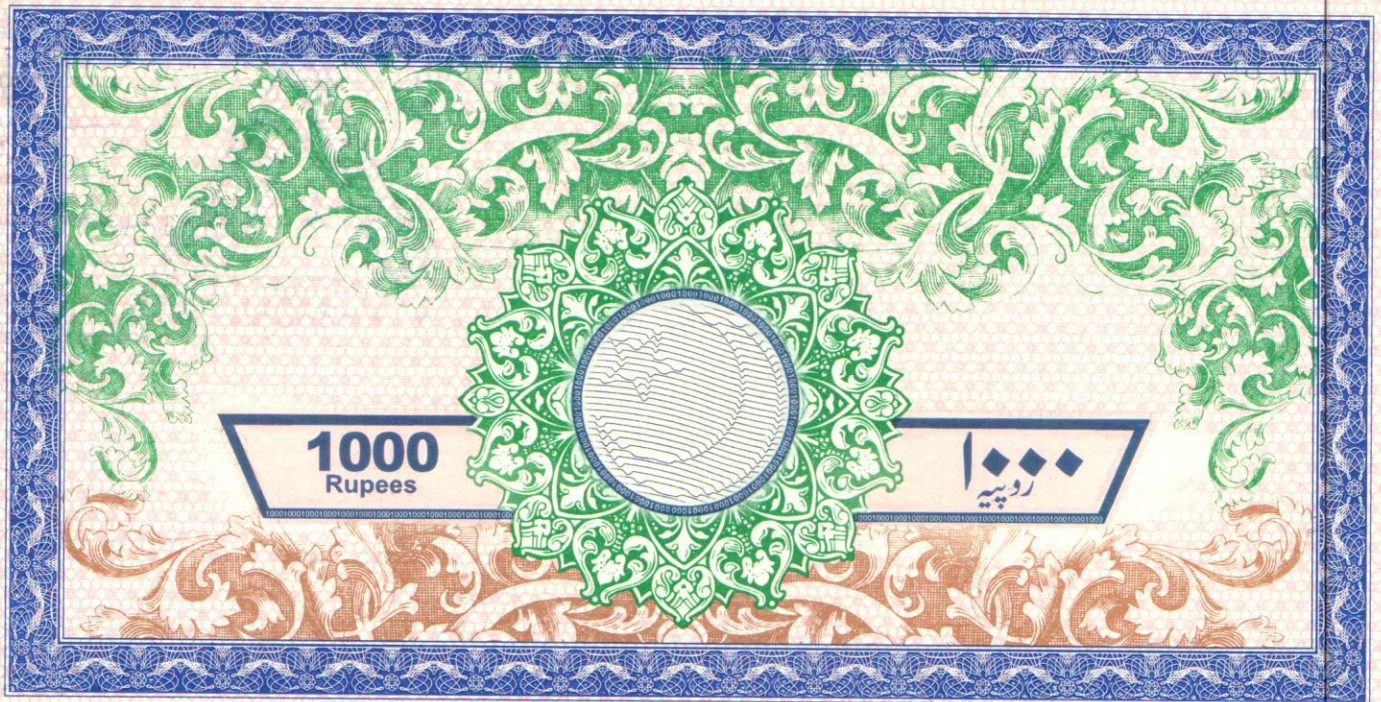


U637602



ABDUL KARIM STAMP VENDOR
Shop No. 1-709, Rehmanabad Shah Faisal Colony Khl.
Lis. No. 137
S.NO. 28 DEC 2021
DATE
ISSUED TO WITH ADDRESS Abdul-Azeem Khawwal
THROUGH WITH ADDRESS Advocate H/C
PURPOSE, VALUE, NO. OF STAMPS, DATE
VALUE Rs. 1000/-, 1000/-
STAMP VENDOR'S SIGNATURE

01382

(RUPEES ONE THOUSAND ONLY)

THIS service level agreement for cisco active equipment ("Agreement") is executed at Karachi, on this day Wed 1st June 30, 2021 ("Execution Date"),

BY AND BETWEEN

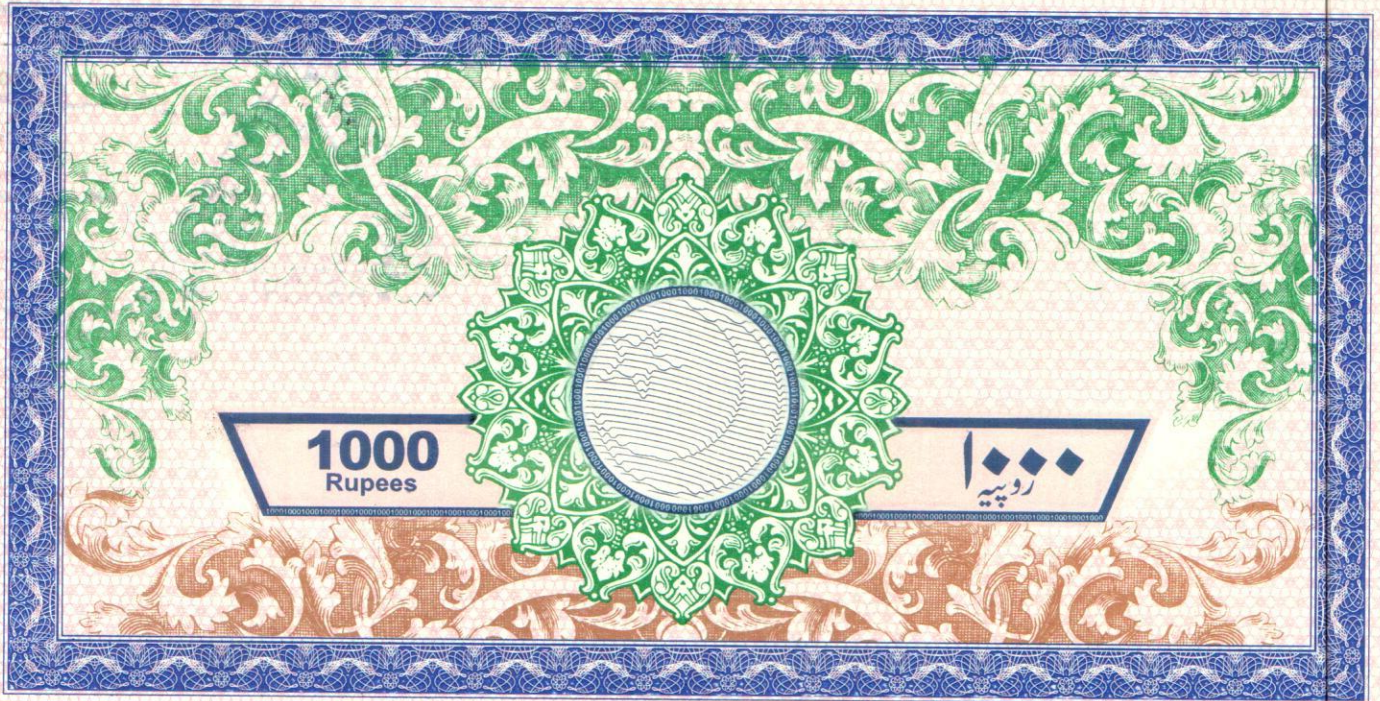
INSTITUTE OF BUSINESS ADMINISTRATION, KARACHI, acting through its Registrar, located at **Main Campus, University Enclave, Karachi, Pakistan** (hereinafter referred to as "**IBA**") which expression shall wherever the context so permits, be deemed to mean and include its legal representatives, executors, successors and assigns) of the first part;

AND

WATEEN SOLUTIONS(PRIVATE) LIMITED, a company incorporated and existing under the laws of Pakistan, having its regional office at No. 603, 6th Floor Parsa Tower Shara-e-Faisal, Karachi, Pakistan and head office at Main Walton Road, Opposite Bab-e-Pakistan, Walton Cantt., Lahore, Pakistan (hereinafter referred to as "**Service Provider**") which expression shall wherever the context so permits be deemed to mean and include its successors-in-interest and permitted assigns), of the second part;

IBA and Service Provider shall hereinafter be referred to individually as a "Party" and collectively as the "Parties".

U637603



ABDUL KARIM STAMP VENDOR

Shop No. R-200, Rehanbad Shah Faisal Colony Khl.

Lic. No. 137

B.NO.

DATE

ISSUED TO WITH ADDRESS **Abdul Aleem Khaskhali**

THROUGH WITH ADDRESS **Advocate H/C**

PURPOSE **Net Far Use Diverse Deed**

VALUE RS. **1000**

STAMP VENDOR'S SIGNATURE

(RUPEES ONE THOUSAND ONLY)

WHEREAS IBA intends to obtain services for supply of CISCO network equipment and has accepted the Service Provider's bid on the terms and conditions contained herein.

