

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

TENDER FORM

Tender # IT/08/24-25 Provide, Supply, Install CIR Internet Connectivity with Commissioning

Date of Issue : **December 24, 2024**
Last Date of Submission : **January 10, 2025 (3:00 PM)**
Date of Opening of Tender : **January 10, 2025 (3:30 PM)**

Company Name: _____

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

GST Registration Number: _____

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

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

Notice Inviting Tender (NIT)

Tender Notice

The Institute of Business Administration (IBA) Karachi, invites online bids on SPPRA EPADS from tax-compliant Service Provider, registered with the relevant tax authorities and SPPRA EPADS, for the following tender:

Tender Title (Ref. No.)	Procedure	Bid Security
Provide, Supply, Install CIR Internet Connectivity with Commissioning (IT/08/24-25)	Single Stage One Envelope	2%
Tender Fee and Dates		
▶ <i>Tender Fee:</i>	Rs. 2,000/-	
▶ <i>Issuance start date:</i>	December 24, 2024, from 9 AM	
▶ <i>Issuance end date and time:</i>	January 10, 2025, till 3 PM	
▶ <i>Submission date and time:</i>	December 24, 2024, to January 10, 2025, from 9 AM to 3 PM	
▶ <i>Opening date and time:</i>	January 10, 2025 at 3:30 PM	

Tender documents are available at the Office of the **Head of Procurement, Fauji Foundation Building, IBA Main Campus, University Enclave, Karachi**, on any working day (Monday to Friday). The tender documents can also be downloaded from the IBA and SPPRA EPADS websites. The tender fee challan to be generated from the IBA website at <https://tenders.iba.edu.pk> and deposited at any branch of Meezan Bank Ltd.

Tender Document/Bid (with a copy of Bid Security/Earnest Money and supporting documents) should be submitted/uploaded on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/>. The original Bid Security along with the Original Bid (duly signed and stamped) must be delivered to IBA, Karachi on below mentioned address before bid opening schedule. Bids will be opened on the same date and venue in the presence of the bidders' representatives who may wish to attend.

Please ensure that bid security, in the form of a Pay Order or Demand Draft, is submitted in favor of 'IBA Karachi' along with the tender.

N.B. (1) IBA Karachi reserves the right to reject any bid or cancel the bidding process subject to the relevant provision of SPP Rules 2010.

(2) Only uploaded bid along with supporting documents will be accepted. In case there is a contradiction between bidder's EPADS submitted bid and manually submitted bid, bid submitted on EPADS will be considered valid for evaluation purpose.

REGISTRAR

IBA, Main Campus, Karachi University Enclave, Karachi-75270
UAN: 111-422-422, Fax: (92-21) 99261508
Contact Person: Sr. Executive Procurement on 38104700, Ext: 2152
Email: tenders@iba.edu.pk, IBA Website: <https://tenders.iba.edu.pk>
SPPRA EPADS Website: <https://portalsindh.eprocure.gov.pk/>

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1. Introduction

Dear Tenderer

Thank you for your interest in responding to the IBA's advertisement which floated on IBA and SSPRA websites on December 24, 2024 "Provide, Supply, Install CIR Internet Connectivity with Commissioning".

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 and several prominent American professors were assigned to the IBA. The course contents, the curriculum, the pedagogical tools and the assessment and testing methods were developed under the guidance of reputed scholars from these two institutions. IBA has zealously guarded the high standards and academic traditions it had inherited from Wharton and USC while adapting and adjusting them over time.

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

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

Thank you.

-sd-

Registrar

2. Instructions

(a) **Sign and Stamp**

It is necessary to fill in the Tender Form meticulously and sign and 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 the 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 and 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 December 24, 2024, to January 10, 2025, from 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): Senior Executive Procurement
Institute of Business Administration,
Main Campus, University Enclave,
Karachi
Tel #: 021 38104700; Ext 2152
Email: tenders@iba.edu.pk

Stamp and Signature

(f) Submission of Documents and Address

Tender Document/Bid (with a copy of Bid Security/Earnest Money and supporting documents) to be submitted on SPPRA EPADS <https://portalsindh.eprocure.gov.pk/> by January 10, 2025 till 3:00 PM. The original Bid Security along with the Original Bid (duly signed and stamped) be delivered to IBA, Karachi on above mentioned address before bid opening schedule.

(g) Rights

Competent authorities reserve the right to accept or reject any quotation/tender without any reason thereof. Also, the Authority reserves the right to change/alter/remove any item or article or reduce/enhance quantity without assigning any reason. IBA also reserves the right to issue a Purchase Order for any single item to different lowest responsive bidders or for all the items to any lowest responsive bidder.

