406	R720	465RRP2	Indoor
26	MC-AMAN-FF-AP-04	AMAN CED	451803003306	R720	5T5NRP2	Indoor
27	MC-Adamjee-AP-01	Adamjee	451803003291	R720	3T5NRP2	Indoor
28	MC-TABBA-AP-02	Razzaq Tabba	441803002207	R720	6V5NRP2	Indoor
29	MC-Tabba-SF-04	Razzaq Tabba	451803003308	R720	CT5NRP2	Indoor
30	MC-ST-AP-04	Student Center	161903001413	R720	9C5RRP2	Indoor
31	MC-LIB-AP-05	Library	161903000015	R720	865RRP2	Indoor

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S/n	AP Name	Locations	Serial Number	Model	Service Tag	Type
32	Adamjee-S2	Adamjee	441803002208	R720	7V5NRP2	Indoor
33	MC-Tabba-GF-AP-04	Razzaq Tabba	161903000026	R720	685RRP2	Indoor
34	MC-ST-AP-03	Student Center	161903001309	R720	195RRP2	Indoor
35	MC-AUDI-AP-01	Auditorium	161903001186	R720	565RRP2	Indoor
36	MC-TABBA-AP-06	Razzaq Tabba	441803000289	R720	DT5NRP2	Indoor
37	MC-Tabba-GF-AP-03	Razzaq Tabba	441803002115	R720	2V5NRP2	Indoor
38	MC-AUDI-AP-02	Auditorium	261803001520	R720	6X2NRP2	Indoor
39	MC-Tabba-GF-AP-02	Razzaq Tabba	431803005145	R720	FT5NRP2	Indoor
40	MC-ST-AP-01	Student Center	441803002112	R720	HT5NRP2	Indoor
41	MC-BH-AP-02	Boys Hostel Old	131803000782	R720	4LZMRP2	Indoor
42	MC-AMAN-FF-AP-02	AMAN CED	161903000190	R720	G85RRP2	Indoor
43	MC-LIB-AP-01	Library	161903000050	R720	265RRP2	Indoor
44	MC-ST-AP-06	Student Center	161903001155	R720	F65RRP2	Indoor
45	MC-TABBA-AP-01	Razzaq Tabba	441803001222	R720	3V5NRP2	Indoor
46	MC-Tabba-SF-01	Razzaq Tabba	161903001313	R720	D85RRP2	Indoor
47	MC-TABBA-AP-05	Razzaq Tabba	161903001316	R720	985RRP2	Indoor
48	MC-Tabba-SF-06	Razzaq Tabba	441803000320	R720	2T5NRP2	Indoor
49	MC-AMAN-GF-AP-05	AMAN CED	161903000189	R720	B65RRP2	Indoor
50	MC-LIB-FF-02	Library Ground	161903001419	R720	CC5RRP2	Indoor
51	MC-LIB-AP-03	Library	441803002894	R720		Indoor
52	MC-TABBA-GF-MTS7- MTS6	Razzaq Tabba	161903000162	R720	7C5RRP2	Indoor
53	MC-Adamjee- Outdoor-AP-01	Adamjee	361604602825	T710	8TXMRP2	Outdoor
54	MC-Library_Lawn- Outdoor-AP-01	Lawn	121803002187	T710	FHZMRP2	Outdoor
55	Cricket_Stadium_Out door_AP-02	stadium	111803006919	T710	12JNRP2	Outdoor
56	Cricket_Stadium_Out door_AP-01	stadium	121803002700	T710	JFZMRP2	Outdoor
57	MC-Library_Lawn- Outdoor-AP-01	Lawn	121803002145	T710	9M2NRP2	Outdoor

 Stamp & Signature

8. Bidder Qualification Criteria

S. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Last 3 years' turnover with a minimum of 10 million (per year) as Audited Financial Statement and Annual Return.	
2	Sales tax registration certificate with last month's return copy of both FBR and/or SRB and NTN certificates at the time of submission of the bid.	
3	Bidder must have Ruckus Authorized Partnership/Distribution.	
4	Successful completion of at least three (03) similar projects completed / in hands in the last three years. Testimonial from the customer or can be confirmed by IBA, Karachi, through the contact detail provided.	

