

Tender Fee: Rs. 1,000/-  
(Non-Refundable)

# TENDER FORM

## Tender # IT/34/22-23 Documents Scanning and Digitization

Date of Issue : June 27, 2023  
Last Date of Submission : July 14, 2023 (3:00 PM)  
Date of Opening of Tender : July 14, 2023 (3:30 PM)

Company Name: \_\_\_\_\_

NTN: \_\_\_\_\_, SRB Registration Number: \_\_\_\_\_

GST Registration Number: \_\_\_\_\_

Pay Order / Demand Draft # \_\_\_\_\_, Dated: \_\_\_\_\_

Amount of Rs. \_\_\_\_\_, Drawn on Bank: \_\_\_\_\_

**Notice Invitation Tender (NIT)****Tender Notice**

The Institute of Business Administration, Karachi (IBA) invites sealed bids from active taxpaying Service Providers registered with relevant tax authorities for the following tender.

<b>Tender Title (Ref. No.)</b>	<b>Procedure</b>	<b>Bid Security</b>
Documents Scanning and Digitization (IT/34/22-23)	Single Stage One Envelope	2%
<b>Tender Fee &amp; Dates</b>		
▶ <i>Document Fee:</i>	Rs. 1,000/-	
▶ <i>Issuance start date &amp; time:</i>	June 27, 2023, from 9:00 AM	
▶ <i>Issuance end date &amp; time:</i>	July 14, 2023, till 3:00 PM	
▶ <i>Submission date &amp; time:</i>	June 27, 2023, to July 14, 2023, from 9:00 AM to 3:00 PM	
▶ <i>Opening date &amp; time:</i>	July 14, 2023, at 3:30 PM	

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

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

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

**REGISTRAR**

IBA, Main Campus, University Enclave, Karachi 75270  
111-422-422 Fax (92-21) 99261508

Contact Person Sr. Executive Procurement on 38104700 ext: 2152

Email [tenders@iba.edu.pk](mailto:tenders@iba.edu.pk) Website <https://www.iba.edu.pk/tenders>

SPPRA Website: <https://ppms.pprasinhd.gov.pk/PPMS/public/portal/notice-inviting-tender>

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## **1. Introduction**

Dear Tenderer:

Thank you for the interest you have shown in response, to the IBA's advertisement which has floated in IBA & SSPRA websites and leading newspapers on June 27, 2023, for "Documents Scanning and Digitization".

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

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

Please contact Senior Executive Procurement on 38104700 ext: 2152 for any information and query

Thank you.

-sd-

**Registrar**

## 2. Instructions

### a) Sign & Stamp

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

### b) Filling in the Tender Form

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

### c) Collection of Tender

You can collect the Tender Document from the office of the Head of Procurement, Ground Floor, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi from June 27, 2023, to July 14, 2023, from working 9:00 AM to 3:00 PM.

### d) Tender Number

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

### e) Communication

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

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

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Stamp & Signature

**f) Submission of Documents and Address**

Separate envelopes clearly labelled 'Original Document' and 'Bid Security' must be submitted on or before the last date to submit the tender documents. Tender Documents can be dropped in Tender Box placed at the Security Office, Gate # 4, IBA Main Campus, University Enclave, Karachi till 3:00 PM on July 14, 2023. **Tender Documents received by fax or email will not be accepted.**

**g) Date of Opening of Tender**

The bid will be opened on July 14, 2023, at 3:30 PM in the presence of representative bidders who may care to attend.

**h) Rights**

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

**i) Location of Services Required**

Services will be delivered at IBA, Main Campus, University Enclave, University Road, Karachi. IBA not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

**j) Clarification / Proof**

Please submit copies of certificates of registration with the Sales Tax and Income Tax departments. The Service Providers should also provide a copy of the certificate(s) etc as proof of their claim.

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Stamp & Signature

### 3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi.
- (b) **Brief Description of the Procurement:** Documents Scanning and Digitization.
- (c) **Procuring Agency's Address:** Main Campus, University Enclave, Karachi.
- (d) **Amount of Bid Security:** Bid Security of 2% of the total amount/cost will be submitted along with Tender Documents in the shape of PAY ORDER / DEMAND DRAFT only in the name of the Institute of Business Administration, Karachi.
- (e) **Period of Bid Validity (days):** Ninety Days.
- (f) **Deadline for Submission of Bids along with time:** The last date for submitting the tender document in a sealed envelope is July 14, 2023, by 3:00 PM in the tender box placed at Gate no. 04, IBA Main Campus, University Enclave, Karachi. The Tender will be opened on the same day at 3:30 PM in the presence of representatives who may care to attend.
- (g) **The venue, Time, and Date of Bid Opening:** The tender will be opened on July 14, 2023, at 3:30 PM at IBA Main Campus, University Enclave, Karachi.
- (h) **Liquidity damages:** Liquidity damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery
- (i) **Contract Agreement:** Contract Agreement shall be assigned to the successful bidder on Stamp Paper comprising stamp duty of 0.35% (converted amount in PKR) of the total value of the Bid offered in response to the tender. Stamp duty will be paid by the bidder.
- (j) **Deposit Receipt No:** \_\_\_\_\_ **Dated:** \_\_\_\_\_  
**Amount (in words and figures):** \_\_\_\_\_  
**Pay Order / Demand Draft #:** \_\_\_\_\_, **Amount: Rs.** \_\_\_\_\_  
**Drawn on Bank:** \_\_\_\_\_, **Dated:** \_\_\_\_\_

\_\_\_\_\_  
Stamp & Signature

#### **4. Terms & Conditions**

##### **a) Bid Security**

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

##### **b) Performance Security**

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

##### **c) Validity of the Tender**

All proposals and prices shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the Service providers are encouraged to state a longer period of validity for the proposal.

