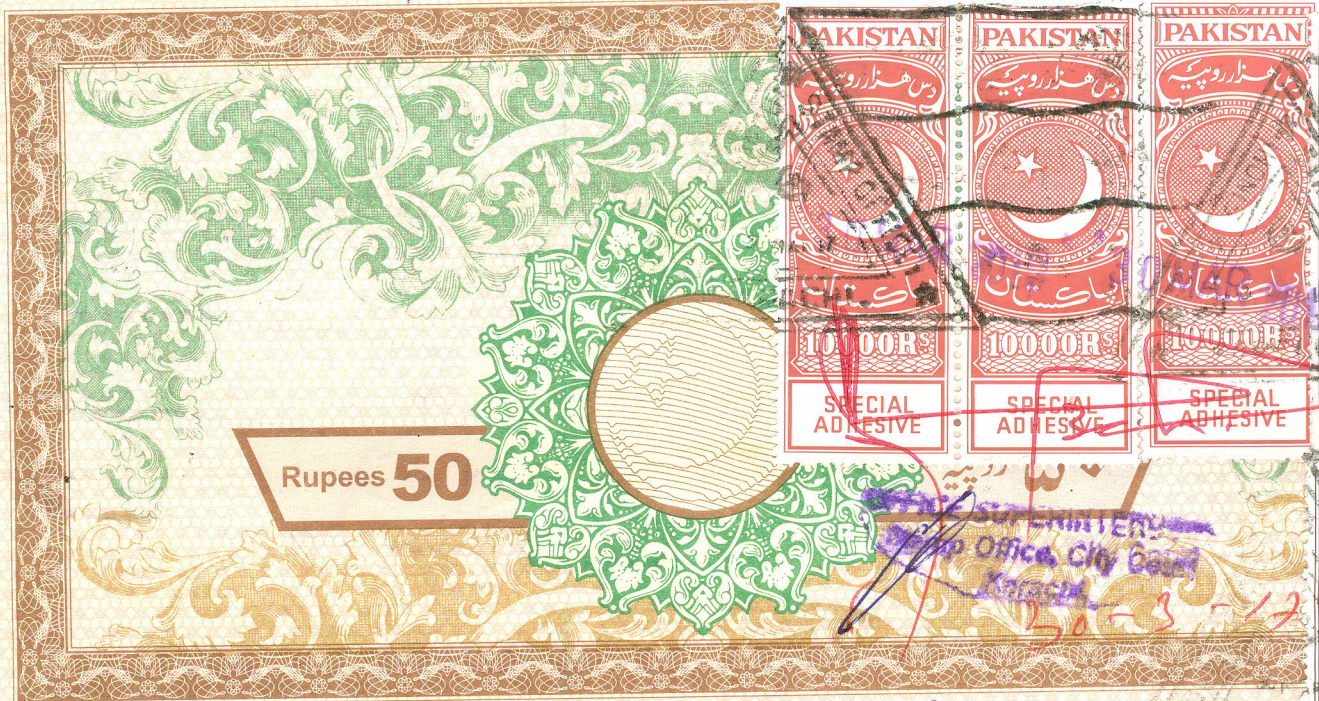


K852406

84

3150/-



MUHAMMAD HANIF STAMP VENDOR
Lic No. 103, Shop # 4, Anum Plaza, G.K. 8/10
Bohri Road, Opp: Custom House, Kharadar
Karachi

27 MAR 2017

30 MAR 2017

S.No. 36182 DATE
ISSUED TO WITH ADDRESS Jaffer Business Systems
THROUGH WITH ADDRESS
PURPOSE
VALUE NO. 8 (ATTACHED)
NOT USE FOR FREE WILL & DIVORCE PURPOSE
STAMP VENDOR'S SIGNATURE

Managed Service's (Out Source ICT Staff) Agreement

For

Institute of Business Administration
2016-17

MANAGED SERVICES CONTRACT

AGREEMENT

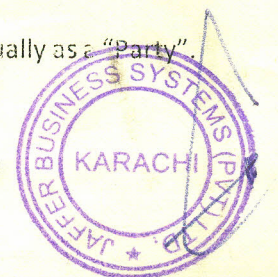
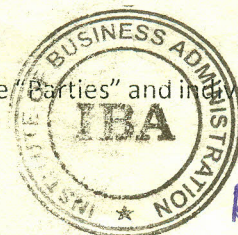
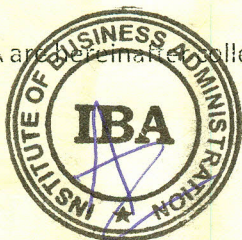
THIS AGREEMENT is entered into this day of 2017, by and between:

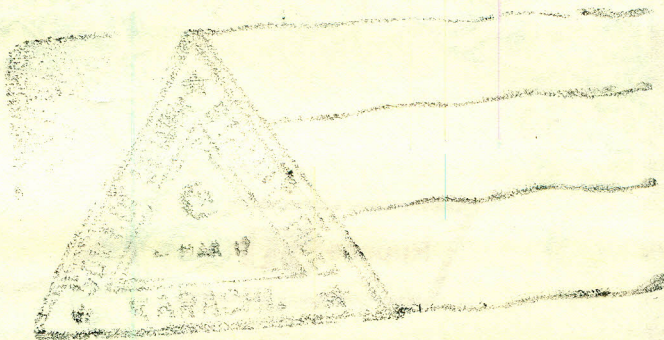
M/s Jaffer Business Systems Private Limited. incorporated under the laws of Pakistan and having its registered office at Citi Tower, 33-A, Block-6, PECHS, Shahra-e-Faisal, Karachi, through its authorized representative Mr. Asif Hasan holding CNIC No. 42101-1599163 hereinafter referred to as the "Company" (which expression is deemed to include its successors-in-interest and assign) of the FIRST PART

AND

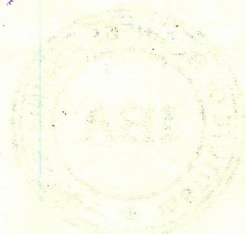
The Institute of Business Administration, incorporated under the laws of Pakistan and having its office at Main Campus, University Road, Karachi, through its authorized representative Mr. Imran Batada (Director ICT) hereinafter referred to as "IBA" (which expression is deemed to include its successors-in-interest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

The Company and IBA are hereinafter collectively referred to as the "Parties" and individually as a "Party".





MUHAMMAD HANIF STAMP VENDOR
Lic No. 10, Shop 4, Area 7 sec. 8, K. 811
Bohr Road, Opp. Christian House, Karachi
S. No. 10, KARACHI
ISSUED IN KARACHI
NOT VALID FOR USE IN OTHER COUNTRIES
STAMP VENDOR'S SIGNATURE (S)



This agreement shall be deemed to be effective from the 1st day of January, 2017 (the 'effective date') and shall remain valid for the period of 1 year therefrom.

WITNESSETH

Whereas the Company has been providing services/maintenances according to this agreement dated 1st day of January 2017; and

Whereas, the Purchaser desires that the Company continues to provide maintenance service and whereas the Company is willing to provide such services as specifically listed in annexure-"A" hereto, under the terms & conditions set forth in this Agreement.

Now therefore, in consideration of the promises and covenants hereinafter contained and to the Parties hereto agree as follows:

TERMS & CONDITIONS

1. Company's Responsibilities

The Company shall be bound to provide the following:

- i) The Company shall be responsible to provide resident engineers on full time basis. The responsibilities and required qualifications of the resident engineers are given in this SLA. Also, the selection of resident engineers will be done with the consent of IBA authorities.
- ii) Support from the senior hardware engineers shall be available from the Company to support the said resident engineers in solving and troubleshooting problems for which they may need guidance.
- iii) The Company shall be bound to provide workshop repair/maintenance services in case the on-site engineers fail to remove fault on site of the equipment. However, the IBA will bear the cost & responsibility of HW transportation to company's workshop.
- iv) The Company shall be bound to monitor the attendance of resident engineers and their leaves and furnish complete report to IBA authorities as per SLA on quarterly basis.
- v) In case any resident engineer is unavailable due to leave, the Company shall be responsible to provide suitable substitute well in time.
- vi) The timings of resident engineers are already mentioned, however should require services other than those mentioned in the prescribed schedule, resident engineers must follow the instructions given by IBA authority.
- vii) Company's resident engineers shall not be involved by IBA in any kind of activities other than the scope defined in this agreement, otherwise IBA shall not be responsible for any illegal or fraud activity.
- viii) The resident engineers placed by the Company shall, during their residency at IBA sites, follow the rules and regulations of IBA's environment.
- ix) The Company may, as and when needed, call its resident engineers for in-house meetings; trainings etc. by an advance notice of 24 hrs. and IBA shall not prevent the resident engineers from attending the same. Company and IBA shall jointly prepare a schedule for such attendance.
- x) If required, resident engineers shall provide support in any remote office of IBA for which IBA will make all necessary arrangements and will bear all the actual costs incurred.
- xi) Company shall be exclusively responsible for the payment of wages, allowances and other legal benefits to its resident engineers. Salary must be disbursed to all resident engineers by 10th of each month.
- xii) Performance awards amounting to PKR 3,000 per award shall be awarded to one person at each campus per quarter.



DECLARATION

I, the undersigned, do hereby declare that the foregoing is a true and correct copy of the original as the same appears in the records of the Court.

Subscribed and sworn to before me this 1st day of January, 1901, at the City of New York, in the County of New York.

Notary Public in and for the State of New York.

NOTARY PUBLIC

My Comm. Expires Jan. 1, 1902

Witness my hand and seal this 1st day of January, 1901.

The undersigned, Notary Public in and for the State of New York, do hereby certify that the foregoing is a true and correct copy of the original as the same appears in the records of the Court.

Subscribed and sworn to before me this 1st day of January, 1901, at the City of New York, in the County of New York.

Notary Public in and for the State of New York.

My Comm. Expires Jan. 1, 1902

Witness my hand and seal this 1st day of January, 1901.

The undersigned, Notary Public in and for the State of New York, do hereby certify that the foregoing is a true and correct copy of the original as the same appears in the records of the Court.

Subscribed and sworn to before me this 1st day of January, 1901, at the City of New York, in the County of New York.

Notary Public in and for the State of New York.

My Comm. Expires Jan. 1, 1902

Witness my hand and seal this 1st day of January, 1901.