NOW IT IS HEREBY AGREED AND DECLARED BY THE PARTIES AS FOLLOWS
IN CONSIDERATION OF THE COVENANTS CONTAINED HEREIN AND FOR GOOD
AND VALUABLE CONSIDERATION:

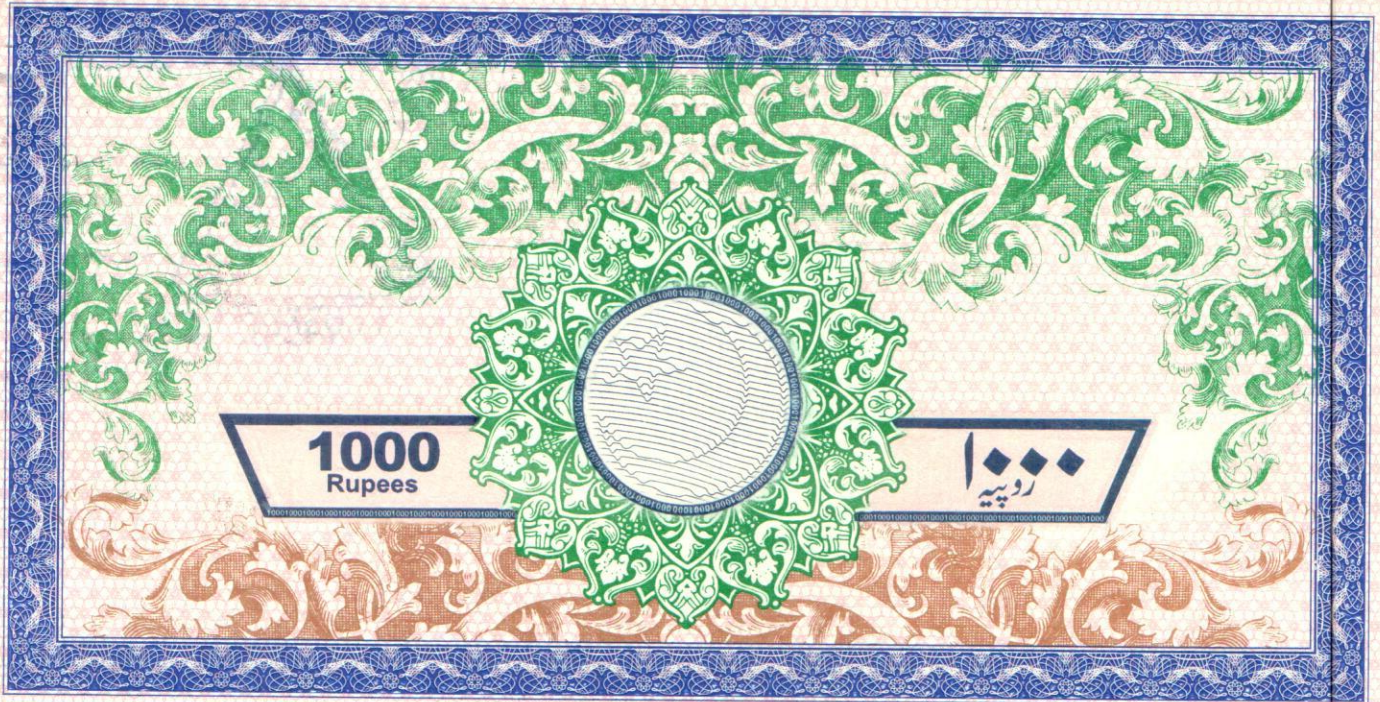
Article I

DUTIES & SCOPE OF WORK AND AGREEMENT

This Agreement includes, the terms and conditions contained herein,

- 1.1 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 and conditions of this Agreement.
- 1.2 The Service Provider will coordinate its work with Manager IT, of IBA who will assist the Service Provider in supervision of proposed services.
- 1.3 The Service Provider hereby agrees to accept variation, if any occurs, in the scope of professional services and will work with mutual consent on acceptable cost, price, charges and/or amount inclusive of all taxes and levies.
- 1.4 The Service Provider will visit the Purchase Office located at Main Campus, University Road, Karachi as and when required with prior appointment.
- 1.5 All logistic charges will be borne by the Service Provider.

U637604



ABDUL KARIM STAMP VENDOR

Shop No. R-205, Reshanbad Shalimar Colony

Lic. No. 137

S.NO.

DATE

ISSUED TO WITH ADDRESS

THROUGH WITH ADDRESS

PURPOSE: Not For Use: Divorce Decd

VALUE RS:

STAMP VENDOR'S SIGNATURE.....

28 DEC 2021

Agreement shall commence and be effective from 1st June 2021 ("Effective Date"). This Agreement shall continue in full force and effect for a term of one (01) year unless terminated earlier in accordance with the provisions of this Agreement. The commercial terms may vary at the time of renewal if so required by Service Provider and agreed by IBA.

Abdul Karim Khattak
Advocate H/C

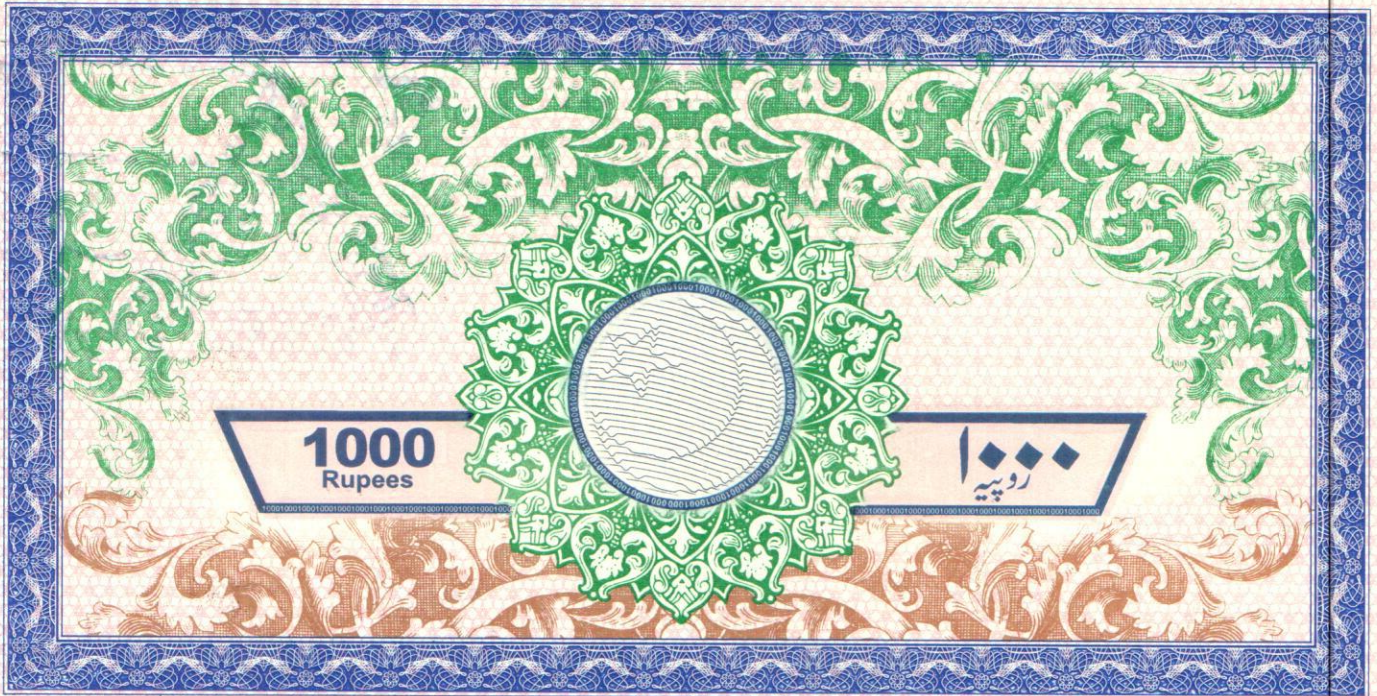
A

Article II

SCOPE OF PROFESSIONAL SERVICES

- 2.1 The Service Provider hereby agrees and acknowledges to ensure the periodic supervision of the supplies and to check the execution of the services in accordance with the description and specifications.
- 2.2 The Service Provider hereby agrees and acknowledges its acceptance of attending meetings with the Head of Procurement of IBA" as and when required to do so.
- 2.3 The Service Provider hereby agrees to accept variation, if occurred, in scope of professional services and shall work with mutual consent on acceptable charges inclusive of all taxes and levies.
- 2.4 The Service Provider shall ensure that all of its staff shall have national CNIC and 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 The Service Provider will ensure the following:
 - (a) Provision of support and maintenance services as recommended for the equipment listed under this Agreement, provisioning of extended warranties

U637605



ABDUL KARIM STAMP VENDOR

Shop No. R-206, Reshanbad Shah Faisal Colony, KHI

Lic. No. 137

S.N.O.

DATE

ISSUED TO WITH ADDRESS

TRANSFER WITH ADDRESS

PURPOSE: Not for use in divorce

VALUE: Rs. 1000

STAMP VENDOR'S SIGNATURE

Routers, Firewalls, Wi-Fi equipment, telephony equipment, and access switches etc.

