



## HIGH COURT OF SINDH, KARACHI

Tender Reference no. *SHC/BUDGET/TENDER/2025-26/VIII/IP Based CCTV Surveillance System*

### BIDDING DOCUMENTS FOR

**TENDER FOR THE SUPPLY, INSTALLATION, TESTING,  
COMMISSIONING, INTEGRATION, DISMANTLING OF EXISTING  
SYSTEM, AND ANNUAL MAINTENANCE CONTRACT (AMC) OF AN  
IP-BASED CCTV SURVEILLANCE SYSTEM FOR THE HIGH COURT  
OF SINDH, KARACHI**

*Through*

EPADS

**MAY 2026**

For General Information & Queries Contact Mr. Ghulam Qadir Sario, J.O.A,  
Phone No. 021 99203151-9 Ext-295, Fax No. 021-99204126.  
Office of the Director General (Finance & Accounts), High Court of Sindh, Karachi  
Court Rd, near Passport Office Saddar & Sindh Secretariat, Saddar Karachi.

## Contents

I.	INTRODUCTION & INSTRUCTION: .....	5
I.	PRINCIPLES OF PROCUREMENT: .....	11
II.	CLARIFICATION AND MODIFICATION OF BIDDING DOCUMENTS: .....	11
III.	OBJECTION(S) ON BID EVALUATION REPORTS:.....	12
IV.	PRELIMINARY EXAMINATION OF BIDS: .....	12
V.	FINANCIAL EVALUATION: - .....	12
VI.	MANDATORY QUALIFICATION/ ELIGIBILITY CRITERIA: .....	12
VII.	TECHNICAL EVALUATION CRITERIA .....	14
VIII.	SCHEDULE OF REQUIREMENTS .....	16
IX.	SAMPLE OF TECHNICAL PROPOSALS/SPECIFICATIONS: - .....	18
X.	WARRANTY, AMC & SUPPORT SERVICES.....	23
XI.	SAMPLE OF FINANCIAL PROPOSALS .....	27
XII.	TERMS & CONDITIONS: .....	30
XIII.	(INTEGRITY PACT).....	34

No. SHC/BUDGET/TENDER/2025-26/VIII/IP Based CCTV Surveillance System Dated: \_\_ - \_\_ -2026

**BID SUBMISSION LETTER**

To  
The Learned Registrar, Sindh  
High Court, Karachi.

**Subject: SUBMISSION OF BID FOR THE TENDER FOR THE SUPPLY, INSTALLATION, TESTING, COMMISSIONING, INTEGRATION, DISMANTLING OF EXISTING SYSTEM, AND ANNUAL MAINTENANCE CONTRACT (AMC) OF AN IP-BASED CCTV SURVEILLANCE SYSTEM FOR THE HIGH COURT OF SINDH, KARACHI**

Respected Sir,

We, the undersigned, are pleased to submit our proposal for the tender titled "**THE TENDER FOR THE SUPPLY, INSTALLATION, TESTING, COMMISSIONING, INTEGRATION, DISMANTLING OF EXISTING SYSTEM, AND ANNUAL MAINTENANCE CONTRACT (AMC) OF AN IP-BASED CCTV SURVEILLANCE SYSTEM FOR THE HIGH COURT OF SINDH, KARACHI**"

” Enclosed within these sealed envelopes (Financial Proposal & Bid Security) is our comprehensive bid document.

We further authorize Mr. \_\_\_\_\_, holding CNIC No. \_\_\_\_\_, to represent our organization and attend all bid-related meetings and proceedings on our behalf.

We acknowledge and accept that the Sindh High Court reserves the absolute right to accept or reject any proposal at its discretion and may annul the bidding process without providing any reason or explanation. We also affirm that the decision of the Purchase Committee shall be final, binding, and immune from any challenge on any forum. Furthermore, the Purchase Committee shall not bear any liability for losses or damages incurred by any party relying on its decisions.

We thank you for the opportunity to participate in this process and assure you of our commitment to delivering services of the highest standard.

Sincerely,

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company Name: \_\_\_\_\_

Date: \_\_\_\_\_

\*No need to print this on company letter head.

# HIGH COURT OF SINDH, KARACHI

No. SHC/BUDGET/TENDER/2025-26/VIII/IP Based CCTV Surveillance System Dated: 20-05-2026

## TENDER NOTICE

The High Court of Sindh, Karachi invites electronic bids from suppliers who are registered with SPPRA for e-Procurement on the **e-Pak Acquisition and Disposal System (EPADS)**, having valid **Income Tax and Sales Tax registrations** and appearing on the **Active Taxpayers List (ATL) of FBR and SRB**. This Invitation to Bids follows the Procurement Advertisement for the subject project, which has also been uploaded to the **High Court of Sindh and EPADS**.

Tender Title	<b>THE TENDER FOR THE SUPPLY, INSTALLATION, TESTING, COMMISSIONING, INTEGRATION, DISMANTLING OF EXISTING SYSTEM, AND ANNUAL MAINTENANCE CONTRACT (AMC) OF AN IP-BASED CCTV SURVEILLANCE SYSTEM FOR THE HIGH COURT OF SINDH, KARACHI</b>
Last Date & time of Submission of Bids	<b>Monday, 8<sup>th</sup> June, 2026 at 10:30 a.m.</b>
Date & Time of Opening of Bids	<b>Monday, 8<sup>th</sup> June, 2026 at 11:00 a.m.</b>
Bid Opening Location	<b>Office of the Director General (Finance and Accounts)</b>

*In case the tender opening date falls on a public holiday or any unforeseen circumstance occurs beyond the control of the Procuring Agency, the tender shall be opened on the next working day at the same time and venue, without any further notice.*

- For use of EPADS, unregistered bidders may first register on the website <https://sindh.eprocure.gov.pk/>. In case of any technical difficulty in registration or use of EPADS, prospective bidders may contact **SPPRA's Technical Support Team**.
- The e-bidding documents, as per applicable regulations and containing detailed terms and conditions, specifications, and requirements, are available to registered bidders on EPADS at <https://sindh.eprocure.gov.pk/> and official website of Sindh High Court.
- In terms of Rule 37(2) of the Sindh Public Procurement Rules, 2010, all bids must be accompanied by a Bid Security equivalent to 5% of the total bid value in the shape of Deposit at Call, Pay Order, Demand Draft, Call Deposit Receipt (CDR), or Bank Guarantee issued by a scheduled bank in Pakistan, in favour of the Registrar, High Court of Sindh, Karachi. Prospective bidders shall upload a scanned copy of the Bid Security on EPADS along with the electronic bid submission. **However, the original hard copy of the Bid Security, along with the hard copy of the bid, must also be submitted within the prescribed date and time.**
- The bidding shall be conducted in accordance with the **Single Stage – Two Envelope Procedure, Sindh Public Procurement Rules, 2010**, accordance with Rule 46(2) of Sindh Public Procurement Rules, 2010 (Amended).
- For general information & queries contact Mr. Ghulam Qadir Sario, J.O.A, Phone No. 021-99203151-9 Ext-295, Fax No. 021-99204126.
- The Sindh High Court reserves the right to accept/reject any or all offers subject to rules.