The undersigned, Notary Public in and for the State of New York, do hereby certify that the foregoing is a true and correct copy of the original as the same appears in the records of the Court.

Subscribed and sworn to before me this 1st day of January, 1901, at the City of New York, in the County of New York.

Notary Public in and for the State of New York.

My Comm. Expires Jan. 1, 1902

Witness my hand and seal this 1st day of January, 1901.



2. Payment

- 2.1 Quarterly installments of the Contract Price shall be paid by IBA to the Company after the end of each quarter on submission of commercial invoice along with the complete supporting document to IBA Finance department. **Contract Price is inclusive of taxes mentioned in Annexure "A", However if any change in**
- 2.3 Payments for Contract Price shall be adjusted to take account of any changes in Government Taxation Policies made subsequent to the execution of this agreement.
- 2.4 A Security Deposit (Bank Guarantee), amounting to a total of 10% of the total contract price as mentioned in Annexure "B" hereto, must be deposited by the Company in favor of IBA.
- 2.5 IBA may, in consultation with the Company, increase/decrease the services and personnel requirement under this agreement, and the Contract Price shall also be increased/decreased accordingly.

3. Exclusions

The scope of this Agreement does not include the following:

- a) Repair for damage resulting from catastrophe such as fire, floods, act of God, or from strikes, riots, insurrection, and/or acts of war or natural disaster.
- b) Operational supplies/consumables including but limited to paper, ribbon, knob for dot matrix printers, toner cartridge, batteries of UPSs, LCD /CRT (if broken) are not covered in this agreement.
- c) Electrical work external to the equipment.

4. Termination

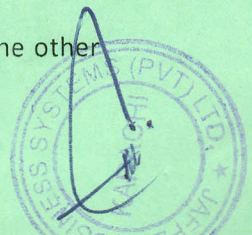
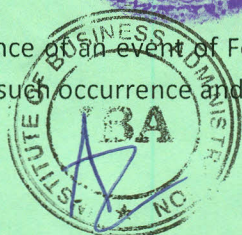
Either Party may terminate the Agreement at any time upon written notice if the other party breaches any provision of this Agreement and fails to correct the breach within 30 (Thirty) days following written notice specifying the breach. However, such termination will entitle the other party to refund of claim for damages or services provided till the date of expiry of the Notice.

5. Indemnity

Each party shall indemnify and keep the other party harmless against all damages, liabilities, cost & expenses, including but not limited to, damage or loss of property or injury to person which may be suffered or incurred pursuant to this agreement provided that such damages, liabilities, cost & expenses are not caused by the negligence of either party.

6. Force Majeure

- 6.1 Notwithstanding the provisions of the clauses of this agreement, neither party shall be liable for any delay or failure to perform its obligations hereunder to the extent that such delay or failure is the result of an event of Force Majeure; such event being but not limited to acts of God, war, riots, strikes, lockouts or other industrial disturbance, acts of public enemy, blockages, epidemics, extreme weather conditions including floods, storms etc., and government import/export restrictions and any other cause beyond the reasonable control of either party.
- 6.2 The term of this agreement shall be extended for such period of time as may be necessary to overcome the delay/failure caused by a Force Majeure event with mutual consent.
- 6.3 In case of occurrence of an event of Force Majeure, the parties shall promptly notify the other party in writing of such occurrence and the cause thereof.



THE CITY OF LOS ANGELES, CALIFORNIA, DO hereby certify that the within and foregoing is a true and correct copy of the original as the same appears on the records of the City of Los Angeles, California.

IN WITNESS WHEREOF, the City Clerk has hereunto set her hand and the seal of the City of Los Angeles, California, at the City of Los Angeles, California, this _____ day of _____, 19____.

City Clerk

Mayor

Recorder

Treasurer

Comptroller

Assessor

Engineer

Police Chief

Fire Chief

Public Works Director

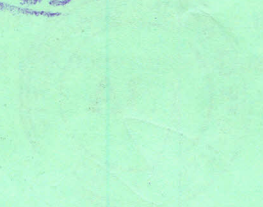
Health Officer

Social Services Director

Housing Director

Labor Relations Director

Legal Counsel



7. **Notices**

Any notice given by one party to the other, pursuant to this Contract shall be sent in writing or by fax/telex or cable and confirmed in writing to the addresses given below:

IBA:

Institute of Business Administration

Main Campus, University Road, Karachi, Pakistan

Phone. (021) 38104700

Fax. (021) 99261508

Company:

M/s Jaffer Business Systems Private Limited

Citi Tower, 33-A, Block-6, PECHS, Shahra-e-Faisal, Karachi

Phone:(021) 111-527-527

Fax: (021) 021-34373068

8. **Amendments**

No alteration, waiver or change in any of the terms of this agreement will be effective unless made in writing and duly executed by an authorized officer or representative of both Parties.