010820

(RUPEES ONE THOUSAND ONLY)

28 DEC 2021

Responsible for the smooth functioning of already installed Hardware as per

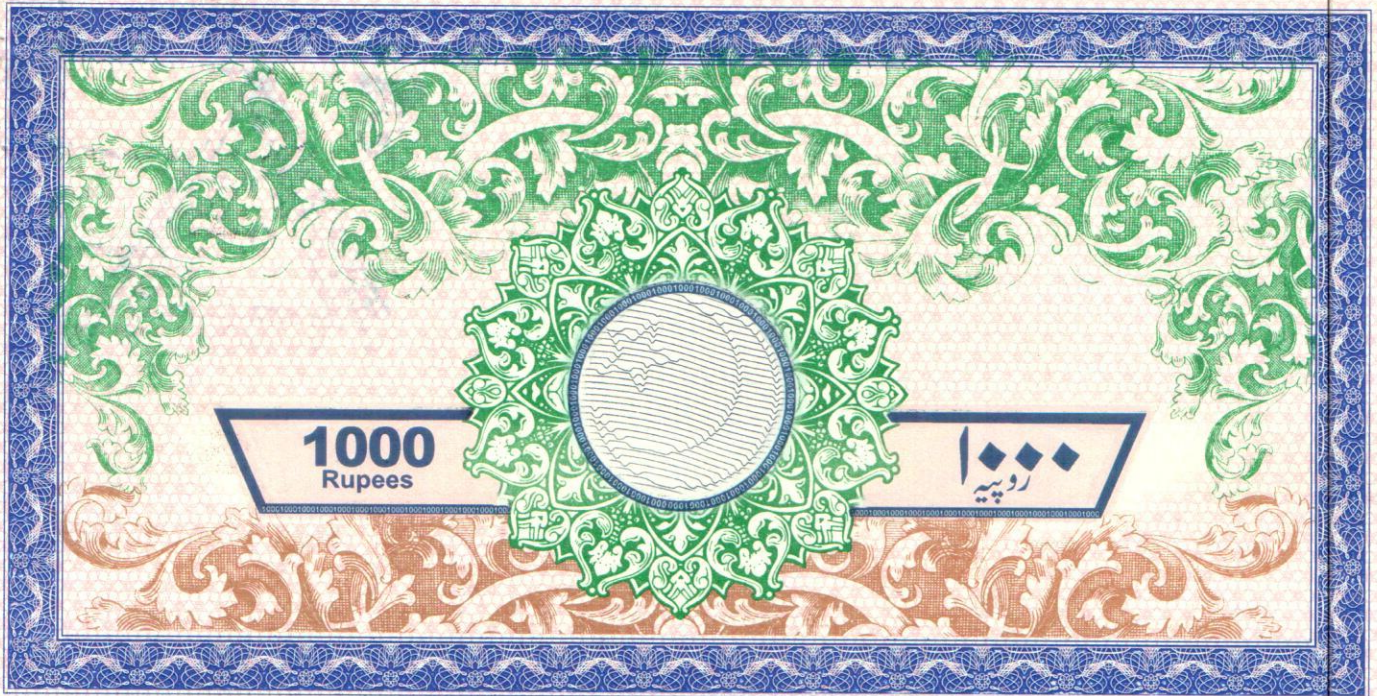
BOOK

Abdul Aleem Khattak

Advocate H/C

Equipment operational ability and performance in compliance with IBA's requirements.

- (d) Respond to events on urgent basis as per this Agreement SLA mention in this BD.
- (e) Take responsibility to handle level 2 & 3 technical support issues.
- (f) Be responsible to provide backup or replacement hardware (in case if faulty hardware is irreparable). Replacement or backup hardware shall be the same or of higher specifications.
- (g) Be responsible to provide backup equipment in case of delay in part replacement.
- (h) The Service Provider will be responsible for the smooth and full-fledged functioning of hardware included in the Agreement.
- (i) The Service Provider will provide support and warranties of IT equipment and components included in this Agreement.
- (j) The Service Provider will be responsible to respond as specified below to calls, whether normal or urgent, for maintenance / support / replacement etc. of items which are part of this Agreement.
 - i. Critical: Urgent response and replace faulty equipment.

**ABDUL KARIM STAMP VENDOR**

Shop No.R-205, Reshanbad Shah Faisal Colony Khl.

Lic. No. 137

S.NO.

DATE

28 DEC 2021

ISSUED TO WITH ADDRESS Abdul Aleem Khaskhal

ENDORSED WITH ADDRESS Advocate H/C

ENDORSED WITH ADDRESS Advocate H/C

ENDORSED WITH ADDRESS Advocate H/C

ENDORSED WITH ADDRESS Advocate H/C

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ENDORSED WITH ADDRESS Advocate H/C

ENDORSED WITH ADDRESS Advocate H/C

NBD: Next Business Day delivery of replacement hardware.

(RUPEES ONE THOUSAND ONLY)

(k) The Service Provider shall be responsible to handle level 2 and 3 technical support issues.

(l) The Service Provider shall be responsible to log ticket to Cisco Tech Support for critical problems.

- (m) The Service Provider must provide backup or replacement of any hardware with the same or higher specifications. Equipment of lower specification will not be acceptable by IBA.
- (n) The Service Provider must provide backup in case of delay in delivery of relevant model, as specified above.
- (o) The Service Provider will provide onsite comprehensive replacement for a warranty period of one year which will include the replacement of the network equipment (if necessary) without any additional costs.

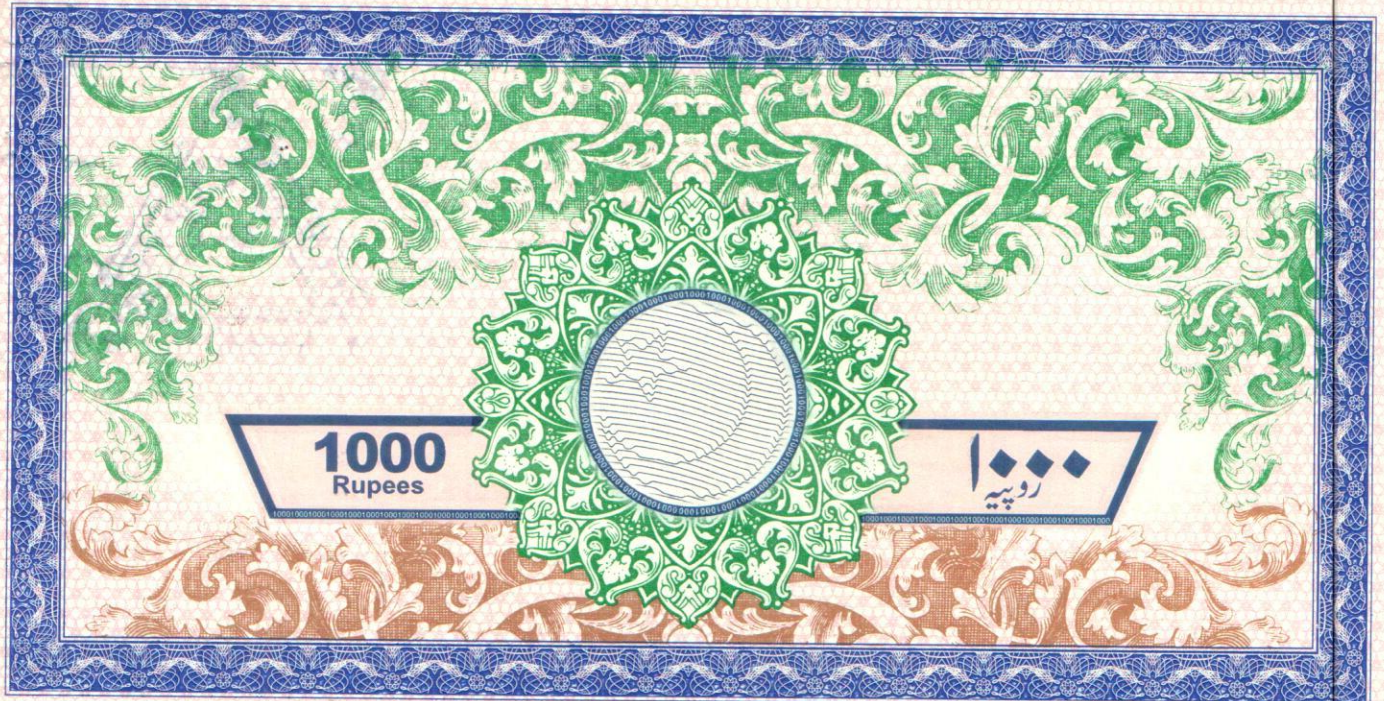
Article III

REMUNERATION

3.1 The total service charges that will be paid by IBA to the Service Provider is **Rs. 4,638,487.00 (inclusive of all taxes)**. The service charges are inclusive of labor, transportation and/or supplies /etc. The details of items is appended below;

| S.No. | Product | Description | Serial No. | Service | Qty |
|-------|---------|-------------|------------|---------|-----|
|-------|---------|-------------|------------|---------|-----|

U637607

**ABDUL KARIM STAMP VENDOR**

Shop No.R-205, Reshanbad Shah Faizal Colony Khil.

Lic. No. 137

S.NO.

