



SYED NISAR AHMED STAMP VENDOR  
L No. 78 Room # 11, 2nd Floor, Nizamia Market,  
Denso Hall, Saddar Town, Karachi.

SR No. 4433 Date: \_\_\_\_\_  
Issued to with Address: \_\_\_\_\_  
Through with Address: DWP  
Purpose: \_\_\_\_\_  
Value Rs. 10000 Attached: \_\_\_\_\_  
Stamp Vendor Signature: \_\_\_\_\_  
Do Not use Divorced & will Purpose and Vendor  
Will not Responsible for any illegal / Fake Agreements

07 SEP 2018

RUPEES ONE HUNDRED

### AGREEMENT

### SLA OF CISCO NETWORK EQUIPMENT

THIS AGREEMENT is executed at KARACHI, on this day October...31..., 2018.

BETWEEN

The Institute of Business Administration, Karachi having its office at Main Campus, University Road, Karachi, through its authorized representative Mr. Imran Batada (Director ICT) hereinafter referred to as "IBA" (which expression is deemed to include its successors-in-interest and assign) of the FIRST PART.

AND

M/s DWP Technologies (Pvt) Ltd, having its office at # 11, First Floor, Mandviwalla Chambers, Talpur Road, Karachi, 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 Mr. Waseem Sher, holding CNIC No. 44101-12117691 on the SECOND PART.

WHEREAS "IBA" intends to obtain SLA of CISCO Network Equipment vide tender # IT/04/18-19 for the SLA of CISCO Network Equipment (IBA requirement) discussions in respect of the same before the determination of scope of work will be held with "IBA" as "SLA of CISCO Network Equipment" and "THE SERVICE PROVIDER" have offered to render all kind of SLA of CISCO Network Equipment (including but not limited to the "SLA of CISCO Network Equipment" 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

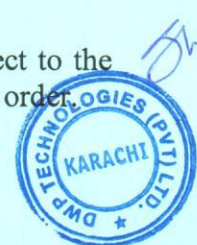
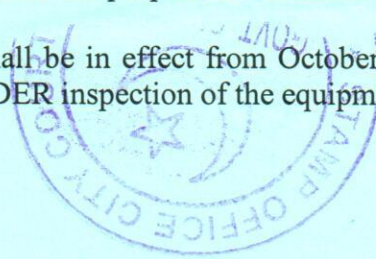
“IBA” hereby offer to appoint “THE SERVICE PROVIDER” as their official for the specific purpose of “SLA of CISCO Network Equipment” discussions in respect of the same with “IBA” before the determination of SLA of CISCO Network Equipment to illustrate the schematic schedule work to suitable scale with any/all other relevant details for presentation to “IBA” for SLA of CISCO Network Equipment. “THE SERVICE PROVIDER” hereby agree to the offer of the “IBA” in acceptance of the terms & conditions here in below forth. The ‘Terms of Conditions’ of Tender Document are the integral part of this agreement

### Article I DUTIES & SCOPE OF WORK AND AGREEMENT

- 1.1 This Agreement includes, the “SLA of CISCO Network Equipment”, discussions with “IBA” before the determination of scope of work with any/all other relevant details for presentation to “IBA”.
- 1.2 “THE SERVICE PROVIDER” agrees to provide any/all kind of Services(s) & Work(s) of CISCO Network Equipment to “IBA” whenever and wherever form is required as per the terms & conditions of this Agreement.
- 1.3 “THE SERVICE PROVIDER” will coordinate their work with Sr. Manager IT, of the “IBA” who will assist “THE SERVICE PROVIDER” in supervision of proposed SLA of CISCO Network Equipment.
- 1.4 “THE SERVICE PROVIDER” hereby agrees to accept variation, if occurred, in scope of professional services and works with mutual consent on acceptable cost/price/charges/amount inclusive of all taxes and levies.
- 1.5 “THE SERVICE PROVIDER” will visit the Purchase Office located at Main Campus, University Road, Karachi as & when required with prior appointment.
- 1.6 All logistic charges will be borne by “THE SERVICE PROVIDER”.

### Article II SCOPE OF PROFESSIONAL SERVICES

- 2.1 “THE SERVICE PROVIDER” hereby agree and acknowledge for the periodic supervision of the supplies and to check the execution of SLA of CISCO Network Equipment in accordance with the Description & Specification.
- 2.2 “THE SERVICE PROVIDER” hereby agree and acknowledge the acceptance of attending the meetings with the Sr. Manager Procurement & Stores “IBA” as & when required.
- 2.3 “THE SERVICE PROVIDER” hereby agrees to accept variation, if occurred, in scope of professional services and works with mutual consent on acceptable cost/price/charges/amount inclusive of all taxes and levies.
- 2.4 All staff must have CNIC and clearly mentioned to discourage work through child labor.
- 2.5 “THE SERVICE PROVIDER” accepts full responsibility and strict liability for making any false declaration/statement, not making full disclosure, misrepresenting facts or taking any action likely to degrade the purpose of declaration, representation and warranty.
- 2.6 This Agreement shall be in effect from October 31, 2018 for ~~one~~<sup>03</sup> year and subject to the SERVICE PROVIDER inspection of the equipment to ensure that they are in working order.





2.7 SERVICE PROVIDER will ensure the following:

- (a) Preventive and corrective maintenance as recommended for the equipment listed of this Agreement. Preventive maintenance, provisioning of extended warranties for Core Switches, routers, Firewalls, Wi-Fi equipment, telephony equipment and access switches etc.
- (b) Physical inspection of complete equipment.
- (c) Performance tests and adjustments.
- (d) Performance engineering modification and changes, if recommended by IBA.
- (e) Responsible for the smooth functioning of already installed Hardware as per BOQ.
- (f) Equipment is fully operational and perform properly and meet SBD's Requirements.
- (g) The scope of the project is to provide warranties of all IT equipment and components requested in BOQ.
- (h) Responsible to respond to events on urgent basis as per SLA mention in this SBD.
- (i) Responsible for handle level 3 technical support issues.
- (j) Responsible for minimum <sup>1</sup>~~3~~ years of Services.
- (k) Responsible to provide backup or replacement of any hardware with the same or higher Specification. IBA will not accept any low specification hardware.
- (l) Provide Backup in case of delay in part replacement.

*Sh*





**Article III**  
**REMUNERATION**

- 3.1 The charge(s)/cost(s) offered by the Service Provider is **Rs. 4,972,000.00 (inclusive of all taxes)** SLA of CISCO Network Equipment vide tender # IT/04/18-19 variation may occurred. The cost is inclusive of labor /transportation /supplies /etc. Details of items are appended below;

List of Equipment's covered in this agreement			
Cisco Network Equipment			
S.No	Product Code	Serial No.	Critical Equipment
1	WS-C6509-E-VPN+-K9	SMC141700NR	Critical
2	WS-X6724-SFP	SAL1422JS8S	Critical
3	WS-X6704-10GE	SAL1413E7VR	Critical
4	WS-X6724-SFP	SAL1422JS8J	Critical
5	WS-SVC-FWM-1-K9	SAD0932075S	NBD
6	WS-SUP720-3B	SAL1422JLA2	Critical
7	WS-X6748-GE-TX	SAL1421JJ8T	Critical
8	WS-SVC-IDS2BUNK9=	SAD07450112	NBD
9	WS-C6509-E-VPN+-K9	SMC141700NW	Critical
10	WS-X6724-SFP	SAL1422JS9P	Critical
11	WS-X6704-10GE	SAL1422JNM8	Critical
12	WS-X6724-SFP	SAL1422JS86	Critical
13	WS-SUP720-3B	SAL10392X8V	Critical
14	WS-SUP720-3B=	SAL1339ZENL	Critical
15	WS-SVC-FWM-1-K9	SAL10392X8V	NBD
16	WS-SUP720-3B	SAL1130VU2B	Critical
17	WS-X6748-GE-TX	SAL1421JJ8F	Critical
18	WS-SVC-IDS2-BUN-K9	SAD08440A5P	NBD
19	WS-C2960-24PC-S	FOC1417W0V1	NBD
20	WS-C2960-24PC-S	FOC1417W0V8	NBD
21	WS-C2960-24PC-S	FOC1417W0VG	NBD
22	WS-C2960-24PC-S	FOC1417W0W1	NBD
23	WS-C2960-24PC-S	FOC1417W138	NBD
24	WS-C2960-24PC-S	FOC1417W14H	NBD
25	WS-C2960-24PC-S	FOC1417W14V	NBD
26	WS-C2960-24PC-S	FOC1417W0V2	NBD
27	WS-C2960-24PC-S	FOC1417W0V9	NBD
28	WS-C2960-24PC-S	FOC1417W0VR	NBD
29	WS-C2960-24PC-S	FOC1417W0W8	NBD