##### **d) Currency**

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

##### **e) Ownership**

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

##### **f) Arbitration and Governing Law**

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

##### **g) Acceptance of Tender**

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

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Stamp & Signature



**h) Support Capabilities**

The Service Provider should indicate the support capabilities for all the hardware and software provided during the course of the warranty.

**i) Compliance with specifications**

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

**j) Bid Evaluation:**

The bid will be considered the most advantageous bid on most closely conforming to evaluation criteria and other conditions specified in the bidding document and having the lowest evaluated cost.

**k) Delivery Time**

The services should be started at IBA within 02 to 04 weeks after receiving LoA.

**l) Cancellation**

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

**m) Invoice**

The invoice/bill should be submitted to Purchase Department.

**n) Stamp Duty**

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

**o) Services Acceptance**

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

**p) Liquidity Damages**

Liquidity damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery or work, up to 10% of the total contract value.

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**q) Increase in Price**

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

**r) Increase in Taxes**

For any increase in taxes, the IBA should not be responsible, but, if any taxes are reduced, the IBA should get its benefit.

**s) Payment Terms**

100% payment within 30 working days, after completion of satisfactory services as per scope of work and submission of the commercial invoice at IBA Main Campus, University Enclave, University Road, Karachi.

**t) Default**

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

**u) Force Majeure**

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

**v) Emergency Outage Management**

Bidder should have a Disaster Recovery site to resume the business in case of primary site failure with a minimum service outage.

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Stamp & Signature

## 5. Integrity Pact

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

M/s. \_\_\_\_\_, the Bidder hereby declares that:

- (a) Its intention not to obtain the Provide & Supply work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- (b) Without limiting the generality of the forgoing the Bidder represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the Provide & Supply or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- (c) The Bidder accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instruments, stand void at the discretion of the IBA.
- (d) Notwithstanding any right and remedies exercised by the IBA in this regard, Bidder agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the company/firm/supplier/agency/bidder as aforesaid for the purpose of obtaining or inducing Provide & Supply/work/service or other obligation or benefit in whatsoever from the IBA.

### Note:

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

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Stamp & Signature

## 6. Project Summary

IBA, Karachi is seeking a solution for scanning and digitization of its official records on an actual work basis. This will help the various departments of IBA in the retrieval of information remotely, effectively, and speedily. Currently, the records are either on paper or in semi-digitized form. The majority of the records are paper-based handwritten, kept in paper files and physically stored.

## 7. Project Objectives

IBA, Karachi invites bids from eligible bidders for digitizing old records in its archives and a big data-based solution for data extraction, storage, and retrieval.

- The estimated number of pages to be digitized is approx. 50,000 pages of documents and should be completed in 50 working days from the date of commencement of work at the terms and conditions specified in this tender, subject to review of the performance of successful bidder. The number of pages to be digitized may be increased or decreased at the sole discretion of IBA, Karachi.
- Ability for more than one individual to access the information at once.
- Web-based interface for accessing information from anywhere at any time.
- Access only to authorized personnel through officially personalized login and password.
- Access to simultaneous and large information with a few clicks.
- Fast track and efficient access to information.
- Documents are to be digitized on the premises of either of the campuses of IBA, Karachi as per requirements specified in this Tender Document.

## 8. Bidder Qualification Criteria

S. No.	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	The bidder should have at least 3 years of experience in the digitization of old records (details shared with references as per the experience form attached in Annexure-I).	
2	Last 3 years' turnover with a minimum of 1.5 million (per year) as Annual Return or financial statement.	
3	Sales tax registration certificate with last month's return copy both FBR and SRB and NTN certificates at the time of submission of bid.	

**Note: Bidder must submit all the Supporting Documents for evaluation**

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Stamp & Signature

## **9. Scope of Services**

### **i) Technical Requirements and Scope Of Scanning And Digitization Work**

1. The successful Bidder will be required to handle the documents carefully and always ensure their safety and security.
2. Space for scanning and digitization along with electricity will be provided by IBA, Karachi.
3. Scanners must have a minimum resolution of 300 dots per inch (dpi) with scanning being in full colour with the scanning output having a minimum 300 DPI resolution.
4. Cropping and cleaning of images (removing black noises around the text), skew correction to make the images straight and provide equal margins all around the text as far as possible. Small documents to be scaled up during the scanning process if required.
5. The scanning of documents to the maximum extent possible should be done on an overhead scanner. SLR camera-based images shall not be allowed.
6. Blank papers should not be scanned and deleted from the scanned documents.
7. The scanners should be duplex and capable of handling fragile, old, delicate documents which may also be stapled.
8. IBA Karachi will provide the files and other documents to the Successful Bidder, supervising the scanning/digitization work, on a weekly basis under proper receipt and it will be the responsibility of the bidder to accomplish the task after following all the processes, namely unbinding, rebinding, super indexing, scanning/digitizing, splitting and merger, storing, retrieval, etc. It will be the responsibility of the Successful Bidder to return the file to IBA's relevant staff under acknowledgement in the same shape and condition in which it was taken.
9. The Successful Bidder shall prepare each file/case record before starting scanning, indexing (about 10 fields) archiving (scanning and storing in PDF) and retrieval. The indexing would include any or all the fields. There should be a provision to add any additional field at any stage and a minimum of 20 tags for each file may be provided.
10. A separate software for retrieval of diagnostic data should be provided with various parameters, as specified by IBA, Karachi.
11. Application server and storage media shall be provided by IBA, Karachi.
12. Software for file requests, file issues, reports & follow-up of records with various departments as and when required, training of IBA's staff to work on the software is to be provided by the bidder. Training is to be done for a period of at least two days to one week depending upon the cadre of staff being trained.
13. Creation of Final delivery formats must have:
  - Archive copy – Original scanned image for Archiving
  - Master copy – Cleaned/Post image processing of the scanned image
  - Render Copy – SPDF/A of the file