DATE

ISSUED TO WITH ADDRESS

THROUGH WITH ADDRESS

REASON FOR NOT ISSUED

STAMP VENDOR SIGNATURE

28 DEC 2021

Abdul Aleem Khan
Advocate H/C

1

WS- C2960X-
48FPS-LCATALYST
2960-X
48GIGE POE
740w
4x1G SFP
LANE

010831

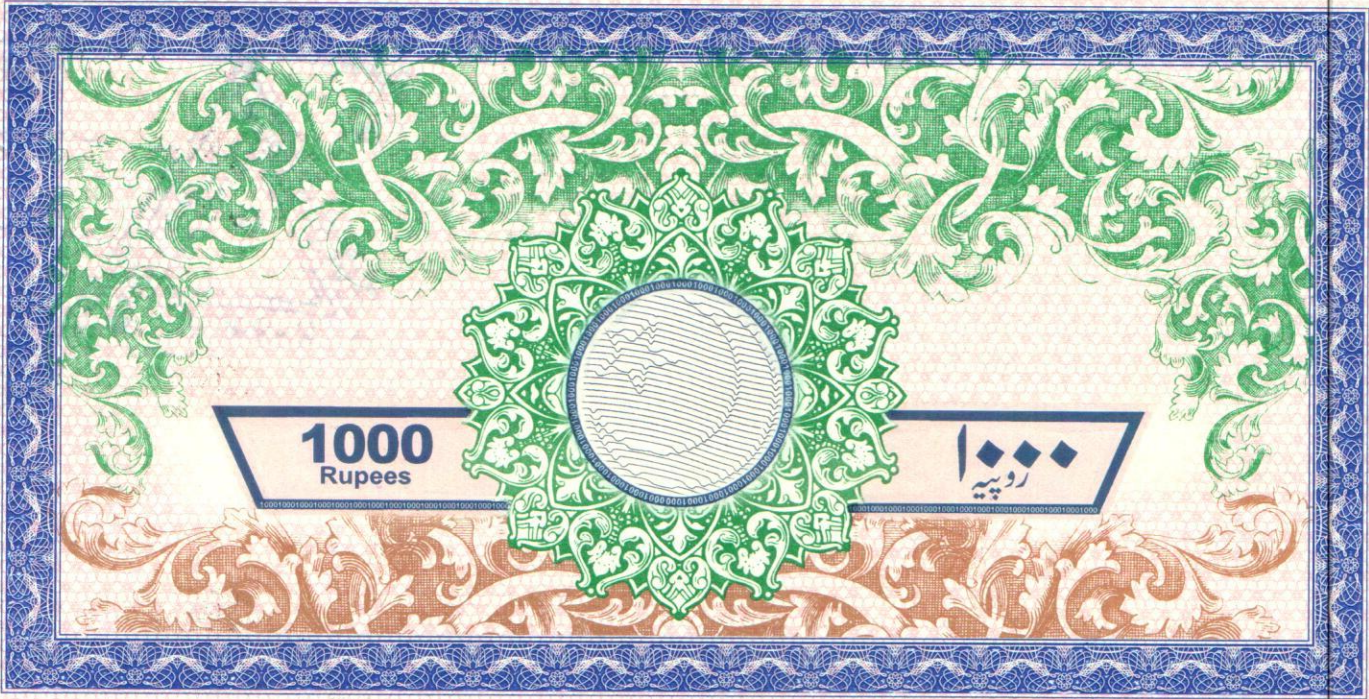
FOC1817Y27S,FOC1817
Y27D,FOC1
817Y27E,FOC1817Y27P,
FOC1817Y
27X,FOC1817Y283,FOC
1817Y286,F
OC1817Y28P,
FOC1817Y29H,FOC1817
V29Y,FOC
1817Y2AA,FOC1817Y2
BO,FOC181
7Y2B2,FOC1817Y2B7,F
OC1817Y2B
9FOC1817Y26Z,
FOC1817Y270,
FOC1817Y271,
FOC1817Y273,
FOC1817Y274,
FOC1817Y276,
FOC1817Y279,
FOC1817Y27A,
FOC1817Y27J,
FOC1817Y27Q,
FOC1817Y27U,
FOC1817Y289,
FOC1817Y28J,
FOC1817Y28K,
FOC1817Y29A,

Next
Busin
ess
Day

35

(RUPEES ONE THOUSAND ONLY)

U637609



ABDUL KARIM STAMP VENDOR

Shop No.R-205, Reshanbad Shah Faisal Colony Khl.

Lic. No. 137

S.NO.

28 DEC 2021

DATE

ADDRESS WITH ADDRESS Abdul Aleem Khaskhali
Advocate H/C
Signature Deed
Notarized
Stamp Vendor
Signature

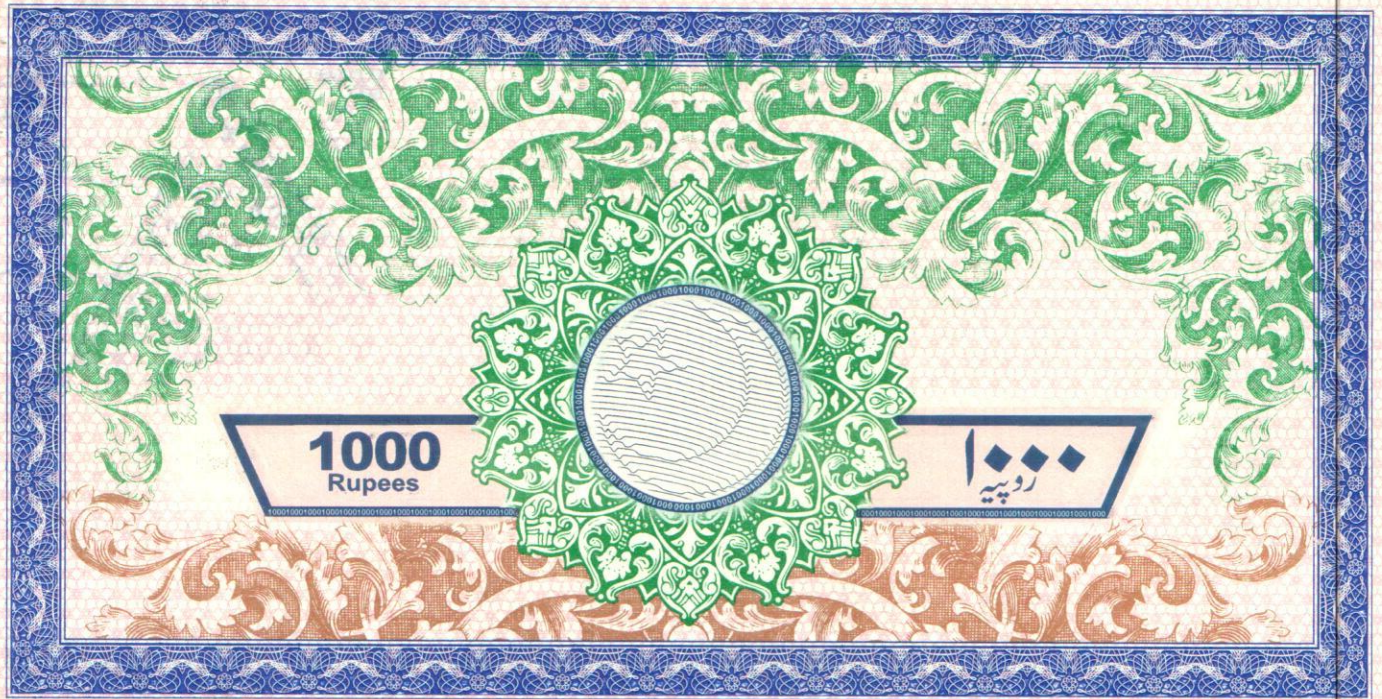
010832

FOC1817Y29L,
FOC1817Y2A5,
FOC1817Y2AH,
FOC1817Y2B5,
FOC1817Y2B8

(RUPEES ONE THOUSAND ONLY)

| | | | | | |
|---|-----------------------|---|--|-----------------------------|----|
| 2 | WS- C2960X- 24PS-L | CATALYST 2960-X 24 GIGE POE 370w 4x1G SFP LANE | FCW1812A3QH,FCW18 12A3RM,F CW1812A3RS, FCW1812A48F,FCW181 2A48S, FCW1812A3PQ, FCW1812A3Q6, FCW1812A3QF, FCW1812A3RU, FCW1812A3S6, FCW1812A45X, FCW1812A48A, FCW1812A48E, FCW1812A48H | Next Busin ess Day | 14 |
|---|-----------------------|---|--|-----------------------------|----|

U637610

**ABDUL KARIM STAMP VENDOR**

Shop No.R-295, Reshanbad Shah Faisal Colony Khl.

Lic. No. 137

S.NO.

28 DEC 2021

DATE

WITH ADDRESS
 Abdul Aleem Khaakhali
 Advocate H/C

AIR
 CAP35011

-E-K9

010833

802.11G/N
 CTRL-
 BASEDAP
 W/CLEANAI
 R;INT
 ANT;E RN

FCZ1822J101,FCZ1822J1
 02,FCZ182
 2J103,FCZ1822J104,FCZ
 1822J111,
 FCZ1822J112,FCZ1822J1
 13,FCZ182 2J114,
 FCZ1822J115,FCZ1822J1
 16,FCZ182
 2J117,FCZ1822J118,FCZ
 1822J119,
 FCZ1822J11A,FCZ1S22J
 11F,FCZ182
 2J11G,FCZ1822J11H,FC
 Z1822J11J

(RUPEES ONE THOUSAND ONLY)