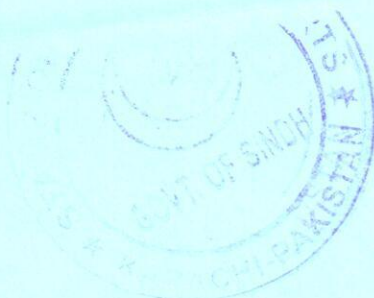


30	WS-C2960-24PC-S	FCQ1708X31F	NBD
31	WS-C2960-24PC-S	FOC1417W14K	NBD
32	WS-C2960-24PC-S	FOC1417W0V6	NBD
33	WS-C2960-24PC-S	FOC1417W0VD	NBD
34	WS-C2960-24PC-S	FOC1417W0VY	NBD
35	WS-C2960-24PC-S	FOC1417W0WB	NBD
36	WS-C2960-24PC-S	FOC1417W13V	NBD
37	WS-C2960-24PC-S	FOC1417W14S	NBD
38	WS-C2960-24PC-S	FOC1417W0V7	NBD
39	WS-C2960-24PC-S	FOC1417W0VE	NBD
40	WS-C2960-24PC-S	FOC1417W0VZ	NBD
41	WS-C2960-24PC-S	FOC1417W129	NBD
42	WS-C2960-24PC-S	FOC1417W13X	NBD
43	WS-C2960-24PC-S	FOC1417W14T	NBD
44	WS-C2960-48TC-S	FOC1415V7A9	NBD
45	WS-C2960-48TC-S	FOC1415W7F4	NBD
46	WS-C2960-48TC-S	FOC1415V7BX	NBD
47	WS-C2960-48TC-S	FOC1415W7JP	NBD
48	WS-C2960-48TC-S	FOC1415V7C5	NBD
49	WS-C2960-48TC-S	FOC1415V7CD	NBD
50	GLC-SX-MM=	Qty=84	NBD
51	GLC-LH-SM	Qty=52	NBD
52	WS-C3750E-48TD-S	FDO1418R0RK	Critical
53	WS-C3750E-48TD-S	FDO1418R0RL	Critical
54	WS-C3750E-48TD-S	FDO1418R0SU	Critical
55	WS-C3750E-48TD-S	FDO1418R0SV	Critical
56	CS-MARS-55-K9	FTX1417505R	NBD
57	CSMARS-55-LIC-K9	3022J16558D	NBD
58	WS-C3750V2-24TS-S	FDO1413Z00X	Critical
59	WS-C4948-10GE-S	FOX1352G3RM	Critical
60	WS-C4948-10GE-S	FOX1352G3S4	Critical
61	PWR-C49-300AC/2	PAC14140QD8	Critical
62	PWR-C49-300AC/2	PAC14140QG0	Critical
63	PWR-C49-300AC	PAC14140QAJ	Critical
64	PWR-C49-300AC	PAC14140QHR	Critical
65	XENPAK-10GB-SR=	Qty=4	Critical
66	X2-10GB-SR=	Qty=4	Critical
67	WS-C2960-24PC-S	FOC1417W0BK	NBD
68	WS-C2960-24PC-S	FOC1417W0TB	NBD
69	WS-C2960-24PC-S	FCQ1622Y3DY	NBD





70	WS-C2960-24PC-S	FOC1417W0BS	NBD
71	WS-C2960-24PC-S	FOC1417W0TC	NBD
72	WS-C2960-24PC-S	FOC1417W0TJ	NBD
73	WS-C2960-24PC-S	FOC1417W0BT	NBD
74	WS-C2960-24PC-S	FOC1417W0TD	NBD
75	WS-C2960-24PC-S	FOC1417W0T6	NBD
76	WS-C2960-24PC-S	FOC1417W0TF	NBD
77	GLC-SX-MM=	Qty=20	NBD
78	WS-C2960-24PC-S	FOC1441W513	NBD
79	WS-C2960-24PC-S	FOC1441W53Y	NBD
80	WS-C2960-24PC-S	FOC1441W55U	NBD
81	WS-C2960-24PC-S	FOC1441W51A	NBD
82	WS-C2960-24PC-S	FOC1441W54H	NBD
83	WS-C2960-24PC-S	FOC1441W4ZF	NBD
84	WS-C2960-24PC-S	FOC1441W524	NBD
85	WS-C2960-24PC-S	FOC1441W54J	NBD
86	GLC-SX-MM=	Qty=16	NBD
<b>Cisco IP Telephony Equipment</b>			
	<b>Product Code</b>	<b>Serial No.</b>	<b>Critical Equipment</b>
1	CISCO2811-V/K9	FCZ1418707Q	Critical
2	CISCO2811-V/K9	FCZ1418707R	Critical
3	PVDM2-32	FOC141412RN	Critical
4	PVDM2-32	FOC141412X8	Critical
5	VIC2-4FXO	FOC14143HAA	Critical
6	VIC2-4FXO	FOC14143J8P	Critical
7	VWIC-1MFT-E1=	34027754	Critical
8	VWIC-1MFT-E1=	34027757	Critical
9	CP-7911G=	FCH1417A1F2	NBD
10	CP-7911G=	FCH14189DB7	NBD
11	CP-7911G=	FCH14189E7K	NBD
12	CP-7911G=	FCH14189EC8	NBD
13	CP-7911G=	FCH14189EJU	NBD
14	CP-7911G=	FCH14189FL2	NBD
15	CP-7911G=	FCH14189GNR	NBD
16	CP-7911G=	FCH14189GWR	NBD
17	CP-7911G=	FCH14189GYG	NBD
18	CP-7911G=	FCH14189H4X	NBD
19	CP-7911G=	FCH14189HB4	NBD





20	CP-7911G=	FCH14189HF9	NBD
21	CP-7911G=	FCH14189HHY	NBD
23	CP-7911G=	FCH14189HL5	NBD
24	CP-7911G=	FCH14189HQW	NBD
25	CP-7911G=	FCH14189HTT	NBD
26	CP-7911G=	FCH14189HX5	NBD
27	CP-7911G=	FCH14189HZG	NBD
28	CP-7911G=	FCH14189J3S	NBD
29	CP-7911G=	FCH14189J87	NBD
30	CP-7911G=	FCH14189JBD	NBD
31	CP-7911G=	FCH14189JJA	NBD
32	CP-7911G=	FCH14189JL8	NBD
33	CP-7911G=	FCH14189JQ9	NBD
34	CP-7911G=	FCH14189JSS	NBD
35	CP-7911G=	FCH1417A2X2	NBD
36	CP-7911G=	FCH14189DD4	NBD
37	CP-7911G=	FCH14189E8N	NBD
38	CP-7911G=	FCH14189EG2	NBD
39	CP-7911G=	FCH14189EK3	NBD
40	CP-7911G=	FCH14189FZW	NBD
41	CP-7911G=	FCH14189GUW	NBD
42	CP-7911G=	FCH14189GWS	NBD
43	CP-7911G=	FCH14189GYP	NBD
44	CP-7911G=	FCH14189H5W	NBD
45	CP-7911G=	FCH14189HBC	NBD
46	CP-7911G=	FCH14189HFC	NBD
47	CP-7911G=	FCH14189HJ1	NBD
48	CP-7911G=	FCH14189HM1	NBD
49	CP-7911G=	FCH14189HSJ	NBD
50	CP-7911G=	FCH14189HV0	NBD
51	CP-7911G=	FCH14189HY6	NBD
52	CP-7911G=	FCH14189J0P	NBD
53	CP-7911G=	FCH14189J4B	NBD
54	CP-7911G=	FCH14189J8A	NBD
55	CP-7911G=	FCH14189JC9	NBD
56	CP-7911G=	FCH14189JK2	NBD
57	CP-7911G=	FCH14189JNH	NBD
58	CP-7911G=	FCH14189JRJ	NBD
59	CP-7911G=	FCH14189JTD	NBD
60	CP-7911G=	FCH1417A8L4	NBD





61	CP-7911G=	FCH14189DLK	NBD
62	CP-7911G=	FCH14189E9Q	NBD
63	CP-7911G=	FCH14189EHA	NBD
64	CP-7911G=	FCH14189EKF	NBD
65	CP-7911G=	FCH14189GA2	NBD
66	CP-7911G=	FCH14189GVN	NBD
67	CP-7911G=	FCH14189GY6	NBD
68	CP-7911G=	FCH14189H06	NBD
69	CP-7911G=	FCH14189H82	NBD
70	CP-7911G=	FCH14189HDV	NBD
71	CP-7911G=	FCH14189HFV	NBD
72	CP-7911G=	FCH14189HJQ	NBD
73	CP-7911G=	FCH14189HQ7	NBD
74	CP-7911G=	FCH14189HSK	NBD
75	CP-7911G=	FCH14189HVV	NBD
76	CP-7911G=	FCH14189HYQ	NBD
77	CP-7911G=	FCH14189J27	NBD
78	CP-7911G=	FCH14189J4D	NBD
79	CP-7911G=	FCH14189J9R	NBD
80	CP-7911G=	FCH14189JHU	NBD
81	CP-7911G=	FCH14189JK6	NBD
82	CP-7911G=	FCH14189JPT	NBD
83	CP-7911G=	FCH14189JS4	NBD
84	CP-7911G=	FCH14189JTJ	NBD
85	CP-7911G=	FCH141880AV	NBD
86	CP-7911G=	FCH14189DYB	NBD
87	CP-7911G=	FCH14189EAN	NBD
88	CP-7911G=	FCH14189EJJ	NBD
89	CP-7911G=	FCH14189FKR	NBD
90	CP-7911G=	FCH14189GMU	NBD
91	CP-7911G=	FCH14189GWA	NBD
92	CP-7911G=	FCH14189GY8	NBD
93	CP-7911G=	FCH14189H3X	NBD
94	CP-7911G=	FCH14189HA5	NBD
95	CP-7911G=	FCH14189HEB	NBD
96	CP-7911G=	FCH14189HGJ	NBD
97	CP-7911G=	FCH14189HKS	NBD
98	CP-7911G=	FCH14189HQM	NBD
99	CP-7911G=	FCH14189HTR	NBD
100	CP-7911G=	FCH14189HW4	NBD