(h) Location of Services Required

Supply with Services will be provided at IBA, Main Campus University Enclave Karachi and IBA, City Campus, Garden, Kiyani Shaheed Road, Karachi. IBA not liable to pay any Custom duty, Levies, Taxes, Demurrage or any other charges, Warehousing, Logistics etc.

(i) Clarification / Proof

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

(j) Conditional / Optional / Alternate Bids

Such bids will not be accepted.

(k) Site Survey

Bidders may conduct survey of the sites and quote services accordingly.

- **Point of Contact:** Mr. Mansoor Ali

- **Email for appointment:** mali@iba.edu.pk

Stamp and Signature

3. Bidding Data

- (a) **Name of Procuring Agency:** Institute of Business Administration, Karachi.
- (b) **Brief Description of Works:** Provide, Supply, Install CIR Internet Connectivity with Commissioning.
- (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):** Forty-five (45) Days.
- (f) **Deadline for Submission of Bids along with time:** The last date for submitting the Tender Document is November 22, 2024, by 3:00 PM on SPPRA EPADS portal. 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 January 10, 2025, at 3:30 PM at IBA Main Campus, University Enclave, Karachi in the presence of representatives who may care to attend.
- (h) **Liquidity damages:** Liquidity damages at the rate of 2% per month of the total contract amount will be imposed on delayed delivery.
- (i) **Deposit Receipt No:** _____ **Dated:** _____
Amount (in words and figures): _____
Pay Order / Demand Draft #: _____, **Amount: Rs.** _____
Drawn on Bank: _____, **Dated:** _____

Stamp and Signature

4. Terms and 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

The successful bidder should provide 5% Performance Security of the total value of the Purchase Order in the form of a Pay Order or bank guarantee prior to the signing of the Contract. The Performance Security shall extend at least three months beyond the Completion of the contract.

c. Validity of the Tender

All proposals and prices shall remain valid for a period of 45 days from the closing date of the submission of the proposal. However, the bidders 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 under this tender shall be governed by and construed in accordance with the laws of Pakistan. The IBA and all bidders 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 that the supplier quoted in the tender. After the final inspection of the unit, the decision will be made.

Stamp and Signature

h. Support Capabilities

The bidders should indicate the support capabilities for all the hardware provided during the course of the warranty.

i. Compliance to specifications

The bidders shall provide information as per requirements given in BoQ. However, bidders can submit multiple solutions. bidders may not propose/supply any kind of refurbished 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 least evaluated cost.

k. 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.

l. Delivery Time

The services should be commenced at IBA within 4 to 6 weeks after receiving of the LoA.

m. 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.

n. Invoice

The invoice/bill should be submitted to the Procurement Department.

o. Stamp Duty

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

p. 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.

q. Payment:

Payment will be made within 30 working days, after the complete supply of required items as per the Bill of Quantity and submission of the commercial invoice at IBA, Main Campus, University Enclave, University Road, Karachi.

5. Integrity Pact

- (a) Its intention is not to obtain the Provide, Supply, Install with Commissioning 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, Install with Commissioning 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 and 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 and 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 and 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.

Stamp and Signature

6. Project Summary

The Institute of Business Administration (IBA, Karachi) seeks the services of Provide, Supply, Installation and Commissioning of 200 Mbps CIR Internet Connectivity with voice and video communication enabled license, being managed, operated, and maintained by third party service provider to enable IBA, Karachi for smooth and uninterrupted internet usage.

7. Bidder Qualification Criteria

Sr. No	Mandatory Eligibility Criteria (Attach Supporting Document)	Remarks Yes / No
1	Minimum 3 years of relevant experience.	
2	Last 3 years' turn over with minimum 4 million (per year) as Annual Return.	
3	NTN & Sales tax registration certificate with last month return copies of FBR and SRB.	
4	PTA license for all over Pakistan to Provide Internet Bandwidth at least from last 3 years.	
5	Last three (03) years satisfactory service Provider licensing history with the concerned regulatory authority/(ies) and related affidavits.	
6	The bidder must have its own Fiber Optic Cable source.	
7	Service Provider should have its own Fiber infrastructure in Pakistan.	

