



# HIGH COURT OF SINDH, KARACHI

## REQUEST FOR QUOTATION (RFQ)

*Repair & Maintenance Services for Walk Through Gates Installed at the High Court of Sindh, Karachi*

|                                |                                                                                                                                                                        |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Description / Service Required | Provision of Repair & Maintenance Services for Walk Through Gates Installed at the High Court of Sindh, Karachi (Principal Seat) under a Service Level Agreement (SLA) |
| RFQ No.                        | SHC/RES-II/RFQ/2026-27/13                                                                                                                                              |
| Date of Uploading of RFQ       | Monday, September 22, 2026                                                                                                                                             |
| Last Date for Submission       | Monday, September 28, 2026, up to 1400 hrs                                                                                                                             |
| Method of Procurement          | Request for Quotation (RFQ) Rule 16(a)(i) & (iii) SPPRA, 2010                                                                                                          |
| Contract / SLA Period          | One (01) Year from the date of signing of the Service Level Agreement, extendable for a further period on mutual consent and satisfactory performance                  |
| Contact Person                 | Assistant Registrar (Res-II), High Court of Sindh                                                                                                                      |
| Telephone                      | 021-99203151-59, Ext. 234                                                                                                                                              |
| Site Survey                    | Interested vendors are encouraged to visit the High Court of Sindh premises to inspect the photocopier machines prior to submission of quotation                       |

### 1. BACKGROUND

The High Court of Sindh, Karachi intends to obtain Repair & Maintenance Services for Walk Through Gates installed at various entrances/points of the Principal Seat, Karachi, through a Service Level Agreement (SLA) with a competent, technically qualified and experienced service provider.

Scaled quotations are therefore invited from eligible and technically qualified firms/service providers having relevant experience in repair, maintenance and servicing of Walk Through Gates / Security Screening Gates or similar electronic security equipment.

The selected service provider shall be responsible for ensuring proper functioning, regular preventive maintenance, timely breakdown response and repair of the Walk Through Gates installed at the High Court of Sindh, Karachi.

### 2. SCOPE OF WORK

The selected service provider shall be responsible for the following services:

- Preventive Maintenance of all Walk Through Gates covered under the SLA at least once every quarter, or as otherwise required by the Court.
- Breakdown / Corrective Maintenance of Walk Through Gates upon receipt of a complaint from the concerned branch/office.
- Diagnosis and rectification of faults relating to the electronic, electrical, detection, alarm, display, control and other components of the Walk Through Gates.
- Checking, cleaning, calibration, testing and adjustment of the Walk Through Gates to ensure proper functioning.
- Repair/replacement of defective parts/components where required, subject to the terms of the SLA.
- Deployment of qualified and experienced technical staff for inspection, diagnosis, servicing and repair.
- Maintaining availability of commonly required spare parts/components to minimize downtime.
- Providing a dedicated telephone/mobile contact for lodging and tracking complaints.
- Maintaining a proper record of preventive maintenance visits, breakdown complaints, repairs carried out and parts replaced.
- Submission of quarterly maintenance/service reports to Resident-II Branch, High Court of Sindh, Karachi.
- The service provider shall ensure that all repairs and maintenance work are carried out without causing unnecessary disruption to the normal functioning of the Court.
- Any replacement parts/components supplied under the SLA shall be genuine/OEM or compatible with the existing Walk Through Gates, subject to approval of the concerned office.

## LIST OF WALK THROUGH GATES / ANNEXURE-A

The following 08 (Eight) Walk Through Gates installed at the Principal Seat of the High Court of Sindh, Karachi shall be covered under the proposed SLA:

| Sr.#                     | Location / Point of Installation                                     | Serial Number |
|--------------------------|----------------------------------------------------------------------|---------------|
| 1                        | Main Building Entrance (In Gate)                                     | 21106029038   |
| 2                        | Main Building Old Library                                            | 21106029046   |
| 3                        | Main Building Gate Near Nazir Branch                                 | 21106029045   |
| 4                        | Main Building Second Floor Near Office of Secretary to Chief Justice | 21806044025   |
| 5                        | New Building Public Entrance (HBL Side)                              | 21606001050   |
| 6                        | New Building Gate Near High Court Clinic                             | 21606001060   |
| 7                        | Sahibuddin Block Entrance Gate                                       | 21806044024   |
| 8                        | Main Public Entrance Gate                                            | 2150600310    |
| Total Walk Through Gates |                                                                      | 08 (Eight)    |

## 4. ELIGIBILITY / TECHNICAL QUALIFICATION CRITERIA

Only firms/service providers fulfilling the following minimum requirements shall be considered:

- The firm/company must be a legally registered entity having valid NTN and applicable Sindh Sales Tax Registration (STRN), where required.
- The firm must have relevant experience in repair and maintenance of Walk Through Gates, Security Gates, Metal Detectors or similar electronic security equipment.
- Preference may be given to firms having experience with Government Departments, Courts, Autonomous Bodies or other public-sector organizations.
- The firm shall have qualified/experienced technical personnel capable of attending breakdown complaints and carrying out preventive maintenance.
- The firm shall possess adequate tools, testing equipment and commonly required spare parts/components.
- The firm must have a functional service/support facility in Karachi and adequate capacity to provide timely services at the High Court of Sindh.
- The firm must not have been blacklisted/debarred by SPPRA or any Government Department, autonomous body or public-sector organization.