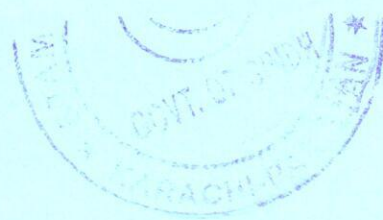


101	CP-7911G=	FCH14189HZ3	NBD
102	CP-7911G=	FCH14189J36	NBD
103	CP-7911G=	FCH14189J5T	NBD
104	CP-7911G=	FCH14189JAW	NBD
105	CP-7911G=	FCH14189JJ4	NBD
106	CP-7911G=	FCH14189JKB	NBD
107	CP-7911G=	FCH14189JPX	NBD
108	CP-7911G=	FCH14189JSF	NBD
109	CP-7911G=	FCH14189JTP	NBD
110	CP-7911G=	FCH14189JZ0	NBD
111	CP-7911G=	FCH14189K2Q	NBD
112	CP-7911G=	FCH14189K4H	NBD
113	CP-7911G=	FCH14189KFU	NBD
114	CP-7911G=	FCH14189KOW	NBD
115	CP-7911G=	FCH14189L1K	NBD
116	CP-7911G=	FCH14189L83	NBD
117	CP-7911G=	FCH14189LFM	NBD
118	CP-7911G=	FCH14189LNM	NBD
119	CP-7911G=	FCH14189LS3	NBD
120	CP-7911G=	FCH14189LZ7	NBD
121	CP-7911G=	FCH14189M45	NBD
122	CP-7911G=	FCH14189M61	NBD
123	CP-7911G=	FCH14189M77	NBD
124	CP-7911G=	FCH14189M7T	NBD
125	CP-7911G=	FCH14189M90	NBD
126	CP-7911G=	FCH14189MA0	NBD
127	CP-7911G=	FCH14189MAH	NBD
128	CP-7911G=	FCH14189MB9	NBD
129	CP-7911G=	FCH14189MBX	NBD
130	CP-7911G=	FCH14189MDB	NBD
131	CP-7911G=	FCH14189MK7	NBD
132	CP-7911G=	FCH1418ACV2	NBD
133	CP-7911G=	FCH1418ACYQ	NBD
134	CP-7911G=	FCH1418AD4B	NBD
135	CP-7911G=	FCH14189K13	NBD
136	CP-7911G=	FCH14189K34	NBD
137	CP-7911G=	FCH14189KDV	NBD
138	CP-7911G=	FCH14189KFW	NBD
139	CP-7911G=	FCH14189KX5	NBD
140	CP-7911G=	FCH14189L49	NBD



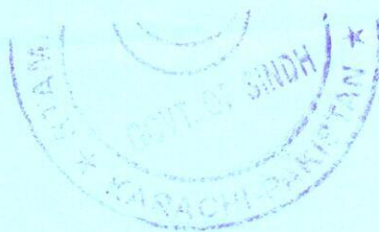


141	CP-7911G=	FCH14189LBK	NBD
142	CP-7911G=	FCH14189LJ2	NBD
143	CP-7911G=	FCH14189LPB	NBD
144	CP-7911G=	FCH14189LU0	NBD
145	CP-7911G=	FCH14189LZY	NBD
146	CP-7911G=	FCH14189M47	NBD
147	CP-7911G=	FCH14189M67	NBD
148	CP-7911G=	FCH14189M79	NBD
149	CP-7911G=	FCH14189M8A	NBD
150	CP-7911G=	FCH14189M92	NBD
151	CP-7911G=	FCH14189MA3	NBD
152	CP-7911G=	FCH14189MAV	NBD
153	CP-7911G=	FCH14189MBC	NBD
154	CP-7911G=	FCH14189MBY	NBD
155	CP-7911G=	FCH14189MHQ	NBD
156	CP-7911G=	FCH14189MKF	NBD
157	CP-7911G=	FCH1418ACW6	NBD
158	CP-7911G=	FCH1418AD15	NBD
159	CP-7911G=	FCH1418AD4K	NBD
160	CP-7911G=	FCH14189K1H	NBD
161	CP-7911G=	FCH14189K3U	NBD
162	CP-7911G=	FCH14189KEE	NBD
163	CP-7911G=	FCH14189KGD	NBD
164	CP-7911G=	FCH14189KXZ	NBD
165	CP-7911G=	FCH14189L50	NBD
165	CP-7911G=	FCH14189LC5	NBD
166	CP-7911G=	FCH14189LJG	NBD
167	CP-7911G=	FCH14189LPH	NBD
168	CP-7911G=	FCH14189LUF	NBD
168	CP-7911G=	FCH14189M3T	NBD
167	CP-7911G=	FCH14189M5D	NBD
168	CP-7911G=	FCH14189M6R	NBD
169	CP-7911G=	FCH14189M7D	NBD
170	CP-7911G=	FCH14189M8G	NBD
171	CP-7911G=	FCH14189M9M	NBD
172	CP-7911G=	FCH14189MAD	NBD
173	CP-7911G=	FCH14189MB4	NBD
174	CP-7911G=	FCH14189MBM	NBD
175	CP-7911G=	FCH14189MC9	NBD
176	CP-7911G=	FCH14189MJM	NBD





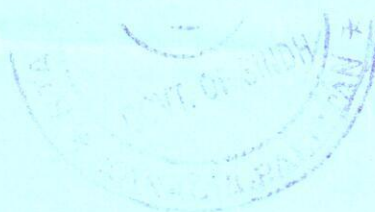
177	CP-7911G=	FCH14189MOC	NBD
178	CP-7911G=	FCH1418ACWE	NBD
179	CP-7911G=	FCH1418AD2L	NBD
180	CP-7911G=	FCH1418AD4V	NBD
181	CP-7911G=	FCH14189K24	NBD
182	CP-7911G=	FCH14189K40	NBD
183	CP-7911G=	FCH14189KEH	NBD
184	CP-7911G=	FCH14189KH1	NBD
185	CP-7911G=	FCH14189KZV	NBD
186	CP-7911G=	FCH14189L6E	NBD
187	CP-7911G=	FCH14189LE7	NBD
188	CP-7911G=	FCH14189LL0	NBD
189	CP-7911G=	FCH14189LQN	NBD
190	CP-7911G=	FCH14189LYG	NBD
191	CP-7911G=	FCH14189M44	NBD
192	CP-7911G=	FCH14189M5E	NBD
193	CP-7911G=	FCH14189M75	NBD
194	CP-7911G=	FCH14189M7R	NBD
195	CP-7911G=	FCH14189M8L	NBD
196	CP-7911G=	FCH14189M9Q	NBD
197	CP-7911G=	FCH14189MAF	NBD
198	CP-7911G=	FCH14189MB8	NBD
199	CP-7911G=	FCH14189MBR	NBD
200	CP-7911G=	FCH14189MCF	NBD
201	CP-7911G=	FCH14189MK3	NBD
202	CP-7911G=	FCH14189MON	NBD
203	CP-7911G=	FCH1418ACX4	NBD
204	CP-7911G=	FCH1418AD44	NBD
205	CP-7911G=	FCH1418AD4Y	NBD
204	CP-7911G=	FCH1418AD5V	NBD
205	CP-7911G=	FCH1418AD8J	NBD
206	CP-7911G=	FCH1418ADBU	NBD
207	CP-7911G=	FCH1418ADMT	NBD
208	CP-7911G=	FCH1418ADNF	NBD
209	CP-7911G=	FCH1418ADRZ	NBD
210	CP-7911G=	FCH1418ADT1	NBD
211	CP-7911G=	FCH1418ADXC	NBD
212	CP-7911G=	FCH1418AE01	NBD
213	CP-7911G=	FCH1418AE3J	NBD
214	CP-7911G=	FCH1418AE6F	NBD