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14. Scanning and storing of the data in scanned form should be done locally on storage (with cloud) and also on one additional backup on the Hard Disk Drive. The page size for scanning may vary from legal / A3 / A4 / A5 and various other sizes, e.g., 9" X 11", 10.5" X 16", 11.5" X 17", 15" X 20" etc. However, almost >90% of pages would be A4 size, with some exceptions as legal (8.5" X 14"). The papers might have printed/typed/handwritten data on both sides as well. Storage and server hardware shall be provided by IBA in consultation with the successful bidder.
15. Scanning of the files should be started from the current year backwards and simultaneously prospectively created new documents during the duration of the project. The modality for the same shall be decided with the successful bidder.
16. Handing over the stored scanned data should be done on an appropriate electronic media to "IBA, Karachi". Relevant storage media shall be provided by IBA.
17. The output of scanning & digitization will have to be uploaded to the software/database to be provided by the bidder as part of this bid.
18. Imparting adequate training to IBA's staff shall be the responsibility of the bidder for
  - archival (scanning and storing)
  - retrieval and printing
19. Full maintenance and support for one year after the completion of the work.
20. The workflow of the scanning process will be formulated and finalized by "IBA" to synchronize with the functioning of other concerned departments.
21. The output of scanning/digitization will be verified by "IBA" based on all the technical parameters of this tender including the economy of disk storage of the output.
22. The process by which the successful bidder will scan/digitize the records will be in batches and include the following:
  - Authorized representative will receive files from the staff of the relevant department of "IBA" under proper receipt.
  - Authorized representative will prepare the files for scanning/digitization after the removal of tags, pins, dust, etc.
  - Authorized representative will check the numbering of each document before scanning and digitising each document or file and store the data in PDF/A with adequate resolutions. The images so stored in the database should be properly indexed as per the requirements of "IBA" and should be capable of adding more images, at a later stage, if need be, in an old stored file. The data so stored shall be in a non-editable form.
  - Files shall be returned to "IBA" against proper receipt.
23. The Service Provider should have readily available security provisions functionalities:
  - a) Security features for the required output PDFs should include the following to be applied to PDFs in a single step while creating the PDF files:
    - Password protected.
    - Certificate protected.
  - b) PDF files should comply with the "PDF/A format (ISO 19005-1:2005)" specification.

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Stamp & Signature

- c) The compressed PDF files created for viewing should also be 50-80% compressed as compared to standard CCITT G4/JPEG compression (in TIFF/JPEG/PDF file format) for mono/colour/greyscale images retaining searchability, good view and print quality. Should be a linearized PDF (as defined by the PDF reference manual (ISO 3200- 1:2008)) to ensure faster web viewing.
  - d) Policy-protected- it should be possible to apply persistent and dynamic policies that help to maintain confidentiality and controlled use of PDFs even when these PDFs go out of campus. IBA should be able to change usage rights for a PDF, even after the file is distributed to users outside the campus. IBA should be able to create short-term offline access to PDF by adding an expiration date after which the document can no longer be opened even when it is outside the campus. This will enable the online leasing of these PDF files for research and academic activities.
24. The PDF should be prohibited from saving/printed by users without the permission of the administrator or authorized users.
  25. These PDF files should be easily searchable on metadata using a standard PDF viewer search facility on the local computer.
  26. Index the stored scanned data with indexing parameters as specified by IBA.
  27. Multipage PDF/A output could be extracted for a document or the whole case from the storage-retrieval software being used by the bidder / Service Provider.
  28. In case the Service Provider finds any original document, which is in a very bad condition, it will make its best efforts to take out better and then put the said data in the relevant database. The original papers shall however be retained in the main file. All photocopies must be handed over to IBA with adequate documentation.
  29. All scanned/digitized files will be stamped and duly signed by the service provider and labelled indicating that the "FILE IS SCANNED/DIGITIZED AND DULY RECONSTRUCTED" with a reference number and the Service Provider will be fully responsible for any loss/damage of any document. The same is to be verified by the user on file.
  30. The authorized representatives of the bidder/service provider, after successfully storing the data locally on the PC, shall transfer the same to the server/storage to be provided by "IBA" along with the documentation, technical and user manual.
  31. For the privacy of the records, role-based access, privacy, security, confidentiality, and authenticity should be followed as per the policy of IBA which may be updated periodically.
  32. The Service Provider will ensure that documents/files handed over to them are kept in proper condition and no document gets soiled/lost/trimmed/damaged/misplaced.
  33. Complete secrecy and confidentiality are required to be maintained by the Service Provider and its employees.