Stamp & Signature

9. Bill of Quantity

SLA with parts replacement of Ruckus Wi-Fi Solution

S.No.	Specification	Qty	Rates	Total Amount
1	Associate Partner 1 Year Watchdog Support for Access Point a. Ruckus R720 dual-band 802.11abgn/ac (802.11ac Wave 2) Wireless Access Point with Multi-Gigabit Ethernet backhaul, 4x4:4 streams, MU-MIMO, BeamFlex+, dual ports, 802.3af/at PoE include power adapter or PoE injector Warranty (Serial / Service Tag Annexure-I) b. Ruckus Zoneflex T710 802.11ac Wave 2 Outdoor wireless access point - Omnidirectional with Multi-Gigabit Ethernet + SFP Fiber Interface backhaul, 4x4:4 streams, MU-MIMO, BeamFlex+, 802.3af/at PoE support include power adapter or PoE injector Warranty (Serial / Service Tag Annexure -I)	57		
2	Partner Watchdog 1 Year Support for Ruckus SmartZone 124 with 4 GigE ports Smart Zone 124 with 4 GigE ports Current Firmware Version: 5.2.2.0-1080 Total 57 Associate Serial # 381838000779 Dell Service Tag # 5GTNRP2	01		
3	Partner Watchdog 1 Year Support for Smart Cell Insight SCI VM Application Dell EMC Networking Ruckus Smart Cell Insight Virtual Appliance Dell Service Tag # HBRGZX2	01		
			Total	
			13% SST	
			Grand Total	

Grand Total Amount for One (01) Year (Rupees in words) _____

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

10. General Conditions of Contract

THIS AGREEMENT is executed in KARACHI, on this day June XX, 2022.

BETWEEN

The Institute of Business Administration, Karachi having its office at Main Campus, University Enclave, University Road, Karachi, through its authorized representative Mr. _____ (Head of 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. _____, holding CNIC No. _____ on the SECOND PART.

WHEREAS "IBA" intends to obtain Support and Extended Warranty of Ruckus Wi-Fi Solution (IBA requirement) discussions in respect of the same before the determination of the scope of work will be held with "IBA" as "Extended Warranty of Ruckus Wi-Fi Solution" and "THE SERVICE PROVIDER" have offered to render all kind of Support and Extended Warranty of Ruckus Wi-Fi Solution (including but not limited to the "Extended Warranty of Ruckus Wi-Fi Solution" of the proposed work up to the satisfaction & handing over the material(s) to the "IBA" having accepted the offer in a 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 office for the specific purpose of "Extended Warranty of Ruckus Wi-Fi Solution" discussions in respect of the same with "IBA" before the determination of Support and Extended Warranty of Ruckus Wi-Fi Solution to illustrate the schematic schedule work to suitable scale with any/all other relevant details for performance to "IBA" for Support and Extended Warranty of Ruckus Wi-Fi Solution. "THE SERVICE PROVIDER" hereby agree to the offer of the "IBA" in acceptance of the terms & conditions herein below forth. The 'Terms of Conditions' of the Tender Document are an integral part of this agreement.

Article I **DUTIES & SCOPE OF WORK**

1.1 This service includes the "Extended Warranty of Ruckus Wi-Fi Solution", and discussions with "IBA" before the determination of the 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 "Extended Warranty of Ruckus Wi-Fi Solution" 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 "Extended Warranty of Ruckus Wi-Fi Solution".
- 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 company 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 SERVICE PROVIDER" shall provide a backup unit i.e tangible or intangible. "THE SERVICE PROVIDER" is also bound to arrange at least 15 % of the hardware inventory (if any) 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 (without consumable 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 company except consumable (Accessories are compatible with 3 months warranty) items under this agreement.
- 1.15 "THE SERVICE PROVIDER" must provide backup units if original equipment requires repair. If "THE SERVICE PROVIDER" fails to do so, a penalty @ 2% of total contract amount per day, until the backup unit is delivered to IBA, or the 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, to ensure that the operating conditions of the equipment are duly fulfilled.