**DIRECTOR GENERAL (FINANCE & ACCOUNTS)**  
**CHAIRMAN, PROCUREMENT COMMITTEE**

## **I. INTRODUCTION & INSTRUCTION:**

### **1. PROJECT INTRODUCTION**

The High Court of Sindh, Karachi intends to procure, install, test, commission, integrate, operationalize, and maintain a modern IP-Based CCTV Surveillance System under the project titled:

**“TENDER FOR THE SUPPLY, INSTALLATION, TESTING, COMMISSIONING, INTEGRATION, DISMANTLING OF EXISTING SYSTEM, AND ANNUAL MAINTENANCE CONTRACT (AMC) OF AN IP-BASED CCTV SURVEILLANCE SYSTEM FOR THE HIGH COURT OF SINDH, KARACHI”**

The objective of the project is to strengthen the security infrastructure, centralized surveillance, monitoring capabilities, and operational control within the premises of the High Court of Sindh, Karachi through deployment of a modern Artificial Intelligence (AI) enabled IP-based CCTV Surveillance Solution.

The contractor/successful bidder shall be responsible for providing a complete turnkey IP-based CCTV Surveillance Solution including supply, installation, integration, testing, commissioning, configuration, training, documentation, dismantling of existing surveillance infrastructure, and comprehensive Annual Maintenance Contract (AMC) services in accordance with the approved BOQ, technical specifications, and requirements of the Procuring Agency.

**The solution shall include, but not be limited to:**

- AI-enabled IP Cameras
- PTZ Cameras
- ANPR/LPR Cameras
- Network Video Recorders (NVRs)
- Managed Switches
- Fiber Optic Infrastructure
- CAT-6 Structured Cabling
- UPS & Power Backup Systems
- Parking Barrier Automation System
- Video Wall / Monitoring Displays
- Network Racks & Junction Boxes
- Storage Solutions
- Control Room Infrastructure
- Civil Works & Conduiting
- Configuration & Integration Services
- Documentation & Training
- Dismantling of Existing System
- Comprehensive AMC Services

**“The bidders are strongly encouraged to visit the installation sites/premises of the High Court of Sindh, Karachi in coordination with AO Maintenance of this Court before submission of bids in order to assess site conditions, physical dimensions, horizontal/vertical cable routes, installation requirements, operational environment, and all associated project requirements. The project shall be executed strictly on turnkey basis.”**

In case any item, accessory, material, or service required for successful completion and operationalization of the system is found missing from the BOQ/specifications, the same shall be deemed included in the bidder’s scope without any additional cost to the Procuring Agency.

## **2. PROJECT SCOPE**

The scope of work includes complete supply, installation, testing, commissioning, integration, configuration, operationalization, dismantling of existing system, training, documentation, warranty support, and comprehensive maintenance of an AI-enabled IP-Based CCTV Surveillance System together with associated electrical, networking, communication, and monitoring infrastructure at the High Court of Sindh, Karachi.

### **2.1 DELIVERY**

Delivery shall be considered complete when all offered equipment, materials, accessories, and components are delivered at the designated site(s) of the High Court of Sindh, Karachi in accordance with the approved Schedule of Requirements.

The supplier shall provide genuine and brand-new equipment sourced through authorized distribution channels.

The successful bidder shall provide Manufacturer Authorization Certificates (where applicable) confirming that the offered products/equipment are genuine, supported by OEM, and shall not be declared End-of-Life (EOL) or End-of-Support (EOS) during the contract period.

### **2.2 INSTALLATION**

Installation shall be considered complete when all supplied equipment and associated infrastructure are properly installed, mounted, terminated, configured, labeled, tested, and made operational at all designated locations/sites of the High Court of Sindh, Karachi in accordance with approved specifications and standards.

Installation scope shall include all allied works including:

- Camera mounting
- Pole installation
- Fiber laying

- CAT6 cabling
- Ducting/conduiting
- Power wiring
- Rack installation
- Cable dressing
- Labeling/tagging
- Junction box installation
- Civil works
- Surface restoration
- Earthing/grounding
- Electrical terminations

### **2.3 INTEGRATION**

Integration shall include complete configuration and interoperability of all active and passive components including:

- Cameras
- NVRs
- Switches
- Storage
- Video Management System (VMS)
- ANPR/LPR Solution
- Parking Barrier System
- Video Wall
- Control Room Equipment
- Monitoring Stations
- Existing surveillance infrastructure (where applicable)

The supplier shall ensure smooth and seamless operation of the complete surveillance ecosystem on centralized monitoring architecture.

All testing, integration, commissioning, and configuration-related costs shall be borne entirely by the supplier.

### **2.4 STORAGE REQUIREMENTS**

The bidder shall provide adequate recording storage capacity for all surveillance cameras in accordance with project requirements.

Storage calculations shall consider:

- Camera resolutions
- Compression standards
- Frame rates
- Recording schedules
- Motion detection/event recording
- Redundancy requirements
- Retention period

The proposed storage solution shall support reliable 24/7 recording operations and future scalability.

The supplier shall verify and optimize recording storage during implementation and commissioning stages.

## **2.5 OPERATIONAL ACCEPTANCE**

Operational Acceptance shall mean successful installation, configuration, integration, testing, commissioning, and operationalization of the complete surveillance system in accordance with OEM standards and requirements of the High Court of Sindh, Karachi.

The Operational Acceptance Certificate shall be issued after satisfactory performance, testing, and successful operation of the installed system for a period determined by the Procuring Agency.

Until issuance of Operational Acceptance Certificate, the complete system shall remain fully covered under warranty/support obligations without any additional cost to the Procuring Agency.

## **2.6 TRAINING & DOCUMENTATION**

The successful bidder shall provide comprehensive hands-on operational and technical training to the concerned officials/staff of the High Court of Sindh, Karachi.

Training should include:

- System operation
- Live monitoring
- Playback/search
- Video export
- User management
- Event handling
- Basic troubleshooting
- Health monitoring
- Backup procedures
- Reporting features

The supplier shall also provide complete documentation including:

- As-built drawings
- Network diagrams
- Fiber layout
- IP addressing scheme
- VLAN mapping
- Configuration backups
- Test reports
- Warranty documents
- User manuals
- OEM datasheets

## 2.7 AI-BASED SURVEILLANCE SOLUTION REQUIREMENTS

### a) Facial Recognition & Intelligent Analytics

The system shall support AI-based intelligent surveillance features including:

- Human/vehicle classification
- Facial recognition
- Face detection
- Smart motion detection
- Perimeter protection
- Intrusion/tripwire analytics
- People counting
- Event search
- Intelligent playback
- Smart tracking
- Blacklist/whitelist monitoring
- Vehicle recognition
- ANPR/LPR integration

The system shall support centralized alert generation and intelligent event handling.

### b) High Availability & Scalability

The proposed solution shall be enterprise-grade, scalable, reliable, and capable of future expansion.

The system shall support:

- Centralized management
- Multi-user architecture
- High availability
- Redundancy
- Network failover
- RAID support
- N+M clustering (where applicable)
- Hot standby capability
- Real-time monitoring
- Remote access
- Centralized recording and playback

Failure of one component/device shall not affect complete system operations.

### c) Operating Software / VMS

The bidder shall provide OEM-supported Video Management Software (VMS) and associated licensing required for complete operation of the surveillance system.

The software shall support:

- Centralized management
- Live monitoring
- Playback
- Event handling
- Alarm management
- User rights management
- Device health monitoring
- Video analytics
- Multi-screen display
- Recording management
- Third-party integration (where applicable)

All software licenses shall be perpetual and transferred in the name of the High Court of Sindh, Karachi upon completion of project.

The supplier shall provide software updates/upgrades during warranty and AMC period without additional cost.

#### **d) Cyber Security & Vulnerability Management**

The successful bidder shall ensure cyber security hardening of all surveillance and network components.