9. **Entire Agreement**

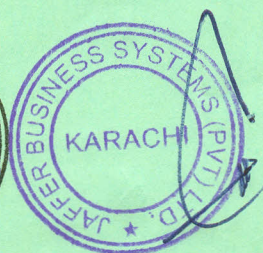
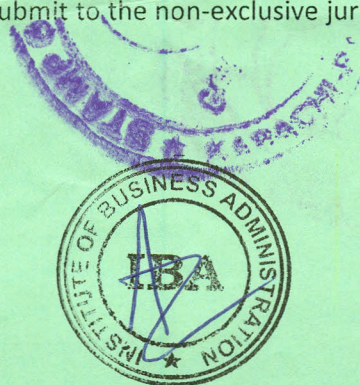
This agreement together with the attached Annexes contains the entire terms and conditions and constitutes the entire agreement between the Parties and cancels and supersedes any previous oral or written agreements, representations or arrangements, express or implied, by the Parties with respect to the subject matter of this agreement.

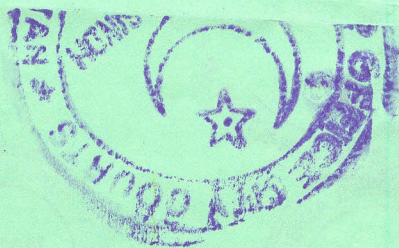
10. **Dispute Resolution and Arbitration**

In case of any dispute which may at any time arise between the Parties hereto or any person claiming under them, touching or arising out in respect of this agreement or the subject matter hereof shall be referred, in the first instance to the Director ICT of IBA, Karachi and the Managing Director of the Company. Failing resolution, the matter shall be referred by the Parties to arbitrators appointed in accordance with the provisions of the Arbitration Act, 1940 ("the Act"). The venue of arbitration shall be Karachi and the proceedings shall be governed by the Act.

11. **Governing Law and Jurisdiction**

This agreement shall be governed by and construed in accordance with the laws of Pakistan and the Parties shall submit to the non-exclusive jurisdiction of the courts at Karachi.





In witness whereof both the Parties set their respective hands to this agreement in two counter parts at Karachi on the date as mentioned above.

Signed by IBA

IBA within named, in the
presence of witnesses

IMRAN BATADA
Director ICT
Institute of Business Administration
Karachi Pakistan

Signed by Company

Jaffer Business Systems Private Ltd

within named, in the

presence of witnesses.



WITNESSES:

1. ASJAD ASAD ASJAD

1. ASIF HASAN

2. Abdul Qadir
NIC # 42301-0936237-1

2. BREAR AMJAD





IMRAN BATAD
Director ICT
Institute of Business Administration
Karachi



Table of Contents for SCOPE

Executive Summary

Scope

Customer Services Statement

Outsourcer Helpdesk ServicesDesktop

 (Hardware / Software)

 Ms. Exchange / Windows AD

 Network

Helpdesk Hours of Operations

Customer Responsibilities

Help Request Services Methodology

 Basic Troubleshooting Steps

 Method to Contact Helpdesk

Tech Support Standards and policies

 Hardware Policies

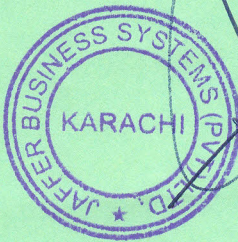
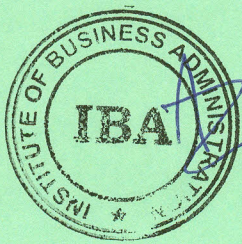
 Software Policies

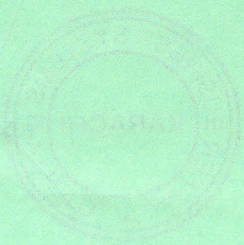
Support Specifications

Escalation Policy

Hierarchy of Help Desk Unit

Inventory Details under this agreement





APPENDIX – STANDARD SERVICE GUIDELINES

Executive Summary

The purpose of this Services Level Agreement (SLA) is to acquaint customer end users with the policies. Items that will be discussed in this document are the hours of operation, contact methods, departmental goals and end-user responsibilities. It should be used as a reference when requesting technical assistance.

Scope

This document describes basic Services Level for the Company wide IT helpdesk function. The IT helpdesk services and support will be provided for all software and hardware that has been approved.

As a general rule, when implementing technology components, the latest technology versions are employed, unless support arrangements have been prearranged with IT helpdesk.

Customer Service Statement

Helpdesk is committed to delivering quality service by:

- Striving to ensure customer satisfaction
- Reporting to requests for support within published time frames
- Interacting with vendors / consultants and users in a respectful and courteous manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators
- Reporting for higher authorities from time to time.
- Always trying to meet time lines and commitments.

Hardware Maintenance Services

Remedial Maintenance:

The Remedial Maintenance ("RM") will be provided to IBA's Service Environment, through Level I helpdesk engineer.

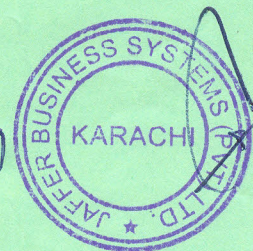
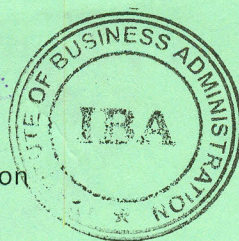
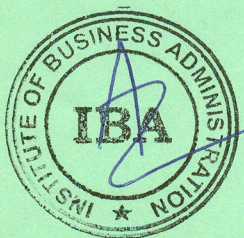
RM consists of those functions required to repair a malfunctioning piece of the hardware and return it to good operating condition.