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Stamp & Signature

34. The Service Provider shall ensure that archiving is in 'read only' mode and that its scanning equipment and storage media are tamper-proof and shall not permit additions/insertions/copyings/deletions/omissions/alterations in the scanned and stored data. Equipment issued to the Service Provider by "IBA" shall be used exclusively for the purpose of scanning, storing, retrieving and web hosting the data of "IBA" and not for other purposes. The Service Provider shall generate CSV (comma-separated value) file containing tagged/indexed key fields.
35. The Service Provider shall not be allowed to take away any file/record etc. either in the shape of hard copy or soft copy without the written permission of the competent authority and the scanning/digitizing work has to be carried out in IBA premises itself.
36. The Service Provider using the integrated software for scanning/digitizing and document management, or any other similar program shall provide its license to "IBA". The software module should have multiple access with security features, with the facility for updating the information etc. The same software should get integrated into the existing system of IBA for the seamless transfer of data without any additional cost.
37. The Service Provider must develop and supply the licensed software products along with the integration of third-party software if needed. It must be updated from time to time and provide all possible assistance/help during the scanning/digitization work.
38. On completion of work, the Service Provider shall hand over the latest, licensed, updated software and also the database to "IBA", which shall become its sole property for all intents and purposes.
39. The software should have role-based features, creating users, tracking the users, Audit logs, and Reports. The key if any for all the above software should be given to IBA ICT staff for any repair/alteration/corrections/additions, as & when required
40. The Service Provider shall compile and make an Instructions Manual for scanning/digitizing, storing and online retrieval operations and the same shall be provided to IBA for the use of its staff for carrying out the operation of future scanning/digitizing and retrieval if required.
41. The specifications of the hardware for scanning and storage, to be used by the Service Provider, shall be given in advance so that IBA can arrange for it within time. Once installed, it will not be allowed to be taken away by the Service Provider, without express permission from the ICT department of IBA. The digitization software should be web enabled. The scanned/digitized record will be the property of IBA. The Service Provider shall have no right, title, or interest in it and shall not use it in any manner.
42. The Service Provider should provide a certificate of compliance with Quality standards like ISO for Digitization and CMMI 3 for software integration.
43. In case the software is 'open source', The Service Provider will perform the Pen Test of the S/W at IBA after deployment, subject to which performance bond shall be released.

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Stamp & Signature



## ii) Security Features

1. Application must be secure from cyber vulnerabilities, such as phishing attacks, data losses, ransomware, and others. It's more important than ever that software companies have a clear framework in place through which their processes, procedures, policies, and security systems are constantly monitored and improved.
2. In case the provided software is open source or developed in-house, the PEN test report, NOT older than three months, should compulsorily be provided with the S/W.
3. Bidder / Service Provider will be responsible for fixing all the issues/vulnerabilities/loopholes identified during the PEN test, before bringing the system to life.

## iii) Document Management Features

### a) Document capture and management

Capture data from various sources and organize it in a centralized location for safe storage and quick retrieval. This system makes document preservation, review, process, and approval easier, allowing official documents to be better managed within a multi-user environment.

### b) Document scanning and digitization

Scan paper documents, convert them to electronic documents, capture valuable information, and save the document in a central repository for easy retrieval later.

### c) Creation of MS Office documents

Allow users to create and modify Microsoft Office-compatible Word and Excel documents right within the application.

### d) Stringent document security

There must be provision for user and group-based access control along with various system-level rights to share and control access levels to documents in the repository while keeping sensitive documents locked and secure. Instant reports generation for monitoring user activities and taking immediate action, as and when required, shall be a mandatory feature. Users should be prevented from exporting/downloading the documents. The '**Ownership override**' feature should also be there to allow to retain ownership of all files and folders by the superuser, irrespective of the identity of the original creator. Advanced audit trail and activity email notifications should help administrators and managers to review all actions performed on any document.

### e) Electronic document workflows

Workflow management should ensure that the work is completed at the right time, by the right person and should give you full insight and traceability into business processes. This would make the business processes more streamlined, more accurate, and less time-consuming, and avoid delays and errors typically associated with manual paper circulation.

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Stamp & Signature

**f) Version control**

There should be provision for easy retrieval and editing of information in the latest or an older version of a document. The feature should record a history of all new versions of every document. The typical life cycle of a document should include everything from collaboration, improvement, review, revision, and approval.

**g) Document profiling and tagging**

Software should also provide for profiling or tagging to improve the accessibility of documents. Apart from just file names, descriptions and other default attributes, the S/W should allow setting custom index fields for documents for easy categorization and search.

**h) Document status**

- To simplify the determination of the status of each document, the S/W should help in assigning custom document status (in processes, draft, complete, published, etc.) to all items.
- The status should be further customizable with flags, ownership and/or security changes. For instance, if the status of a document changes from draft to published, a corresponding change to the ownership/privacy/security of the document should be triggered. A document can undergo several stages of revisions; hence each state of the document should be saved automatically as a version, which should be easily accessible and shareable.

**i) Comprehensive document searching**

The software should enable the users to get access to the required information instantly using various criteria, e.g., location, names, descriptions, document notes, type, custom index, flags, associated dates etc.

**j) Document relations**

The software must include '**Document Relations**' feature to allow for grouping and easy access of documents saved at different locations. Users should be able to set relations between documents and folders that are associated with each other and are needed for reference in the future. References of all associated documents should appear under '**Related Documents**' for easy viewing.

**k) Audit trail and history**

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Stamp & Signature

- l) **The successful bidder is required to scan a minimum of 5,000 pages/week**, on all working days usually between 10:00 AM to 5:00 PM. However, the successful bidder can be engaged by IBA to continue the work on holidays and odd hours as well, subject to prior information.