The supplier shall be responsible for:

- Firmware updates
- Security patching
- Vulnerability mitigation
- Password security
- Device hardening
- Secure configuration
- Network segregation

All identified critical/high vulnerabilities shall be rectified on priority basis as directed by the Procuring Agency.

#### **e) Security Clearance of Staff**

The contractor shall ensure that all technical staff deployed at the High Court of Sindh, Karachi are professionally trained, properly supervised, and compliant with security protocols/instructions of the Procuring Agency.

The Procuring Agency may require identification details or verification of deployed staff whenever deemed necessary.

#### **f) Mandatory Site Survey**

All participating bidders are strongly encouraged to conduct detailed site survey before submission of bids in coordination with **Administrative Officer (Maintenance)- AO (M)**

No additional claim arising from lack of site knowledge shall be entertained later.

### **g) Price Requirements**

The quoted bid price shall include complete cost of all BOQ items, accessories, materials, labor, installation, integration, testing, commissioning, configuration, training, warranty, AMC, taxes, duties, transportation, insurance, civil works, and all incidental services required for successful completion of the project. No separate payment shall be made for any item/service necessary for operationalization of the complete solution.

### **h) Compatibility with Existing Infrastructure**

The successful bidder shall ensure compatibility and interoperability of the proposed solution with existing surveillance/network infrastructure wherever required.

Any required integration/configuration necessary for smooth operation of the complete system shall be carried out without additional cost to the Procuring Agency.

### **i) Technical Specifications of Equipment**

All proposed equipment/components shall:

- Be latest/current generation products
- Be fully supported by OEM
- Not be End-of-Life (EOL)
- Not be End-of-Support (EOS)
- Carry valid OEM warranty
- Be sourced through authorized channels
- Comply fully with prescribed technical specifications

The bidder shall clearly mention make, model, country of origin, and technical specifications of all offered equipment in the Technical Proposal.

## **I. PRINCIPLES OF PROCUREMENT:**

Sindh High Court believes in fair, open, transparent and corruption free tender process. It is ensured that procurements are conducted in a *fair and transparent manner* and the object of procurement brings value for money to our organization. Hence, bidders are directed to provide soft & hard copies of all required documents as mentioned in “Eligibility Criteria”. We strictly follow “No Gift Policy” and do not favor any bidder. Any influence for winning the tender will disqualify the bidder from the tender process and bidder may be black listed for the lifetime subject to rules.

## **II. CLARIFICATION AND MODIFICATION OF BIDDING DOCUMENTS:**

Bidding Document has been prepared as per rules. A prospective Bidder requiring any clarification of the Bidding Documents may approach Procuring

Agency through E-PADS. The Procuring Agency will respond in writing to any request for clarification of the Bidding Documents that it receives no later than three (03) days before the deadline for submission of bids. Copies of the Procuring Agency's response (including an explanation of the query but not identifying its source) will be uploaded on EPADS within three days prior to closing date of Bids.

### **III.OBJECTION(S) ON BID EVALUATION REPORTS:**

The Bid Receiving Time Sheet, Bid Attendance Sheet, Eligibility Criteria Report, Technical Bid Evaluation Report, and Financial Bid Evaluation Report shall be uploaded on the official website of the High Court of Sindh. Any prospective bidder requiring clarification of the Bidding Documents may approach the Procuring Agency through E-PADS. Objection(s), if any, shall be submitted in accordance with the prescribed procedure.

### **IV.PRELIMINARY EXAMINATION OF BIDS:**

Procurement Committee shall examine the bids to confirm that all required documents and specifications/ technical documentation requested in bidding documents have been provided, and to determine the completeness of each document submitted. If any of the required documents or information is missing, the bid shall be rejected. Further, Sindh High Court shall examine the Bid to confirm that all terms and conditions specified in the bidding documents have been accepted by the Bidder without any material deviation or reservation.

### **V. FINANCIAL EVALUATION: -**

Financial evaluation of the eligible/technically qualified bid(s) shall be carried out on a single-scheme basis, as specified in the financial proposal. All applicable Government taxes shall be levied in accordance with the prevailing rules. The tender may be awarded to the **most advantageous bidder(s)**, subject to fulfillment of all terms and conditions of the bidding documents and compliance with the specifications and requirements of the Sindh High Court, as stipulated in the bidding documents and applicable rules (Rule-49 SPPR-2010).

### **VI. MANDATORY QUALIFICATION/ ELIGIBILITY CRITERIA:**

S.No.	Eligibility / Qualification Criteria	Means of Verification	Bidder's Assessment (Yes/No)
a.	Bidder must be Original Equipment Manufacturer (OEM) or OEM's Authorized Distributor / Dealer / Partner / System Integrator authorized for supply, installation, and support of the offered CCTV Surveillance Solution in Pakistan.	Copy of Manufacturer Certificate OR Valid Manufacturer Authorization Certificate / Partnership Certificate / Authorization Letter issued by OEM or authorized distributor.	
b.	Bidder must have relevant experience of supply, installation, testing, commissioning, and maintenance of IP-Based CCTV Surveillance Systems, networking, fiber optic infrastructure, or similar security projects in at least five (05) organizations during last Five (05) years.	Copy of Work Orders / Purchase Orders / Contracts / Completion Certificates / Acceptance Certificates with contact details of client organizations.	
c.	Bidder must have an average annual sales volume / gross turnover of at least PKR 40 million over the last three (03) years.	Audited Financial Statements / Bank Statements / Income Tax Returns / Sales Tax Returns.	
d.	Bidder must have qualified technical staff including at least Two (02) trained/certified technical resources relevant to CCTV, Networking, Fiber Optics, or Surveillance Systems.	Copies of Technical Certifications / Training Certificates / Experience Certificates of technical staff.	
e.	Bidder/OEM must have capability to provide cyber security support, firmware updates, vulnerability handling, and technical support for the proposed surveillance solution.	Undertaking on company letterhead along with supporting technical documentation/brochures (if applicable).	
f.	Bidder must possess valid Pakistan Engineering Council (PEC) registration in the relevant category/codes for CCTV, surveillance, networking, or security system works.	Valid PEC Registration Certificate indicating relevant category and specialization codes.	
g.	Bidder must be registered with Income Tax, Sales Tax, and Sindh Revenue Board (SRB), and must appear on Active Taxpayer List (ATL) of FBR.	Copies of NTN Certificate, GST Registration Certificate, SRB Registration Certificate, and ATL verification.	
h.	Bidder must not be blacklisted by any Government, Semi-Government, Autonomous, or Public Sector Organization.	Affidavit/Undertaking on Stamp Paper duly attested by Oath Commissioner or Notary Public.	
i.	Bidder shall submit complete Technical Proposal, brochures, datasheets, compliance sheets, and required supporting documents as specified in the bidding documents.	Complete Technical Proposal with supporting documents.	

j.	Bidder must accept all terms, conditions, specifications, warranty obligations, and AMC requirements mentioned in the bidding documents.	Signed and stamped undertaking on company letterhead.	
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### IMPORTANT NOTES

1. Failure to fulfill any mandatory eligibility requirement may render the bid non-responsive.
2. The High Court of Sindh, Karachi reserves the right to verify any document, information, office location, technical resource, or project claimed by the bidder.
3. Submission of fake, forged, misleading, or fabricated documents shall result in disqualification and may lead to blacklisting proceedings under SPPRA Rules, 2010.
4. The Procuring Agency may seek clarification or additional information/documents from any bidder during the evaluation process.
5. The bidder shall ensure that all offered products/equipment are genuine, brand new, unused, and fully supported by OEM during the contract period.
6. Bidder Shall clearly mention **make & model**, warranty terms, delivery timeline, implementation schedule, and post installation support commitments in the proposal

## VII. TECHNICAL EVALUATION CRITERIA

### 1. EVALUATION METHOD

The Technical Proposal shall be evaluated first. Financial Proposals of only technically qualified bidders shall be opened.