215	CP-7911G=	FCH1418AEAH	NBD
216	CP-7911G=	FCH1418AEFK	NBD
217	CP-7911G=	FCH1418AEGY	NBD
218	CP-7911G=	FCH1418AEJX	NBD
219	CP-7911G=	FCH1418AEKN	NBD
220	CP-7911G=	FCH1418AEM3	NBD
221	CP-7911G=	FCH1418AF22	NBD
222	CP-7911G=	FCH1418AFC7	NBD
223	CP-7911G=	FCH1418AFDJ	NBD
224	CP-7911G=	FCH1418AFIZ	NBD
225	CP-7911G=	FCH1418AFKJ	NBD
226	CP-7911G=	FCH1418AFPQ	NBD
227	CP-7911G=	FCH1418AFTO	NBD
228	CP-7911G=	FCH1418AFY0	NBD
229	CP-7911G=	FCH1418AD63	NBD
230	CP-7911G=	FCH1418AD98	NBD
231	CP-7911G=	FCH1418ADEP	NBD
232	CP-7911G=	FCH1418ADMY	NBD
233	CP-7911G=	FCH1418ADNT	NBD
234	CP-7911G=	FCH1418ADSF	NBD
235	CP-7911G=	FCH1418ADV2	NBD
236	CP-7911G=	FCH1418ADY7	NBD
237	CP-7911G=	FCH1418AE1M	NBD
238	CP-7911G=	FCH1418AE40	NBD
239	CP-7911G=	FCH1418AE6L	NBD
240	CP-7911G=	FCH1418AEAR	NBD
241	CP-7911G=	FCH1418AEFQ	NBD
242	CP-7911G=	FCH1418AEJ7	NBD
243	CP-7911G=	FCH1418AEKB	NBD
244	CP-7911G=	FCH1418AEL3	NBD
245	CP-7911G=	FCH1418AEOQ	NBD
246	CP-7911G=	FCH1418AF6M	NBD
247	CP-7911G=	FCH1418AFC9	NBD
248	CP-7911G=	FCH1418AFEK	NBD
249	CP-7911G=	FCH1418AFJL	NBD
250	CP-7911G=	FCH1418AFL0	NBD
251	CP-7911G=	FCH1418AFPR	NBD
252	CP-7911G=	FCH1418AFUY	NBD
253	CP-7911G=	FCH1418AG00	NBD
254	CP-7911G=	FCH1418AD6K	NBD

*Dr.*



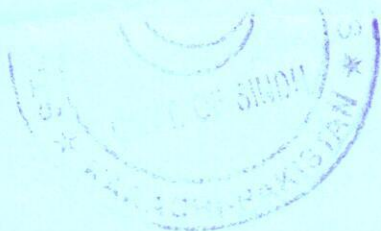


255	CP-7911G=	FCH1418ADAD	NBD
256	CP-7911G=	FCH1418ADHD	NBD
257	CP-7911G=	FCH1418ADN4	NBD
258	CP-7911G=	FCH1418ADQC	NBD
259	CP-7911G=	FCH1418ADSL	NBD
260	CP-7911G=	FCH1418ADVR	NBD
261	CP-7911G=	FCH1418ADZ5	NBD
262	CP-7911G=	FCH1418AE1V	NBD
263	CP-7911G=	FCH1418AE5N	NBD
264	CP-7911G=	FCH1418AE7T	NBD
265	CP-7911G=	FCH1418AEAV	NBD
266	CP-7911G=	FCH1418AEFW	NBD
267	CP-7911G=	FCH1418AEJH	NBD
268	CP-7911G=	FCH1418AEKK	NBD
269	CP-7911G=	FCH1418AEL9	NBD
270	CP-7911G=	FCH1418AEQG	NBD
271	CP-7911G=	FCH1418AF78	NBD
272	CP-7911G=	FCH1418AFCS	NBD
273	CP-7911G=	FCH1418AFFK	NBD
274	CP-7911G=	FCH1418AFJY	NBD
275	CP-7911G=	FCH1418AFNR	NBD
276	CP-7911G=	FCH1418AFQH	NBD
277	CP-7911G=	FCH1418AFVB	NBD
278	CP-7911G=	FCH1418AG37	NBD
279	CP-7911G=	FCH1418AD80	NBD
280	CP-7911G=	FCH1418ADBR	NBD
281	CP-7911G=	FCH1418ADJ2	NBD
282	CP-7911G=	FCH1418ADN7	NBD
283	CP-7911G=	FCH1418ADRD	NBD
284	CP-7911G=	FCH1418ADSS	NBD
285	CP-7911G=	FCH1418ADW5	NBD
286	CP-7911G=	FCH1418ADZU	NBD
287	CP-7911G=	FCH1418AE33	NBD
288	CP-7911G=	FCH1418AE5Q	NBD
289	CP-7911G=	FCH1418AEAB	NBD
290	CP-7911G=	FCH1418AEEY	NBD
291	CP-7911G=	FCH1418AEGV	NBD
292	CP-7911G=	FCH1418AEJL	NBD
293	CP-7911G=	FCH1418AEKL	NBD
294	CP-7911G=	FCH1418AELZ	NBD



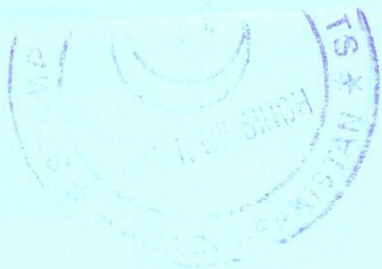


295	CP-7911G=	FCH1418AF1R	NBD
296	CP-7911G=	FCH1418AF7Q	NBD
297	CP-7911G=	FCH1418AFCU	NBD
298	CP-7911G=	FCH1418AFG2	NBD
299	CP-7911G=	FCH1418AFK7	NBD
300	CP-7911G=	FCH1418AFP1	NBD
301	CP-7911G=	FCH1418AFSC	NBD
302	CP-7911G=	FCH1418AFXW	NBD
303	CP-7911G=	FCH1418AVQZ	NBD
304	CP-7911G=	FCH1437AYRA	NBD
305	CP-7911G=	FCH14389E4D	NBD
306	CP-7911G=	FCH14399Y97	NBD
307	CP-7911G=	FCH14399ZPY	NBD
308	CP-7911G=	FCH1439A1ER	NBD
309	CP-7911G=	FCH1439AJFN	NBD
310	CP-7911G=	FCH1441865K	NBD
311	CP-7911G=	FCH1441868M	NBD
312	CP-7911G=	FCH1441869V	NBD
313	CP-7911G=	FCH144186G5	NBD
314	CP-7911G=	FCH144187XH	NBD
315	CP-7911G=	FCH1441881F	NBD
316	CP-7911G=	FCH1441885W	NBD
317	CP-7911G=	FCH1441888W	NBD
318	CP-7911G=	FCH144188JF	NBD
319	CP-7911G=	FCH14388UK8	NBD
320	CP-7911G=	FCH14389VAX	NBD
321	CP-7911G=	FCH14399YVN	NBD
322	CP-7911G=	FCH14399ZZP	NBD
323	CP-7911G=	FCH1439A225	NBD
324	CP-7911G=	FCH1439ANL7	NBD
325	CP-7911G=	FCH14418661	NBD
326	CP-7911G=	FCH14418692	NBD
327	CP-7911G=	FCH144186A3	NBD
328	CP-7911G=	FCH144186T3	NBD
329	CP-7911G=	FCH144187ZK	NBD
330	CP-7911G=	FCH14418851	NBD
331	CP-7911G=	FCH14418867	NBD
332	CP-7911G=	FCH144188EN	NBD
333	CP-7911G=	FCH144188JG	NBD
334	CP-7911G=	FCH14389DL9	NBD





335	CP-7911G=	FCH14399Y0M	NBD
336	CP-7911G=	FCH14399ZGS	NBD
337	CP-7911G=	FCH1439A0HV	NBD
338	CP-7911G=	FCH1439AJC0	NBD
339	CP-7911G=	FCH1439APGN	NBD
340	CP-7911G=	FCH1441867P	NBD
341	CP-7911G=	FCH1441869K	NBD
342	CP-7911G=	FCH144186BF	NBD
343	CP-7911G=	FCH144187QS	NBD
344	CP-7911G=	FCH1441880W	NBD
345	CP-7911G=	FCH14418857	NBD
346	CP-7911G=	FCH14418881	NBD
347	CP-7911G=	FCH144188EP	NBD
348	CP-7911G=	FCH144188JV	NBD
349	CP-7906G=	FCH141781CW	NBD
350	CP-7906G=	FCH14178KZ1	NBD
351	CP-7906G=	FCH14178L68	NBD
352	CP-7906G=	FCH14178LP5	NBD
353	CP-7906G=	FCH14178M7Q	NBD
354	CP-7906G=	FCH14178M9T	NBD
355	CP-7906G=	FCH14178MB4	NBD
356	CP-7906G=	FCH14178MJ1	NBD
357	CP-7906G=	FCH14178MKA	NBD
358	CP-7906G=	FCH14178MNH	NBD
359	CP-7906G=	FCH14178N57	NBD
360	CP-7906G=	FCH14178N9Q	NBD
361	CP-7906G=	FCH14179SZB	NBD
362	CP-7906G=	FCH14178KH8	NBD
363	CP-7906G=	FCH14178L18	NBD
364	CP-7906G=	FCH14178LAX	NBD
365	CP-7906G=	FCH14178LWM	NBD
366	CP-7906G=	FCH14178M7V	NBD
367	CP-7906G=	FCH14178M9U	NBD
368	CP-7906G=	FCH14178MG0	NBD
369	CP-7906G=	FCH14178MJB	NBD
370	CP-7906G=	FCH14178ML1	NBD
371	CP-7906G=	FCH14178N06	NBD
372	CP-7906G=	FCH14178N5R	NBD
373	CP-7906G=	FCH141795Y4	NBD
374	CP-7906G=	FCH14179T01	NBD