#### **4.2 Duration of Contract**

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#### **4.3 Non-disclosure**

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- b) The successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws.
- c) The successful Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of IBA.
- d) The successful Bidder shall indemnify IBA for any loss suffered by it as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as a breach of contract on the part of the successful Bidder and IBA shall be entitled to claim damages and pursue legal remedies.
- e) The successful Bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.
- f) The successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

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**10. Bill of Quantity**

S. No.	Service Description	Approx. quantity (Actual no. may vary)	Rate	Amount
1.	Scanning of paper records of Size: <b>"Legal / A4"</b>	45,000 pages		
2.	Scanning of paper records of Size: <b>"A3"</b>	5,000 pages		
3.	Document management software with 1-year support	1		
<b>Total</b>				
<b>13% SST (if applicable)</b>				
<b>Grand Total</b>				

**Grand Total Amount (Rupees in words)** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Stamp & Signature

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

M/s. \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

Tel # \_\_\_\_\_ Fax: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_  
Stamp & Signature

## 11. General Conditions of Contract

THIS AGREEMENT is executed at KARACHI, on this day \_\_\_\_\_, 2023.

BETWEEN

M/s Institute of Business Administration, through its Registrar, located at Main Campus, University Enclave, University Road, 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).

AND

M/s \_\_\_\_\_, having its office at \_\_\_\_\_, hereinafter referred to as "**SERVICE PROVIDER**" (which expression shall wherever the context so permits be deemed to include its legal representatives, executors, successor and assigns), through its proprietor \_\_\_\_\_, holding CNIC No. \_\_\_\_\_ on the SECOND PART.

**WHEREAS** "IBA" intends to obtain Documents Scanning and Digitization vide tender # IT/XX/22-23 for (IBA requirement) discussions in respect of the same before the determination of scope of services or supplies will be held with "IBA" as "Documents Scanning and Digitization" and "THE SUPPLIER" have offered to render all kind of Documents Scanning and Digitization Solutions (including but not limited to the "Documents Scanning and Digitization" of the proposed work up to the satisfaction & handing over the material(s) to the "IBA" having accepted the offer in finished form complete in all respect.

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

**WITNESSETH**

"IBA" hereby offer to appoint "THE SUPPLIER" as their official for the specific purpose of "Documents Scanning and Digitization" discussions in respect of the same with "IBA" before the determination of Scope of Documents Scanning and Digitization. "THE SUPPLIER" hereby agree to the offer of the "IBA" in acceptance of the terms & conditions here in below forth.

### Article I

#### DUTIES AND AGREEMENT

- 1.1 This Agreement includes, the "Documents Scanning and Digitization", discussions with "IBA" before the determination of scope of services or supply with any/all other relevant details to "IBA".
- 1.2 "THE SUPPLIER" agrees to provide any/all kind of Documents Scanning and Digitization to "IBA" whenever and wherever form is required as per the terms & conditions of this Agreement.



- 1.3 "THE SUPPLIER" will coordinate their work with Sr. Manager IT of the "IBA" who will assist "THE SUPPLIER" in supervision of proposed Documents Scanning and Digitization.
- 1.4 "THE SUPPLIER" will visit the Purchase Offices located at Main Campus, University Enclave, University Road, Karachi as & when required with prior appointment.
- 1.5 Life Insurance / Security of worker will be the responsibility of supplier. IBA will not be responsible for any mishap.
- 1.6 All staff must have CNIC and clearly mentioned to discourage work through child labor.
- 1.7 All logistic charges will be borne by "THE SUPPLIER".

## **Article II**

### **SCOPE OF PROFESSIONAL SERVICES**

- 2.1 "THE SUPPLIER" hereby agree and acknowledge to 'Documents Scanning and Digitization' in accordance with the Description & Specification in Scope of Work and Services and Bill of Quantity as mentioned in the bidding document.
- 2.2 "THE SUPPLIER" hereby agree and acknowledge the acceptance of attending the meetings with the Head of Procurement "IBA" as & when required.
- 2.3 Delivery on or before \_\_\_\_\_
- 2.4 All staff must have CNIC and clearly mentioned to discourage work through child labor.
- 2.5 "THE SUPPLIER", will provide all required/necessary labor(s) / transportation(s) / cartage(s) whatsoever required to complete the procurement at the cost/charges amount offered in the tender vide # IT/XX/22-23.

#### **i) Technical Requirements and Scope Of Scanning And Digitization Work**

1. The successful Bidder will be required to handle the documents carefully and always ensure their safety and security.
2. Space for scanning and digitization along with electricity will be provided by IBA, Karachi.
3. Scanners must have a minimum resolution of 300 dots per inch (dpi) with scanning being in full colour with the scanning output having a minimum 300 DPI resolution.
4. Cropping and cleaning of images (removing black noises around the text), skew correction to make the images straight and provide equal margins all around the text as far as possible. Small documents to be scaled up during the scanning process if required.
5. The scanning of documents to the maximum extent possible should be done on an overhead scanner. SLR camera-based images shall not be allowed.
6. Blank papers should not be scanned and deleted from the scanned documents.
7. The scanners should be duplex and capable of handling fragile, old, delicate documents which may also be stapled.
8. IBA Karachi will provide the files and other documents to the Successful Bidder, supervising the scanning/digitization work, on a weekly basis under proper receipt and it will be the responsibility of the bidder to accomplish the task after following all the processes, namely unbinding, rebinding, super indexing, scanning/digitizing, splitting and merger, storing, retrieval, etc. It will be the responsibility of the Successful Bidder to return the file to IBA's relevant staff under acknowledgement in the same shape and condition in which it was taken.
9. The Successful Bidder shall prepare each file/case record before starting scanning, indexing (about 10 fields) archiving (scanning and storing in PDF) and retrieval. The

indexing would include any or all the fields. There should be a provision to add any additional field at any stage and a minimum of 20 tags for each file may be provided.