The bidder obtaining minimum **70% marks** in Technical Evaluation shall be considered technically responsive/qualified.

The contract shall be awarded to the **Most Advantageous Bid** in accordance with Rule-38 of SPP Rules, 2010.

### 2. TECHNICAL EVALUATION / MARKING CRITERIA

S.No.	Description	Maximum Marks
1	Firm Profile & General Standing	15
2	Financial Strength	15
3	Relevant Experience & Technical Capability	30
4	Methodology, Work Plan & Technical Compliance	15
5	Human Resources & Technical Staff	10
6	Tools, Equipment & Local Support Infrastructure	05
7	Warranty, AMC & Support Services	10
<b>TOTAL</b>		<b>100 Marks</b>

**3. DETAILED TECHNICAL EVALUATION CRITERIA****3.1 FIRM PROFILE & GENERAL STANDING (15 Marks)**

<b>S.No.</b>	<b>Description</b>	<b>Marks</b>
1.1	Type of Organization	05
	Proprietorship	02
	Partnership Firm	03
	Private Limited / Public Limited Company	05
1.2	Valid NTN, GST & SRB Registration	02
1.3	Active Taxpayer Status (ATL)	01
1.4	Company Profile / Organization Structure	02
1.5	ISO Certification (ISO 9001 / 27001 or equivalent)	03
1.6	Years of Relevant Business Experience in CCTV / Surveillance / Networking Field	02
	05 Years or Above	02
	02-03 Years	01
	Less than 02 Years	00

**3.2 FINANCIAL STRENGTH (15 Marks)**

<b>S.No.</b>	<b>Description</b>	<b>Marks</b>
2.1	Financial turnover during last 03 Years supported by audited statements.	10
	PKR 100 Million or above	10
	PKR 80 Million to 99 Million	08
	PKR 50 Million to 79 Million	05
	Less than PKR 50 Million	00
2.2	Bank Certificate / Bank Statement / Financial Soundness Certificate	05

**3.3 RELEVANT EXPERIENCE & TECHNICAL CAPABILITY (30 Marks)**

<b>S.No.</b>	<b>Description</b>	<b>Marks</b>
3.1	Experience of Similar CCTV / Surveillance / Networking / Fiber Projects during last 03 Years	15
	08 or more projects of similar nature	15
	05-07 similar projects	10
	03-04 similar projects	05
3.2	Experience of Government / Judiciary / Public Sector / Multinational company Projects	05
3.3	OEM Authorization / Partnership / Dealership for Offered Products	05
3.4	Relevant PEC Registration in appropriate category/code (where applicable)	05

**3.4 METHODOLOGY, WORK PLAN & TECHNICAL COMPLIANCE (15 Marks)**

<b>S.No.</b>	<b>Description</b>	<b>Marks</b>
4.1	Understanding of Project & Proposed Methodology	05
4.2	Work Plan / Implementation Schedule	03
4.3	Compliance with Technical Specifications & BOQ	05
4.4	Quality Assurance / Safety Plan / Testing Methodology	02

**3.5 HUMAN RESOURCES & TECHNICAL STAFF (10 Marks)**

S.No.	Description	Marks
5.1	Qualified Engineers / Technical Staff	04
5.2	OEM Certified / Trained Technical Resources	04
5.3	Organizational Structure for Project Execution & Support	02

**3.6 TOOLS, EQUIPMENT & LOCAL SUPPORT INFRASTRUCTURE (05 Marks)**

S.No.	Description	Marks
6.1	Availability of Tools, Testing Equipment & Installation Infrastructure	03
6.2	Office / Technical Support Presence in Karachi	02

**3.7 WARRANTY, AMC & SUPPORT SERVICES (10 Marks)**

S.No.	Description	Marks
7.1	Warranty & AMC Support Commitment	04
7.2	Availability of Spare Parts / Backup Equipment	02
7.3	Complaint Response & Resolution Mechanism	02
7.4	Preventive Maintenance & Technical Support Plan	02

**VIII. SCHEDULE OF REQUIREMENTS**

The delivery schedule expressed in weeks/days hereinafter shall be reckoned from the date of issuance of Notification of Award / Letter of Acceptance by the High Court of Sindh, Karachi.

All goods, equipment, materials, and services shall be supplied, installed, tested, commissioned, integrated, and handed over at the premises of the High Court of Sindh, Karachi on Delivered Duty Paid (DDP) basis, inclusive of insurance coverage.

The quoted rates shall be on DDP basis and inclusive of all applicable taxes, stamp duties, levies, fees, inland transportation, loading/unloading, insurance, installation, integration, testing, commissioning, training, documentation, civil works, and all incidental charges up to the final destination/site(s) of the Procuring Agency. No separate payment shall be made for incidental or allied services required for successful execution of the project.

**PROJECT IMPLEMENTATION SCHEDULE**

Sr. No.	Job Description	Liquidated Damages Applicable	Project Duration / Timeline	Delivery / Installation Site
1	Submission of Detailed Project Execution Plan, Methodology, Network Layout, Implementation Schedule, and Deployment Strategy	No	Within 01 Week from issuance of Notification of Award	High Court of Sindh, Karachi

2	Supply & Delivery of Complete IP-Based CCTV Surveillance Equipment, Accessories, Networking Components, Fiber Infrastructure, UPS Systems, Control Room Equipment, and Allied Material	Yes	Within 04 Weeks	High Court of Sindh, Karachi
3	Installation, Cabling, Fiber Laying, Civil Works, Configuration, Integration, Testing, Commissioning, and System Deployment at all designated locations/sites	Yes	Within 08 Weeks	High Court of Sindh, Karachi
4	Configuration of NVRs, Switches, VLANs, Surveillance Software, ANPR/LPR System, Barrier Management System, Video Wall, and Centralized Monitoring Solution including Final Testing & Operational Acceptance	Yes	Within 04 Weeks	High Court of Sindh, Karachi
5	Submission of As-Built Drawings, Documentation, IP Allocation Tables, Configuration Backups, Training of Staff, and Final Handover of Complete Operational System	Yes	Within 01 Week	High Court of Sindh, Karachi
6	Comprehensive One (01) Year Warranty and One (01) Year Comprehensive Annual Maintenance Contract (AMC) including Preventive & Corrective Maintenance Services	Yes	From the date of Operational Acceptance Certificate	High Court of Sindh, Karachi

### PROJECT COMPLETION PERIOD

The complete project including supply, delivery, installation, integration, testing, commissioning, operational acceptance, documentation, training, dismantling of existing system, and handover of the complete IP-Based CCTV Surveillance System shall be completed within a maximum period of Eighteen (18) Weeks from the date of issuance of Notification of Award / Letter of Acceptance.

### LIQUIDATED DAMAGES

In case of delay in completion of the project beyond the stipulated timeline, liquidated damages may be imposed in accordance with SPPRA Rules, 2010 and terms & conditions of the contract agreement, unless such delay is justified and approved by the Procuring Agency.

