

**GoS-KHI-A8A3AF306D84B1ED**

**Rs 6,764/-**

Description	: Contract - 15(a)
Principal	: M/S INSTITUTE OF BUSINESS ADMINISTRATION [27024407]
Contractor	: M/S ASTRONTECH PRIVATE LIMITED [36283363]
Applicant	: SHAKIR ALI [42101-1611686-9]
Stamp Duty Paid by	: M/S ASTRONTECH PRIVATE LIMITED [36283363]
Issue Date	: 22-Mar-2023, 03:24:02 PM
Paid Through Challan	: 2023D5ABBC45D191
Amount in Words	: Six Thousand Seven Hundred and Sixty Four Rupees Only

Please Write Below This Line

## SERVICE LEVEL AGREEMENT

## Ruckus Wi-Fi Solution

THIS AGREEMENT is executed at KARACHI, on this day of February 03, 2023.

**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. Astronotech Private Limited**, having its office at **Plot # 1-6/17, Korangi Industrial Area**, hereinafter referred to as **"THE SERVICE PROVIDER"** (which expression shall

Annual Service Level Agreement for Ruckus Wi-Fi Solution vide tender # IT/09/22-23

Page 1 | 16







wherever the context so permits be deemed to include its legal representatives, executors, successor and assign), through its proprietor **Mr KASHIF AZHAR**, holding CNIC No. **35201-5663860-5** on the SECOND PART.

**WHEREAS** "IBA" intends to obtain the Annual Service Level Agreement for Ruckus Wi-Fi Solution vide tender # IT/09/22-23 for the Annual Service Level Agreement for Ruckus Wi-Fi Solution up to the entire satisfaction, 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 "ASTRONTECH (PVT) LTD." as their supplier for the specific purpose of the "Annual Service Level Agreement for Ruckus Wi-Fi Solution" vide tender # IT/09/22-23. "THE SERVICE PROVIDER" hereby agree to the offer of the "IBA" in acceptance of the terms & conditions herein below forth.

**Article I**

**DUTIES & SCOPE OF SERVICES AND AGREEMENT**

- 1.1 THE SERVICE PROVIDER agrees to the Annual Service Level Agreement for Ruckus Wi-Fi Solution to IBA whenever and wherever form is required as per the terms & conditions of this Agreement.
- 1.2 THE SERVICE PROVIDER will coordinate their work with the Head of ICT, of the "IBA" who will assist "THE SERVICE PROVIDER" in the supervision of the proposed Annual Service Level Agreement for Ruckus Wi-Fi Solution.
- 1.3 This Agreement shall be in effect from February 03, 2023, for a 1-year and subject to THE SERVICE PROVIDER inspection of the service to ensure that they are in working order.
- 1.4 THE SERVICE PROVIDER will visit the Procurement Department located at Main Campus, University Enclave, Karachi as & when required with a prior appointment.
- 1.5 All logistic charges will be borne by THE SERVICE PROVIDER.





**Article II**  
**SCOPE OF PROFESSIONAL SERVICES**

- 2.1 THE SERVICE PROVIDER shall be responsible for providing one year of services.
- 2.2 To provide Local Support/warranties (one year) of equipment and components with transport and labour charges included in the Bill of Quantity.
- 2.3 THE SERVICE PROVIDER 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.
- 2.4 24x7 on-site support with 2 hrs initial response time.
- 2.5 24x7 on-site support with 4 hrs turnaround time.
- 2.6 The selected bidder should be responsible for handling level 2 and 3 technical support issues.
- 2.7 THE SERVICE PROVIDER must provide backup in case of delay in delivery of the relevant model, as specified in the Bill of Quantity.
- 2.8 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.
- 2.9 THE SERVICE PROVIDER will be responsible for the smooth functioning of the already installed Ruckus WI-Fi Equipment as per BOQ in Article III.
- 2.10 THE SERVICE PROVIDER must ensure that the equipment is fully operational and performing properly. The scope of the project is to provide onsite service for all Ruckus WI-Fi equipment and components.
- 2.11 THE SERVICE PROVIDER would respond to events on an urgent basis as per the SLA mentioned in this SBD.
- 2.12 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 Call Logging Procedure in Schedule H which provides a detailed description of how to log a call and its works.