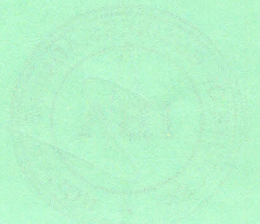
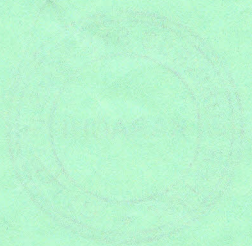
Helpdesk Services

The goal of helpdesk is to improve and maintain a high level of customer support by providing consistent, reliable and timely support services. Commitments require to satisfy customers and to provide support in the following areas:

Desktop (Hardware & Software)

- Windows installation
- Windows Drivers installation
- Windows Application installation
- Windows Patch installation
- Windows Troubleshooting
- Antivirus installation
- Hardware installation





- Hardware troubleshooting
- Hardware Preventive Maintenance
- Log H/W Compliant to maintenance services provider
- Follow-up with maintenance services provider for H/W Complaints
- Backup hardware always available for in time support.
- Computer Disposal with the consent of IBA Management
- Management of Hardware inventory of IBA
- Support in Warranty related issues & support

Customized Software

- Front end Installation
- Front end user Support
- Raise help request and follow –up with consultants/ Management of IBA
- Desktop Backups
- Backup folder synchronization at Server for dual redundancy.

MS. Exchange / Mail Server

- Front end user Support
- Raise help request and follow –up with consultants/ IBA Management.

Network

- Network Troubleshooting
- Raise help request and follow –up with vendors / IBA Management.

Any Services that are running in the IBA, support of them are the part of the helpdesk support.

Hours of Operation

Below are the Company’s on site Helpdesk services, provided during the following hours of operation:

Site	Days (Excluding Holidays)	Timings
At IBA City Campus	Monday to Saturday	<u>Shift1:</u> 08:30 AM to 05:00PM
		<u>Shift 2:</u> 01:00PM to 09:30PM
At IBA Main Campus	Monday to Sunday	<u>Shift1:</u> 08:00 AM to 04:00PM
		<u>Shift 2:</u> 04:00 PM to 12:00AM
		<u>Shift 3:</u> 12:00 AM to 8:00 AM

Note: Help requests received after 8:30 PM during closed hours will be considered on the next business day. Incase of any emergency occurring after office hours, contacts shall be made on following numbers:

- 1- Resident Engineers
- 2- Helpdesk Supervisor / Coordinator
- 3- Network Manager
- 4- Manager ICT Procurement & Customer Support





Customer Responsibilities

In order to facilitate the support process and receive services within the parameters committed by the SLA & Helpdesk; all end-users shall adhere to the following guidelines:

- Repost all IT related problems to ICT by telephone or sending a mail. This will help in giving a proper response and escalate the issue, if required. **Please see section Method to Contact Helpdesk Methodology.**
- Report Problems in a timely manner
- Familiarize yourself with support problem resolution standard, severity levels and response times, **Please see APPENIDX –STANDARD SERVICE GUIDLINE.**
- Provide detailed information regarding services request
- Make every effort to be available to communicate with a helpdesk staff if required.
- Provide consent to helpdesk staff to access the computer remotely if required.
- Leave the computer power on for the time period specified when a Company – wide remote update is announced and follow instruction provided.
- Exercise patience by understanding the volume of requests the helpdesk receives each day and rationale for assessing service policies.
- End- users shall store all business critical data on a network drive that backs up on a nightly basis. Users storing data directly on their local hard drive will be responsible for backing up their own information. If any user is unaware on how to back up the data, he/she may request the IT helpdesk, whereby the staff at IT helpdesk shall than back up the data on their request.
- Users are responsible to provide feedback against each and every logged request properly upon completion, and in order for the request to be closed. This will help us to focus more on real open issues and provide a better response against active requests. This will also help us to improve outsourced helpdesk services and support.

Help Request Services Methodology

A. Basic Troubleshooting Steps

Before contacting each support, following basic troubleshooting steps shall be taken:

- Reboot, logon and try to recreate the error
 - To re-boot your computer, select the “Start Button” in the lower left hand corner of your screen.
 - Select “Shut down” form the menu
 - Select “ Shutdown” in the drop down box
 - Wait 30 seconds and then turn your PC back on using power button on the computer
- Check all plugs and make sure power is on
- Check to see if all hardware components are turned on, i.e. monitor , computer , printer
- Check to see if keyboard is in proper case i.e. Caps lock key not on for password issues
- Check that all computer cables are seated properly
- If printer problem, check for printer jams, cable attached, clear print queue, and then turn printer off for 30 seconds and turn back on. Reboot your computer.

B. Helpdesk Methodology

When the user of IBA faces an issue / problem, he reports that problem through a web interface of Alexxo helpdesk ticketing system bundled with this solution. The ticket then lands in the Ticket window of Alexxo, being constantly monitored by the Inbox helpdesk operator sitting at each location of IBA. After verifying the ticket, the operator will give first response to user through telephone. Meanwhile, the helpdesk engineer will receive the ticket automatically via helpdesk system.

