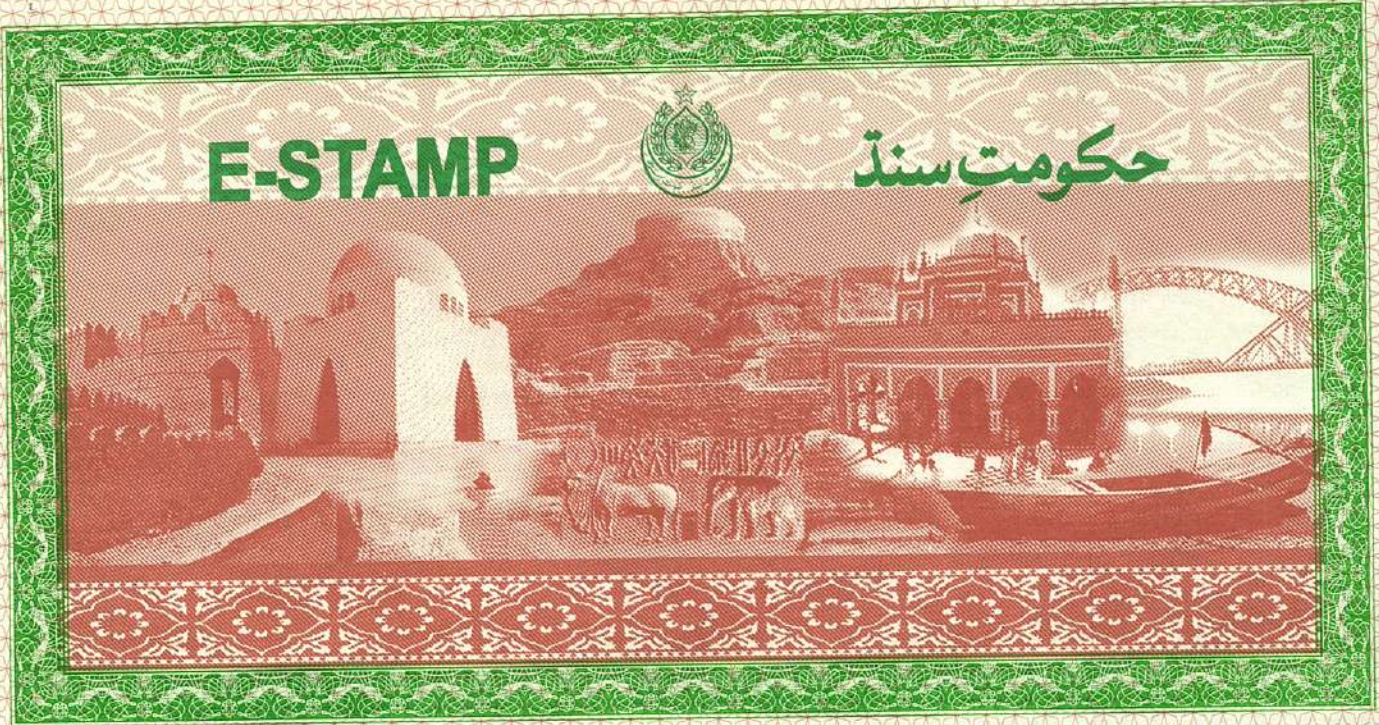




NBP-0048-2510140010523128

GoS-KHI-EDFA984E070CD8D8

Non-Judicial**Rs 65,324/-**

Description	: Contract - 15(a)
Principal	: Institute of Business Administration [27024407]
Contractor	: HRSG SSP Pvt Ltd [89088412]
Applicant	: Kajal Assaram [51503-6957642-8]
Stamp Duty Paid by	: HRSG SSP Pvt Ltd [89088412]
Issue Date	: 14-Oct-2025, 09:39:46 AM
Paid Through Challan	: 20257E313713D0DA
Amount in Words	: Sixty Five Thousand Three Hundred and Twenty Four Rupees Only

Please Write Below This Line

You can verify your e-Stamp paper by scanning the QR code or online at www.estamps.gos.pk using the 'Verification Through Web' option.

OUTSOURCING MANPOWER AGREEMENT**Outsourcing of Multiple Support Services vide Tender # MISC/01/25-26**

THIS AGREEMENT is executed at KARACHI, on this day, 01 October 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) of the FIRST PART.

AND

M/s HRSG SSP (Pvt) Ltd, having its office at HRSG House, 46-D Street No. 46, Off Shahra-e-Faisal, Block-6, P.E.C.H.S. Karachi hereinafter referred to as "THE SERVICE PROVIDER" (which expression shall wherever the context, so permits be deemed to include its legal representatives, executors, successor and assigns), through its proprietor Mr. Mumeet Iqbal, holding CNIC No. 42301-5317870-3 on the SECOND PART.