375	CP-7906G=	FCH14178KNF	NBD
376	CP-7906G=	FCH14178L3V	NBD
378	CP-7906G=	FCH14178LGL	NBD
379	CP-7906G=	FCH14178M51	NBD
380	CP-7906G=	FCH14178M8J	NBD
381	CP-7906G=	FCH14178MAD	NBD
382	CP-7906G=	FCH14178MGD	NBD
383	CP-7906G=	FCH14178MJK	NBD
384	CP-7906G=	FCH14178MLT	NBD
385	CP-7906G=	FCH14178N12	NBD
386	CP-7906G=	FCH14178N9G	NBD
387	CP-7906G=	FCH14179MBS	NBD
388	CP-7906G=	FCH14178KW1	NBD
389	CP-7906G=	FCH14178L4B	NBD
390	CP-7906G=	FCH14178LHP	NBD
391	CP-7906G=	FCH14178M7C	NBD
392	CP-7906G=	FCH14178M9J	NBD
393	CP-7906G=	FCH14178MB3	NBD
394	CP-7906G=	FCH14178MGX	NBD
395	CP-7906G=	FCH14178MK0	NBD
396	CP-7906G=	FCH14178MMV	NBD
397	CP-7906G=	FCH14178N1B	NBD
398	CP-7906G=	FCH14178N9P	NBD
399	CP-7906G=	FCH14179MZL	NBD
400	CP-7985-PAL=	TAN1343BD34	NBD
401	CP-7985-PAL=	TAN1347BEF2	NBD
402	CP-7985-PAL=	TAN1347BEFF	NBD
403	CP-7985-PAL=	TAN1347BF9F	NBD
404	CP-7937G=	0004F2E8443F	NBD
405	CP-7937G=	0004F2E8447E	NBD
406	CP-7937G=	0004F2E844F5	NBD
407	CP-7937G=	0004F2E84536	NBD
408	CP-7962G=	FCH14148AK6	NBD
409	CP-7962G=	FCH14148ANY	NBD
410	CP-7962G=	FCH14148AWV	NBD
411	CP-7915=	FCH14199QXY	NBD
412	CP-7915=	FCH14199QZ5	NBD
413	CP-7915=	FCH14199R6R	NBD
414	CP-7942G=	FCH141295UD	NBD
415	CP-7942G=	FCH14149LV2	NBD



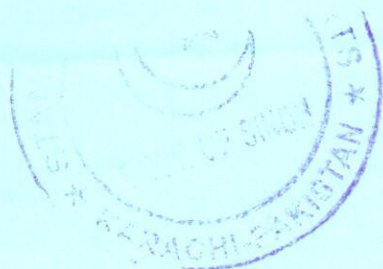


416	CP-7942G=	FCH14149PRO	NBD
417	CP-7942G=	FCH14149WP5	NBD
418	CP-7942G=	FCH14158K3D	NBD
419	CP-7942G=	FCH14159M8V	NBD
420	CP-7942G=	FCH14168DGF	NBD
421	CP-7942G=	FCH1412A4HH	NBD
422	CP-7942G=	FCH14149M84	NBD
423	CP-7942G=	FCH14149T06	NBD
424	CP-7942G=	FCH14149ZTT	NBD
425	CP-7942G=	FCH14158K98	NBD
426	CP-7942G=	FCH14159TE6	NBD
427	CP-7942G=	FCH14148PLK	NBD
428	CP-7942G=	FCH14149NLG	NBD
429	CP-7942G=	FCH14149TH6	NBD
430	CP-7942G=	FCH14158GDH	NBD
431	CP-7942G=	FCH14158K9Q	NBD
432	CP-7942G=	FCH14159TRV	NBD
433	CP-7942G=	FCH14148QSL	NBD
434	CP-7942G=	FCH14149PA1	NBD
436	CP-7942G=	FCH14149VNC	NBD
437	CP-7942G=	FCH14158JQQ	NBD
438	CP-7942G=	FCH14159M2T	NBD
439	CP-7942G=	FCH14159VEY	NBD
440	MCS7825I4-K9-CMC2	KQXVCGZ	Critical
441	MCS7825I4-K9-CMC2	KQXVCBK	Critical
442	MCS7825I4-K9-UCB1	KQXVCKH	Critical
443	MCS7825I4-K9-CMC2	KQ368M5	Critical
Wireless Access Points			
	Product Code	Serial No.	Critical Equipment
1	AIR-LAP1242G-E-K9	FCZ1418802F	NBD
2	AIR-LAP1242G-E-K9	FCZ1418802Q	NBD
3	AIR-LAP1242G-E-K9	FCZ14188031	NBD
4	AIR-LAP1242G-E-K9	FCZ14188035	NBD
5	AIR-LAP1242G-E-K9	FCZ14188039	NBD
6	AIR-LAP1242G-E-K9	FCZ1418803D	NBD
7	AIR-LAP1242G-E-K9	FCZ1418803H	NBD
8	AIR-LAP1242G-E-K9	FCZ1418803M	NBD
9	AIR-LAP1242G-E-K9	FCZ1418803R	NBD





10	AIR-LAP1242G-E-K9	FCZ1418803V	NBD
11	AIR-LAP1242G-E-K9	FCZ1418803Z	NBD
12	AIR-LAP1242G-E-K9	FCZ14188043	NBD
13	AIR-LAP1242G-E-K9	FCZ14188047	NBD
14	AIR-LAP1242G-E-K9	FCZ1418804B	NBD
15	AIR-LAP1242G-E-K9	FCZ1418809M	NBD
16	AIR-LAP1242G-E-K9	FCZ1418809T	NBD
17	AIR-LAP1242G-E-K9	FCZ141880A0	NBD
18	AIR-LAP1242G-E-K9	FCZ1418802M	NBD
19	AIR-LAP1242G-E-K9	FCZ1418802T	NBD
20	AIR-LAP1242G-E-K9	FCZ14188032	NBD
21	AIR-LAP1242G-E-K9	FCZ14188036	NBD
22	AIR-LAP1242G-E-K9	FCZ1418803A	NBD
23	AIR-LAP1242G-E-K9	FCZ1418803E	NBD
24	AIR-LAP1242G-E-K9	FCZ1418803J	NBD
25	AIR-LAP1242G-E-K9	FCZ1418803N	NBD
26	AIR-LAP1242G-E-K9	FCZ1418803S	NBD
27	AIR-LAP1242G-E-K9	FCZ1418803W	NBD
28	AIR-LAP1242G-E-K9	FCZ14188040	NBD
29	AIR-LAP1242G-E-K9	FCZ14188044	NBD
30	AIR-LAP1242G-E-K9	FCZ14188048	NBD
31	AIR-LAP1242G-E-K9	FCZ1418804C	NBD
32	AIR-LAP1242G-E-K9	FCZ1418809N	NBD
33	AIR-LAP1242G-E-K9	FCZ1418809V	NBD
34	AIR-LAP1242G-E-K9	FCZ1418802N	NBD
35	AIR-LAP1242G-E-K9	FCZ1418802U	NBD
36	AIR-LAP1242G-E-K9	FCZ14188033	NBD
37	AIR-LAP1242G-E-K9	FCZ14188037	NBD
38	AIR-LAP1242G-E-K9	FCZ1418803B	NBD
39	AIR-LAP1242G-E-K9	FCZ1418803F	NBD
40	AIR-LAP1242G-E-K9	FCZ1418803K	NBD
41	AIR-LAP1242G-E-K9	FCZ1418803P	NBD
42	AIR-LAP1242G-E-K9	FCZ1418803T	NBD
43	AIR-LAP1242G-E-K9	FCZ1418803X	NBD
44	AIR-LAP1242G-E-K9	FCZ14188041	NBD
45	AIR-LAP1242G-E-K9	FCZ14188045	NBD
46	AIR-LAP1242G-E-K9	FCZ14188049	NBD
47	AIR-LAP1242G-E-K9	FCZ1418804D	NBD
48	AIR-LAP1242G-E-K9	FCZ1418809P	NBD
49	AIR-LAP1242G-E-K9	FCZ1418809W	NBD