The most up-to-date technology has been used. The helpdesk engineer after receiving the ticket needs to reply with affirmative that he has received the new assigned ticket. The helpdesk system has been



designed to do two-way communication. When the system receives a reply then it automatically updates the ticket. The helpdesk engineer after completing the assigned job also has to reply with the details.

After the engineer has completed the job and replied, the role of the operator is to call the user and verify if the problem is resolved or not. If the reply from the user is satisfactory then the ticket is closed in the helpdesk ticketing system.

If the helpdesk engineer goes to complete his task and for some reason he is not able to do so then also he will inform the operator. If for example there is something related to the hardware malfunction then that needs to be replaced by the vendor under warranty, and the helpdesk engineer will notify the operator. The operator will then stop the time of the ticket and a new counter will start. Once the hardware part is received, then the helpdesk engineer will again go and replace the part and the ticket will be closed.

Problem Request			
Severity Level	Description	Response Time to Customer	Completion time
Emergency	A problem that affects and stop any business processor.	10 minutes	30 minutes
High	A Problem with unknown workaround but does not stop any business Process.	30 minutes	1 hour
Medium	A general services request or problem with around solution	30 minutes	4 to 8 hours
Low	A service request that does not require immediate attention or involves long range planning.	30 minutes	2 days

NOTE: Helpdesk staff will try to respond immediately after the receipt of a call or on –line request. But based on volume of requests the Helpdesk receives each day and the rationale of assessing services prioritizes the above response time, the time between the receipt of a call or on-line request and the time that Helpdesk support employee begins working the issue. Due to the wide assortment of problems that can occur, and the tactics needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem being solved. After a technician has had the opportunity to troubleshoot, it is up to the technician and the user to negotiate and set any necessary deadlines.

Tech Support Standards and Policies

Hardware Policies

The ICT Department and Management of IBA is responsible for purchasing and disposing while Helpdesk Team is responsible for inventorying, tracking and tagging of all IBA-owned computer equipment. This includes items such as monitor/LCD, CPUs, Laptops, printers, and scanners, etc. Outsource Company will not work on any equipment that does not have an IBA Inventory tag attached which is verified by Outsource Company. IBA Management must sign and accept the asset whenever they purchase new equipment and inform helpdesk. Helpdesk should have information of Tags along with serial numbers.

Software Policies

Helpdesk will install and support properly licensed and approved software from IBA Management. Helpdesk will periodically verify software licensing to ensure compliance. If unlicensed software is found, it will be removed from the computers and Helpdesk will not be responsible to provide support against data saved in these unlicensed formats. Company shall notify IBA as to a user having installed pirated software/OS.

Support Specifications

TO THE HONORABLE CHIEF JUSTICE OF THE SUPREME COURT OF THE STATE OF KANSAS

AND THE HONORABLE JUSTICES OF THE SUPREME COURT OF THE STATE OF KANSAS

THE PETITIONER, *[Name]*, respectfully submits this petition for a writ of *[Type of Writ]* in support of his/her appeal from the *[Court]* of the *[County]* of *[County Name]*, Kansas, in Case No. *[Case Number]*.

The petition is filed in support of the appeal of the *[Name]* from the *[Court]* of the *[County]* of *[County Name]*, Kansas, in Case No. *[Case Number]*.

The petition is filed in support of the appeal of the *[Name]* from the *[Court]* of the *[County]* of *[County Name]*, Kansas, in Case No. *[Case Number]*.

The petition is filed in support of the appeal of the *[Name]* from the *[Court]* of the *[County]* of *[County Name]*, Kansas, in Case No. *[Case Number]*.

The petition is filed in support of the appeal of the *[Name]* from the *[Court]* of the *[County]* of *[County Name]*, Kansas, in Case No. *[Case Number]*.

Respectfully,
[Signature]

THE PETITIONER, *[Name]*, respectfully submits this petition for a writ of *[Type of Writ]* in support of his/her appeal from the *[Court]* of the *[County]* of *[County Name]*, Kansas, in Case No. *[Case Number]*.



The following supports specification will be utilized by Helpdesk to assist in providing customers with the best services possible:

Helpdesk is the first point of contact for all IT related issues and problems. As helpdesk is providing wide range of services, so helpdesk forwards these requests to the relevant consultants and follow-up and update user accordingly.

Support	Relevant Authorities
First point of contact for all Request	Helpdesk located at IBA campuses
Desktop Hardware and software Troubleshooting	Helpdesk located at IBA campuses
Network Troubleshooting	Helpdesk located at IBA campuses
Hardware Preventive Maintenance	Helpdesk located at IBA campuses
Hardware Maintenance	Helpdesk located at IBA campuses
Windows Active Directory and Exchange/E-mail Administration & Maintenance	Helpdesk located at IBA campuses
Customized Software Requirement	IT Manager & Management of IBA
New Software and or Hardware Authorization.	IT Manager & Management of IBA

Escalation Policy

The outsourced Helpdesk acknowledges that the severity level of work order requests can be subjective and many factors are referred to when assigning the severity level. As a guideline, however, the Helpdesk proactively escalates help request based on the assigned severity level.

The Helpdesk Supervisor at location will escalate each and every unclosed request as per agreed procedure. If any user intends upon escalating his/her request, he/she should contact the Helpdesk Supervisor and the escalation will be handled from that point. If he/she is unsatisfied with the escalation through outsourced Helpdesk Supervisor, he/she should contact Management of IBA/ IT Manger directly with any problems and concern along with the ticket number received after complaint. Following is the standard agreed procedure.