### DELIVERY & INSTALLATION LOCATION

- **High Court of Sindh, Karachi**

**IX. SAMPLE OF TECHNICAL PROPOSALS/SPECIFICATIONS: -**

S.No	Article	Description	Qty
1	Make and Model: 8MP AI WizSense WizColor SMD Plus Fixed Focal Bullet IP Network Camera Dahua or Equivalent	8MP (3840×2160), 1/1.8" progressive scan CMOS (larger sensor for superior low-light performance). WizColor technology with 4x warm light LEDs , illumination distance 50m (no IR LEDs). Minimum illumination: 0.0004 lux @F1.0. Fixed lens options: 2.8mm (H:110°), 3.6mm (H:93°), or 6mm (H:57°) with F1.0 aperture. 120dB True WDR, 3D NR, BLC, HLC, Defog, LDC. Smart H.265+/H.264+ compression. WizSense AI suite: SMD Plus (human/vehicle classification), Perimeter Protection IVS (intrusion/tripwire with human/vehicle classification) Built-in microphone (audio recording). I/O: RJ-45 (10/100 Base-T) only; optional alarm in/out. Micro SD slot up to 256GB or 512GB. IP67, metal casing, -40°C to +60°C. Power: 12V DC or PoE (8023af)—consumption: basic 2.3W (DC)/3.2W (PoE), max 6.1W (DC)/7.4W (PoE). ONVIF Profiles S/G/T. Minimum Warranty: 1 year.	90
2	8MP Professional Network Camera (Bullet/Dome as per Site Requirement) Dahua or Equivalent	8MP (3840×2160) IP camera with 1/2.7" CMOS sensor , maximum output 8MP @20fps or 2688×1520 @25/30fps . Compression: H.265/H.264 . Imaging features: DWDR , 3D Noise Reduction , Backlight Compensation , White Balance . Audio: Built-in microphone. Analytics: Human Detection (tripwire/intrusion optional). Illumination: IR LED with minimum 30m to 50M distance (850nm). visible light / warm light / strobe required. Power: 12V DC ±25% and PoE (802.3af Class 3) . Protection: IP67 weather rating. Operating temperature: -40°C to +60°C . Lens: Fixed (2.8mm or 3.6mm field of view as per site requirement). Storage: Optional Micro SD card slot (max 256GB) .Minimum Warranty: 1 year	408
3	8MP 25× Starlight IR PTZ Network Camera with standard Iron Mounting Pole (Dahua or Equivalent)	8MP (3840×2160) PTZ camera with 1/1.8" CMOS sensor, 25x optical zoom (5.4mm to 135mm), Starlight technology for low-light color imaging, 120dB True WDR, H.265/H.264, SMD 3.0 or 4.0 human/vehicle classification, Auto-tracking 3.0 (active and passive), IVS with face detection and face recognition, IR distance 150m with intelligent IR, ePoE support (long distance transmission up to 800m), IP67 rating, -40°C to +70°C operation, built-in heater/fan, micro SD card slot (up to 256GB), and 24V AC / PoE+ (802.3at) power with pole as per site requirement. Minimum Warranty: 1 year.	12
4	4MP Access ANPR / LPR Camera – Dahua or Equivalent	Dedicated 4MP ANPR/LPR Camera with Pakistan number plate recognition algorithm, deep learning AI analytics, support for vehicle classification, whitelist/blacklist management, integrated relay outputs for barrier control, active deterrence, Starlight+ imaging technology, built-in microphone/speaker, and IP67 + IK10 protection. \nMinimum Warranty: 1 Year.	2
5	Pro Series Automatic Parking Programmable Barrier E-Tag System (2x Barrier Integrated Solution) ZKTeco or Equivalent with Licensed Software for total number of vehicles	Supply, installation, testing, and commissioning of complete Pro Series Automatic Parking Barrier System comprising 2x Units of heavy-duty automatic boom barriers with programmable speed for entry and exit lanes. System shall include integrated UHF RFID readers, ANPR-compatible access management, centralized access controller, radar-based vehicle and pedestrian detection anti-smash sensors, traffic light signaling units, and complete automation for controlled vehicle movement. The solution shall support intelligent entry/exit management, whitelist/blacklist vehicle handling, anti-smash safety mechanism for human and vehicle, remote monitoring, and integration with CCTV and control room infrastructure for fully automated parking access control operations, with complete reporting system in software and over for 5,000 number of vehicles. Minimum Warranty 1 Year.	1

6	64-Channel AI Network Video Recorder (Dahua WizSense or Equivalent)	64-channel 1.5U AI-enabled Network Video Recorder with WizSense technology. Must support 448/448/448 Mbps incoming/recording/outgoing bandwidth, for stable handling of multiple 8MP/4K IP cameras with Smart H.265+ compression . NVR shall include SMD Plus (16 channels), Perimeter Protection IVS (8 channels), Face Detection (4 channels), Face Recognition (up to 30,000 images), Video Metadata (4 channels), and AcuPick intelligent search (4 channels), Supports N+M cluster and iSCSI . ONVIF compliance for third-party camera integration. Supports 4 SATA HDDs (up to 20TB each) with RAID 0/1/5/6/10 and 1 eSATA for external storage . Features dual 10/100/1000 Mbps Gigabit Ethernet ports (bonding/failover/multi-address), 2 x HDMI (8K output), 2 x VGA, 3 x USB (1 front USB 2.0, 2 rear USB 3.0), (AI enabled) , alarm I/O (16 in / 6 out), audio I/O (1 in / 2 out), and 1.5U chassis. Suitable for 24/7 enterprise-level centralized surveillance and control room applications. Minimum Warranty: 1 year.	8 pcs
7	10TB Surveillance Grade HDD – Seagate SkyHawk / WD Purple or Equivalent	Supply of Surveillance Grade 3.5-inch SATA III (6 Gb/s) surveillance-grade HDD Hard Disk Drive, Seagate SkyHawk, WD Purple, or equivalent, designed for 24/7 continuous video recording in CCTV/NVR systems. Drive shall support optimized firmware for surveillance workloads, high reliability, and smooth multi-camera HD recording with low frame loss, with Minimum 1 Year or 2 Year warranty .	32 pcs
8	10-Port Managed Industrial Gigabit PoE Switch or Equivalent	All-gigabit port design, Total POE Budget 120W , Supports IEEE802.3af, IEEE802.3at, Hi-PoE and IEEE802.3bt (red port) standards, 250 m long-distance PoE transmission (10 Mbps). PoE Watchdog, Supports STP, RSTP, and ERPS., IEEE802.1Q-based VLAN configuration, Manual link aggregation and static LACP, Desktop mount and DIN-rail mount. Minimum Warranty 1 Year	4 pcs
9	20 Port Managed Gigabit PoE Switch Rack Mount or Equivalent	16 x PoE ports (10/100/1000 Mbps) , 2 x Gigabit RJ-45 uplink ports , and 2 x 1000 Mbps SFP uplink ports . PoE standard: 802.3af/at/Hi-PoE/bt . Features: PoE Watchdog , 250m long distance PoE mode , intelligent PoE (scheduling/priority), STP/RSTP , static link aggregation , IEEE 802.1Q VLAN , WEB-managed , and centralized cloud management . Includes rack mount kit. Minimum Warranty: 1 year.	29
10	28-Port Managed Gigabit PoE Switch (Rack Mount) or Equivalent	28-port managed Gigabit PoE switch with 24 x PoE ports (10/100/1000 Mbps) . Features: WEB and SNMP network management , STP/RSTP redundancy , PoE power consumption management , PoE power-off scheduling , PoE watchdog for auto-device reboot, and 250m long-distance PoE transmission mode . PoE standards: 802.3af / 802.3at on all PoE ports; Ports 1 & 2 support 802.3bt (Hi-PoE compatible) . Warranty: 1 year.	13
11	52-Port Managed Gigabit Fiber Switch with 10G Uplink or Equivalent	Managed Gigabit switch with 48 x 10/100/1000 SFP fiber ports and 4 x 10G SFP+ uplink ports . Features: IRF2 intelligent resilient stacking , web GUI + CLI management , port aggregation (static/LACP) , Layer 2 VLAN (802.1Q) , ACL , QoS , and advanced routing characteristics (static routing / RIP). High performance with 10G uplink and all-gigabit fiber connectivity. Minimum Warranty: 1 year.	2
12	28-Port L2+ Managed Gigabit Switch with 10G Uplink or Equivalent	Managed Gigabit switch with 24 x Gigabit RJ-45 ports and 4 x 10G SFP+ uplink ports . Features: STP/RSTP/ERPS for network redundancy, IEEE 802.1Q VLAN , static link aggregation and static LACP , web-based management , EMC compliant with lightning protection . Supports desktop or rack mount installation. Minimum Warranty: 1 year.	2
13	10G SFP+ Optical Transceiver Module Cisco/Huawei or equivalent	10G SFP+ Optical Transceiver Module Cisco/Huawei or equivalent, supporting 10Gbps transmission with DDM functionality and hot-swappable desig, Fully interoperable with Cisco switches and other major brand.	10
14	1.25G SFP Optical	1.25G SFP Optical Transceiver Module (Cisco, Huawei, or Equivalent)	110