50	AIR-LAP1242G-E-K9	FCZ1418802P	NBD
51	AIR-LAP1242G-E-K9	FCZ14188030	NBD
52	AIR-LAP1242G-E-K9	FCZ14188034	NBD
53	AIR-LAP1242G-E-K9	FCZ14188038	NBD
54	AIR-LAP1242G-E-K9	FCZ1418803C	NBD
55	AIR-LAP1242G-E-K9	FCZ1418803G	NBD
56	AIR-LAP1242G-E-K9	FCZ1418803L	NBD
57	AIR-LAP1242G-E-K9	FCZ1418803Q	NBD
58	AIR-LAP1242G-E-K9	FCZ1418803U	NBD
59	AIR-LAP1242G-E-K9	FCZ1418803Y	NBD
60	AIR-LAP1242G-E-K9	FCZ14188042	NBD
61	AIR-LAP1242G-E-K9	FCZ14188046	NBD
62	AIR-LAP1242G-E-K9	FCZ1418804A	NBD
63	AIR-LAP1242G-E-K9	FCZ1418804E	NBD
64	AIR-LAP1242G-E-K9	FCZ1418809S	NBD
65	AIR-LAP1242G-E-K9	FCZ1418809X	NBD
66	AIR-LAP1310G-E-K9	FCW1420T00P	NBD
67	AIR-LAP1310G-E-K9	FCW1420T00V	NBD
68	AIR-LAP1310G-E-K9	FCW1420T010	NBD
69	AIR-LAP1310G-E-K9	FCW1420T017	NBD
70	AIR-LAP1310G-E-K9	FCW1420T01B	NBD
71	AIR-LAP1310G-E-K9	FCW1420T00R	NBD
72	AIR-LAP1310G-E-K9	FCW1420T00W	NBD
73	AIR-LAP1310G-E-K9	FCW1420T013	NBD
74	AIR-LAP1310G-E-K9	FCW1420T018	NBD
75	AIR-LAP1310G-E-K9	FCW1420T00S	NBD
76	AIR-LAP1310G-E-K9	FCW1420T00X	NBD
77	AIR-LAP1310G-E-K9	FCW1420T015	NBD
78	AIR-LAP1310G-E-K9	FCW1420T019	NBD
79	AIR-LAP1310G-E-K9	FCW1420T00U	NBD
80	AIR-LAP1310G-E-K9	FCW1420T00Y	NBD
81	AIR-LAP1310G-E-K9	FCW1420T016	NBD
82	AIR-LAP1310G-E-K9	FCW1420T01A	NBD
83	AIR-WLC4404-100-K9	FOC1414F0AH	NBD
84	AIR-WLC4404-100-K9	FOC1414F0D8	NBD
85	AIR-LAP1242G-EK9	FCZ14418206	NBD
86	AIR-LAP1242G-EK9	FCZ1441820C	NBD
89	AIR-LAP1242G-EK9	FCZ1441820M	NBD
90	AIR-LAP1242G-EK9	FCZ1441821L	NBD
91	AIR-LAP1242G-EK9	FCZ1441821P	NBD

*Handwritten signature*





92	AIR-LAP1242G-EK9	FCZ14418207	NBD
93	AIR-LAP1242G-EK9	FCZ1441820D	NBD
94	AIR-LAP1242G-EK9	FCZ1441820Y	NBD
95	AIR-LAP1242G-EK9	FCZ1441821M	NBD
96	AIR-LAP1242G-EK9	FCZ1441822Y	NBD
97	AIR-LAP1242G-EK9	FCZ1441820A	NBD
98	AIR-LAP1242G-EK9	FCZ1441820H	NBD
99	AIR-LAP1242G-EK9	FCZ14418210	NBD
100	AIR-LAP1242G-EK9	FCZ1441821N	NBD
101	AIR-LAP1242G-EK9	FCZ14418237	NBD
102	WCS-STANDARD-K9	3521J5AD1E1	NBD
103	WCS-STANDARD-K9	3521J64DECD	NBD
104	AIR-MSE-3310-K9	FTX1417505F	NBD
	Product Code	Serial No.	Critical Equipment
1	CISCO2821	FCZ1205709V	Critical
2	HWIC-2FE	FOC135246G4	Critical
3	ASA5520	JMX1619X0E3	Critical
4	ASA-SSM-10	JAD161801VT	Critical
5	CISCO2821	FCZ1034729X	Critical
6	ASA5520		Critical
7	HWIC-1GE-SFP	FOC12324YYP	Critical
8	HWIC-2FE	FOC135246FQ	Critical

### 3.2 Liquidity damages:

- In case of breach of SLA calculation will be done as per table below and IBA reserves the right to impose a penalty not exceeding 10% of the total amount of the contract at the rates prescribed in (Service Level Agreement) on the invoiced amount to each violation of SLA.
- If the work is not executed according to the satisfaction of IBA, IBA reserves the right to reject it altogether with serving 15 days prior notice.
- In case of delay in service provisioning Liquidated Damages will be Calculated and imposed as per following table

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

- Performance Security 5% of total amount of Purchase Order will be provided by "THE SERVICE PROVIDER".





- 3.4 Stamp Duty @ 0.35% of the cost of transaction / work order will be deposited in Government treasury by THE SERVICE PROVIDER. This paid Stamp Duty challan would be submitted along with the Bill / Invoice.
- 3.5 Tax(es)/Challan(s)/Levy(ies), if any or additional will be paid/borne by THE SERVICE PROVIDER as per SRO/Notification.
- 3.6 Quarterly Payment will be made at the end of each quarter.

**Article IV**  
**ANNUAL SUPPORT & MAINTENANCE TERMS**

- 4.1 The Annual Support and Maintenance of the CISCO Network Equipment's shall include the following activities
  - a. One (1) year maintenance support with parts, for all the CISCO Network Equipment listed above.
  - b. The Bidder will be required to undertake Support and Maintenance for the CISCO Network Equipment and related components as follows:
  - c. Quarterly onsite preventive maintenance service to keep the CISCO Network Equipment in good working condition. The onsite preventive maintenance will include the following:
    - (i) Preventive Maintenance of CISCO Network Equipment
    - (ii) Checking fitment of internal and external hardware and heating of the system
    - (iii) Cleaning of Power distribution boards and operating power parameters.
    - (iv) Break down call shall be attended immediately as per SLA.
    - (v) Checking of input /output voltage of batteries
    - (vi) Corrective maintenance of CISCO Network Equipment and their components whenever called upon by the IBA.
    - (vii) Replacement of faulty equipment. Equipment will be provided by the IBA.
  - d. The bidder will be required to ensure that maintenance personnel are readily available as and when required by the IBA.
  - e. Back to back support for items mentioned in the BOQ from principal.

**Article V**  
**SLA TIME MATRIX**

- 5.1 THE SERVICE PROVIDER shall provide the required services as per SLA matrix given below: -

<i>Equipment</i>	<b>SLA Matrix for Prime Hours</b>		<b>SLA Matrix for Non-Prime Hours</b>	
	<b>Max. Response Time</b>	<b>Max. Rectification</b>	<b>Max. Response Time</b>	<b>Max. Rectification</b>
CISCO Network Equipment and related accessories.	30 Minutes	2 Hours	1 Hour	3 Hours

- 5.2 The time mentioned in above table shall not be counted as 'Down Time'. In case the BIDDER is permitted for providing Stand-By equipment / part in replacement of faulty equipment / part till the faulty equipment / part is repaired / replaced in order to complete removal of the fault, the purchaser may relax the period for which standby

*Signature*





equipment / part is placed from counting the downtime for the said item subject to a maximum period of 5 days.

- 5.3 In case of three repetitive faults in any equipment due to same reason in a quarter, the time as mentioned in the above table shall be added to the downtime while calculating the overall down time for that quarter and BIDDER shall replace the defective component / part with new one within three days.
- 5.4 Comprehensive Support Level agreement of CISCO Network Equipment with part is required.
- 5.5 Initial contract is for one year, which can be extended to further one year but not more than three years based on the bidder performance. However, Terms & Conditions of the agreement would remain same.

#### **Article VI** **FUTURE DEVELOPMENTS AND UPGRADES**

- 6.1 THE SERVICE PROVIDER shall keep IBA promptly informed of any technological or regulatory changes affecting the Services.
- 6.2 Any additional requirements requested by IBA will be subject to mutually agreed additional charges based on the complexity of the requirements and/or changes.
- 6.3 From expiry of the service tenure of this agreement, a new support contract will be signed after mutual consent of IBA and the SERVICE PROVIDER. Amount of the contract will be charged as per the below table, if IBA agree with the performance.