Note: Bidder must submit all the supporting documents for evaluation

Stamp and Signature

8. Scope of Work

- a) Total 200Mbps CIR/ dedicated internet bandwidth with voice & video communication enabled license.
- b) Internet Service Provider must provide a public pool of two different subnets to Institute of Business Administration with the listed numbers.
 - i. A separate point to point pool of three addresses for Internet gateway address and at the ISP termination device.
 - ii. Subnet mask of /29 for public IP addresses.
 - iii. Subnet mask of /29 for public IP addresses.
- c) Service provider must have redundant Infrastructure (Transmission, Power Supply, Network, etc) and provide at least 4 whitelisted public IPs for proxy and email relay services.
- d) Multiple fiber connectivity from cable landing station to nationwide POPs.
- e) The ISP must have centralized trouble ticketing tool for call logging, monitoring, and troubleshooting purpose.
- f) Internet service provider should provide fiber layout plan, resources deployment, tasks detail with timeline to complete the project.
- g) Service provider will be responsible for laying of fiber and acquire all permissions from authorized regulatory body where required.
- h) All civil work e.g. installation, excavating, digging (soft & hard), curing, tunneling, configuration and testing of the fiber optic cable within the premises of IBA Karachi will be the responsibility of the service provider.
- i) The equipment/ hardware supplied by the service provider shall be brand new and complete with all respects. The devices/ equipment delivered by the service provider must be compatible to the existing network connectivity.
- j) The service provider shall provide alternative of same capacity equipment in case of any faulty equipment till the repair or replacement. Or if there is any permanent fault in the equipment, that will be replaced definitely by new equipment of the same model/ advance model of the same capacity/higher capacity not less than the capacity of unit supply in any case.
- k) The cabling (any type) must be properly tagged/ numbered and there should not be any hanging or uncovered wire. Furthermore, installation of I/O, Crimping, Racking and related equipment/ devices must also be the responsibility of service provider.
- l) The ISP should be able to provide online usage report through web portal. The ISP must provide a usage report i.e. MRT Graph that can be accessed directly by IBA.
- m) The service provider will also fix the cemented tags or path indicators at the route of fiber optic cable installed within the premises of Karachi University / IBA in order to avoid any damage to the cable.
- n) Design of the network should have the scalability/flexibility to add any additional bandwidth in future.
- o) Operator should have 24x7x365 helpdesk and TAC support available.

9. Bill of Quantity:

Provide, Supply, Install CIR Internet Connectivity with Commissioning

Particulars	Description	UoM	Qty	Unit Rate	Total Amount
Monthly Recurring Charges					
CIR Internet Bandwidth	200 Mbps full duplex CIR (clear pipe) unlimited Internet service	Annual Service and Maintenance	12 months		
IP Pool	/29 IP Pool				
One Time Charges					
Fiber Link Installation	All commissioning and configuration work	Job	1		
Total Amount in PKR					
15% SST (where applicable)					
19.5% SST (where applicable)					
Grand Total Amount in PKR					

Grand Total Rupees (in words) _____

Stamp and 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 and Signature

10. General Conditions of Contract

THIS AGREEMENT is executed at KARACHI, on this day _____, 2024.

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. _____, having its office at _____, hereinafter referred to as "THE SUPPLIER" (which expression shall wherever the context so permits be deemed to include its legal representatives, executors, successor and assign), through its proprietor **Mr** _____, holding CNIC No. _____ on the SECOND PART.

WHEREAS "IBA" intends to obtain a Supply of Electrical Fans vide tender # IT/08/24-25 (IBA requirement) up to the satisfaction and handing over the material(s) to the "IBA" having accepted the offer in a finished form complete in all respect.

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

WITNESSETH

"IBA" hereby offers to appoint "THE SUPPLIER" as their supplier for the specific purpose of "Supply of Electrical Fans". "THE SUPPLIER" hereby agrees to the offer of the "IBA" in acceptance of the terms and conditions herein below forth.

Article I:

DUTIES and SCOPE OF SUPPLY and SERVICES AND AGREEMENT

- 1.1 "THE SERVICE PROVIDER" agrees to provide of Provide, Supply, Installation and Commissioning of CIR Internet Connectivity Service to "IBA Karachi" Main Campus is required as per the terms & conditions of this Agreement.
- 1.2 "THE SERVICE PROVIDER" will coordinate their work with the Associate Registrar ICT, of the "IBA Karachi" who will assist "THE SERVICE PROVIDER" in the supervision of the proposed Provider of CIR Internet Connectivity.
- 1.3 "THE SERVICE PROVIDER" will visit the Procurement Department located at Main Campus, University Road, Karachi as & when required with prior appointment.
- 1.4 All logistic charges will be borne by "THE SERVICE PROVIDER".
- 1.5 The measurement of availability of services shall become effective when the last link is deployed by "THE SERVICE PROVIDER" for the IBA Karachi and project implementation signed-off, hereinafter to be referred to as the commencement date for SLA.