- 2.13 THE SERVICE PROVIDER is responsible to provide a Backup unit (with the same or higher rating) in case of delay in part replacement.
- 2.14 The number for Ruckus Wi-Fi Solution mentioned in the BoQ can be decreased at any time. THE SERVICE PROVIDER would charge the actual cost for Ruckus Wi-Fi Solution services through cost reduction if we remove any Ruckus WI-FI from BoQ.
- 2.15 THE SERVICE PROVIDER shall be responsible for the following:
- 2.15.1 Participating in IBA meetings if necessary.
  - 2.15.2 RM meetings / Conference calls for quarterly progress.
- 2.16 IBA SHALL be responsible for the following:
- 2.16.1 Daily operations of all sites.
  - 2.16.2 Designating a person to whom all THE SERVICE PROVIDER communications may be addressed and who has the authority to act on all aspects of the services.
  - 2.16.3 Providing adequate access to the THE SERVICE PROVIDER engineer to access the installed sites.
  - 2.16.4 Site environment monitoring will be the responsibility of IBA.
- 2.17 THE SERVICE PROVIDER shall keep IBA promptly informed of any technological or regulatory changes affecting the Services.
- 2.18 Any additional requirements requested by IBA will be subject to mutually agreed additional charges based on the complexity of the requirements and/or changes.
- 2.19 THE SERVICE PROVIDER should be responsible log the ticket to relevant Tech Support for Critical problems.
- 2.20 THE SERVICE PROVIDER shall be responsible for providing a minimum of one year of services.
- 2.21 THE SERVICE PROVIDER will provide backup or replacement of any hardware with the same or higher Specification. Equipment of lower specification will NOT be accepted.
- 2.22 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.





- 2.23 No pirated/forged/tampered material would be accepted. In a later stage/period, if found, THE SERVICE PROVIDER would be penalized according to the prevailing rules of the country.
- 2.24 The necessary service support should be provided by THE SERVICE PROVIDER during the agreement period.
- 2.25 THE SERVICE PROVIDER shall indemnify & hold the IBA harmless against all the third party(ies) claim(s) of infringement of patents, trademark or industrial decision rights arising from the use of the service(s) or any part thereof.
- 2.26 THE SERVICE PROVIDER shall provide patches/upgrades of the appliance during the contract period without any extra cost to IBA.
- 2.27 THE SERVICE PROVIDER shall provide onsite support.
- 2.28 THE SERVICE PROVIDER shall provide 1-year Maintenance Support with parts, for all the equipment listed in BoQ.
- 2.29 THE SERVICE PROVIDER shall provide Quarterly onsite preventive maintenance service to keep the equipment in good working condition. The onsite preventive maintenance will include the following:
- 2.29.1 Preventive Maintenance of equipment
  - 2.29.2 Breakdownak down calls shall be attended to immediately as per SLA.
  - 2.29.3 Corrective maintenance of equipment whenever called upon by the IBA.
- 2.30 THE SERVICE PROVIDER shall ensure that maintenance personnel are readily available as and when required by the IBA.
- 2.31 THE SERVICE PROVIDER shall provide Back to back support for items mentioned in the BOQ from the principal.
- 2.32 All R&R will be done either by identical parts/units or equivalent capacity.

### **Article III** **REMUNERATION**

- 3.1 The cost offered by THE SERVICE PROVIDER is Rs. 1,932,300/- (inclusive of all taxes) for the Annual Service Level Agreement for Ruckus Wi-Fi Solution vide tender # IT/09/22-23 variation may occur. Details of items for Preventive Maintenance are appended below:





S.No.	Specification	Qty	Total Amount
1	<b>Associate Partner 1 Year Watchdog Support for Access Point</b> 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)	54	1,710,000.00
2	<b>Partner Watchdog 1 Year Support for Ruckus SmartZone 124 with 4 GigE ports</b> 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	<b>Partner Watchdog 1 Year Support for Smart Cell Insight SCI VM Application</b> Dell EMC Networking Ruckus Smart Cell Insight Virtual Appliance Dell Service Tag # HBRGZX2	01	
		<b>13% SST</b>	222,300.00
		<b>Grand Total</b>	<b>1,932,300.00</b>

- 3.2 Liquidity damage @ 2% per month of the total agreed on payment as per the Purchase Order, of the total cost, will be imposed in case of delayed completion. "THE SERVICE PROVIDER" have to complete the required tasks as per the schedule.
- 3.3 Performance Security 5% of the total amount of the Purchase Order will be provided by "THE SERVICE PROVIDER".
- 3.4 Stamp Duty @ 0.35% of the cost of transaction/work order will be deposited in the Government treasury by the SERVICE PROVIDER.





- 3.5 Tax(es)/Challan(s)/Levy(ies), if any or additional will be paid/borne by THE SERVICE PROVIDER as per SRO/Notification.