Amount		SST	Amount with SST
SLA Price for Second Year	Rs.4,400,000.00	Rs.572,000.00	Rs.4,972,000.00
SLA Price for Third Year	Rs.4,400,000.00	Rs.572,000.00	Rs.4,972,000.00

#### **Article VII** **DATA PROTECTION**

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





- (a) comply with any request made or direction given by IBA in connection with the requirements of any Data Protection Laws; and not do or permit anything to be done which might jeopardize or contravene the terms of any registration, notification or authorization under the Data Protection Laws; and not process any Data (including personal or private information of personnel, IBA's or IBAs of IBA) as part of the Services unless it is acting on the express written instructions of IBA, and such Data shall be treated as Confidential Information of IBA for the purpose of this Agreement; and
- (b) use the Data only for the purposes of fulfilling its obligations under this Agreement and to comply with instructions of IBA from time to time in connection with use of such Data, and not retain the Data for any longer than is necessary for these purposes; and
- (c) not disclose the Data without the written authority of IBA (except for the purposes of fulfilling its obligations under this Agreement), and immediately notify such member where it becomes aware that a disclosure of Data may be required by law; and not transfer Data which has been obtained by or made available to the SERVICE PROVIDER within one country outside that country, or allow persons outside that country to have access to it, without the prior written approval of IBA; and
- (d) observe the provisions of, and comply with any request made or direction given by IBA in connection with, any Data Protection Laws; and
- (e) take all reasonable steps to ensure the reliability of the personnel which will have access to any Data and ensure that any employee of the SERVICE PROVIDER (or of any of the SERVICE PROVIDER's sub-contractors) requiring access to any Data gives a written undertaking not to .A; access, use, disclose or retain the Data except in performing their duties of '() employment and is informed that failure to comply with this undertaking may be a criminal offence and may also lead the SERVICE PROVIDER (or, as the case may be, sub-contractor) to take disciplinary action against the employee; and
- (f) consider all suggestions by IBA's personnel to ensure that the level of protection provided for the Data is in accordance with this Agreement and to make the changes suggested (at the SERVICE PROVIDER's cost) unless the SERVICE PROVIDER can prove to IBA's reasonable satisfaction that they are not necessary or desirable to ensure ongoing compliance with this Clause;
- (g) Immediately notify IBA when it becomes aware of a breach of this Clause.
- (h) The SERVICE PROVIDER acknowledges that any unauthorized access, destruction, alteration, addition or impediment to access or use of that Data when stored in any computer, or the publication or communication of any part or document by a person which has come to his knowledge or into his possession or custody by virtue of the performance of this Agreement (other than to a person to whom the SERVICE PROVIDER is authorized to publish or disclose the fact or document) may be a criminal offence.

#### **Article VIII** **ADD-ON EQUIPMENT**

- 8.1 Any equipment or complete devices may be added to this Agreement at IBA's request at any time; however proportional charges for the specific equipment shall be added in the Agreement.





**Article IX**  
**SERVICE PROVIDER'S RESPONSIBILITIES**

9.1 SERVICE PROVIDER will make all reasonable endeavors to provide the "Response Time" stated in the schedule and to perform the aforesaid Repair and Maintenance Services at IBA, Karachi. In case of unavoidable delays, all legitimate efforts will be made to reduce equipment down-time.

9.2 The schedule response time will only be applicable at Karachi.

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

10.1 The following section provides a detailed list of the Standard Services that are to be delivered to the Client under the terms of this Agreement.

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

10.3 Under this agreement hardware under manufacturer warranty will be covered as mentioned in this agreement. Any application software/ signature and OS update/upgrade or data backup is not covered.

10.4 Under this agreement any critical marked hardware becomes faulty, will be replaced by Service Provider provided backup to operational the environment within 4 hours, whereas replacement of the faulty part will be provided in later phase accordingly.

10.5 Under this agreement any other than critical marked hardware becomes faulty, will be replaced by Service Provider provided backup to operational the environment within next business day whereas replacement of the faulty part will be provided in later phase accordingly.

10.6 If Service Provider is required to replace any equipment which is not repairable or damaged or not covered under warranty, then Service Provider will submit an estimated cost for approval from Client. Client will be required to provide an approval or purchase order within 15 days.

10.7 The Service Provider will be providing a centralized 24/7 Service Desk facility to log calls for servicing with a dedicated resource for Client Calls. Kindly refer to the attached Call Logging procedure document which provides detailed description of how to log a call and it's working.





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

The following shall be provided to IBA.

Number of Months	Service description
12 months	<p><b>24x7x4</b></p> <p>THE SERVICE PROVIDER will provide O&amp;M support to IBA with its shared pool of resources (Cisco Certified) On-Call basis.</p> <p>THE SERVICE PROVIDER will provide the mobile phone numbers of the concerned technical persons and escalation.</p> <p>THE SERVICE PROVIDER concerned technical personnel will reach the site / remote login / VPN / Telnet the Cisco equipment for trouble shooting the problem registered through support call logging procedure.</p> <p>During the O&amp;M, SERVICE PROVIDER concerned personnel/ Help Desk Support System will update the logged call by IBA staff. In case the concerned engineer can not resolve the reported incident, the support system will automatically engage the next level of support.</p> <p><b>Support Levels Description:</b></p> <p><b>Level 1:</b> THE SERVICE PROVIDER engineer will provide telephonic support for minor issues and general queries of IBA.</p> <p><b>Level 2:</b> THE SERVICE PROVIDER engineer will try to resolve the problem remotely and if required will visit the site for onsite intervention. If the problem is not resolved at this level, then it would be escalated to Level 3.</p> <p><b>Level 3:</b> THE SERVICE PROVIDER engineer will engage Subject Matter Expert (SME) at Level 3 to remotely rectify the problem. SME will remote login / VPN / Telnet the Cisco equipment for trouble shooting the problem. If required, Service Provider Technologies engineer will open TAC case with Cisco and engage Cisco TAC support till the rectification of the problem.</p> <p>Business critical issues will be analyzed by the concerned technical personnel and will be communicated to IBA through the Help Desk / Service Provider personnel.</p>

**Article XII**  
**Responsibilities of The Parties**

**12.1 The Service Provider shall be responsible for the following:**

- i. Participating in IBA meetings if necessary.
- ii. RM meetings / Conference calls for quarterly progress.

**12.2 IBA SHALL be responsible for the following:**

- i. Daily operations of all sites.
- ii. Designating a person to whom all Service Provider communications may be addressed and who has the authority to act on all aspects of the services.
- iii. Providing adequate access to Service Provider engineer to dial-in/ VPN/Console/Telnet port of the equipment.





- iv. Providing reasonable access to computer equipment, facilities, and telephone for Service Provider Technologies resource's use for support and services.
- v. Site environment monitoring will be the responsibility of IBA.

### 12.3 Helpdesk Facility

- i. The Service Provider has a best in class, tried and tested helpdesk facility for problem resolution its IBAs. IBA shall use the same helpdesk structure for support of The Service Provider' proposed Solution.
- ii. Helpdesk will be the first point of contact for IBA in case of any problem occurs in the network:

**Phone Number:** 042-35026215

021-36017257

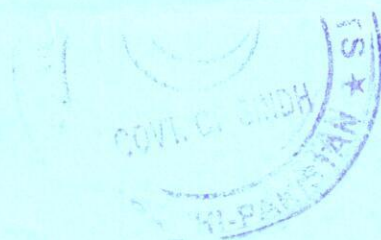
**Email:** dwpsupport@dwp.com.pk

- iii. Based on its expertise and knowledge The Service Provider has categorized all problems in 3 levels of problems i.e. Severity Level 1, Severity Level2 and Severity Level3 (level 3 being the least severe). Each Severity Level corresponds to a specific response time by specific predefined resource / team. This response time varies as per Escalation Level of that problem at that given time.
- iv. Incase IBA informs The Service Provider of any problem regarding the network via helpline or by informing related contact person (mobile number provided in escalation matrix) it is registered on The Service Provider ticketing tool. This tool then keeps track of the problem and escalates it as per predefined structure till it gets resolved. The tool also keeps a record of historical tickets.
- v. The Service Provider support structure defines problem escalation process based on global best practices as presented in the Problem Escalation Matrix (refer to 'Problem Escalation' section). As per the severity level, each problem is escalated to the next level in case support team at previous level failed to resolve the problem within predefined timelines.

### Article XIII **Call Logging System**

13.1 The Service Provider have introduced a central call logging system for our Clients. Now Clients can make a request for support and services through following procedures.

Page 26 | 32





### Phone Call Logging Procedure

Client can make a phone call to our central facility to log a phone call. The facility is available 24 x 7 on the following phone no:

- 042 – 5026215
- 021 – 6017257

i. Please provide following information while logging a call through telephone:

- User name and location of Equipment;
- Telephone number and contact person at the premises/site where Equipment is installed;
- Class/Model and Serial Number of the Equipment;
- Brief Description of problem

### Email Call Logging Procedure

Client can also log calls through email. Please provide as much information as you can while logging calls through emails. Following information must be included in the email to reduce troubleshooting and response time:

- User name and location of Equipment;
- Telephone number and contact person at the premises/site where Equipment is installed;
- Product Name and Type
- Class/Model and Serial Number of the Equipment; Brief
- Description of problem

Following email address can be used to log a call via email:

- [dwpsupport@dwp.com.pk](mailto:dwpsupport@dwp.com.pk)

Once the call is logged, via email or call, in the system a confirmation email is sent to Client with the call reference number, call title and brief description of the problem.