10. A separate software for retrieval of diagnostic data should be provided with various parameters, as specified by IBA, Karachi.
11. Application server and storage media shall be provided by IBA, Karachi.
12. Software for file requests, file issues, reports & follow-up of records with various departments as and when required, training of IBA's staff to work on the software is to be provided by the bidder. Training is to be done for a period of at least two days to one week depending upon the cadre of staff being trained.
13. Creation of Final delivery formats must have:
  - Archive copy – Original scanned image for Archiving
  - Master copy – Cleaned/Post image processing of the scanned image
  - Render Copy – SPDF/A of the file
14. Scanning and storing of the data in scanned form should be done locally on storage (with cloud) and also on one additional backup on the Hard Disk Drive. The page size for scanning may vary from legal / A3 / A4 / A5 and various other sizes, e.g., 9" X 11", 10.5" X 16", 11.5" X 17", 15" X 20" etc. However, almost >90% of pages would be A4 size, with some exceptions as legal (8.5" X 14"). The papers might have printed/typed/ handwritten data on both sides as well. Storage and server hardware shall be provided by IBA in consultation with the successful bidder.
15. Scanning of the files should be started from the current year backwards and simultaneously prospectively created new documents during the duration of the project. The modality for the same shall be decided with the successful bidder.
16. Handing over the stored scanned data should be done on an appropriate electronic media to "IBA, Karachi". Relevant storage media shall be provided by IBA.
17. The output of scanning & digitization will have to be uploaded to the software/database to be provided by the bidder as part of this bid.
18. Imparting adequate training to IBA's staff shall be the responsibility of the bidder for
  - archival (scanning and storing)
  - retrieval and printing
19. Full maintenance and support for one year after the completion of the work.
20. The workflow of the scanning process will be formulated and finalized by "IBA" to synchronize with the functioning of other concerned departments.
21. The output of scanning/digitization will be verified by "IBA" based on all the technical parameters of this tender including the economy of disk storage of the output.
22. The process by which the successful bidder will scan/digitize the records will be in batches and include the following:
  - Authorized representative will receive files from the staff of the relevant department of "IBA" under proper receipt.
  - Authorized representative will prepare the files for scanning/digitization after the removal of tags, pins, dust, etc.
  - Authorized representative will check the numbering of each document

- before scanning and digitising each document or file and store the data in PDF/A with adequate resolutions. The images so stored in the database should be properly indexed as per the requirements of "IBA" and should be capable of adding more images, at a later stage, if need be, in an old stored file. The data so stored shall be in a non-editable form.
- Files shall be returned to "IBA" against proper receipt.
23. The Service Provider should have readily available security provisions functionalities:
    - a) Security features for the required output PDFs should include the following to be applied to PDFs in a single step while creating the PDF files:
      - Password protected.
      - Certificate protected.
    - b) PDF files should comply with the "PDF/A format (ISO 19005-1:2005)" specification.
    - c) The compressed PDF files created for viewing should also be 50-80% compressed as compared to standard CCITT G4/JPEG compression (in TIFF/JPEG/PDF file format) for mono/colour/greyscale images retaining searchability, good view and print quality. Should be a linearized PDF (as defined by the PDF reference manual (ISO 3200- 1:2008)) to ensure faster web viewing.
    - d) Policy-protected- it should be possible to apply persistent and dynamic policies that help to maintain confidentiality and controlled use of PDFs even when these PDFs go out of campus. IBA should be able to change usage rights for a PDF, even after the file is distributed to users outside the campus. IBA should be able to create short-term offline access to PDF by adding an expiration date after which the document can no longer be opened even when it is outside the campus. This will enable the online leasing of these PDF files for research and academic activities.
  24. The PDF should be prohibited from saving/printed by users without the permission of the administrator or authorized users.
  25. These PDF files should be easily searchable on metadata using a standard PDF viewer search facility on the local computer.
  26. Index the stored scanned data with indexing parameters as specified by IBA.
  27. Multipage PDF/A output should be possible to be extracted for a document or the whole case from the storage-retrieval software being used by the bidder / Service Provider.
  28. In case the Service Provider finds any original document, which is in a very bad condition, it will make its best efforts to take out better and then put the said data in the relevant database. The original papers shall however be retained in the main file. All photocopies must be handed over to IBA with adequate documentation.
  29. All scanned/digitized files will be stamped and duly signed by the service provider and labelled indicating that the "FILE IS SCANNED/DIGITIZED AND DULY RECONSTRUCTED" with a reference number and the Service Provider will be fully responsible for any loss/damage of any document. The same is to be verified by the user on file.
  30. The authorized representatives of the bidder/service provider, after successfully storing the data locally on the PC, shall transfer the same to the server/storage to