**Article IV**  
**FUTURE DEVELOPMENTS AND UPGRADES**

- 4.1 THE 'SERVICE PROVIDER' shall keep IBA promptly informed of any technological or regulatory changes affecting the Services.
- 4.2 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 V**  
**DATA PROTECTION**

- 5.1 In addition to and notwithstanding any other right or obligation arising under this Agreement the 'SERVICE PROVIDER' shall (and shall ensure that its sub-contractors shall) take all appropriate technical and organizational security measures to ensure that any or all Data is protected against loss, destruction and damage, and against unauthorized access, use, modification, disclosure or other misuses, and that only the SERVICE PROVIDER personnel designated for the purpose of Services have access to the Data.
- 5.2 The 'SERVICE PROVIDER' shall (and shall ensure that its employees, agents and subcontractors shall) in respect of the Data:
- 5.2.1 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
- 5.2.2 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





- 5.2.3 not disclose the Data without the written authority of IBA (except for the purposes of fulfilling its obligations under this Agreement), and immediately notify such member where it becomes aware that a disclosure of Data may be required by law; and not transfer Data which has been obtained by or made available to the 'SERVICE PROVIDER' within one country outside that country, or allow persons outside that country to have access to it, without the prior written approval of IBA; and
- 5.2.4 observe the provisions of, and comply with any request made or direction given by IBA in connection with, any Data Protection Laws; and
- 5.2.5 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
- 5.2.6 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.
- 5.2.7 Immediately notify IBA when it becomes aware of a breach of this Clause.
- 5.2.8 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**

- 6.1 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 to the Agreement.

**Article VII**  
**ADD-ON EQUIPMENT**

- 7.1 'THE SERVICE PROVIDER' will make all reasonable endeavours to provide the "Response Time" stated in the schedule and to perform the aforesaid Maintenance Support Services at IBA, Karachi. In case of unavoidable delays, all legitimate efforts will be made to reduce equipment downtime.
- 7.2 Parts will be replaced as per the agreed terms of the contract.
- 7.3 Response time will be 4 hours via telephone, email or engineer visit.
- 7.4 The equipment pickup time will be 9:00 AM to 4:00 PM.

**Article VIII**  
**SERVICE PROVIDER'S OUT-OF-SCOPE RESPONSIBILITIES**

- 8.1 Burnt/damaged parts replacement.
- 8.2 In terms of damage, 'THE 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.
- 8.3 Burnt and damaged parts would be replaced after IBA's approval and charged separately.

**Article IX**  
**SERVICES / OBLIGATIONS OF THE SERVICE PROVIDER**

- 9.1 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.
- 9.2 It is hereby specifically agreed between the Parties that during the currency of this Agreement, and any renewal thereof, Service Provider shall be responsible for parts replacement and installation, of all or any parts (under warranty) of the Equipment which are or become defective, malfunction, or breaks down. The equipment will not be covered if there is any burning or physical damage which voids the manufacturer's warranty.





- 9.3 Under this agreement hardware under manufacturer warranty will be covered as mentioned in this agreement. Application software/ signature and OS update/upgrade or data backup as mentioned in BoQ is also covered.
- 9.4 Under this agreement any hardware that becomes faulty, will be replaced by a '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.
- 9.5 If 'Service Provider' is required to replace any equipment which is not repairable or damaged or not covered under warranty, then 'Service Provider' will submit an estimated cost for approval from the Client. The client will be required to provide an approval or purchase order within 15 days.
- 9.6 The 'Service Provider' will provide 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 logging a call and its works.

**Article X**  
**Operations & Maintenance (O&M) Support**

- 10.1 The following shall be provided to IBA.

Number of Months	Service description
12 months	<p><b><u>24 x 7 x 4</u></b></p> <p>THE 'SERVICE PROVIDER' will provide O&amp;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&amp;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><b>Support Levels Description:</b></p> <p><b>Level 1:</b> THE 'SERVICE PROVIDER' engineer will provide telephonic support for minor issues and general queries of IBA.</p> <p><b>Level 2:</b> THE 'SERVICE PROVIDER' engineer will try to resolve the problem remotely and if required will visit the site for onsite</p>





	<p>intervention. If the problem is not resolved at this level, then it would be escalated to Level 3.</p> <p><b>Level 3:</b> THE 'SERVICE PROVIDER' engineer will engage a 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 TAC case and engage support till the rectification of the problem. Business-critical issues will be analyzed by the concerned technical personnel and will be communicated to IBA through the Help Desk / Service Provider personnel.</p>
--	---

**Article XI**  
**Call Logging System**

- 11.1 To lodge a complaint CUSTOMER can contact 'The SERVICE PROVIDER's Support desk by phone or by email, once a complaint is logged.  
Email: support@astron.com.pk  
Call at: 021-35151052-53 Ext. \_111  
**Non-Working Hours / Holidays:**  
Name: Muhammad Sohaib  
Number: +92 3097770329/03343918472  
Email: [support@astron.com.pk](mailto:support@astron.com.pk)
- 11.2 Reporting Service Call While reporting a service call a user/manager must provide the following information to 'ASTRONTECH (Pvt's helpdesk in order to log a service call:  
(a) Username, Contact Numbers.  
(b) Model and the serial number of machines/devices.  
(c) Brief description of the problem and symptoms.  
(d) Ask for Call Log "Ticket Number
- 11.3 Based on its expertise and knowledge The 'Service Provider' has categorized all problems in 3 levels of problems i.e. Severity Level 1, Severity Level 2 and Severity Level 3 (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.
- 11.4 Incase 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.





