

Handwritten notes in the top left corner:
BOB.
P.S.
Delivery Date

Purchase Agreement

**For HP ELITE ALL IN ONE DESKTOP 800G1 COREI5
21.5-INCH (WITHOUT WIFI)**

Institute of Business Administration



D129475



02 DEC 2014

ABDUL HABIB STAMP VENDOR

Licence # 179 Shop # 49,
New Ruby Centre, Karachi.

SR. NO. 1911027 DATE
ISSUED TO WITH ADDRESS MR. Munamman Khuram
THROUGH WITH ADDRESS MR. KBA No: 1730
PURPOSE
VALUE RS.
STAMP VENDOR SIGNATURE
Not Use For Free Will & Choice Purpose

**SERVICE LEVEL
AGREEMENT**

OFFICE SUPERINTENDENT
Stamp Office, City Court
Karachi
02/12/14
02 DEC 2014

This Service Level Agreement (hereinafter referred to as "Agreement") is entered in to this 24th Day of November, 2014.

BY & BETWEEN

ArcPoint Technologies, having its principal office at ArcPoint Technologies, **HEAD OFFICE Karachi: 809, 8th floor Business and Finance Center I, I Chundrigar Road Karachi Phone Numbers: (021) 32463767-68, (021) 3246294.1-43, Fax: (021) 32463764 – Pakistan**, (hereinafter referred to as the "**Company**" which expression shall, where the context so permits, shall deem to mean and include its successors-in-interest, liquidators and permitted assigns being party of the one part);

AND

THE INSTITUTE OF BUSINESS ADMINISTRATION, KARACHI having its office at Main Campus, University Road, Karachi – Pakistan (hereinafter referred to as "**IBA**" which expression shall, where the context so permits, shall deem to mean and include its successors-in-interest, liquidators and permitted assigns being party of the other part);

(The Company and IBA are hereinafter collectively referred to as "**Parties**")

WHEREAS:

- IBA had purchased certain equipment (hereinafter "**Equipment**" and more particularly described in Annexure 'C') from the Company under the Purchase Agreement dated: 24th November 2014.
- IBA is desirous of hiring the Company to provide maintenance services in relation to the Equipment and the Company is willing to provide such services under the terms & conditions set forth in this Agreement.
- Now therefore the Parties are entering into this Agreement to reduce their understanding into writing:

CONSIDERATION

1.1 The Parties hereby agree that in consideration for the services provided by the Company, IBA shall pay an amount of total amount of **PKR 531,575/- (C&F) price**.

1.2 **Payment terms** 90-10 (90% of the total order value on delivery, 10% after warranty period expiry). Or against Bank Guarantee.

Signature: *[Handwritten Signature]*

1.3 For the purposes of this article, a party (the "sender") may take the address and facsimile number of another party (the "recipient") to be:

- (a) The address and number set out in Annexure 'B'; or
- (b) Where the recipient notifies the sender of another address or number, the last address or number so notified to it.

2. COMPANY'S RESPONSIBILITIES AND OBLIGATIONS

2.1 The Parties agree that the Company shall be bound to provide the following services to IBA:

- a) The Company shall be responsible to provide hardware support in relation to the Equipment to IBA.
- b) That Company shall ensure that support from the Hardware Engineers shall be available from the Company to IBA in solving and troubleshooting the problems in relation to the Equipment if IBA needs any guidelines.
- c) The Company shall provide a back up units if any problem pertaining to the Equipment is not solved within agreed time frame according to the severity level.
- d) The Company shall provide a backup unit in term of delays. (i.e more than 07 days)
- e) The Company shall be bound to monitor the maintenance and repair work and furnish complete report in relation to the Equipment to IBA as per this Agreement.
- f) The Company shall ensure that half yearly services of all the Equipment shall be carried-out. Service plan shall be discussed with the Employer before its execution.
- g) The Company shall ensure that all faulty parts of the Equipment which are covered under this Agreement must be replaced with new parts; used parts are not acceptable in any condition.
- h) The Company shall replace any faulty Equipment parts as instructed by IBA without any contention whatsoever with the exception of consumable items which include toners, Teflon, adopters, and batteries only. under this Agreement.
The Company ensures that it response time with respect to the services provided under this Agreement shall be within 4 hours after notice by IBA via telephone, email or engineer visit.
- i) The Parties agree that the Company's engineers shall visit between 9.00AM to 4.00PM during business hours. Equipment pickup time shall be 9.00AM to 4.00PM and on Friday 9.00 to 12.00.

3. DURATION OF CONTRACT

3.1 This Agreement shall remain in full force and effect for an initial period of three year i.e from 24-11-2014 till 24-11-2017 ending which the Agreement shall renew with new terms and conditions by mutual consent of Parties.

3.2 Notwithstanding anything contained herein above, this Agreement can be terminated by Both Parties -- the period agreed upon by giving one month's notice assigning reason whatsoever therefore and without prejudice to the rights of the Company to recover any money becoming due under this Agreement.

4. MISCELLANEOUS

4.1 IBA may, if required, lodge a complaint against the Company by contacting the Company's Support Desk by phone or by email in the mode and manner laid down in Annexure A;

4.2 Burnt / damaged Equipment parts replacement shall not be covered by the Company under this Agreement but shall be replaced by the Company after IBA's approval and shall be charged separately to IBA.