Next
 Busin
 ess
 Day

18

4

CP-6921- CL-
 K9

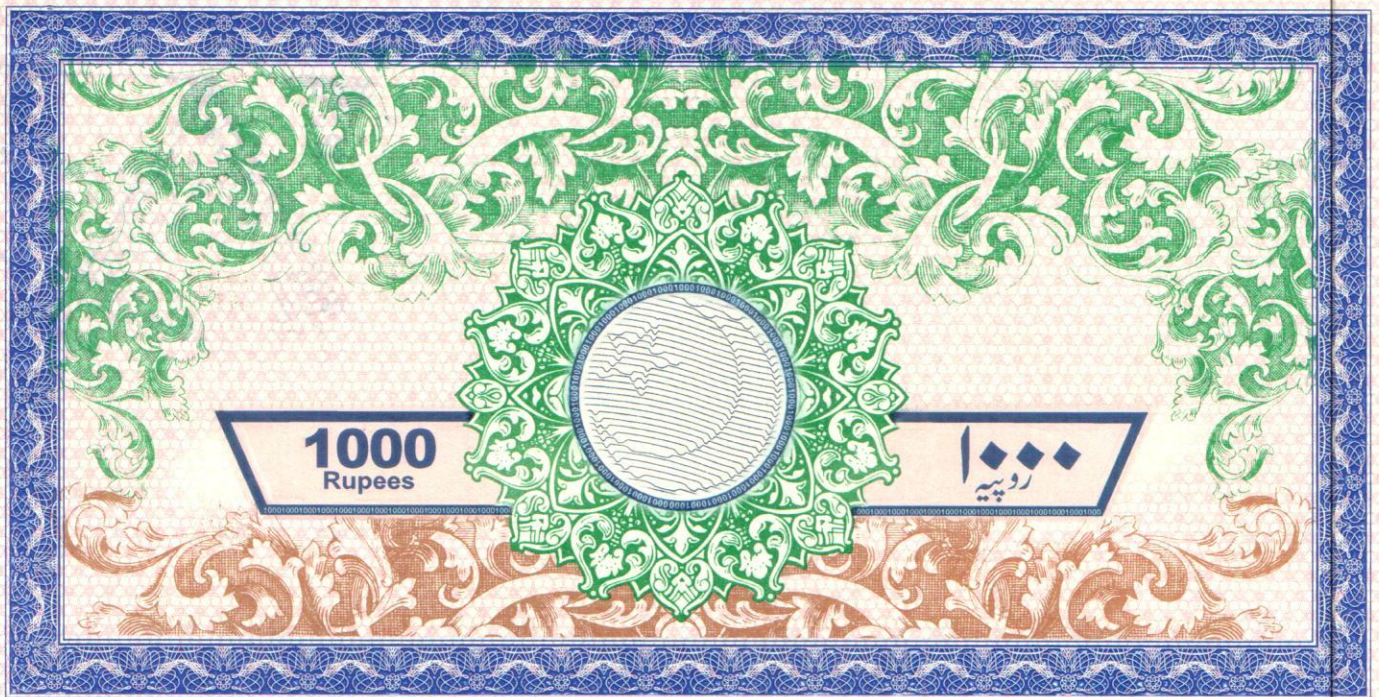
CISCO UC
 PHONE
 6921,CHARC
 OAL,S
 LIMLINE
 HEADSET

PUC181302AS,PUC1815
 094K,PUC
 18160VEH,PUC18160VF
 P,PUC181
 60VFQ,PUC18160VHO,P
 UC18160V
 H3,PUC18160VHY,PUC
 18160VI8,P
 UC18160VJE,PUC18160
 VIF,PUC18
 160VIT,PUC18160VIW,P
 UC18160V
 IY,PUC18160VJ2,PUC18
 18021M,
 PUC1818022Z,PUC1818

Next
 Busin
 ess
 Day

40

U637615

**ABDUL KARIM STAMP VENDOR**

Shop No. R-206, Reshanbad Shah Faisal Colony Khl.

Lic. No. 137

S.NO.

28 DEC 2021

DATE

ISSUED TO WITH ADDRESS

TO: ALIGH WITH ADDRESS

PURPOSE: For Use, Bivara, Bivara

VALUE RS: (Amount)

STAMP VENDOR'S SIGNATURE

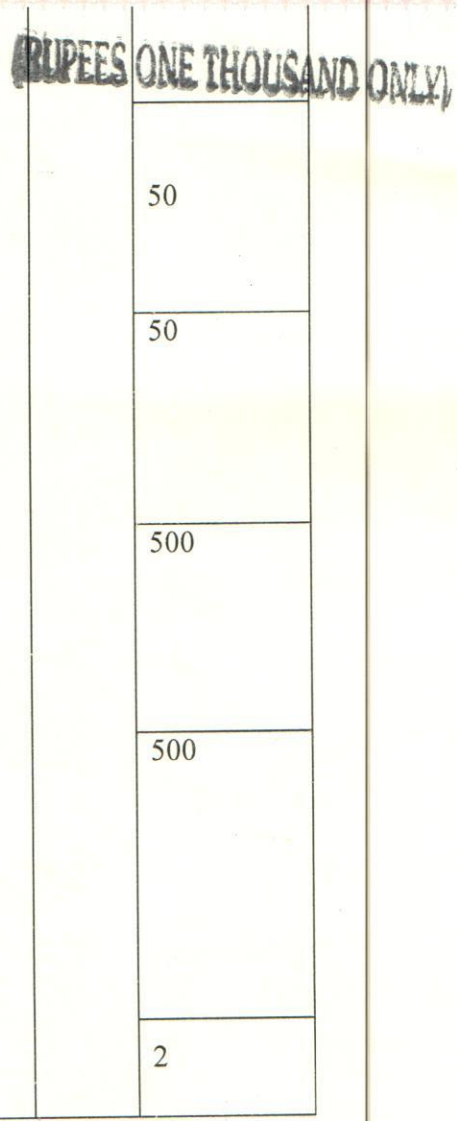
Server

VMware
vSphere 5
Standard
(1CPU)
1YR Support
Required

(RUPEES ONE THOUSAND ONLY)

| | | | | | |
|---|---------------------|--|---|-------------------|----|
| | | | | | 4 |
| 7 | AIR- CT5508-100-K9 | [CISCO 5508 SERIES WIRELESS CONTROLLER FOR UP TO 1S with RDUNDANT POWER SUPPLY | FCW1821L09R | Next Business Day | 1 |
| 8 | AIR- CAP1602I- C-K9 | [802.11A/G/ N CTRLR- BASED AP, INT ANT, C REG DOMAIN] | FGL1822S47B, FGL1822S47C, FGL1822S47D, FGL1822S47E, FGL1822S47F, FGL1822S47G, FGL1822S47H, FGL1822S47J, FGL1822S47K, FGL1822S47LFGL1822S47M, FGL1822S47N, | Next Business Day | 40 |

1. 姓名: 李小明
 2. 性别: 男
 3. 年龄: 25
 4. 职业: 教师
 5. 籍贯: 湖南长沙
 6. 民族: 汉族
 7. 婚姻状况: 已婚
 8. 学历: 本科
 9. 学位: 硕士
 10. 专业: 教育学
 11. 工作单位: 长沙市第一中学
 12. 联系电话: 13808888888
 13. 电子邮箱: xiaoming.li@163.com
 14. 身份证号: 430101199801010001
 15. 住址: 长沙市岳麓区岳麓大道100号
 16. 邮编: 410000
 17. 血型: O型
 18. 身高: 175cm
 19. 体重: 70kg
 20. 爱好: 阅读、运动、旅游



U637613



ABDUL KARIM STAMP VENDOR
Shop No. R-206, Reshanbad Shah Faisal Colony Khl.
Lic. No. 137
S.NO. **28 DEC 2021**
DATE
ISSUED TO WITH ADDRESS
THROUGH WITH ADDRESS
PURPOSE, VALUE, USE, DIVERSITY, PERIOD
VALUE RS.
STAMP VENDOR'S SIGNATURE.....

| | | | | | |
|---|----------------------------|---|-----------------------------|----------------------------|-----|
| PRIM STAMP VENDOR Reshanbad Shah Faisal Colony Khl. 28 DEC 2021 ADDRESS Abdul Aleem Khaskhali ADDRESS Advocate H/C For Use, Bivara Road (Attested) SIGNATURE | | [CISCO 792SG POWER SUPPLY FOR UNITED KINGDOM | AC18190AODJ ,IAC1819AOE2 | (RUPEES ONE THOUSAND ONLY) | |
| CP-PWR- 7925G..... | | | | | |
| CP-BATT- 7925G- EXT | | [CISCO 792SG BATTERY EXTENDED | | | |
| 6 | MIG- CUCM- ENHP-A | Migration to UC Manager 9x10 Enh Plus-less than 1K Users | FCH1813VOWZ, FCH1813V0ZP | Criti- cal | 100 |
| | UCSS-U- CMENP-A- 1-1 | UC Manager Enh Plus UCSS less than 1K Users | | | 100 |
| | MIG- CUCM- USR-A | Migration to UC Manager Enchnced | | | 415 |
| | UCSS-U- UCM-A-1- 1 | UC Manager UCSS-1ENH User | | | 415 |

U637611

**ABDUL KARIM STAMP VENDOR**

Shop No. R-206, Hazratganj Shah Faizal Colony Khl.

Lic. No. 137

S.No.

20 DEC 2021

DATE

ISSUED TO WITH ADDRESS **Abdul Azeem Khoskhal**
 THROUGH WITH ADDRESS **Advocate H/C**
 PURPOSE, **FOR THE PURCHASE OF**
 VALUE RS. **1000000** (ARREAR)
 STAMP VENDOR'S SIGNATURE **[Signature]**