- 1.6 SLA measurement shall be conducted once each quarter to assess the performance of service and to decide the penalties for failure to conform to the SLA.
- 1.7 In the interim period, i.e. from the date of deployment of the first link until the deployment of the last link, "THE SERVICE PROVIDER" shall perform Bandwidth Availability and Network Availability measurement for the IBA Karachi.
- 1.8 After the commencement date of SLA, in the event that "THE SERVICE PROVIDER" fails to conform to the SLA in a specific month, IBA Karachi shall grant "THE SERVICE PROVIDER" a grace period of 14 days to improve the services to a level such that services conform to the SLA.
- 1.9 If "THE SERVICE PROVIDER" fails to conform to the SLA after 14 days of the Grace Period given by IBA Karachi, then "THE SERVICE PROVIDER" shall be liable for penalties, as defined below, for the number of days of non-conformant to the SLA from the last day of grace period up to the date that services are conformant to the SLA.
- 1.10 To ensure all availability services are in conformance to the SLA, IBA Karachi shall ensure that all customer equipment and software is operational and in good working condition.
- 1.11 Any impact of "THE SERVICE PROVIDER" services caused due to the reason stated below shall be beyond the scope of this SLA:
 - a) Customer equipment/software faulty.
 - b) Actions undertaken by customer personnel in contravention to recommendations by "THE SERVICE PROVIDER".
 - c) Failure on part of IBA, Karachi to allow THE SERVICE PROVIDER personnel access to IBA, Karachi Site or Equipment or Services area required to render by "THE SERVICE PROVIDER".
 - d) Reason of Force Majeure.

1.12 Scope

- 1.12.1 This agreement shall be Operational Support Services (OSS) to be provided to IBA Karachi by "THE SERVICE PROVIDER".
- 1.12.2 "THE SERVICE PROVIDER" Shall provide OSS inclusive of
 - 1.12.2.1 Incident reporting and ticket service available 24x7x365
 - 1.12.2.2 Helpdesk support service available 24x7x365
 - 1.12.2.3 On-call and on-site support services available as per agreed term
 - 1.12.3.1 Internet Services
 - 1.12.3.2 Connectivity between IBA Karachi edge device and THE SERVICE PROVIDER's upstream service provider for accessing the internet.
- 1.13 Incident definition

- 1.13.1 IBA Karachi encountering a problem that causes the network to fail from delivering services including;
 - 1.13.1.1 Lower Bandwidth than the designated bandwidth for the specific customer site.
 - 1.13.1.2 Bit errors or non-availability of connectivity.
 - 1.13.1.3 The incident would commence when the incident is locked/reported at “THE SERVICE PROVIDER”.
- 1.13.2 Other incidents classified as follows shall not be considered in this Operation and support agreement;
 - 1.13.2.1 Testing Request: Any testing request about “THE SERVICE PROVIDER” services by IBA Karachi in order to verify parameters of IBA Karachi end network.
 - 1.13.2.2 Request for support: any additional request for support (e.g. configuration changes) that are not covered under this operation and support.
 - 1.13.2.3 Service up-gradation and/or down gradation.

ARTICLE II

SCOPE OF PROFESSIONAL SERVICES

- 2.1 “THE SERVICE PROVIDER” would provide 300 Mbps full duplex CIR (clear pipe) unlimited Internet service.
- 2.2 “THE SERVICE PROVIDER” would provide a public pool of three different subnets to the Institute of Business Administration, Karachi with the listed numbers.
 - a) A separate point to point pool of Three addresses for the Internet Gateway address and at the ISP termination device.
 - b) Subnet mask of /27 for public IP addresses.
 - c) Subnet mask of /29 for public IP addresses.
 - d) Subnet mask of /29 for public IP addresses.
- 2.3 “THE SERVICE PROVIDER” would provide a link that must have redundant Infrastructure (Transmission, Power Supply, Network, etc.)
- 2.4 “THE SERVICE PROVIDER” would provide a link that must have Multiple Fiber connectivity from Cable Landing Station to National Wide POPs.
- 2.5 “THE SERVICE PROVIDER” would provide a centralized trouble ticketing tool for call logging, and link monitoring purposes.
- 2.6 “THE SERVICE PROVIDER” will be responsible for laying of Fiber and acquiring all permissions from authorized Regulatory Body where required, supporting documents would be provided by IBA Karachi.