IT Infrastructure Emergency Requests		
Scenario	Escalate	Copy to
Start follow –up with IBA Infrastructure Consultant immediately of request logged	IBA Procurement and Customer Support Manager of relevant field.	a) User b)Procurement and Customer Support Manager
Incase of no response from IBA Infrastructure Consultant within2 hour.	Procurement and Customer Support Manager	a) User b) Procurement and Customer Support Manager c) Head of ICT
Incase of no response from IT Manager / Management of IBA within 2 hour	Head of ICT	a) User b) Procurement and Customer Support Manager c) Head of ICT
In case of no response from IT Manager / Management of IBA within 4 hour	Head of ICT	a) User b) Head of ICT



Composition of Help Desk Unit

The outsourced Help Desk unit comprises of the following positions:

- | | |
|--|--------------------------------|
| • Lab Incharges / Data Center REs | 09 positions for both campuses |
| • Resident Engineers (desktop / network support) | 08 Positions for both campuses |
| • Resident Engineers (ERP support) | 02 Positions for both campuses |
| • IT HelpDesk Supervisor | 02 Positions for both campuses |

The job descriptions of the Help Desk staffs are defined hereunder: -

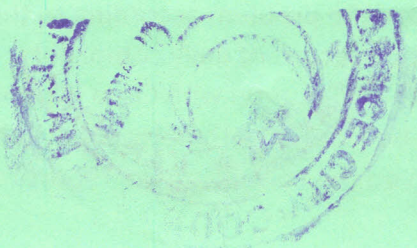
Lab Incharge / Data Center RE's JD:

- Manage and maintain operations of computer lab, especially timely opening in the morning.
- Data Center RE's should be responsible for monitoring of all Server Room hardware equipment.
- Ensure all computers and peripherals are in operating condition before commencement of lectures
- Ensure wired and wireless network connectivity is available in the lab throughout the session.
- Install software and their updates, patches and fixes etc. on all the systems in the lab.
- Prepare the lab and reinstall the systems from zero (by cloning) before commencement of every semester.
- Reinstall a system with the O/S and all the applications after a system or application or system failure.
- He should be able to write lab manuals.
- He should be able to demonstrate the labs to students.
- Document, track, and monitor problems to ensure resolution in a timely manner.
- Installation of hardware / Software.
- Join new devices to Network with coordination of ICT Department

IT Help Desk Resident Engineers Job Description:

The Help Desk Engineer is responsible to follow up the complaint forwarded by the Help Desk Supervisor and response quickly to resolve the problem. The responsibilities of Help Desk Engineer include:

- Tagging and inventory monitoring of new items.
- Implementing, and complying to operational standards and escalation procedures to ensure service levels are maintained at a consistent level.
- Document, track, and monitor problems to ensure resolution in a timely manner.
- Act as site engineer to directly provide the technical support within the stipulated time and ensure the satisfaction of the complainant with user satisfaction.
- Should be able to provide solutions and fixes via telephonic support, e-mail, etc
- Installation of hardware / Software.
- Join new devices to Network with coordination of ICT Department
- Escalate the problem according to the severity level.
- Maintain record of daily complaints.
- Should be hands on with Cisco IP phones and able to troubleshoot user end problems.
- Must be familiar with network switches//outlook/etc
- Resolved the complaint and report to his Supervisor.



ERP IT Help Desk Resident Engineers Job Description:

- Perform as a member of an application support team for ERP systems users throughout the organization.
- Gives training to ERP users and work with Faculty, students, users and management to determine any issue
- Assist ERP systems users with data conversion for online module and other ERP modules. Assist Team Leader ERP and Financial.
- Create reports, documentation and procedures guidelines for ERP systems users.
- Analyze and troubleshoot ERP system issues reported by end users.
- Design, develop and maintain reports used by technical staff and ERP systems users.
- Regular attendance at work and at scheduled meetings.
- Other duties as assigned.

IT Helpdesk Supervisor's JD:

- Directly Supervises Helpdesk Support Engineers and carries out supervisory responsibilities in accordance with the organization's policies, planning, assigning and directing work; appraising performance; disciplining employees; addressing complaints and resolving problems. Measure and report on Help Desk performance daily, weekly and monthly to Manager Customer Support. Ensuring all service levels are met. Trains Help Desk staff to answer and resolve incoming calls. Assists team in resolution of issues submitted to the Help Desk. The responsibilities of Help Desk Supervisor include:
- Supervise technical support staff's daily activities which would include providing quality technical software/hardware and desktop support with high degree of customer service, technical expertise and timeliness.
- Assign day-to-day work assignments.
- Document, track, and monitor problems to ensure resolution in a timely manner.
- Ensure work assigned to technical staff is completed in a timely and effective manner.
- Monitor helpdesk operations and escalate help-tickets to ensure problems are handled as expeditiously as possible.
- Oversee desktop support problems and resolutions to determine trouble trends or problem support areas and to ensure support procedures are being followed.
- Provide management reports on help-desk operations and issues regarding the support of Information Resources.
- Manager Customer Support in development of standard operating procedures.