- be provided by "IBA" along with the documentation, technical and user manual.
31. As for the privacy of the records, role-based access, privacy, security, confidentiality, and authenticity should be followed as per the policy of IBA which may be updated periodically.
  32. The Service Provider will ensure that the documents/files handed over to them are kept in proper condition and no document gets soiled/lost/trimmed/damaged/ misplaced.
  33. Complete secrecy and confidentiality are required to be maintained by the Service Provider and its employees.
  34. The Service Provider shall ensure that archiving is in 'read only' mode and that its scanning equipment and storage media are tamper-proof and shall not permit additions/insertions/copyings/deletions/omissions/alterations in the scanned and stored data. Equipment issued to the Service Provider by "IBA" shall be used exclusively for the purpose of scanning, storing, retrieving and web hosting the data of "IBA" and not for other purposes. The Service Provider shall generate CSV (comma-separated value) file containing tagged/indexed key fields.
  35. The Service Provider shall not be allowed to take away any file/record etc. either in the shape of hard copy or soft copy without the written permission of the competent authority and the scanning/digitizing work has to be carried out in IBA premises itself.
  36. The Service Provider using the integrated software for scanning/digitizing and document management, or any other similar program shall provide its license to "IBA". The software module should have multiple access with security features, with the facility for updating the information etc. The same software should get integrated into the existing system of IBA for the seamless transfer of data without any additional cost.
  37. The Service Provider must develop and supply the licensed software products along with the integration of third-party software if needed. It must be updated from time to time and provide all possible assistance/help during the scanning/digitization work.
  38. On completion of work, the Service Provider shall hand over the latest, licensed, updated software and also the database to "IBA", which shall become its sole property for all intents and purposes.
  39. The software should have role-based features, creating users, tracking the users, Audit logs, and Reports. The key if any for all the above software should be given to the ICT staff of IBA for any repair/alteration/corrections/additions, as & when required.
  40. The Service Provider shall compile and make an Instructions Manual for scanning/digitizing, storing and online retrieval operations and the same shall be provided to IBA for the use of its staff for carrying out the operation of future scanning/digitizing and retrieval if required.
  41. The specifications of the hardware for scanning and storage, to be used by the Service Provider, shall be given in advance so that IBA can arrange for it within time. Once installed, it will not be allowed to be taken away by the Service Provider, without express permission from the ICT department of IBA. The digitization software should be web enabled. The scanned / digitized record will be the property of IBA. The Service Provider shall have no right, title, or interest in

it and shall not use it in any manner.

42. The Service Provider should provide a certificate of compliance with Quality standards like ISO for Digitization and CMMI 3 for software integration.
43. In case the software is 'open source', The Service Provider will perform the Pen Test of the S/W at IBA after deployment, subject to which performance bond shall be released.

**ii) Security Features**

1. Application must be secure from cyber vulnerabilities, such as phishing attacks, data losses, ransomware, and others. It's more important than ever that software companies have a clear framework in place through which their processes, procedures, policies, and security systems are constantly monitored and improved.
2. In case the provided software is open source or developed in-house, the PEN test report, NOT older than three months, should compulsorily be provided with the S/W.
3. Service Provider will be responsible for fixing all the issues/vulnerabilities/loopholes identified during the PEN test, before bringing the system to life.

**iii) Document Management Features**

**a) Document capture and management**

Capture data from various sources and organize it in a centralized location for safe storage and quick retrieval. This system makes document preservation, review, process, and approval easier, allowing official documents to be better managed within a multi-user environment.

**b) Document scanning and digitization**

Scan paper documents, convert them to electronic documents, capture valuable information, and save the document in a central repository for easy retrieval later.

**c) Creation of MS Office documents**

Allow users to create and modify Microsoft Office-compatible Word and Excel documents right within the application.

**d) Stringent document security**

There must be provision for user and group-based access control along with various system-level rights to share and control access levels to documents in the repository while keeping sensitive documents locked and secure. Instant reports generation for monitoring user activities and taking immediate action, as and when required, shall be a mandatory feature. Users should be prevented from exporting/downloading the documents. The '**Ownership override**' feature should also be there to allow to retain ownership of all files and folders by the superuser, irrespective of the identity of the original creator. Advanced audit trail and activity email notifications should help administrators and managers to review all actions performed on any document.

**e) Electronic document workflows**

Workflow management should ensure that the work is completed at the right time, by the right person and should give you full insight and traceability into business processes. This would make the business processes more streamlined,

more accurate, and less time-consuming, and avoid delays and errors typically associated with manual paper circulation.

**f) Version control**

There should be provision for easy retrieval and editing of information in the latest or an older version of a document. The feature should record a history of all new versions of every document. The typical life cycle of a document should include everything from collaboration, improvement, review, revision, and approval.

**g) Document profiling and tagging**

Software should also provide for profiling or tagging to improve the accessibility of documents. Apart from just file names, descriptions and other default attributes, the S/W should allow setting custom index fields for documents for easy categorization and search.

**h) Document status**

- To simplify the determination of the status of each document, the S/W should help in assigning custom document status (in processes, draft, complete, published, etc.) to all items.
- The status should be further customizable with flags, ownership and/or security changes. For instance, if the status of a document changes from draft to published, a corresponding change to the ownership/privacy/security of the document should be triggered. A document can undergo several stages of revisions; hence each state of the document should be saved automatically as a version, which should be easily accessible and shareable.

**i) Comprehensive document searching**

The software should enable the users to get access to the required information instantly using various criteria, e.g., location, names, descriptions, document notes, type, custom index, flags, associated dates etc.

**j) Document relations**

The software must include '**Document Relations**' feature to allow for grouping and easy access of documents saved at different locations. Users should be able to set relations between documents and folders that are associated with each other and are needed for reference in the future. References of all associated documents should appear under '**Related Documents**' for easy viewing.

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- e) Frequent changes of staff deployed for the project at IBA by the Successful Bidder should be avoided.
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- j) The Successful Bidder shall return the files to IBA after ensuring that all the pages in the files are intact.
- k) Continuance of the contract and payment of the work done shall be subject to evaluation of satisfactory performance by such officers as nominated/authorised by IBA for regular as well as random checking and further subject to the fulfilment of all the terms and conditions of the contract by the tenderer. The contract may be cancelled at any time if the tenderer fails to fulfil the terms and conditions of the contract. The decision IBA, in this regard, shall be final and binding.
- l) **The successful bidder is required to scan a minimum of 5,000 pages/week**, on all working days usually between 10:00 AM to 5:00 PM. However, the successful bidder can be engaged by IBA to continue the work on holidays and odd hours as well, subject to prior information.