- 2.7 “THE SERVICE PROVIDER” will perform all civil work e.g. installation, excavating, digging (soft & hard), curing, tunnelling, configuration and testing of the Fiber Optic Cable from IBA Main Camus to IBA City Campus.
- 2.8 “THE SERVICE PROVIDER” will provide the equipment/ hardware that shall be brand new and complete in all respects. The devices/ equipment delivered by the “THE SERVICE PROVIDER” must be compatible with the existing network connectivity.
- 2.9 “THE SERVICE PROVIDER” shall provide an alternate of same capacity equipment in case of any faulty equipment till the repair or replacement. Or if there is any permanent fault in the equipment, that will be replaced definitely by new equipment of the same model/advanced model of the same capacity/higher capacity not less than the capacity of unit supply in any case.
- 2.10 “THE SERVICE PROVIDER” must properly be tagged/numbered the cabling that is associated with the acquired link in the server room and there should not be any hanging or uncovered wire. Furthermore, installation of I/O, Crimping, Racking and related equipment/ devices is also the liability of “THE SERVICE PROVIDER”.
- 2.11 “THE SERVICE PROVIDER” must provide an online usage report through the web portal. “THE SERVICE PROVIDER” must provide a usage report i.e. MRT Graph that can be accessed directly by IBA Karachi.
- 2.12 “THE SERVICE PROVIDER” will fix the cemented tags or path indicators at the route of Fiber Optic Cable installed within the premises of Karachi University / IBA Karachi in order to avoid any damage to the cable.
- 2.13 “THE SERVICE PROVIDER” provided link must have the scalability/flexibility to add any additional bandwidth in future.
- 2.14 “THE SERVICE PROVIDER” must ensure that in the event of failure of the primary link the secondary link should remain active. The primary link and secondary link should not fail simultaneously.
- 2.15 “THE SERVICE PROVIDER” hereby agree and acknowledge the acceptance of attending the meetings with the Head of Procurement “IBA Karachi” as & when required.
- 2.16 “THE SERVICE PROVIDER” must have valid licenses to do this project, as per PTA, Government rules & regulations.
- 2.17 Payment would be made at the end of each month. Invoice/bill should be submitted to the Procurement Department.
- 2.18 “THE SERVICE PROVIDER” will conduct a thorough survey of the site for the installation of internet connectivity. After completing this exercise & collection of information, the firm

will submit a report including the Fiber layout plan, resources deployment, tasks detail with a timeline to complete the project.

2.19 Total 300Mbps CIR/ dedicated internet bandwidth with voice & video communication enabled license is required from competent authorities.

2.20 All civil work e.g. Installation, excavating, digging (soft & hard), curing, tunnelling configuration and testing of the Fiber Optic Cable within the premises of IBA Karachi will be the responsibility of the Service Provider.

2.21 Services

2.21.1 Incident Reporting and Ticketing

2.21.1.1 IBA Karachi shall record the incident at “THE SERVICE PROVIDER” with the designated Shift Engineer, only if initial troubleshooting steps (defined in Clause No.3) could not resolve the problem locally.

2.21.1.2 The contact number for IBA Karachi to call “THE SERVICE PROVIDER” shall be _____ or through an email sent to _____

2.21.1.3 “THE SERVICE PROVIDER” Shift Engineer shall perform initial troubleshooting and shall issue a Trouble Ticket (TT) for the incident reported by IBA Karachi.

2.21.1.4 The issued TTN shall be the reference number for all IBA Karachi calls and correspondence with “THE SERVICE PROVIDER”, regarding that specific incident.

2.21.2 Enterprise NOC Support

2.21.2.1 THE SERVICE PROVIDER Shift Engineer shall attempt to resolve the problem identified by IBA Karachi during the Incident Reporting Call (IRC).

2.21.2.2 In the event the incident is not resolved during the IRC, “THE SERVICE PROVIDER” Shift Engineer shall engage respective back end subject matter expert teams to resolve the issue remotely and shall forward the TT to the designated “THE SERVICE PROVIDER” field engineering support team with respect to the type of problem.

2.21.2.3 In case the problem requires Field Engineering Support, the designated “THE SERVICE PROVIDER” **FE** shall subsequently contact IBA Karachi with the reference TT. “THE SERVICE PROVIDER” **FE** shall attempt to resolve the problem identified by IBA Karachi during the Incident Reporting Call (IRC).

2.21.3 On-Site Support

2.21.3.1 In the event that **FE** is unable to resolve the reported ticket remotely then the designated “THE SERVICE PROVIDER” FE shall visit the designated IBA Karachi site.

2.21.3.2 On-site support call shall be provided by “THE SERVICE PROVIDER” as follow:

2.21.3.3 Within 06 hours; in cities where “THE SERVICE PROVIDER” has permanently stationed **FE(s)**.

- 2.21.3.4 Within 24 hours; where a “THE SERVICE PROVIDER” **FE** is not permanently stationed and IBA Karachi site is reachable by Air, with a minimum of 2 flights a day between IBA Karachi site and the nearest “THE SERVICE PROVIDER” office.
- 2.21.3.5 Within 48 hours: Where a “THE SERVICE PROVIDER” **FE** is not permanently stationed and IBA Karachi site is reachable by road and/or by rail from the nearest “THE SERVICE PROVIDER” office.
- 2.21.3.6 In the event that an IRC remains unresolved beyond 72 hours, IBA Karachi shall have the privilege to escalation the IRC to the higher level at “THE SERVICE PROVIDER” as defined in Escalation Matrix.

ARTICLE III **WARRANTY**

- 3.1 The equipment/ hardware supplied by the Service Provider shall be brand new with OEM warranty and complete with all respects. The devices/ equipment delivered by the Service Provider must be compatible with the existing network connectivity.
- 3.2 Design of the network should have the scalability/flexibility to add any additional bandwidth in future.