## 5. SERVICE LEVEL AGREEMENT (SLA) — PERFORMANCE STANDARDS

The following minimum service standards shall form part of the SLA to be executed with the successful bidder:

- Response Time: The service provider shall acknowledge a complaint within 04 working hours of its registration.
- Inspection / Attendance: The service provider shall arrange a technical visit/inspection within 24 hours of receipt of a breakdown complaint.
- Resolution Time: Routine faults/repairs shall preferably be rectified within 24–48 hours of complaint registration.
- In case of a major fault or requirement of any special/imported part, the service provider shall inform Resident-II Branch in writing and provide a reasonable estimated time for completion.
- Preventive Maintenance: Preventive maintenance of each Walk Through Gate shall be carried out at least once every quarter, including inspection, cleaning, testing, calibration/adjustment and checking of relevant components.
- Functional Uptime: The service provider shall make reasonable efforts to maintain a minimum 95% functional uptime of each Walk Through Gate during the SLA period, excluding downtime caused by circumstances beyond the service provider's reasonable control or where major/imported parts are required.

- Service Reports: The service provider shall maintain service records and submit periodic maintenance/complaint reports to Resident-II Branch.
- Complaint Record: Each complaint shall be assigned a service/complaint reference and the date, nature of fault, action taken and date of restoration shall be recorded.

## 6. SPARE PARTS AND REPLACEMENT

- Routine servicing and maintenance shall be covered under the agreed annual SLA charges.
- In case any major spare part/component requires replacement, the service provider shall submit a written quotation/estimate specifying the part, quantity, unit price and applicable taxes before replacement.
- No major spare part shall be replaced without prior approval of the competent authority of the High Court of Sindh.
- All replacement parts shall be genuine/OEM or technically compatible with the installed Walk Through Gate and shall be subject to inspection/verification by the Court.
- Defective parts removed from the equipment may be retained by the Court or produced before the concerned office, if required.

## 7. FINANCIAL PROPOSAL

The bidder shall quote its rates inclusive of all applicable taxes against the following format:

| Sr.#                                       | Description                                                                                             | Unit                    | Qty         | Rate (PKR)<br>(Incl. All Taxes) | Amount (PKR) |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------|-------------|---------------------------------|--------------|
| 1                                          | Annual Repair & Maintenance / AMC of Walk Through Gate, including preventive and corrective maintenance | Per Gate / Per Annum    | 08          |                                 |              |
| 2                                          | Emergency / Additional Call-Out Visit beyond agreed maintenance services, if applicable                 | Per Machine / Per Annum | Per Visit   |                                 |              |
| 3                                          | Spare Parts / Components other than routine servicing items                                             | At Actual + Mark-up %   | As required |                                 |              |
| <b>GRAND TOTAL (Annual Contract Value)</b> |                                                                                                         |                         |             |                                 |              |

**Note:** The quoted annual maintenance rate shall include all routine visits, preventive maintenance, inspection, diagnosis, labour/service charges and ordinary maintenance activities required for satisfactory functioning of the Walk Through Gates.

## 8. SUBMISSION INSTRUCTIONS

- Sealed quotations comprising technical and financial proposals shall be submitted on the firm's official letterhead, duly signed and stamped by the authorized signatory.
- The quotation shall be accompanied by copies of valid NTN/STRN certificates, relevant experience documents and other applicable registration/authorization documents.
- The bidder may inspect the Walk Through Gates installed at the High Court of Sindh, Karachi before submission of its quotation.
- Quotations received after the stipulated date and time shall not be considered.
- Conditional, incomplete or unsigned quotations may be rejected.
- The quotation shall remain valid for a period of 90 days from the last date of submission.

## 9. EVALUATION CRITERIA

Quotations shall be evaluated on the basis of:

- Fulfilment of the eligibility and technical qualification criteria;
- Compliance with the scope of work and SLA requirements;
- Relevant experience and technical capability;
- Availability of qualified technical staff and service support;

- Financial proposal / lowest evaluated annual contract value amongst technically qualified and responsive bidders.

The High Court of Sindh reserves the right to reject any or all quotations or annul the procurement process at any stage in accordance with the applicable procurement rules.

#### 10. TERMS AND CONDITIONS

- The procurement shall be governed by the Sindh Public Procurement Act, 2009 and Sindh Public Procurement Rules, 2010, as amended, and other applicable rules.
- The successful bidder shall execute a formal Service Level Agreement (SLA) with the High Court of Sindh prior to commencement of services.
- The SLA shall remain effective for one (01) year from the date of its execution/signing by both parties, unless terminated earlier in accordance with its terms.
- The SLA may be extended for a further period on mutual consent of both parties, subject to satisfactory performance and approval of the competent authority.
- Payments shall be made on a monthly/quarterly basis, as approved in the SLA, against satisfactory performance and certification by the concerned branch and after deduction of applicable taxes.
- The service provider shall not charge any additional labour/service charges for routine maintenance activities covered under the annual SLA.
- Major spare parts requiring replacement shall be supplied only after prior approval of the competent authority and shall be charged separately as approved.
- The service provider shall maintain confidentiality regarding official information, security arrangements and any information accessed during the provision of services.
- The service provider shall ensure that its technicians comply with all security and access procedures applicable at the High Court premises.
- In case of repeated failure to comply with the agreed service standards, the Court may take appropriate action including deduction of applicable penalty/service charges or termination of the SLA, in accordance with the terms of the agreement.
- Any dispute arising out of the SLA shall, as far as possible, be resolved amicably, failing which the same shall be dealt with in accordance with the applicable laws/rules and jurisdiction at Karachi.

  
Assistant Registrar (Resident-II)  
High Court of Sindh, Karachi

RFQ No. SHC/RES-II/RFQ/2026-27/12 | Issued by Res-II Branch  
High Court of Sindh, Karachi