010834

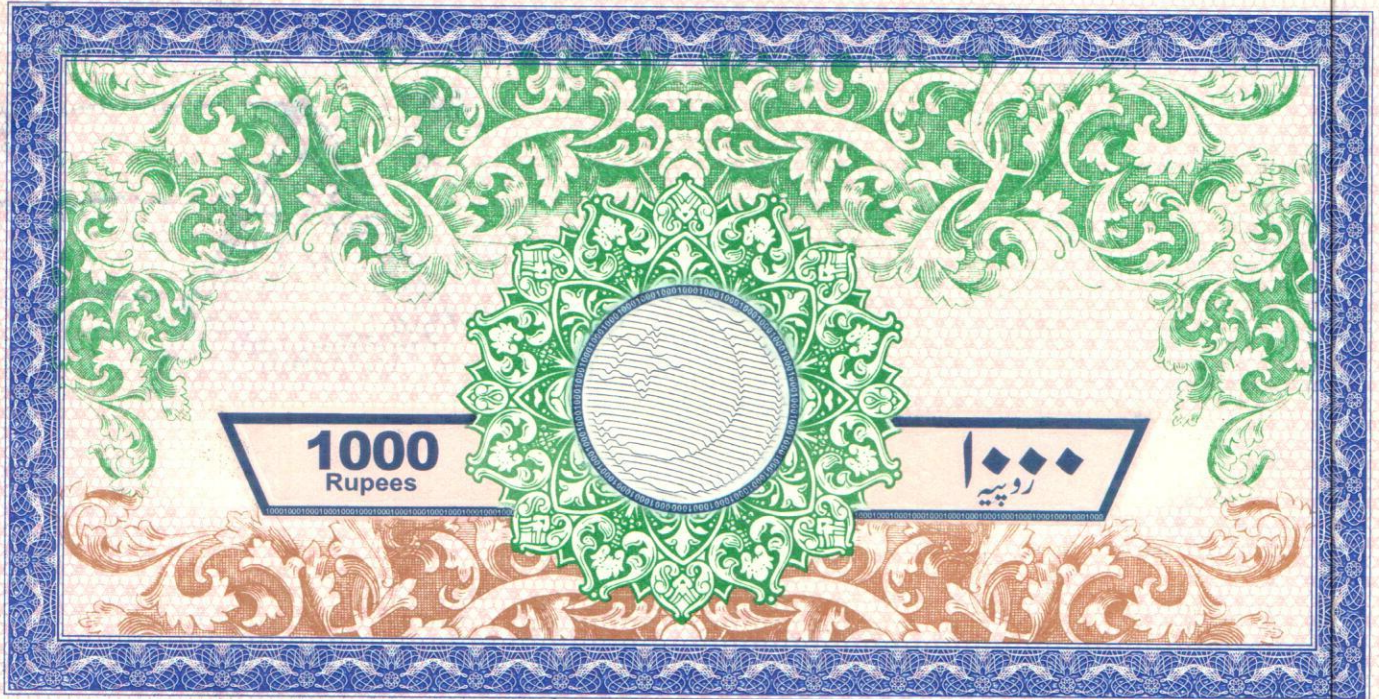
02-

76,PUC1818028L,PUC18-
 18028S,P
 UC1818029J,PUC181802
 BA,PUC18
 1802G8,PUC181802PW,P
 UC18180
 2YF,PUC181803CK,PUC
 182103NS,
 PUC18210307,PUC28210
 30V,PUC
 182103RO,PUC182103S
 W,PUC182
 103US,PUC182103UV,
 PUC182103UW,PUC182
 103VO,PU
 C182103WF,PUC182103
 XB,PUC18
 1802YR,PUC181802ZW,
 PUC18180
 30Q

(RUPEES ONE THOUSAND ONLY)

| | | | | | |
|---|----------------|---|---|-------------------|----|
| | | | | | |
| 5 | CP-7925G- E-K9 | [CISCO 7925G ETSI;BATIERY/POWER SUPPLY NOT" INCL] | IAC1819A02W,IAC1819A04C,IAC1819A04F,IAC1819A04L,IAC1819AOSN,IAC1819AOSQ,IAC1819AOAS,IAC1819AOBB,I | Next Business Day | 10 |

U637617



ABDUL KARIM STAMP VENDOR
 Shop No. R-205, Reshanbad Shah Faizal Colony Khl.
 Lic. No. 137
 S.NO. **28 DEC 2021**
 DATE
 ISSUED TO WITH ADDRESS
 THROUGH WITH ADDRESS
 PURPOSE (Not For Use. Diverse Prod)
 VALUE OF
 STAMP VENDOR'S SIGNATURE.....

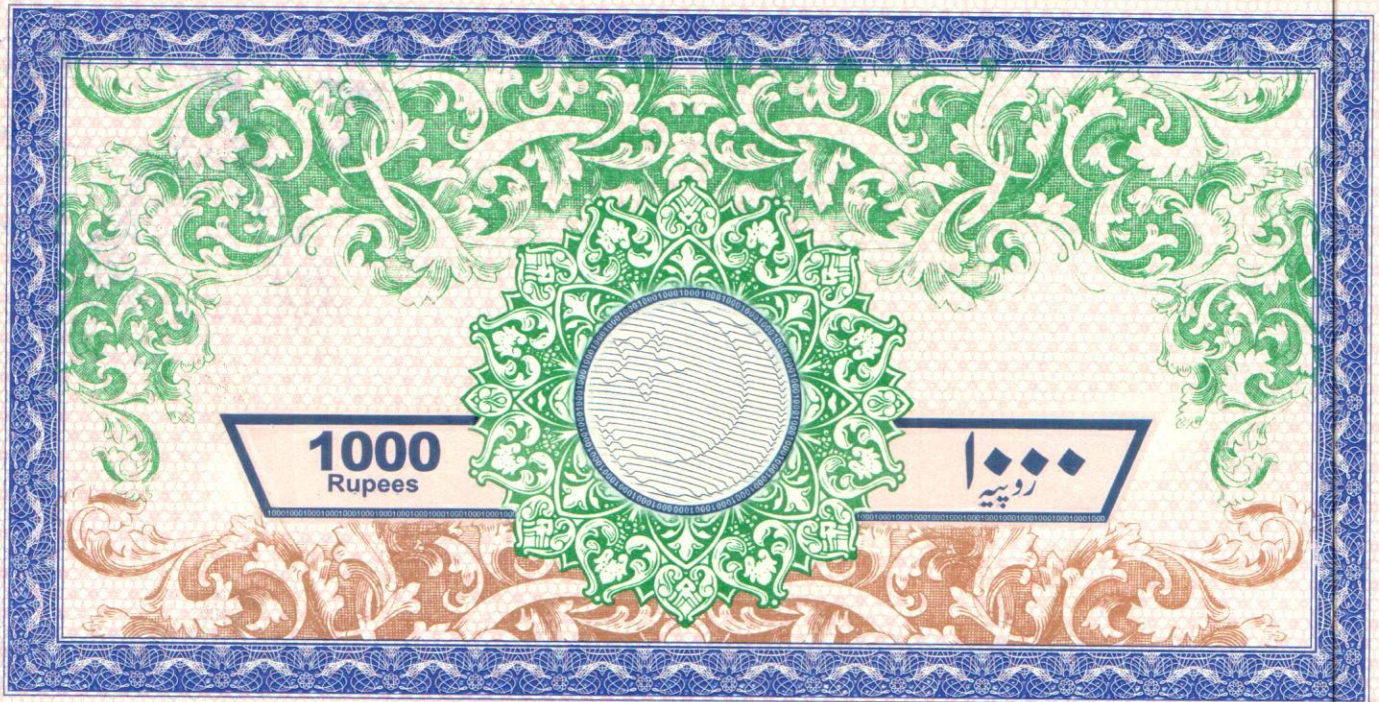
010330

WZP181309AZ,
 WZP18130IUO,
 WZP18130K97,
 WZP18130KAS,
 WZP1813002W,
 WZP181300FI,
 WZP181300FI,
 WZP181300FJ,
 WZP181300GL,
 WZP18130P2H,
 WZP18130PMI,
 WZP18130PWH,
 WZP18130Q2X,
 WZP18130QG8,
 WZP18130QMO,
 WZP18130QZJ,
 WZP18130QZK,
 WZP18130QZL, WZP181
 30QZX, WZP18130R1Z,
 WZP18130R2S,
 WZP18130R4D,
 WZP18130R4F,
 WZP18130R4J,
 WZP18130RD5,
 WZP18130RE0,
 WZP18130S2D,
 WZP18130S4A,
 WZP18130S8G,
 WZP181401NQ

(RUPEES ONE THOUSAND ONLY)

| | | | | |
|---|--------------|-------------------------|-----------------------------|----|
| 9 | CP-7821- K9= | [CISCO UC PHONE 7821 | Next Busin ess Day | 30 |
|---|--------------|-------------------------|-----------------------------|----|

U637616



ABDUL KARIM STAMP VENDOR

Shop No.R-208, Reshanbad Shah Faisal Colony Kh.

Lic. No. 137

S.NO.