ARTICLE IV **DELIVERY TIMELINES**

- 4.1 Subject link with required Bandwidth Capacity will be handed over to the Institute of Business Administration, Karachi within 04 to 06 weeks after the date of signing of this agreement. Institute of Business Administration, Karachi team will extend support in arranging permissions from Karachi University.

4.2 Initial Troubleshooting Steps

“THE SERVICE PROVIDER” is striving to enhance and maintain the quality of service. One of our primary goals is to minimize downtime and turnaround time. Below mentioned are some of the areas where our valued enterprise customers can assist and add value to avoid unnecessary outages as well as reduce downtime:

- 4.2.1 On observing link connectivity alarms/failure, the following steps may resolve the problem:
 - a. Power Status at branch side
 - b. Power cord along with the power supply status of the end device
 - c. All cords are firmly plugged in the correct ports
 - d. LED status of the CPE (Customer premises equipment)
 - e. Power - Hot Rebooting CPE if resolves the issue
- 4.2.2 In case of issues where the physical status of the device is found UP but Customer connectivity is found down, the following steps may resolve the problem locally:
 - a. Port status of corresponding switch/router
 - b. Ethernet cable re-plugging at switch side
 - c. Port settings are manually set to:

- i. Negotiate = No Negotiate
- ii. Speed = 100 Mbps (depending on interface)
- iii. Duplex = Full

4.2.3 In order to narrow down the issue, it is important that the correct nature of the issue is described at the time of launching the complaint. In case of internet connectivity is down but physically link (end device) is UP, then it may be accordingly mentioned. Preferably in such cases, below stats/traces of client-side switch/router will be of great help:

- a. Point to Point Ping result (_____).
- b. Show Interface and Show Logs stats to check below important fields:
 - i. CRC (Cyclic Redundancy Check) errors on an interface
 - ii. Physical status of Interface
 - iii. Verify if any specific routing protocol is affecting traffic etc
- c. Traceroute logs.

4.3 Service Duration

4.3.1 This Agreement shall commence and be effective from XX XXXX 2024 to XX XXXX, 2025.

4.3.2 “THE SERVICE PROVIDER” shall provide the maintenance support services for the link installed at sites Institute of Business Administration, Main Campus to IBA City Campus, Karachi.

4.4 Customer Service Centre Service Desk

4.4.1 THE SERVICE PROVIDER has a best in class, tried and tested service desk facility. IBA Karachi shall use the same service desk structure for receiving operation and maintenance support for the required network.

Service desk will be the first point of contact for IBA Karachi in case of any problem occurs in the network:

Phone Number:
Email ID:

4.5 How to open Trouble Ticket

4.5.3 If issue is not resolved by the above troubleshooting steps then, IBA Karachi shall contact “THE SERVICE PROVIDER” by dialling +92_____ or email at _____ and copying _____ & _____.

4.5.4 On filing/logging the complaint, “THE SERVICE PROVIDER” will issue TT to IBA Karachi.

4.5.5 IBA Karachi must save the number for future correspondence with reference to this particular issue.

4.5.6 The nature of the issue along with the below information must be shared by IBA Karachi for locking/registering the complaint.

Branch Code	Service Address	Last Mile Media	VLAN/IP	POC Available at Site along with Voice Contact	POC Available in Head Office / NOC along with voice contact
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4.6 Hours of coverage

THE SERVICE PROVIDER service engineers shall be available on call 24x7x365

4.7 “THE SERVICE PROVIDER” Engineers Permanently stationed

To provide On-site support services, “THE SERVICE PROVIDER” Field Engineers (FEs) are permanently stationed in the cities of:

- i. Karachi

4.8 Escalation Procedure

CUSTOMER SERVICE CENTRE initial response which includes performing initial troubleshooting and generation of trouble ticket will be done as per following:

- i. For aggregation/ Critical site (Severity – 1) 15 minutes
- ii. Non-aggregation site (severity -2) 30 minutes

4.9 Service/ Network Availability

Each designated customer site is being allocated a specific bandwidth and connectivity link for network operations. These include last mile(s), Aggregation Point(s), and backbone network.

4.10 Bandwidth Availability

“THE SERVICE PROVIDER” shall render bandwidth availability of 99.5% for each designated customer site.

4.11 Network Availability

“THE SERVICE PROVIDER” shall render network availability of 99.5% for each designated customer site.

ARTICLE V

PENALTIES COVERED UNDER THIS AGREEMENT

5.1 The Penalties covered under this Provision of Network Availability is classified herewith. In the event of failure to render services in conformance to the Agreement.