11.5 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 the support team at the previous level failed to resolve the problem within predefined timelines.

11.6 **Hours of Coverage:** The 'Service Provider' will provide maintenance and support on a 24x7 Basis.

11.7 **Response Time:** Response time to incidents reported would be as follows:

Severity Level	Response Time
Severity Level 1 (S1)	30 minutes
Severity Level 2 (S2)	1 hour
Severity Level 3 (S3)	2 hours

11.8 **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 XII**  
**ARBITRATION**

- 12.1 In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter 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, 1940 and the Substantive and procedural law of Pakistan. The venue shall be Karachi.
- 12.2

**Article XIII**  
**FORCE MAJURE**

- 13.1 THE 'SERVICE PROVIDER' shall not be asked for the 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 XIV**  
**RENEWAL**

- 14.1 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.
- 14.2 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 XV**  
**TERMINATION**

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





**Article XVI**  
**INDEMNITY**

- 16.1 "THE SERVICE PROVIDER" in its capacity shall indemnify and keep IBA and any person claiming through IBA fully indemnified and harmless from and against all damages, costs 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 XVII**  
**NOTICE**

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

**Article XVIII**  
**PAYMENT TERM**

- 18.1 25% at the end of each quarter. All payments shall be released within 30 working days after submission of the commercial invoice and performance certificate after the successful completion of maintenance service.

**Article XIX**  
**INTEGRITY PACT**

- 19.1 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).
- 19.2 Without limiting the generality of the forgoing the M/s AstronTech Private Limited 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.





- 19.3 M/s Astronotech Private Limited 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 other instruments, stand void at the discretion of the IBA.
- 19.4 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.

**Article XX**  
**MISCELLANEOUS**

- 20.1 The terms and conditions of the AGREEMENT have been read over to the parties which they admit to be correct and abide by the same.
- 20.2 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.

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

IBA, Karachi  
Name: Dr. Muhammad Asad Ilyas  
Registrar  
CNIC # 42301-4497722-9  
Address:  
Institute of Business Administration  
Main Campus, University Road, Karachi

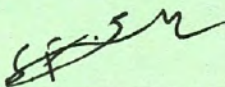
  
M/s. Astronotech Private Limited  
Name: **Suhail A Khan**  
Designation: **General Manager Sales & Operations**  
CNIC # **42101-3177877-3**  
Address:  
Plot A-249 , Sector 6-F, Mehran Town  
Korangi near Brooks Chorangi, Karachi





**WITNESS:**

1.



IBA, Karachi

Name: Syed Fahad Jawed

Head of Procurement

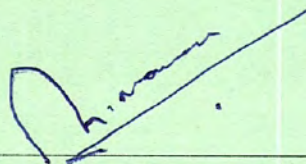
CNIC # 42201-9125136-3

Address:

Institute of Business Administration

Main Campus, University Road, Karachi

2.



M/s. Astronotech Private Limited

Name: Muhammad Nauman Khan

Designation: Business Development  
Manager

CNIC # 42201-708620-9

Address:

Plot A-249 , Sector 6-F, Mehran Town  
Korangi nera Brooks Chorangi, karachi

Focal Person IBA Mansoor Ali





## 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





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 cannot find by dell so Astronotech will not provide the warranty renewal for this service tag.	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 cannot find by dell so Astronotech will not provide the warranty renewal for this service tag.	Library Ground	161903001419	R720	CC5RRP2	Indoor
51	MC-LIB-AP-03	Library	441803002894	R720		Indoor
52	MC-TABBA-GF-MTS7-MTS6 cannot find by dell so Astronotech will not provide the warranty renewal for this service tag.	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_Outdoor_AP-02	Stadium	111803006919	T710	12JNRP2	Outdoor
56	Cricket_Stadium_Outdoor_AP-01	Stadium	121803002700	T710	JFZMRP2	Outdoor
57	MC-Library_Lawn-Outdoor-AP-01	Lawn	121803002145	T710	9M2NRP2	Outdoor