	Transceiver Module (Cisco, Huawei, or Equivalent)	supporting 1000BASE-LX/LH transmission over single mode fiber up to 20KM distance with DDM functionality.	
15	9U Wall Mount Network Rack with PDU and Fan or Equivalent,	9U Rack size H:18", W:600mm, D:550mm, designed for standard 19" rack mountable equipment. Rack shall include removable ventilated side panels, lockable tempered glass front door, adjustable mounting rails with M6 cage nut support, fixed tray, integrated cooling fan, and complete cable management arrangement. Rack shall be supplied complete with Power Distribution Unit (PDU), suitable for structured cabling, surveillance, and networking applications. Cabinet shall feature powder-coated finish, proper ventilation, lock and key arrangement, and secure housing for active and passive network equipment.	39
16	42U 600x1000, Floor Standing Network Rack with 4x PDU and Fan (Indoor, Fully Equipped) Mikrolink, Aitek or Equivalent	Supply and installation of 42U 19" floor-standing rack, H: 75", W: 600mm, D: 1000mm, cold-rolled steel construction with anti-static powder coating. Rack shall include 3x fixed shelves, 1x sliding shelf, adjustable vertical mounting rails with M6 cage nut compatibility, tempered glass front door, perforated rear door, and removable side panels. Unit shall be equipped with integrated thermal management system including forced-air cooling fans, 4x rack-mounted PDUs for power distribution, and structured cable management system for optimized airflow, load balancing, and high-density active/passive equipment deployment in controlled IT environment	1
17	12 Core Central Loose Tube Optical Fiber Cable or Equivalent	12 Core Central Loose Tube Optical Fiber Cable with 250µm color coded fibers in gel-filled loose tube, suitable for outdoor and indoor installations. Specifications: Outer Diameter: 7.0–10.5 mm (±0.3), Crush Strength: 1000N, Minimum Bending Radius: 20 × Cable OD, Operating Temperature: -10°C to +70°C, High Tensile Strength or Equivalent.	23,463 ft
18	24 Core Central Loose Tube Steel Armored Optical Fiber Cable or Equivalent	24 Core Central Loose Tube Steel Armored Optical Fiber Cable with 250µm color coded fibers in gel-filled loose tube, protected with water blocking tape and corrugated polyethylene laminated steel armor. Cable shall include two parallel steel strength members with Virgin PE outer sheath, suitable for outdoor installations. Specifications: Outer Diameter: 7.5-10.5, Crush Strength: 1000N, Minimum Bending Radius: 20 × Cable OD, Operating Temperature: -10°C to +70°C, High Tensile Strength or Equivalent.	1980 ft
19	CAT6 UTP 23 AWG High Quality Copper Imported and International Brand or Equivalent	CAT6 UTP 23 AWG 4-Pair twisted pair network cable with high-quality copper conductors, compliant with ANSI/TIA/EIA standards for structured cabling systems. Suitable for Gigabit Ethernet and high-speed data transmission applications, supporting low signal attenuation, reduced crosstalk, stable bandwidth performance, and reliable transmission for voice, data, and IP-based network systems.	33,860 mtr
20	Outdoor Network Junction Box / Rack (with Cooling Fans) or Equivalent	Weatherproof outdoor network junction box or rack, suitable for housing fiber termination, network switches, and passive equipment. Unit shall be lockable, corrosion resistant, and equipped with ventilation system including cooling fans for proper heat dissipation, along with cable entry glands and structured cable management for safe and organized installation in surveillance/network infrastructure.	3 pcs
21	Cable Manager Corning or Equivalent	PVC Cable Manager (Corning Volition or equivalent), suitable for 19" rack mounting, designed for proper horizontal cable routing and management in structured cabling systems. Cable manager shall be durable PVC construction with finger duct design, ensuring organized cable dressing, reduced cable stress, and improved airflow within network racks. Compatible with standard rack-mounted networking equipment.	57 pcs
22	Supply of round CCTV camera box or Equivalent	made of high-quality UPVC material, water resistant and suitable for indoor and outdoor installations. Designed for secure camera mounting with concealed cable management and protection against dust and	498 pcs

		moisture. Compatible with dome, bullet, and turret cameras	
23	Accessories & Miscellaneous, Camera Brackets or Equivalent	RJ45 Copper Connectors, Power Cables & Adapters, Labels & Tagging for all points, ties, clips, bolts, checknuts, Installation Hardware, Camera Iron Brackets for bullet/dome as per site requirement, (screws, anchors, clamps)	1 Lot
24	Fiber Patch Cord 3 Meter (3M or Equivalent)	Fiber Optic Patch Cord, duplex/simplex as required, with high-quality low-loss connectors. Patch cord shall be factory terminated, polished, and tested for low insertion loss and high return loss, suitable for optical fiber network connectivity in ODF, patch panels, and networking equipment. Suitable for high-speed data transmission in structured fiber optic systems.	250 pcs
25	24-Port Loaded Fiber ODF (Optical Distribution Frame) 3M Corning or Equivalent	24-Port Loaded Fiber Optic Distribution Frame complete with SC/LC adapters, pigtails, splice trays, and cable management accessories. Suitable for termination, protection, and organized distribution of fiber optic cables in structured network infrastructure.	3 pcs
26	12-Port Loaded Fiber ODF (Optical Distribution Frame) 3M Corning or Equivalent	12-Port Fiber Optic Distribution Frame (ODF) complete with splice tray, pigtails, adapters, and cable management accessories. Suitable for termination, protection, and distribution of optical fiber cables in structured fiber network systems.	42 pcs
27	55" 4K LED Smart Borderless TV – TCL or Equivalent	55" 4K LED Smart Borderless Google TV – TCL or Equivalent suitable for surveillance monitoring, video wall applications, and control room display operations.	8 pcs
28	HDMI Fiber Optic Cable (4K – 15/10 Meter) Ugreen or Equivalent	15/10 Meter HDMI Fiber Optic Cable supporting 4K Ultra HD resolution for long-distance, lossless audio-video transmission. Suitable for control room and video wall applications with high bandwidth and stable performance.	23 pcs
29	Duct Channel 60x60mm/UPVC Conduits Complete with All Accessories (Adamjee, or Equivalent)	UPVC Conduits / Duct channel with internal dimensions 60mm x 60mm , minimum wall thickness 2.5mm , UV stabilized for Pakistan sunlight, smooth internal bore. Supply to be complete with all accessories including: UPVC pipes (1 inch or 1.25 inch as required), U-clips , metal/plastic bands , saddles , tees , sockets/couplers , end caps , bends/elbows (90° & 45°) , and junction boxes as required for complete installation	30,073 ft
30	2 Core Copper Electric Wire (40/76 – or Equivalent)	Supply and installation of 2 Core Copper Electric Wire, size 40/76 (or equivalent), suitable for general electrical power distribution and wiring applications. Cable shall consist of high-conductivity copper conductors with durable PVC insulation and outer sheath, providing safe current carrying capacity, flexibility, and long service life. Suitable for indoor/outdoor electrical installations in accordance with standard electrical safety practices.	7,161 ft
31	Short Backup UPS 1000VA (APC, Stabimatic or Equivalent)	1000VA Line Interactive UPS with built-in Automatic Voltage Regulation (AVR), designed for stable power backup and protection of IT and networking equipment. UPS shall support 220VAC, 50Hz single phase input/output with fast transfer time, overload protection, and intelligent battery management system for reliable performance. Suitable for networking devices surveillance systems, or Equivalent.	26 pcs
32	Power System & Protection (Control Room): Schneider Original or equivalent	Supply of complete electrical distribution system for CCTV Control Room including MCB DB with circuit segregation, SPDs for surge protection, and complete earthing/grounding system. Work includes internal wiring, labeling, load balancing, and safe power distribution to all control room equipment ensuring stable and protected power supply.	1 Lot
33	5 KVA Line Interactive UPS for Main Gate, Equipment or Equivalent	Supply of 5 KVA Line Interactive UPS, Tower Type, supporting 220VAC, 50Hz operation with Single Phase Input and Single Phase Output. UPS shall include Built-in AVR, LCD Display, and compatible Battery Bank with 12V 18AH Lithium Batteries for reliable backup and power protection 1 Year UPS Warranty or Equivalent	1 pcs