5.2 Failure to conform the Network Availability.

5.3 The Maximum limit of penalties under this SLA’s Network availability are classified as under:

* Maximum LDs shall be 5% of MRC/QRC

Network Availability (% of 2160 hours)	Deduction from Quarterly Recurring Service Charge
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100% - 99.50%	No Deduction
99.49% -97.00	1% Deduction
96.99% - 95.00 %	2% Deduction
94.99% - 93.99 %	3% Deduction
92.99% - 92.00%	4% Deduction
Less than 92.00%	5% Deduction

5.4 The penalties shall be deducted once in a quarter in a calendar year.

ARTICLE VI
REMUNERATION

- 6.1 The cost offered by the SERVICE PROVIDER is Rs. _____ per year, inclusive of all taxes, for Provide, Supply, Installation and Commissioning of CIR Internet Connectivity Service vide tender # IT/XX/24-25 variation may occurred. The cost is inclusive of labor /transportation /supplies /etc. Details of items are appended below;
- 6.2 A liquidity damages a the rate of 2% per month, of the total agreed payment as per Work Order, of the total cost will be imposed in case of delayed delivery services. Services will be deemed completed in finished form as per specification and “THE SERVICE PROVIDER” have to deliver the required number of Provider of Backup Internet Bandwidth to IBA Karachi.
- 6.3 Performance Security 5% of total amount of Work Order will be provided by “THE SERVICE PROVIDER”.
- 6.4 Stamp Duty @ 0.35% of the cost of transaction / work order will be deposited in Government treasury by the SERVICE PROVIDER. This paid Stamp Duty challan would be submitted along with the Bill / Invoice.
- 6.5 Tax(es)/Challan(s)/Levy(ies), if any or additional will be paid/borne by THE SERVICE PROVIDER as per SRO/Notification.
- 6.6 Payment would be made at the end of each month. Invoice / bill should be submitted to Procurement Department.

ARTICLE VII
ARBITRATION

- 7.1 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 Karachi 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 VIII

TERMINATION

- 8.1 In case of non-payment of the Service Charges and/or any other amount/charges payable by IBA Karachi, within sixty (60) days of the Due Date under this Agreement, the Service Provider shall inter alia have the right to suspend/terminate the services and/or the Agreement with immediate effect without providing any prior notice to IBA Karachi.
- 8.2 In case IBA Karachi commits any breach of the terms and conditions contained in this Agreement, the Service Provider shall have the right to terminate/suspend this Agreement by providing fifteen (15) days prior notice to IBA Karachi. However, if the breach is remedied by IBA Karachi to the satisfaction of Service Provider, within the above said period the Agreement shall not be terminated/suspended by the Service Provider.
- 8.3 The termination of this Agreement shall be without prejudice to any provisions which are to have effect after termination.
- 8.4 Upon termination of this Agreement in accordance with the terms hereof, IBA Karachi shall immediately pay to the Service Provider all amounts due to Service Provider. The termination of this Agreement for any reason shall extinguish all of THE SERVICE PROVIDER's obligations under this Agreement, but shall not relieve either Party of any obligation that may have arisen prior to such termination.
- 8.5 In the event of early termination of this Agreement, the Agreement shall forthwith become wholly void and of no further force and effect; and IBA Karachi will remain liable to the Service Provider for any breach of this Agreement existing at the time of such termination, and Service Provider, may seek such remedies against the other with respect to any such breach as are provided in this Agreement. In the case of termination by IBA Karachi, it will be liable to the Service Provider for the sum of any unpaid fees and dues existing at the time of termination and which were due to the Service Provider under the terms and conditions of this Agreement.
- 8.6 The Service Provider shall have the right to suspend/terminate the Agreement and/or the services in its sole option if:
 - a. The Service Provider believes or reasonably suspects that the amounts due from IBA Karachi to the Service Provider cannot be paid.
 - b. The Service Provider reasonably believes that the operation of the network and/or the services is in jeopardy.
 - c. The operation of the network and /or the services is discontinued, suspended or terminated for any reason, whether temporarily or otherwise.
 - d. There is misuse of the services by IBA Karachi.

ARTICLE IX
INDEMNITY

- 9.1 Each party shall indemnify and hold harmless the other party fully indemnified and harmless from and against all damages, cost and expenses caused to or incurred by either

party, in whole or in part, arising out of or related to the acts and/or omissions of the indemnifying party.

ARTICLE X

NOTICE

10.1 Any notice and other communications given in connection with this Agreement shall be sufficient if it is in writing and if sent by courier or registered mail at the address set forth below. All communications shall be deemed received upon actual delivery or completed facsimile addressed to the other Party as follows:

The Service Provider

Mobile: _____
Attn: _____

IBA Karachi

Main Campus, University Enclave,
Karachi
Postal Code: 75270
UAN: 111 422-422
Fax: 92-21-99261530
Attn: Head of Procurement

ARTICLE XI

SEVERABILITY

11.1 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 XII

RENEWAL

12.1 This Agreement shall be renewed with mutual consent & satisfactory performance upon completion of one year if the IBA Karachi and the SERVICE PROVIDER agree so.