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#### **4.3 Non-disclosure**

- g) The successful Bidder shall not disclose directly or indirectly any information, materials and details of IBA's infrastructure/systems/equipment etc., which may come to his / her possession or knowledge during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence.



- h) The successful Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under the contract or to comply with applicable laws.
- i) The successful Bidder shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of IBA.
- j) The successful Bidder shall indemnify IBA for any loss suffered by it as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as a breach of contract on the part of the successful Bidder and IBA shall be entitled to claim damages and pursue legal remedies.
- k) The successful Bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.
- l) The successful Bidder's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

**Article III**  
**REMUNERATION**

- 3.1 The cost offered by the Service Provider or Supplier is Rs. \_\_\_\_\_ (inclusive of all taxes) 'Documents Scanning and Digitization' vide tender # IT/XX/22-23 variation may occurred. The cost is inclusive of labor/transportation/supplies/etc.
- 3.2 A liquidity damages @ 2% per month, of the total agreed payment as per Purchase Order, of the total cost will be imposed in case of delayed delivery. Liquidity damages will be imposed after 30 days subject to final proof sample material handed over by supplier to IBA before the starting date mentioned on the Purchase Order. Purchase will be deemed completed in finished form as per specification and "THE SUPPLIER" have to deliver the required services as per scope of work and services.
- 3.3 Payment will be made after complete delivery of satisfactory services and submission of commercial invoice.
- 3.4 Performance Security 5% of total amount of Purchase Order will be provided by the party.
- 3.5 Stamp Duty @ 0.35% of the cost of transaction / work order will be deposited in Government treasury by the SUPPLIER. This paid Stamp papers challan would be submitted along with the Bill / Invoice.
- 3.6 Tax(es)/Challan(s)/Levy(ies), if any or additional will be paid/borne by SUPPLIER as per SRO/Notification.

**Article IV**  
**ARBITRATION**

- 4.1 In case of any dispute, difference or and question which may at any time arise between the parties hereto or any person under them, arising out in respect of this letter of intent or this subject matter thereof shall be referred to the Registrar of the IBA for arbitration/settling of the dispute, failing which the decision of the court law in the jurisdiction of Karachi binding to the parties. The Arbitration proceedings will be governed by the Arbitration Act, 1940 and the Substantive and procedural law of Pakistan. The venue shall be Karachi.

**Article V**

**TERMINATION**

5.1 "IBA" may terminate this agreement if the job is not executed according to the requirement at any time after issuing a 30 day's notice.

**Article VI**

**INDEMNITY**

6.1 "THE SUPPLIER" in its individual capacity shall indemnify and keep IBA and any person claiming through IBA fully indemnified and harmless from and against all damages, cost and expenses caused to or incurred by "THE SUPPLIER", as a result of any defect in the title of IBA or any fault, neglect or omission by the "THE SUPPLIER" which disturbs or damage the reputation, quality or the standard of services provided by "IBA" and any person claiming through the IBA.

**Article VII**

**Annual Service Level Agreement**

7.1 M/s \_\_\_\_\_ should provide 01 year comprehensive support and maintenance after archiving and digitization of 'Documents Scanning and Digitization' as mentioned in Scope of Work and Service and Bill of Quantity.

**Article VIII**

**NOTICE**

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

**Article IX**

**INTEGRITY PACT**

9.1 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).

9.2 Without limiting the generality of the forgoing the M/s \_\_\_\_\_, 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.

9.3 M/s \_\_\_\_\_, accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA under any law, contract, or other instrument, be stand void at the discretion of the IBA.

9.4 Notwithstanding any right and remedies exercised by the IBA in this regard, M/s \_\_\_\_\_, 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 M/s \_\_\_\_\_ as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA.

**Article X**  
**SEVERABILITY**

10.1 If any terms covenant or condition of this agreement shall be deemed invalid or unenforceable in a court of law or equity, the remainder of this agreement shall be valid & enforced to the fullest extent permitted by prevailing law.

**Article XI**  
**MISCELLANEOUS**

11.1 Any addition & alteration(s) made for item(s) or services as required by IBA on the basis of sample or in course of the work in progress which entail extra time & labor and material on part of the supply or services, shall not be charged separately/extra on 'Quantum Merit' basis before & on final material handed over to the "IBA". After FINALIZATION OF SAMPLE if any alteration(s), arise charges will be paid on mutually agreed upon.

11.2 Material(s) and Services will be handed over by the "IBA" or vet the cost with authentic stamp and signature.

11.3 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.

11.4 All terms and conditions of tender vide # IT/XX/22-23 will be the integral part of this agreement and can't be revoked.

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

## 12. Annexures

### Annex-I: Work Experience / previous projects' details of the bidder

(Details to be provided separately, as per the following proforma, for a minimum of 3 projects of similar nature undertaken by the bidder.)

S. No.	Items	Details
<b>General Information</b>		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
<b>Project details</b>		
3.	Project Title	
4.	Number of staff deployed in the assignment size of the project	
<b>Size of the project</b>		
5.	Total Cost of the project	
6.	Number of pages scanned	
7.	Any other information to be shared	
8.	Documentary proof and necessary details	
Please attach the Experience Certificate / Work Order and proof of work done		