4.3 The Company's Engineer shall submit a report to IBA with regard to the burnt Equipment within 02 working days of the notice to the Company by IBA with regard to the damaged/burnt equipment. If such a report is not submitted within 2 working days, the cost of replacement burnt Equipment parts shall be borne by the Company.

5. GOVERNING LAW AND JURISDICTION

5.1 This Agreement and all related documents or agreements shall be governed by the laws of the Islamic Republic of Pakistan.

5.2 The courts of competent jurisdiction at Karachi shall have exclusive jurisdiction to hear any dispute and matter relating to or arising out of this Agreement.

The above terms and condition are fully understood and accepted by both the Parties who have given their consent and accepted the above terms and condition.

IN WITNESS WHEREOF the Parties above named have set their perspective hand on the day year first written above.

FOR AND ON BEHALF OF THE COMPANY

Name: Sadiq Sayani

Signature: 

Designation: CEO

CNIC: 42201-7201105-7

FOR AND ON BEHALF OF
IBA

Name: Imran Batada

Signature: 

Designation: Head of ICT

CNIC:

WITNESS:

1) Name: SARZ NAYAM UDDIN

Signature: 

Designation: MANAGER FINANCE

CNIC: 42201-4934335-1

2) Name: Rehan Usman

Signature: 

Designation: GM. Sales & Marketing

CNIC: 42201-4347739-3

ANNEXURE A

CALL LOG-IN PROCESS

To lodge a complaint the can contact **ARCPOINT TECHNOLOGIES** Support desk by phone or by email, once complaint is logged an auto generated Ticket number will be sent to Customer's email id for tracking of complaint and for future correspondence.

Email: support@arcpointpk.com

a) Phone: 32463767-68, 32462941-2: Monday to Friday (0900 Hrs. to 1800 Hrs.)
&

Non-Working Hours / Holidays: Support@arcpointpk.com

REPORTING SERVICE CALL

While reporting a service call a user/manager must provide following information to ARC POINT helpdesk in order to log a service call:

- User Name, Contact Numbers.
- Model and serial number of machine
- Brief description of the problem and symptoms.
- Ask for Call Log "Ticket Number "

ESCALATION:

If the customer is not satisfied with the quality & level of services provided by the ARC POINT the matter could be escalated to authorities mention in Escalation Matrix

ARC POINT SUPPORT ESCALATION MATRIX		
Level-1		Karachi
First Escalation if the call is not resolved within "Standard Response Time"	Name	Mr Najam ul Hasnain/ Ms Humaira Khan
	Phone	021-32463767-768, 32462941-2
	Cell	N/A
	Email	support@arcpointpk.com / hkhan@arcpointpk.com
Level-2	Name	Ms Reema Alvi
Second Escalation if the call is not resolved by "Next Business Day"	Phone	021-32462943
	Cell	0323-2357686
	Email	ralvi@arcpointpk.com
Level-3	Name	Mr Sadiq Sayani
Third escalation if the call is not Attend.	Phone	021-32463876
	Cell	0345-2989801
	Email	ssayani@arcpointpk.com

ANNEXURE B

Addresses and Numbers for Correspondence

FOR THE COMPANY

Attention:	
Address:	Suite# 809, 8 th Floor Business & Finance Center I.I chundrigar Road Karachi.
Telephone:	021-32463767-768, 021-32462941-942
Facsimile:	021-32463764

FOR IBA

Attention:	Mr.Imran Batada
Address:	IBA Karachi City Campus Garden/Kiyani Shaheed Road, Karachi
Telephone:	021-111-422-422 (Ext 1104)
Facsimile:	021-38103008



ANNEXURE C

BOQ OF DESKTOPS

MODEL: HP ELITEDESK MODEL: 800G1 ULTRA SLIM DESKTOP

PART NO	DESCRIPTION
C8N28AV	HP EliteDesk 800 G1 USDT
D8S00AV	Single Unit (USDT) Packaging
E8C94AV	HP EliteDesk 800 USDT C2 Chassis
C7T50AV	FreeDOS 2.0
C7T50AV	AB4 Singapore - English localization
D8B70AV	Intel Core i7-4770S 3.1G 8M HD 4600 CPU
C8G41AV	8GB DDR3-1600 SODIMM (1x8GB) RAM
C8N01AV	500GB 7200 RPM SATA 2.5 HDD
K3A39AV	HP WLAN 2x2 DB MCard BT NIC
E0N04AV	HP USB Keyboard - ME
E0N04AV	AB4 Singapore - English localization
C8N39AV	HP USB Mouse
C8N65AV	Slim SuperMulti ODD
E0E59AV	HP UltraSlim Cable Lock
C8G17AV	135W USDT External Power Adapter
C8M88AV	3/3/3 USDT Warranty
C8M88AV	UUF Asia Pacific-English Localization
D6V78AV	USDT Slim ODD Cable Kit
C8N30AV	HP EliteDesk 800 USDT Country Kit
C8N30AV	UUF Asia Pacific-English Localization
AY100AV	HP PC Image Load Service
ZG228AV	bPC/WS Sfty Reg S&C Lic Agr Wty Eng Doc
AZ074AV	Placeholder PC Image
C9E54AA	HP ProDisplay P191 18.5-In LED Monitor
C9E54AA	AB4 Singapore - English localization
EM870AA	HP Quick Release Kit

Delivery Time Lines : 6-8 Weeks on LOA Confirmation Date, Due Delivery Date: 19-01-15

Warranty will start from the Date of delivery
of the equipments in IBA.