34	Control Room Power Backup Solution or Equivalent	complete Control Room Power Backup Solution Fixation comprising centralized 2 Units x 10 Kva UPS system Batteries. System shall provide uninterrupted and conditioned power supply to all critical surveillance, networking, video wall, workstation, and control room equipment during utility power failure and voltage fluctuations.	1 Lot
35	High-Performance Workstation PC with 8GB RTX 5060 with 27" AOC Led or Equivalent	High-performance workstation with Intel Core i7 13th Gen (13700) tray processor (16 cores, 24 threads, up to 5.2GHz, 30MB cache, 65W base / 219W max turbo). Must be paired with Intel B760M chipset motherboard supporting DDR4 up to 3200MHz (PCIe 4.0, M.2 NVMe, 1GbE LAN, HDMI/VGA/DP outputs). Memory: 32GB DDR4-3200 (single/dual channel). Storage: 512TB NVMe SSD with PCIe Gen 4x4 interface and 4TB HDD Backup Drive , read up to 3500MB/s (or higher). Graphics: NVIDIA RTX 5060 8GB GDDR6X, DirectX 12 Ultimate, Ray Tracing Gen 3, DLSS 3). Power supply: 650W-850W 80+ Bronze certified (non-modular or modular, active PFC, dual +12V rails, 120mm fan). CPU cooler: direct-touch 92mm/120mm tower cooler with PWM fan (TDP support minimum 150W). Casing: ATX mid-tower with 3 pre-installed RGB fans (120mm), mesh front panel, tempered glass side panel, top magnetic dust filter, USB 3.0 x 2 + USB 2.0 x 2 front ports with 27 Inch Led, Minimum Warranty: 1 year	1 Lot
36	Installation, cabling, wiring, termination, testing, commissioning, civil works, network configuration, system design, documentation, and training as per scope of work or Equivalent	Complete turnkey installation, cabling, wiring, termination, testing, and commissioning of CCTV system as per BOQ and technical specifications. Scope includes all cables, consumables, and labor; civil works including trenching, digging, laying of UPVC conduits/HDPE pipes, backfilling, and surface restoration; system design and engineering of CCTV and network infrastructure; complete mounting, alignment, and commissioning of all cameras, network devices, racks, UPS, and control room equipment; end-to-end cabling, termination, labeling, tagging, and professional cable management; network configuration including IP addressing scheme, VLAN creation for surveillance and management segregation, network segmentation, IP pool definition, bandwidth optimization with QoS and IGMP snooping, and secure device integration with access control; rack management including cable dressing, patching, PDU integration, and airflow management; control room setup including NVR configuration, video wall integration, and recording optimization; testing, troubleshooting, system optimization, and surveillance network validation; complete documentation including as-built drawings, IP allocation table, VLAN mapping table, switch port mapping, configuration backups, and test reports; and training for operators and administrative staff on system handling and basic maintenance.	1 Job
37	Dismantling of Existing CCTV Surveillance System or Equivalent	Careful dismantling, removal, packing, and handover of complete existing CCTV surveillance infrastructure including approximately 270+ CCTV cameras, DVRs/NVRs, network and power cabling, PVC/GI duct channels, junction boxes, racks, accessories, and all related passive/active components. Scope shall include dismantling and removal of approximately 17,000 Rft existing wiring/cabling with proper labeling, segregation, coiling, and safe handling to avoid damage during removal process.  Work shall include required labor, tools, lifting equipment, site protection, proper packing, transportation within premises, and organized handover of all dismantled materials to High Court of Sindh, Karachi as directed by Engineer/Consultant.	1 Job
38	Comprehensive 1 Year Annual Maintenance Contract (AMC) for	Comprehensive AMC for complete CCTV surveillance infrastructure including preventive and corrective maintenance of cameras, NVRs/DVRs, network switches, fiber links, racks, UPS systems, storage	1 Job

	CCTV Surveillance System or Equivalent	<p>devices, control room equipment, cabling, and all associated active/passive components. Scope shall include routine health checks, firmware updates, cleaning, fault rectification, network troubleshooting, recording verification, system optimization, and replacement/re-termination of minor consumables required for smooth system operation.</p> <p>AMC shall include periodic preventive maintenance visits, emergency breakdown support, remote troubleshooting, configuration backup, performance monitoring, and reporting to ensure uninterrupted 24/7 operation of the surveillance and monitoring system.</p>	
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**Important Instructions:**

- a. All quoted products shall be genuine, brand new, unused, and sourced through official authorized distribution channels. Refurbished or grey-channel products shall not be accepted.
- b. Bidder shall have qualified technical staff, engineers, and installation team for execution, configuration, integration, and support of the proposed system.
- c. Proposed equipment shall meet or exceed the required technical specifications. Any lower specification, non-compliant, or downgraded product shall lead to disqualification.
- d. Bidder shall clearly mention warranty terms, delivery timeline, implementation schedule, and post-installation support commitments in the proposal.
- e. **Bidder Shall clearly mention make & model, warranty terms, delivery timeline, implementation schedule, and post installation support commitments in the proposal.**

## **X WARRANTY, AMC & SUPPORT SERVICES**

### **01 YEAR COMPREHENSIVE WARRANTY**

The successful bidder shall provide comprehensive One (01) Year OEM-backed Warranty for the complete IP-Based CCTV Surveillance System including all supplied equipment, devices, accessories, software, networking infrastructure, power systems, storage systems, and associated components under the project.

The warranty shall include:

- On-site maintenance and support services
- Repair/replacement of defective parts
- OEM technical support
- Firmware/software updates
- Configuration support
- Troubleshooting services
- Preventive maintenance
- Corrective maintenance

The warranty period shall commence from the date of issuance/signing of the Operational Acceptance Certificate by the High Court of Sindh, Karachi.