28 DEC 2021

DATE

ISSUED TO WITH ADDRESS **Abdul Aleem Khaskheli**

TI TROUGH WITH ADDRESS **Advocate H/C**

PURPOSE: Not For Use: Diverse 1984

VALUE RS. (Attested) **A**

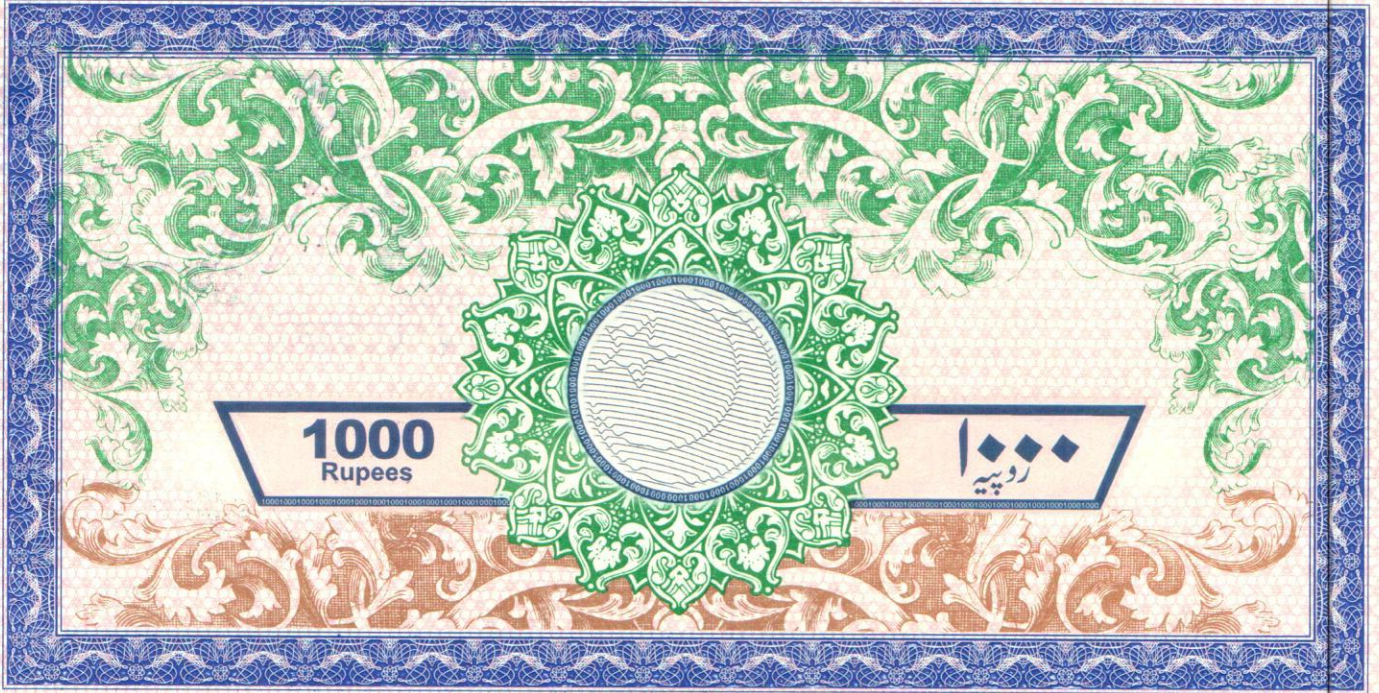
STAMP VENDOR'S SIGNATURE.....

010838

FGL1822S47P,
FGL1822S47Q,
FGL1822S47R,.FGL1822
S47S, FGL1822S47T,
FGL1822S47U,
FGL1822S47V,
FGL1822S47W,
FGL1822S47X,
FGL1822S47Y,
FGL1822S47Z,
FGL1822S480,
FGL1822S481,
FGL1822S482,
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FGL1822S488,
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FGL1822S48A,
FGL1822S48B,
FGL1822S48C,
FGL1822S48D,
FGL1822S48E,
FGL1822S48H,
FGL1822S48J

RUPEES ONE THOUSAND ONLY

U637618



ABDUL KARIM STAMP VENDOR
 Shop No.R-206, Reshanbad Shah Faisal Colony Khl.

Lic. No. 137

S.NO.

DATE

ISSUED TO WITH ADDRESS

TI HIGH WITH ADDRESS

PURPOSE Not For Use Divorce Deed

VALUE OF STAMP

STAMP VENDOR'S SIGNATURE

28 DEC 2021

Abdul Aleem Khaskhali

Advocate

C10040

Description

Qty

Unit Price

Excluding Taxes

Unit Price

Taxes

Total Price

Excluding Taxes

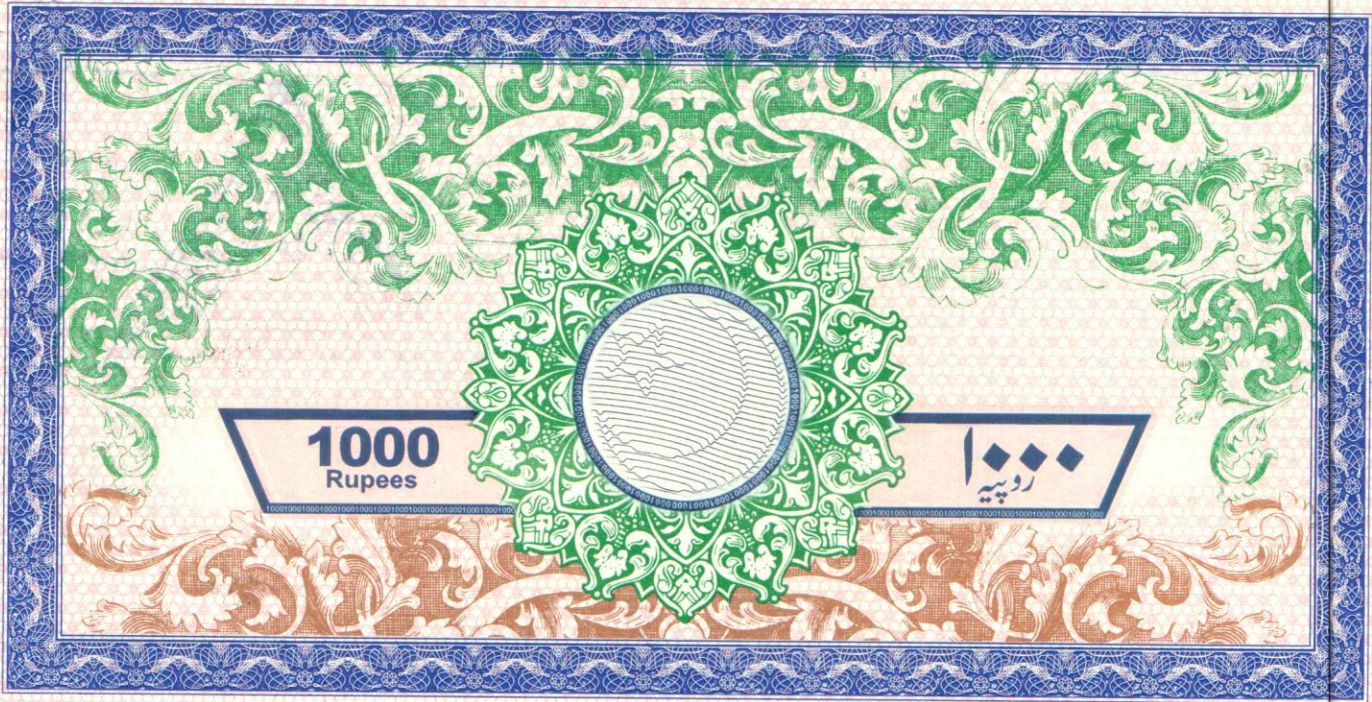
Total Price

Including Taxes

(RUPEES ONE THOUSAND ONLY)

| | | Description | Qty | Unit Price Excluding Taxes | Unit Price Taxes | Total Price Excluding Taxes | Total Price Including Taxes |
|---|-------------------|--|-----|----------------------------------|---------------------|-----------------------------------|-----------------------------------|
| 1 | CON-SNT-CT08100 | ^Cisco 5508 Series Wireless Controller for up to 100 Aps | 1 | 988,948.00 | 128,563.24 | 988,948.00 | 1,117,511.24 |
| 2 | CON-SNTP-UCSC-C22 | CON-SNTP-UCSC-C22 | 1 | 81,568.20 | 10,603.87 | 81,568.20 | 92,172.07 |
| 3 | CON-SNTP-UCSC-C22 | CON-SNTP-UCSC-C22 | 1 | 81,568.20 | 10,603.87 | 81,568.20 | 92,172.07 |
| 4 | CON-SNT-CP7861K9 | Cisco UC Phone 7861 | 1 | 1,503.60 | 195.47 | 1,503.60 | 1,699.07 |
| 5 | CON-SNT-CP7861K9 | Cisco UC Phone 7861 | 1 | 1,503.60 | 195.47 | 1,503.60 | 1,699.07 |
| 6 | CON-SNT-CP7861K9 | Cisco UC Phone 7861 | 1 | 1,503.60 | 195.47 | 1,503.60 | 1,699.07 |
| 7 | CON-SNT- | Cisco UC | 1 | | | | |

U637619



ABDUL KARIM STAMP VENDOR

Shop No.R-205, Reshanbad Shah Faizal Colony Ktl.

Lic. No. 137

S.NO.

DATE

ISSUED TO WITH ADDRESS

THROUGH WITH ADDRESS

PURPOSE, Not For Use, Divorce Deed

STAMP VENDOR'S SIGNATURE

| | | | | | | | |
|----|-------------------|--|----|----------|----------|-----------|-----------|
| 8 | CON-SNT-CP7861 K9 | Cisco UC Phone 7861 | | 1,503.60 | 195.47 | 1,503.60 | 1,699.07 |
| 9 | CON-TSV1-A | SV 24X7 VMware Sphere Standard, list price is ANNUAL | | 1,503.60 | 195.47 | 1,503.60 | 1,699.07 |
| 10 | CON-ECMU-LICMBASA | SWSS UPGRADES UC Manager-10.x Basic Single User-Under | 10 | 3,458.40 | 449.59 | 34,584.00 | 39,079.80 |
| 11 | CON-ECMU-UNITCNOS | SWSS UPGRADES One Unity Connection 10.x 11.x Voice Messaging | 10 | 2,255.50 | 293.22 | 22,555.00 | 25,486.80 |
| 12 | CON-ECMU-LICMEHPA | SWSS UPGRADES UC Manager-10.x Enh | 10 | 7,969.30 | 1,036.01 | 79,693.00 | 90,053.40 |

| | | | | | | | |
|--------------------|-------------------|--|----|---------------------|-------------------|---------------------|---------------------|
| 13 | CON-ECMU-LICOENHA | SWSS UPGRADES UC Manager-10.x Enhanced Single User-Und | 10 | 5,563.50 | 723.26 | 55,635.00 | 62,867.40 |
| 14 | WTL-Support | Wateen Local Support of Switches, access point and Ip phones | 1 | 2,623,845.30 | 341,099.89 | 2,623,845.30 | 2,964,945.19 |
| 15 | O & M | O & M Services | 1 | 128,941.40 | 16,762.38 | 128,941.40 | 145,703.78 |
| Grand Total | | | | Rs. 3,931,635.80 | Rs. 511,112.65 | Rs. 4,104,856.10 | Rs. 4,638,487.08 |

3.2 Liquidity damages:

- (a) If the work is not executed according to the satisfaction of IBA, IBA reserves the right to reject it altogether by serving fifteen (15) days' prior written notice.