Article II
SCOPE OF PROFESSIONAL SERVICES

- 2.1 “THE SERVICE PROVIDER” will provide an ‘Extended Warranty of Ruckus Wi-Fi Solution’ at IBA Main Campus, University Enclave, University Road, Karachi.
- 2.2 “THE SERVICE PROVIDER” hereby agrees and acknowledges for the periodic supervision of the supplies and to check the execution of the Support and Extended Warranty of Ruckus Wi-Fi Solution in accordance with the description & specification.
- 2.3 “THE SERVICE PROVIDER” hereby agrees and acknowledges the acceptance of attending the meetings with the Head of Procurement “IBA” as & when required.
- 2.4 “THE SERVICE PROVIDER” hereby agrees to accept the variation, if occurred, in the scope of professional services and works with mutual consent on acceptable cost/price/charges/amount inclusive of all taxes and levies.
- 2.5 All staff must have CNIC and clearly mention to discourage work through child labour.
- 2.6 “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.
- 2.7 This Agreement shall be in effect from December XX, 2022 to December XX, 2023 and subject to the “SERVICE PROVIDER” inspection of the equipment to ensure that they are in working order.
- 2.8 “THE SERVICE PROVIDER” will ensure the following:
 - (a) Performance Goals
 - XX Hrs Response Time.
 - On-site support.
 - Provide a backup unit if required.
 - (b) Performance Measures
 - (i) 90% of equipment repaired on site.
 - (ii) Turnaround time for a repair Maximum of 2 days or provide a backup unit.
 - (iii) IBA can request other performance measures apart from the above which may be negotiated on a case-by-case basis.
 - (c) Physical inspection of complete equipment.
 - (d) Performance tests and adjustments.

- (e) Performance engineering modification and changes, if recommended by IBA.
- (f) Responsible for the smooth functioning of already installed Hardware as per BOQ.
- (g) Equipment is fully operational and performs properly and meets SBD's Requirements.
- (h) The scope of the project is to provide warranties for all IT equipment and components requested in BOQ.
- (i) Responsible to respond to events on an urgent basis as per SLA mentioned in this SBD.
- (j) Responsible to provide backup or replacement of any hardware with the same or higher Specification. IBA will not accept any low-specification hardware.
- (k) Provide Backup in case of delay in part replacement.
- (l) "THE SERVICE PROVIDER" must maintain a backup/surplus inventory of up to a minimum of 15% for each item quoted in the bid.
- (m) Maximum response time should be less than 04 (four) hours of the time the complaint is logged.
- (n) Any value-added service bundled with no impact on the BOQ, or service level, shall be acceptable.
- (o) Warranty of consumable items must be a minimum of 3 months. (Battery, Adapter etc.).
- (p) "THE SERVICE PROVIDER" will sign a Service level agreement (SLA) with parts for a period of one year, an extension of which shall be dependent on satisfactory performance for the previous year(s).
- (q) "THE SERVICE PROVIDER" must have a team of technically qualified staff on payroll for providing repair & maintenance services.
- (r) "THE SERVICE PROVIDER" bound to all defective items shall be replaced with the new and same brand.

Article III

REMUNERATION

- 3.1 The charge(s)/cost(s) offered by the Service Provider is Rs. _____/- total for one-year (inclusive of all taxes) Extended Warranty of Ruckus Wi-Fi Solution, variation may occurred. The cost is inclusive of labor /transportation /supplies /etc. Details of items are appended below;
- 3.2 Payment Terms;
- a) 25% payment of the total amount will be made at the end of each quarter after the submission of the commercial invoice and satisfactory services as per IBA standards and scope of work.
 - b) All payments will take 30 working days to be made after the submission of the commercial invoice.
- 3.3 Liquidated Damages;
- (a) In case of breach of SLA calculation will be done as per the table below and IBA 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 the following table;

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

- 3.4 Performance Security 5% of the total amount of the Purchase Order will be provided by “THE SERVICE PROVIDER”.
- 3.5 Stamp Duty @ 0.35% of the cost of transaction/work order will be deposited in the 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 Annual Agreement of “Extended Warranty of Ruckus Wi-Fi Solution” 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 of Extended Warranty of Ruckus Wi-Fi Solution with support and maintenance and related components as follows:
 - c. Quarterly onsite maintenance service to keep the equipment in good working condition. The onsite maintenance will include the following:
 - (i) Maintenance of equipment.
 - (ii) Breakdown down calls shall be attended to immediately as per SLA.
 - (iii) Corrective maintenance of equipment whenever called upon by the IBA.
 - d. The bidder will be required to ensure that maintenance personnel are readily available as and when required by the IBA.
 - e. Local support for items mentioned in the BOQ.