RECITALS

IBA hereby offers to appoint HRSG SSP (Pvt) Ltd as its official service provider vide Tender # MISC/01/25-26 for the "outsourcing of various support services". HRSG SSP (Pvt) Ltd accepts the offer and agrees to the terms and conditions outlined below.



Article I

DUTIES & SCOPE OF AGREEMENT

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

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

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

1.3 THE SERVICE PROVIDER" hereby agrees and acknowledges for the periodic supervision of the services and to check the execution of services in accordance with the BoQ vide Tender # MISC/01/25-26.

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

1.5 The staff hiring process will also include the interview by the IBA management.

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

1.7 IBA has the right to increase or decrease the quantity and remuneration. Further, comply with minimum wage laws as per provincial minimum wage notifications and subsequent revisions issued by the Minimum Wage Board through gazette notifications.

1.8 IBA reserves the right to cancel any or all the items mentioned in different categories or may terminate any part of the BoQ or item upon competition of disciplinary Procedure as per law independently if the required service standards are not met accordingly

1.9 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.

1.10 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.

1.11 The Service Provider shall ensure that all deputed staff comply with IBA's code of conduct, including policies relating to workplace harassment under applicable laws (such as the Protection Against Harassment of Women at the Workplace Act, 2010). Any incident of harassment or misconduct shall be grounds for immediate removal of the concerned individual and replacement within 48 hours.

1.12 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.

1.13 Third-party employees will work under the direct supervision of their respective IBA line managers for day-to-day tasks and performance monitoring: however, all decisions relating to their transfers, promotions, salaries, benefits, or other employment terms shall remain the sole responsibility of the Service Provider.

1.14 All disciplinary matters concerning third-party employees shall be documented by the respective IBA line managers and reported to IBA HR, which will then formally forward such matters to the Service Provider for necessary action.

Scope of services includes mentioned below but not limited to:

Category Number	Category	Details (Complete details of required staff are available in BoQ attached)
The staff is required in the following sub-categories during day shifts to support various IBA functions.		
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

Article II **REMUNERATION**

2.1 The cost offered by Service Provider is on framework contract vide tender SBD # MISC/01/25-26, and the following rates are fixed and exclusive of sales tax till the validity of this contract.

Category Number	Category Details	Percentage commission/Rate exclusive of sales tax
		PKR
A	Facilities Management	5.50%
B	General Support	5.50%
C	Hostel Management	5.50%
D	Sports Facilities	5.50%
E	Transport Facilities	5.50%
F	Electrical Services	5.50%
G	Janitorial Services	5.50%
H	ICT Support Services	5.50%

2.2 All the manpower and associated categories are presumed to be covered under the amount quoted herein. Any additional manpower required over and above the quantity mentioned in the 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 have 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 Liquidated damages at the rate of 2% of the monthly service charges shall be imposed for any failure by the Service Provider to deliver manpower in accordance with the required standards or the agreed entitlement/authorization. Timely disbursement of salaries by the Service Provider to the personnel deputed at IBA, by the specific date mentioned below,

shall also constitute a key performance indicator. However, prior to the imposition of any such liquidated damages, the Service Provider shall be formally notified in writing of the deficiency or delay and shall be allowed a reasonable period of **seven (7)** working days or as mutually agreed to rectify or remedy the same

- 2.5 The salaries of staff hired on daily basis shall be paid as advised by the IBA. The Service provider will be liable to ensure that the staff receives in accordance with the prevailing minimum wage prescribed under the applicable provisional law as notified through gazetted notifications, including any revisions recommended. Agreed Service charges and all taxes will be charged as per law.
- 2.6 Performance Security 5% of the total estimated amount has been submitted vide Pay Order # **776654** dated 01-10-2025 amounting to **Rs 933,194/-**
- 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 the total estimated value of the 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. Attendance will be verified by a representative from IBA 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 Monthly service charges invoice amount will be imposed on the Service Provider. However, prior to the imposition of any such liquidated damages, the Service Provider shall be formally notified in writing of the deficiency or delay and shall be allowed a reasonable period of **seven (7)** working days or as mutually agreed to rectify or remedy the same 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. However, SERVICE PROVIDER shall charge 1.85% as financial charges on the overtime amount, along with applicable taxes to IBA
- 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.
- 2.15 Hepatitis B&C and TB (MT) will be conducted on a yearly basis upon the request of the IBA.



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-cashable (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 as mentioned in the BoQ category-wise. Further, shall provide an Identity Card (With a current Photograph) to the deployed workforce.