### Follow-Up of support and service calls

The Service Provider will provide IBA with regular updates on the status of a problem for Lahore, Karachi & Islamabad. For any queries Client can contact our helpdesk directly via the above mentioned phone number or via email to the following address along with the call reference number:

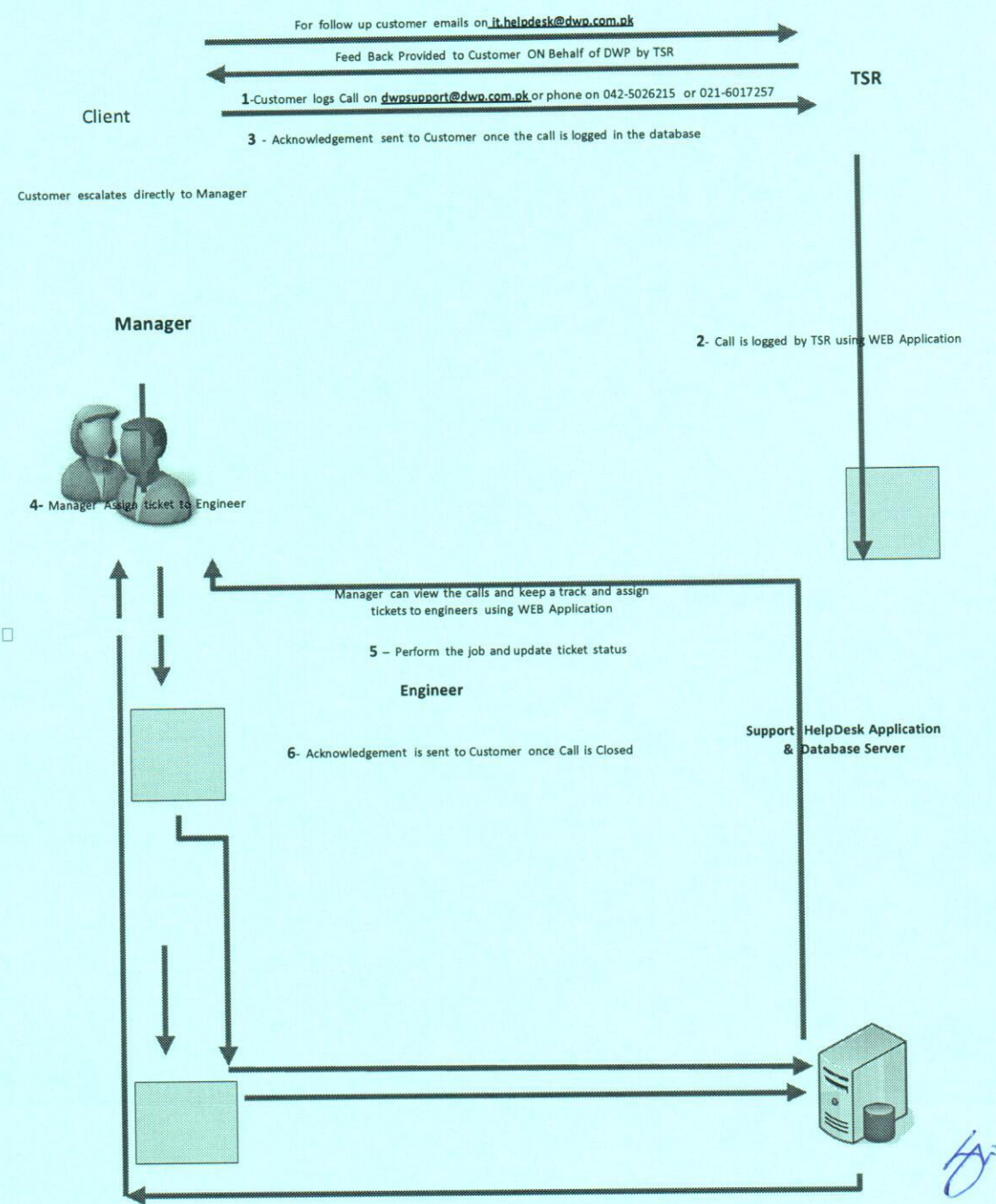
- [it.helpdesk@dwp.com.pk](mailto:it.helpdesk@dwp.com.pk)





Call Logging Flow Diagram

Call Logging Process





All calls will be logged centrally either through telephone, email or web based call logging system and will be distributed city wise. Another notification is sent to Client once the call is successfully closed.

**Hours of Coverage**

The Service Provider will provide maintenance and support for 24x7 Basis.

**Response Time**

Response time to incidents reported would be as follows:

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

**Severity Levels**

The Service Provider and concerned IBA personnel will determine and assign the severity of reported issue / case in accordance with the following definitions:

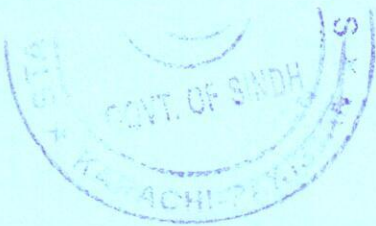
**SEVERITY LEVEL 1 (s1)**

A Problem that criticality impacts IBA’s ability to do business. A significant number of users of the system and/or network are currently unable to perform their tasks as necessary. The system down or severely degraded. A system or major application is totally down. Examples: Network out of service, hardware or software breaks down etc.

**SEVERITY LEVEL 2 (S2)**

A Problem that impacts IBA’s ability to do business, the severity of which is significant and may be repetitive in nature. A function of the system, network or product is impacted which impedes the IBA from meeting daily production deliverables. Examples: a peripheral (tape drive), Server Hard disk is down but business can be conducted etc.

*[Handwritten signature]*





### **SEVERITY LEVEL 3 (S3)**

A minor problem is one that negligibly impacts IBA's ability to do business. These calls also include questions and/or general consultation. Examples: Queries etc.

#### **Article XIV** **ARBITRATION**

- 14.1 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 and CEO of the "THE SERVICE PROVIDER" 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 XV** **FORCE MAJURE**

- 15.1 SERVICE PROVIDER shall not be asked for return of consideration amount, in part or full nor can be used in a court of law, when failure in providing services outlined in this Agreement is due to an event beyond the control of SERVICE PROVIDER and which could not have been foreseen, prevented or avoided by a judicious person of able mind and body. These include, but are not restricted to, Acts of God, Acts of public enemy (including arson and terrorist activities), Acts of Government(s), fires, floods, epidemics, strikes, freight embargoes and unusually severe weather.

#### **Article XVI** **RENEWAL**

- 16.1 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 XVII** **TERMINATION**

- 17.1 "IBA" may terminate this agreement if the job is not executed according to the requirement at anytime after issuing a 15 day's notice.

#### **Article XVIII** **INDEMNITY**

- 18.1 "THE SERVICE PROVIDER" in its individual capacity shall indemnify and keep IBA and any person claiming through IBA fully indemnified and harmless from and against all damages, cost and expenses caused to or incurred by "THE






SERVICE PROVIDER”, as a result of any defect in the title of IBA or any fault, neglect or omission by the “THE SERVICE PROVIDER” which disturbs or damage the reputation, quality or the standard of services provided by “IBA” and any person claiming through the IBA.

**Article XIX**  
**NOTICE**

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

**Article XX**  
**INTEGRITY PACT**

- 20.1 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).
- 20.2 Without limiting the generality of the forgoing the SERVICE PROVIDER, represents and warrants that it has fully declared the charges, fees, commission, taxes, levies etc, paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within the IBA directly or indirectly through any means any commission, gratification, bribe, gifts, kickback whether described as consultation fee or otherwise, with the object of obtaining or including the procurement or service contract or order or other obligations whatsoever from the IBA, except that which has been expressly declared pursuant hereto.
- 20.3 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 under any law, contract, or other instrument, be stand void at the discretion of the IBA.
- 20.4 Notwithstanding any right and remedies exercised by the IBA in this regard, SERVICE PROVIDER, agrees to indemnify the IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to the IBA in any amount equivalent to the loss of any commission, gratification, bribe, gifts, kickback given by the SERVICE PROVIDER, as aforesaid for the purpose of obtaining or inducing procurement /work/ service or other obligation or benefit in whatsoever from the IBA. 





**Article XXI**  
**MISCELLANEOUS**

- 21.1 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.
- 22.2 The validity of the contract will be effective from the date of issue of Work Order.
- 22.3 All terms and conditions of tender vide # IT/03<sup>4</sup>/18-19 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.

“IBA”

NAME: Imran Batada

CNIC # \_\_\_\_\_

Address:

Director, ICT Institute of Business  
Administration Main Campus  
University Road, Karachi

1. \_\_\_\_\_

**M. SOHAIL KHAN**

Manager Purchase & Stores

Institute of Business Administration  
Karachi-Pakistan

CNIC # \_\_\_\_\_

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

M/S DWP Technologies

NAME: Waseem Sher

CNIC # 44101-1211768-1

Address:

11, First Floor, Mandviwalla Chambers,  
Talpur Road, Karachi,

2. \_\_\_\_\_

JAWWAD RAHDE

CNIC# 42401-6040517-2

Address: 11, First Floor MANDVIWALLA  
CHAMBERS, TALPUR ROAD.