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 on additional charges based on the complexity of the requirements and/or changes.

Article VI

DATA PROTECTION

- 6.1 In addition to and notwithstanding any other right or obligation arising under this Agreement the “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 another misuse, and that only the “THE SERVICE PROVIDER” personnel designated for the purpose of Services have access to the Data.

6.2 "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 the 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 "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 in connection with, any Data Protection Laws; and
- (e) take all reasonable steps to ensure the reliability of the personnel who 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 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 “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 downtime.

8.2 Parts will be replaced as per the 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 9:00 am to 4:00 pm during business hours.

8.5 Equipment pickup time will be 9:00 am to 4:00 pm.

Article IX

SERVICE PROVIDER’S OUT-OF-SCOPE RESPONSIBILITIES

9.1 Burnt/damaged aged parts replacement.

9.2 In terms of damage SERVICE PROVIDER’s Engineer will inform IBA Staff at his premises and in terms of the burnt report will share IBA 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, “THE 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’s 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 are also covered.

10.4 Under this agreement any hardware that becomes faulty will be replaced by “THE SERVICE PROVIDER” provided backup to operate the environment within the next

business day whereas replacement of the faulty part will be provided in a later phase accordingly.

10.5 If “THE SERVICE PROVIDER” is required to replace any equipment which is not repairable or damaged or not covered under warranty, then “THE SERVICE PROVIDER” will submit an estimated cost for approval from the Client. The 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 a detailed description of how to log a call and its works.

Article XI

Operations & Maintenance (O&M) Support

11.1 The following shall be provided to IBA.

Number of Months	Service description
12 months	<p>24x7x4</p> <p>“THE SERVICE PROVIDER” will provide O&M support to IBA with its shared pool of resources On-Call basis.</p> <p>“THE SERVICE PROVIDER” will provide the mobile phone numbers of the concerned technical persons and escalation.</p> <p>“THE SERVICE PROVIDER” concerned technical personnel will reach the site / remote login / VPN /Telnet for troubleshooting the problem registered through the support call logging procedure.</p> <p>During the O&M, the “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.</p> <p>Support Levels Description:</p> <p>Level 1: “THE SERVICE PROVIDER” engineer will provide telephonic support for minor issues and general queries of IBA.</p> <p>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.</p> <p>Level 3: “THE SERVICE PROVIDER” engineer will engage the Subject Matter Expert (SME) at Level 3 to remotely rectify the problem. SME will remote login / VPN /Telnet the equipment for troubleshooting the problem. If required, the Service Provider Technologies engineer will open a TAC case and engage support till the rectification of the problem.</p> <p>Business critical issues will be analyzed by the concerned technical personnel and will be communicated to IBA through the Help Desk / Service Provider personnel.</p>

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 the 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 the following information to SERVICE PROVIDER’s helpdesk in order to log a service call:

- (a) Username, Contact Numbers.
- (b) Model and a 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 a specific predefined resource/team. This response time varies as per the 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 the 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 a predefined structure till it gets resolved. The tool also keeps a record of historical tickets.

iii. The “SERVICE PROVIDER” support structure defines the problem escalation process based on global best practices as presented in the Problem Escalation Matrix (refer to the ‘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 24x7 Basis.

Response Time

Response time to incidents reported would be as follows:

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

Severity Level 3 (S3)	XXXX
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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 any 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 hereof 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, of 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 a 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 the 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.

15.2 Initial contract is for one year, which can be extended to a further one year but not more than three years based on the bidder's performance. However, the Terms & Conditions of the agreement would remain the same.

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 XVIII
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 the 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 another instrument, 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 being correct and abide by the same.

20.2 The validity of the contract will be effective from December XX, 2022, to December XX, 2023.

20.3 All terms and conditions of tender vide # IT/09/22-23 will be an 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.