3.2 Material and pattern should be approved by IBA, authority.

Article IV

ARBITRATION

4.1 The parties expressly consent that in the event of arising a dispute as to the provisions of this Agreement, or any modification hereto, each party shall submit its respective interpretation to the other for consideration. However, in case of any controversy or claim arising out or relating to this Agreement or its breach, shall be resolved through arbitration under the Arbitration Act-1940 and Executive Director IBA, Karachi, shall have the right to act as arbitrator. His decision will be binding upon both 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 SSP agrees to indemnify and hold the Company harmless from any claims, actions, demands and losses to the extent arising from acts of error and omissions or the negligence of SSP, its personnel or agents, which result in injury; to Persons or property or which arise from any breach of obligation or delay, failure, non-execution of the Services. SSP shall also hold the Company harmless against any claims or actions against the Company by any SSP personnel or agent as well as any actions and claims by third parties and authorities against the Company in respect of any matters or affairs related to SSP or their agents; provided, SSP agrees to carry Public/Service provider Liability Insurance coverage from a reputed Insurance Company for the term of this Agreement and such Insurance will have a combined single limit of Rs.1,000,000 (One million Rupees) any one occurrence and also in annual aggregate for both bodily injury and property damage. SSP will also provide necessary certificates, if requested by the Company.

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 on registered address.

Article VIII
SEVERABILITY

8.1 If any provision of this Agreement is / becomes invalid or unenforceable under the applicable laws of Islamic Republic of Pakistan, then, to the fullest extent permitted by the applicable laws of Islamic Republic of Pakistan, the other provisions hereof shall remain in full force and effect in such jurisdiction and shall be liberally construed in order to carry out the intentions of the Parties hereto as nearly as may be possible. The Parties further agree to replace the invalid or unenforceable provision(s) with a valid and enforceable provision that will achieve, to the extent possible, the purpose of the invalid / unenforceable provision.

Article IX
RENEWAL

9.1 This Agreement may be renewed with mutual consent & satisfactory performance upon completion of one year from the date of signing of this agreement.

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.

- 10.4 The Service Provider (and its staff provided shall exert reasonable efforts to uphold the confidentiality of any information and materials, regardless of their form (oral, written, or otherwise), belonging to the other party (during or after their tenure of IBA).

Article XI
FORCE MAJEURE

- 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 i.e., Carpenter, Mason, Manson Helper, Painter, Plumber, Sr. Gardener, Gardener Polisher, Steel Carpenter, CCTV Technician, Office Assistant, Campus facilitator, Office Assistant, Store Helper, Supervisor, RO Plant Operator & RO Plant Assistant.

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.

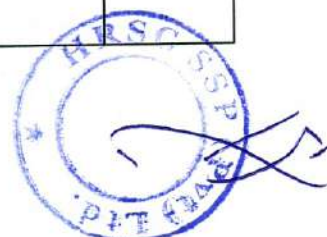


- 12.1.4 Paint walls, equipment, buildings, bridges, and other structural surfaces at all campus premises, using brushes, rollers, and spray guns. May remove old paint to prepare surface prior to painting. May mix colors or oils to obtain desired color or consistency.
- 12.1.5 Assemble, install, alter,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

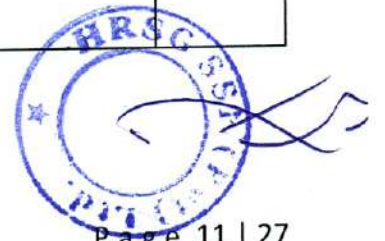
Category A	Designation	Required Qualification & Experience along with benefits		Benefits	Timings	Uniform
Facilities Management	Carpenter	At least Matric with a certificate from a recognized institute in Carpentry	3 years in manufacturing/repairing works.	EOBI, Medical, Medical: Maternity Limit, Mobile 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.	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
	Mason Helper	Any skill/qualification.	Masonry or bricklaying helper experience.	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.	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.	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 year's experience of maintaining landscapes / nurseries.	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 year's experience of maintaining landscapes / nurseries.	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.	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.	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.	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.	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 Operator	At least intermediate/DAE from a recognized institute.	3 years in similar responsibility/installation, R&M of CCTV surveillance system.	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.	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.	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 quality and safety.	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 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.	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.	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.	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 institute.	2-3 years in a similar field experience.	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
	Aluminum and Welding Technician	At least Matric with certificate from a recognized institute in Aluminum and Welding work	3 years in manufacturing/ repairing works.	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.	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.	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
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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.	2 Years relevant experience. Must be Muslim.	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	Zuhr till Isha, 6 days a week. (or Schedule set by the department)	

		Hifz-ul-Quran (Memorization of the Holy Quran)				
	Khadim E Masjid	Middle, Matric.	2 Years relevant experience. Must be Muslim.	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.	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.	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.	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 Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (Or Schedule set by the department)	Yes
	Technical Store Assistant	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 Insurance, Uniform	8 am - 4:30 pm, 6 days a week. (Or Schedule set by the department)	Yes