Qualification and Experience of Lab Incharge / Data Center RE

Degree : Bachelors in any discipline

Courses : Diploma in CS
(Any IT certification shall be considered a plus)

Experience : Minimum 01 years

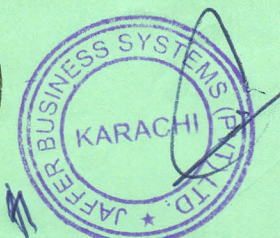


Qualification and Experience of Resident Engineers

Degree : Bachelors in Related Field (BCS/BS/equivalent preferred)

Courses : Technical certification(s) (preferred)

Experience : Minimum 02 years



Total requirement

THE CITY OF NEW YORK

IN SENATE, January 1, 1912.

REPORT OF THE COMMISSIONER OF THE DEPARTMENT OF SOCIAL SERVICES.

FOR THE YEAR ENDING DECEMBER 31, 1911.

ALBANY: JAMES B. LEECH, STATE PRINTER, 1912.

RECEIVED JAN 2 1912

OFFICE OF THE COMMISSIONER OF SOCIAL SERVICES

CONTENTS.

Introduction. The Department of Social Services was created by the City of New York in 1909. Its purpose was to coordinate the various social service agencies of the city and to provide a unified system of social service. The Department has since that time been engaged in a constant effort to improve the social service of the city.

The Department has been successful in its efforts to coordinate the various social service agencies of the city and to provide a unified system of social service. It has been able to secure the cooperation of all the agencies and to bring about a more efficient and economical system of social service.

The Department has also been successful in its efforts to improve the social service of the city. It has been able to secure the cooperation of all the agencies and to bring about a more efficient and economical system of social service.

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It should be noted that required total number of R.E.s, as mentioned above, is an approximate number. Actual requirement may vary as per needs. Therefore, bidders should quote unit price (charges per month per R.E.), which shall remain uniform if the required number of R.E.s is increased or decreased.

Mobile, Computers for REs:

It is the responsibility of the Company to provide the mobile phones to their resident engineers and pay for their official use plus Company will provide all the hardware including computers, printers to their resident engineer working in IBA premises.

Penalty Clause:

The company shall be liable to pay the penalty to IBA @ Rs. 1,500 /day if the Resident Engineer goes absent from duty and a backup person of same qualification and experience isn't provided.

RE Availability:

Resident engineers will be available on all working days, in case of any absence the Company will be responsible to provide another RE in place of absent RE on same day.

Induction

The successful bidder should be willing to induct the persons recommended by IBA and depute them to IBA's locations as and when required.

Performance award:

The successful bidder shall also give cash award based on performance on quarterly basis to one of the deputed staff at each campus. Template for the performance evaluation report (points based) shall be devised by the bidder, and the report for each staff deployed shall be vetted / approved by the respective campus incharge of IT Support of IBA. Person securing the highest marks at each campus shall get the award.

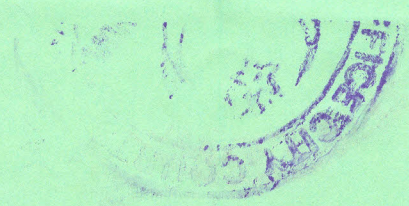
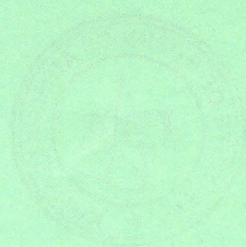
Selection process:

Collection, scrutiny and short listing of CVs for candidates to be deputed to IBA shall be the responsibility of the successful bidder. Before finally appointing the candidate, the bidder shall definitely consult IT Support Manager(s) of IBA for their final opinion.

Renewal of agreement

The agreement shall be initially for one year, and may be renewed for another year(s), subject to satisfactory performance of the service provider. The raise in contract price payable to the service provider shall be mutually agreed upon by IBA and service provider upon completion of every contract year. The said raise shall not be more than 10% of the price of previous year, and shall be exclusive of taxes.





ANNEXTURE B – PRICESHEET OF THE AGREEMENT

Support	Qty	Value/month/RE (PKR)	Total / month
Lab Incharge / Data Center REs	9	22,000.00	198,000.00
Resident Engineers (desktop / network support)	8	22,000.00	176,000.00
Resident Engineers (ERP Support)	2	35,000.00	70,000.00
IT Helpdesk Supervisor	2	50,000.00	100,000.00

Cumulative resource price / Month (a)	540,000.00
Company charges on Resource (@12%) / month (PKR)	65,280.00
Total Resource Price / Month (PKR) (c = a + b)	609,280.00
Help Desk Software Price / Month (PKR) (d)	116,984.00
Total Resource + Help Desk Price per year (PKR) (d = (c + d)*12)	8,715,168.00
Sale Tax on Resource Services (SST) @ 13% (e = b*12*13%)	101,836.80
Sales Tax on Help Desk Software (SST) @ 13% (f = d*12*13%)	182,495.04
Total Resource + Help Desk Price / year Inclusive of Taxes (PKR) (d + e + f)	8,999,499.84.

PKR: Rupees Eight Million Nine Hundred Ninety Nine Thousand Four Hundred Ninety Nine and Eighty Four Paisa's only