ARTICLE XIII

INTEGRITY PACT

13.1 The intention not to obtain the procurement / work of any Contract, right, interest, privilege, or other obligation or benefit from the IBA Karachi or any administrative or financial offices thereof or any other department under the control of the IBA Karachi through any corrupt practice(s).

13.2 Without limiting the generality of the forgoing the Service Provider , represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA Karachi 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 Karachi, except that which has been expressly declared pursuant hereto.

- 13.3 The Service Provider accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty. It agrees that any contract/order obtained aforesaid shall without prejudice to any other right & remedies available to the IBA Karachi under any law, contract, or other instrument, stand void at the discretion of the IBA Karachi.
- 13.4 Notwithstanding any right and remedies exercised by the IBA Karachi in this regard, the Service Provider , agrees to indemnify the IBA Karachi for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA Karachi in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the Service Provider as aforesaid for the purpose of obtaining or inducing procurement/work/service or other obligation or benefit in whatsoever from the IBA Karachi.

ARTICLE XIV
ESCALATION MATRIX

- 14.1 In case proper updates are not given by CUSTOMER SERVICE CENTRE or KPI for restoration of services is lapsed / delayed, issue may escalated to next levels as per below guideline:

Immediate			
Name	Designation	Contact#	Email Address
Support Centre (24x7)	Support Engineer		
After 2 Hours			
Name	Designation	Contact#	Email Address
	Supervisor		
After 4 Hours			
Name	Designation	Contact#	Email Address
	Assistant Manager		
After 6 Hours			
Name	Designation	Contact#	Email Address
	Manager		
After 8 Hours			
Name	Designation	Contact#	Email Address
	HOD Technical support		

ARTICLE XV
LIMITATION OF LIABILITY

- 15.1 Service Provider's obligations under this Agreement or otherwise shall not exceed a sum of 5% of Annual Recurring Charges ("ARC") under this Agreement with the approval of the IBA Karachi.

ARTICLE XVI
CONFIDENTIALITY

16.1 Each Party agrees that except as provided herein it will not disclose (directly or indirectly) the contents of this Agreement or of any document referred to in this Agreement, or any information of a confidential nature exchanged between the Parties in connection with this Agreement (including any extension or amendment thereto), to any other person whatsoever, other than as may be required for the enforcement of the provisions of this Agreement or with the consent of the other Party.

ARTICLE XVII
FORCE MAJEURE

17.1 Any failure or delay in the performance by either Party of its obligations under the terms of this Agreement shall not be a breach if the failure or delay results from any act of God, governmental action (whether in its sovereign or contractual capacity), or any other circumstance reasonably beyond the control of Parties including, but not limited to, meteorological or astronomical disturbances, cable cut, earthquake, hurricane, snowstorm, fire, flood, strikes, labour disputes, act of terrorism, war, civil disorder, epidemics, quarantines, embargoes. Inability to pay shall not be a Force Majeure Event or act of God.

17.2 IBA Karachi recognizes that the services may be adversely affected by natural or atmospheric conditions, natural phenomenon and other causes of interference including without limitation, solar radiation, and may fail or require maintenance without notice. The Service Provider shall not be liable for any disruption, interruption, suspension or termination of the services caused due to the foregoing except to the extent herein provided. In any case the Service Provider would require to provide genuine proof with authenticity.

17.3 The Service Provider shall not be liable for any interruption, suspension or termination of any services or part thereof necessitated by order of the Government of Pakistan or of the PTA or if required by law, whether with or without notice. In case an event of Force Majeure exists for more than thirty (30) days, Service Provider shall be entitled to terminate this agreement with mutual consent.

ARTICLE XVIII
MISCELLANEOUS

18.1 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.

18.2 IBA Karachi acknowledges that the ownership of and all rights in the trademarks, copyrights, design rights, patent rights or other intellectual property rights as well as all intellectual property registered by the Service Provider or equipment manufacturers, or its affiliated companies shall reside and remain exclusively in Service Provider.

18.3 This Agreement shall be construed in accordance with, and all actions arising hereunder shall be governed by the laws of Islamic Republic of Pakistan.

- 18.4 This Agreement along with its Annexes constitutes the entire agreement between the Parties and supersedes all previous understandings, commitments, representations, negotiations or communications.
- 18.5 Any provision of this Agreement may be amended or supplemented only if the Parties so agree in writing.
- 18.6 The provisions of this Agreement are for the benefit of only IBA Karachi and “THE SERVICE PROVIDER” and no third party may seek to enforce or benefit from the provisions of this Agreement.
- 18.7 Each individual signing this Agreement warrants and represents that he has the full power and authority and is duly authorized and empowered to execute this Agreement on behalf of the Party for which he signs.

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