3.3 Performance Security of 5% of total amount of Purchase Order will be provided by the Service Provider.

- 3.4 Stamp Duty of 0.35% of the cost of transaction under this Agreement will be deposited in Government treasury by the Service Provider. This paid stamp duty challan will be submitted along with the Bill and/or 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.

IBA will make payment quarterly in advance at the start of each quarter.. Invoice / bill should be submitted to Procurement Department after acknowledgment by Manager IT.

- 3.6 Bid Bond amount deposited by Service Provider will be returned to Service Provider by IBA on contract submission and the performance guarantee will be discharged in favor of Service Provider at the time of contract completion and/or expiry of the term.

Article IV

ANNUAL SUPPORT & MAINTENANCE TERMS

- 4.1 The annual support and maintenance services for the CISCO network equipment shall include the following:
- a. One (1) year maintenance support with parts, for all the CISCO Network Equipment mentioned in Article 3. .
- 4.2 The Service Provider will be required to undertake support and maintenance services for the CISCO network equipment and related components as follows:
- a. Break down call shall be attended immediately as per SLA.
 - b. network equipment and its components whenever called to do so by IBA.
 - c. The Service Provider will be required to ensure that maintenance personnel are readily available as and when required by IBA.

- d. The Service Provider will provide back to back support for items mentioned in the BOQ delineated in Article 3.

Article V
SLA TIME MATRIX

- 5.1 The Service Provider shall provide the required services as per the SLA matrix given below: -

| <i>Equipment</i> | SLA Matrix for Prime Hours | | SLA Matrix for Non-Prime Hours | |
|--|----------------------------|--------------------|--------------------------------|--------------------|
| | Max. Response | Max. Rectification | Max. Response | Max. Rectification |
| CISCO Network Equipment and related accessories. | 1 Hour | 2 Hours | 2 Hour | 4 Hours |

- 5.2 The time mentioned in the above table shall not be counted as 'Down Time'. In case the Service Provider replaces the equipment, IBA shall relax the downtime for five days.
- 5.3 In case of three repetitive faults in any equipment due to occurrence of the same fault 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 Service Provider shall replace the defective component / part with a new one within three days.

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.

Article VII

ADD-ON EQUIPMENT

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 VIII

SERVICE PROVIDER'S RESPONSIBILITIES

- 8.1 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.
- 8.2 The schedule response time will only be applicable at Karachi.

Article IX

SERVICES / OBLIGATIONS OF THE SERVICE PROVIDER

- 9.1 The following section provides a detailed list of the standard services that are to be delivered to IBA under the terms of this Agreement.
- 9.2 It is hereby specifically agreed between the Parties that during the term of this Agreement, and any renewal thereof, Service Provider shall be responsible for parts replacement and installation of above BOQ 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.

- 9.3 Manufacturer warranty for hardware will be covered only as mentioned in this Agreement. Any application software, signature and OS update/upgrade or data backup is not covered.
- 9.4 In case any critical marked hardware becomes faulty, it will be replaced by backup equipment provided by the Service Provider within 4 hours, whereas replacement of the faulty part will be provided afterwards accordingly.
- 9.5 In case any hardware other than that marked critical becomes faulty, it will be replaced by the Service Provider within the next business day whereas replacement of the faulty part will be provided afterwards accordingly.
- 9.6 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 IBA. IBA will be required to provide an approval or purchase order within fifteen (15) days.
- 9.7 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. The attached call logging procedure document provides detailed description of how to log a call and it's functioning ability.

Article X

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

IBA once the call is successfully closed.

Hours of Coverage

The Service Provider will provide maintenance and support for 8x5 Basis.

Response Time

Response time to incidents reported would be as follows:

| Severity Level | Response Time |
|-----------------------|---------------|
| Severity Level 1 (S1) | 1 Hour |
| Severity Level 2 (S2) | 2 hour |
| Severity Level 3 (S3) | 4 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.

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 XI

ARBITRATION

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 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 laws of Pakistan. The seat of arbitration shall be Karachi.

Article XII

FORCE MAJEURE

- 12.1 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, labor disputes, act of terrorism, war, civil disorder, epidemics, quarantines, embargoes, or any other third party issues which have affected Service Provider's network and restoration of fault cannot be carried out within twenty four (24) hours due to restriction by authority to work at fault location.
- 12.2 IBA recognizes that the services may be adversely affected by natural or man-made physical structures/constructions, atmospheric conditions, natural phenomenon and other causes of interference including without limitation solar radiation, and may fail or require maintenance without notice. 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.
- 12.3 Service Provider shall not be liable for any interruption, suspension or termination of the 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.

Article XIII

RENEWAL

This Agreement shall be renewed with mutual consent & satisfactory performance upon completion of one year if IBA, Karachi and the Service Provider agree to do so.

Article XIV

TERMINATION

- 14.1 In case a Party commits any breach of the terms and conditions contained in this Agreement, the non-breaching Party shall have the right to terminate/suspend this Agreement by providing thirty(30) days prior notice to the breaching Party. However, if the breach is remedied by the breaching Party to the satisfaction of non-breaching Party, within the above said period the Agreement shall not be terminated/suspended by non-breaching Party.
- 14.2 The termination of this Agreement shall be without prejudice to any provisions which are to have effect after termination.
- 14.3 Upon termination of this Agreement in accordance with the terms hereof, IBA shall immediately pay to Service Provider all amounts due to Service Provider. The termination of this Agreement for any reason shall extinguish all of Wateen's obligations under this Agreement, but shall not relieve either Party of any obligation that may have arisen prior to such termination.
- 14.4 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 will remain liable to 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, it will be liable to Service Provider for the sum of any unpaid fees and dues existing at the time of termination and which were due to Service Provider under the terms and conditions of this Agreement.

Article XV

INDEMNITY

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

Article XVI

NOTICE

- 16.1 All notices and other communications in connection with this Agreement shall be made by each Party at the address set forth below or to such other addresses as may be designated by a Party by giving written notice to the other Party pursuant to this clause.
- 16.2 All notices required by this Agreement shall be furnished in writing by hand delivery, certified post, electronic mail and telefax to the following addresses:

Wateen Solutions(Private) Limited

Attention:

Head of Corporate Sales
Opposite Bab-e-Pakistan
Main Walton Road, Lahore
Pakistan
Fax: +92 42 5787091
Email: _____

IBA

Attention:

Mr . Hanif
Institute of Business Administration,
Karachi
Main Campus, University Enclave,
Karachi, Pakistan
(0332-3760498)

All notices shall only be effective on receipt.

Article XVII

INTEGRITY PACT

- 17.1 The intention not to obtain the procurement or work of any contract, right, interest, privilege, or other obligation or benefit from IBA or any administrative or financial offices thereof or any other department under the control of the IBA through any corrupt practice(s).
- 17.2 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 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 IBA, except that which has been expressly declared pursuant hereto.
- 17.3 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 IBA under any law, contract, or other instrument, be stand void at the discretion of IBA.
- 17.4 Notwithstanding any right and remedies exercised by IBA in this regard, Service Provider, agrees to indemnify IBA for any loss or damage incurred by it on account of its corrupt business practice & further pay compensation to 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 IBA.

Article XVIII

ESCALATION MATRIX

Service Provider support desk team is available 24/7 on Tel: 111-999-919 and can also be contacted at zain.khan@wateen.com for any related queries.

| Department | Escalation Level 1 | Escalation Level 2 | Escalation Level 3 |
|-------------------------------|--|--|--|
| | | Senior Network Engineer | Team Lead ATS |
| Network engineer : ATS TAC | Support Desk Team 24/7 | Shamsher Ali | Farough Baig |
| Manager Technical IP | Tel: 111-999-919 | Cell: 0320-4147349 | Cell: 0321-2103734 |
| | Ats-tac@wateen.com | Shamsher.ali@wateen.com | Farough.baig@wateen.com |

Article XIX

MISCELLANEOUS

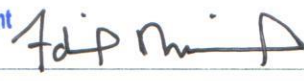
The terms and conditions of the Agreement have been read by the Parties which they admit to be correct and abide by the same.

IN WITNESS WHEREOF, the Parties hereto have set & subscribed their respective hands to this Agreement at Karachi on the date as mentioned above.

Dr. Mohammad Asad Ilyas

Registrar

Former Chairperson Accounting & Law Department
Institute of Business Administration (IBA),
Karachi, Pakistan



Institute of Business Administration

Wateen Solutions(Private) Ltd

NAME: Dr. Muhammad Asad Ilyas

NAME: Adil Rashid

CNIC No: _____

CNIC No: 37405-0223625-3

Address:

Address:

Registrar, Institute of Business

Suit No: 603, Main Shahra-e-Faisal,

Administration Main Campus

Parsa Tower, 6th Floor,

University Enclave, Karachi

Karachi

3.



IBA

4.



Wateen Solutions (Private) Ltd

NAME: Syed Fahad Jawed

NAME: Zain Khan

CNIC No: 42205-9125136-3

CNIC No: 54400-7954633-3

Address:

Address: D-67, Block 2, Sadi town

Head of Procurement

Institute of Business

Administration Main Campus

University Enclave, Karachi

Focal Person IBA

Mr. Wajeeh Zaidi