



HIGH COURT OF SINDH, KARACHI

REQUEST FOR QUOTATION (RFQ)

Repair & Maintenance Services (SLA) for Photocopier Machines Installed at the High Court of Sindh, Karachi

Description / Service Required	Provision of Repair & Maintenance Services for Photocopier Machines installed at the High Court of Sindh, Karachi (Principal Seat) under a Service Level Agreement (SLA)
RFQ No.	SHC/BUD/RFQ/2026-27/10
Date of Uploading of RFQ	Monday, August 24, 2026
Last Date for Submission	Monday, August 31, 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 intends to procure **Repair & Maintenance Services for Photocopier Machines** installed at its Principal Seat, Karachi, through a Service Level Agreement (SLA) with a competent and technically qualified company/service provider. Sealed quotations are invited from eligible, experienced, and technically qualified service providers possessing valid tax registrations and relevant industry experience, in accordance with the Sindh Public Procurement Rules, 2010 (as amended).

In view of the foregoing, it has been considered expedient to enter into a Service Level Agreement (SLA) with a competent and technically qualified company/service provider for the regular repair and maintenance of photocopier machines, selected through a competitive quotation process.

2. SCOPE OF WORK

The selected service provider shall be responsible for the following, at a minimum:

- Preventive (scheduled) maintenance of all photocopier machines installed at the Principal Seat of the High Court of Sindh, Karachi, at least once every quarter.
- Breakdown / corrective (on-call) maintenance and repair of malfunctioning photocopier machines, upon complaint being lodged by the concerned office/branch.
- Supply and replacement of genuine spare parts (routine consumables such as toner, drum, and ink) required for the proper functioning of the machines.
- Deployment of trained and certified technicians for diagnosis, servicing, and repair of photocopier machines of various makes and models.
- Maintaining an adequate inventory of commonly required spare parts to minimize machine downtime.
- Provision of a dedicated helpdesk/contact number for logging of complaints and tracking of service requests.
- Submission of periodic (monthly/quarterly) service and maintenance reports to the Budget Section / I.T. Section of the Court.

3. LIST OF SITES / ANNEXURE-A

The photocopier machines requiring coverage under this SLA are installed at the following locations. The exact number, make, and model of machines at each location shall be provided as Annexure-A and/or made available for inspection during the site survey referred to above:

Sr.#	Location / Branch	No. of Photocopier Machines / Make
1	Principal Seat, High Court of Sindh, Karachi	ANNEXURE-A

4. ELIGIBILITY / TECHNICAL QUALIFICATION CRITERIA

Only those firms/companies meeting the following minimum criteria shall be considered eligible to participate:

- Registered legal entity with valid National Tax Number (NTN) and Sindh Sales Tax Registration Number (STRN), and appearing on the Active Taxpayers List (ATL).
- Minimum three (03) years' demonstrable experience in the repair, maintenance, and servicing of photocopier machines, preferably with government departments, autonomous bodies, or corporate clients.
- Authorized dealership / service partnership (or equivalent certification) for major photocopier brands (e.g., Canon, Ricoh, Toshiba, Sharp, Konica Minolta, Xerox, or equivalent) shall be an added advantage.
- Availability of trained and certified technical staff, along with adequate tools, equipment, and stock of genuine spare parts.
- A functional service/support center in Karachi, with the capacity to respond promptly to all sites covered under this RFQ.
- The firm must not be blacklisted / debarred by SPPRA or any other 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: Acknowledgement of a logged complaint within four (04) working hours.
- Resolution Time: Standard repairs to be completed within twenty-four (24) to forty-eight (48) hours of complaint registration; complex repairs requiring imported/special parts to be completed within a mutually agreed extended timeframe, with prior written intimation to the Court.
- Preventive Maintenance: Scheduled quarterly servicing of each machine, as per an agreed calendar.
- Uptime Guarantee: Minimum ninety-five percent (95%) functional uptime of each machine per month.
- Reporting: Monthly service/maintenance log and complaint-resolution report to be submitted to the Budget Section.
- Penalty for Non-Compliance: In the event of failure to meet the agreed response/resolution times or uptime guarantee, a penalty (as a percentage of the monthly/quarterly service charges, to be specified in the SLA) shall be deducted from the service provider's invoice.

6. FINANCIAL PROPOSAL

Bidders shall quote their rates, inclusive of all applicable taxes, against the format given below. Rates quoted shall remain valid and fixed for the entire contract/SLA period:

Sr.#	Description	Unit	Estimated Qty.	Rate (PKR) (Incl. All Taxes)	Amount (PKR)
1	AMC — Mid-Volume Photocopier (21–40 ppm)	Per Machine / Per Annum	[As per Annexure-A]		
2	AMC — High-Volume / Floor- Standing Photocopier (41 ppm & above)	Per Machine / Per Annum	[As per Annexure-A]		
3	Emergency Call-Out Visit (beyond scheduled preventive maintenance, if applicable)	Per Visit	As required		
4	Genuine Spare Parts (other than consumables such as toner/drum)	At Actual + Markup % (to be quoted)	As required		
GRAND TOTAL (Annual Contract Value)					

7. SUBMISSION INSTRUCTIONS

- Sealed quotations, comprising both technical and financial proposals, must be submitted on the firm's official letterhead, duly signed and stamped by the authorized signatory, on or before the last date and time for submission mentioned above.
- Quotations must be accompanied by copies of NTN/STRN certificates, proof of relevant experience (client list / completion certificates / purchase orders), and authorization/certification documents, where applicable.
- Quotations shall remain valid for a period of ninety (90) days from the last date of submission.
- Quotations received after the stipulated date and time, or that are incomplete, unsigned, or conditional, shall not be considered.
- Any queries regarding this RFQ may be directed to the Contact Person mentioned above during office hours.

8. EVALUATION CRITERIA

Quotations shall be evaluated on the basis of:

- Fulfilment of the Eligibility / Technical Qualification Criteria
- Compliance with the Scope of Work and SLA performance standards
- The lowest evaluated Grand Total (Annual Contract Value) quoted by a technically qualified and responsive bidder.

The Purchaser reserves the right to reject any or all quotations, or to annul the procurement process at any stage, without assigning any reason, in accordance with the Sindh Public Procurement Rules, 2010 (as amended).

9. TERMS AND CONDITIONS

- This procurement shall be governed by the Sindh Public Procurement Act, 2009, and the Sindh Public Procurement Rules, 2010 (as amended), and any subsequent amendments thereto.
- The successful bidder shall be required to execute a formal Service Level Agreement (SLA) with the High Court of Sindh, incorporating the Scope of Work, performance standards, penalty clauses, and payment terms prior to commencement of services.
- Payments shall be made on a monthly/quarterly basis (as agreed in the SLA), against satisfactory performance certified by the concerned Section, and after deduction of applicable withholding taxes.
- All spare parts supplied and fitted must be genuine / OEM-compliant; the Court reserves the right to inspect and reject any substandard part or workmanship.
- The Court reserves the right to terminate the SLA, with due notice, in case of repeated breach of the agreed service standards or unsatisfactory performance.
- The service provider shall maintain confidentiality of all official documents and information accessed during the course of providing services.
- Any dispute arising out of this RFQ or the resultant SLA shall be resolved amicably, failing which it shall be subject to the exclusive jurisdiction of the Courts at Karachi and the review mechanism provided under the Sindh Public Procurement Rules, 2010.

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Assistant Registrar (Budget)
High Court of Sindh, Karachi

*RFQ No. SHC/BUD/RFQ/2026-27/10 | Issued by Budget Branch
High Court of Sindh, Karachi*