	Telephone Operator	At least Bachelors in HEC recognized University.	2+ years of experience in assistance for Call Priority, Call Directory updates and recordkeeping.	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 Bachelors in HEC recognized University.	2+ years of experience in assistance for Call Priority, Call Directory updates and recordkeeping.	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.	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.	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	Rotational Shift	Yes

	Bread Maker/ Tandoorchi	Preferably middle	1-year relevant experience.	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.	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.	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.	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.	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 Instructor 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 Instructor 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.	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.	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.	EOBI, Medical, Medical: Maternity Limit, Mobile Allowance, Leaves, Life Insurance, Uniform	Rotational Shift	Yes
	Sports Coach	At least intermediate.	2 years' experience of related sports in Schools and Universities.	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.	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
Transport Facilities	LTV Driver	At least Matric with valid LTV driving license.	3 years or more driving experience of LTV.	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.	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.	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.	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.	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
	Bike Rider	At least Matric with valid Motorcycle driving license.	3 years or more driving experience of Bike Rider/ Delivery Service.	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.	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
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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.	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. -	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.	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.	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.	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 .	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.	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.	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.	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.	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 System/ Theater Hall.	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.	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.	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

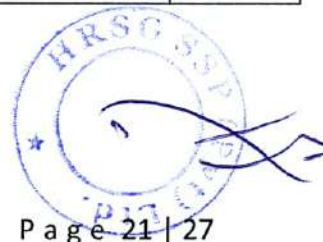
12.7 In this category all personnel in non-technical background.

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.	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
	Janitorial Supervisor	At least Matric	3 Years of relevant experience of supervising Janitorial staff in any commercial setup.	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 .	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 .	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 .	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 .	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	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	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	EOBI, Medical, Life Insurance, Mobile Allowance	8:30 am - 5:00 pm, 6 days a week. (or Schedule set by the department)	No

			Procedures (SOPs).			
	System / Network Engineer	Bachelors in related field (BCS / BS (CS) / BS (IT) / equivalent)	3 Years of relevant experience .	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 Collection, scrutiny, and short listing of CVs for candidates to be deputed to IBA shall be the responsibility of the Service Provider. Before finally appointing the candidate, THE SERVICE PROVIDER shall consult relevant category Manager(s) of IBA for their final opinion.

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 (HRSG staff). This individual(s) will act as the primary liaison for communicating grievances/issues to the relevant authorities or committees of both IBA and HRSG. 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

- 15.1 Competent Authority i.e. IBA reserves the right to change / alter / remove any item or reduce / enhance quantity without assigning any reason.
- 15.2 The terms and conditions of the AGREEMENT have been read over to the parties which they admit being correct and abide by the same.
- 15.3 All terms & conditions mentioned in the bidding document will be an integral part of this agreement and can't be revoked.
- 15.4 This Agreement shall not be assigned by either of the Parties to any third party without the prior written consent of the other.
- 15.5 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.
- 15.6 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.
- 15.7 **This agreement is effective from October 01, 2025, up to September 30, 2026**
- 15.8 The agreement may be renewed for another term with the mutual consent of the parties.
- 15.9 This Agreement shall be governed by and construed in accordance with the laws of the Islamic Republic of Pakistan, including all applicable statutes, rules, regulations, notifications, amendments, and subordinate legislation, such as but not limited to labour laws, taxation laws, corporate laws, intellectual property laws, data protection and privacy laws, and any other relevant laws in force. The Parties agree to comply with all applicable legal, regulatory, and statutory requirements, and any non-compliance shall be deemed a material breach of this Agreement.



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: Dr. Muhammad Asad Ilyas
 REGISTRAR
 CNIC # _____
 Address: Registrar, Institute of Business,
 Administration Main Campus, University
 Enclave, Karachi


 M/s HRSB SSP (Pvt) Ltd
 NAME: Mr. Mumeet Iqbal
 CNIC # 42301-5317870-3
 Address: HRSB House, 46-D Street No. 46,
 Off Shahrah-e-Faisal, Block-6, P.E.C.H.S.
 Karachi

WITNESS:

1. 
 Syed Fahad Jawed
 CNIC # 4220191251363
 Address: Associate Registrar
 Institute of Business Administration
 Main Campus University Enclave, Karachi

2. 
 NAME: Muhammad Ali Qureshi
 CNIC # 41302-1397879-9
 Address: HRSB House, 46-D Street No. 46,
 Off Shahrah-e-Faisal, Block-6, P.E.C.H.S.
 Karachi

Focal Persons from IBA

Category Number	Category Details	
A	Facilities Management	Shahab Uddin Khan
B	General Support	Shahab Uddin Khan
C	Hostel Management	Mujahid Hussain Detho
D	Sports Facilities	Tamheed Issa
E	Transport Facilities	Muhammad Athar Rana
F	Electrical Services	Rehan Hussain
G	Janitorial Services	Muhammad Athar Rana
H	ICT Support Services	Manseer Ali
	For All Categories	Usman Khan