## **01 YEAR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC)**

The successful bidder shall provide One (01) Year Comprehensive OEM-backed Annual Maintenance Contract (AMC) after completion of warranty period or as specified in the contract agreement.

The AMC shall include complete maintenance and support services for the entire CCTV Surveillance Infrastructure including:

- IP Cameras
- PTZ Cameras
- ANPR/LPR System
- NVRs
- Switches
- Fiber Infrastructure
- UPS Systems
- Storage Devices
- Control Room Equipment
- Video Wall/Displays
- Parking Barrier System
- Network Infrastructure
- Cabling System
- Power System
- Associated Active & Passive Components

The AMC shall include preventive, corrective, emergency, and breakdown maintenance services together with all required labor, technical support, and replacement of minor consumables required for smooth and uninterrupted system operations.

### **TERMS & CONDITIONS OF WARRANTY / AMC**

1. Any equipment/component found defective, malfunctioning, damaged, or non-operational during the Warranty/AMC period shall be repaired or replaced by the supplier without any additional cost to the High Court of Sindh, Karachi.
2. Any component found non-genuine, refurbished, counterfeit, or not conforming to approved specifications shall be rejected immediately and replaced by the supplier at its own risk and cost.
3. The supplier shall provide OEM-backed support and advance replacement/RMA services for critical equipment/components wherever applicable.
4. The supplier shall provide firmware updates, software patches, security updates, and configuration support for the complete surveillance system during Warranty/AMC period without additional cost.
5. The supplier shall provide on-site technical support services whenever required by the Procuring Agency.
6. The supplier shall deploy qualified technical resources for maintenance/support services during working hours and emergency breakdown situations.
7. The supplier shall maintain complete maintenance records, service reports, complaint logs, fault resolution reports, and preventive maintenance reports throughout the contract period.
8. The supplier shall ensure safe handling and protection of surveillance recordings/configurations while repairing or replacing any device/component.
9. The supplier shall be responsible for rectification of cyber security vulnerabilities, firmware issues, configuration weaknesses, and software-related security concerns identified during the contract period.

10. The supplier shall maintain adequate inventory/stock of critical spare parts and equipment to ensure timely replacement and uninterrupted operations.
11. Preventive maintenance visits shall be carried out periodically in accordance with OEM recommendations and approved maintenance schedules.
12. The supplier shall ensure uninterrupted operational availability of the surveillance system during the Warranty/AMC period.

### **SERVICE LEVEL REQUIREMENTS (SLR)**

The supplier shall provide support services on 24x7x365 basis for complaint registration, emergency response, and fault rectification.

The severity levels shall be categorized as follows:

#### **SEVERITY-1 (CRITICAL / RED)**

Major failure impacting multiple cameras, recording systems, control room operations, surveillance network, storage systems, or centralized monitoring operations resulting in severe operational disruption.

Examples include:

- Failure of surveillance system on multiple floors/areas
- Centralized NVR/storage failure
- Major network failure
- Control room outage
- Failure of critical AI surveillance services

#### **SEVERITY-2 (MAJOR / ORANGE)**

Failure of any major equipment/component causing partial disruption of surveillance operations while temporary/alternate operations remain functional.

Examples include:

- Failure of surveillance system on one floor/section
- Failure of major switch/NVR/device
- PTZ malfunction
- ANPR system failure

#### **SEVERITY-3 (MINOR / YELLOW)**

Minor operational issues, intermittent faults, warnings, alerts, performance degradation, or isolated device failures not causing major operational disruption.

Examples include:

- Single camera fault
- Minor configuration issue
- Storage warning
- Playback issue
- Technical assistance requirement

**RESPONSE & RESOLUTION TIME MATRIX**

<b>Severity Level</b>	<b>Reporting / Response Time</b>	<b>Backup / Temporary Arrangement</b>	<b>Resolution / Recovery Time</b>
Severity-1 (Red)	Within 03 Hours	Within 06 Hours	Within 24 Hours
Severity-2 (Orange)	Within 06 Hours	Within 12 Hours	Within 72 Hours
Severity-3 (Yellow)	Within 12 Hours	As Required	Within 96 Hours

**DEFINITIONS****Reporting / Response Time**

Reporting/Response Time means the time duration between lodging of complaint by the High Court of Sindh, Karachi through phone, email, web portal, or official communication and the arrival/response of the supplier's technical resource capable of initiating diagnostics and troubleshooting.

**Recovery / Resolution Time**

Recovery/Resolution Time means the total time taken from complaint registration until restoration of normal operations including troubleshooting, repair, replacement, configuration, testing, and successful operational recovery of faulty equipment/system.

**SUPPORT HOURS**

Regular support services shall be provided during official working hours of the High Court of Sindh, Karachi. However, emergency breakdown support and critical fault resolution services shall remain available on 24x7 basis whenever required by the High Court of Sindh, Karachi.

**PREVENTIVE MAINTENANCE**

The supplier shall perform periodic preventive maintenance of the complete surveillance system including:

- Cleaning of cameras/equipment
- Health checks
- Recording verification
- Storage monitoring
- Firmware upgrades
- Network inspection
- Power system inspection
- Fiber/network testing
- Configuration backup
- System optimization

Preventive maintenance reports shall be submitted to the High Court of Sindh, Karachi. after each maintenance visit.

## XI. SAMPLE OF FINANCIAL PROPOSALS

### BILL OF QUANTITIES (BOQ) / DETAILED PRICE SCHEDULE

**(Bidder must follow the prescribed format of the Financial Proposal and clearly mention the make and model.)**

S.No.	Article	Qty	Unit	Unit Rate including of all Applicable Taxes (PKR)	Total Amount (PKR)
1	8MP AI WizSense WizColor SMD Plus Fixed Focal Bullet IP Network Camera Dahua or Equivalent	90	Nos		
2	8MP Professional Network Camera (Bullet/Dome as per Site Requirement) Dahua or Equivalent	408	Nos		
3	8MP 25× Starlight IR PTZ Network Camera with standard Iron Mounting Pole (Dahua or Equivalent)	12	Nos		
4	4MP Access ANPR / LPR Camera – Dahua or Equivalent	2	Nos		
5	Pro Series Automatic Parking Programmable Barrier E-Tag System (2x Barrier Integrated Solution) ZKTeco or Equivalent with Licensed Software for total number of vehicles	1	Lot		
6	64-Channel AI Network Video Recorder (Dahua WizSense or Equivalent)	8	Nos		
7	10TB Surveillance Grade HDD – Seagate SkyHawk / WD Purple or Equivalent	32	Nos		
8	10-Port Managed Industrial Gigabit PoE Switch or Equivalent	4	Nos		
9	20 Port Managed Gigabit PoE Switch Rack Mount or Equivalent	29	Nos		
10	28-Port Managed Gigabit PoE Switch (Rack Mount) or Equivalent	13	Nos		
11	52-Port Managed Gigabit Fiber Switch with 10G Uplink or Equivalent	2	Nos		
12	28-Port L2+ Managed Gigabit Switch with 10G Uplink or Equivalent	2	Nos		
13	10G SFP+ Optical Transceiver Module Cisco/Huawei or equivalent	10	Nos		

14	1.25G SFP Optical Transceiver Module (Cisco, Huawei, or Equivalent)	110	Nos		
15	9U Wall Mount Network Rack with PDU and Fan or Equivalent,	39	Nos		
16	42U 600x1000, Floor Standing Network Rack with 4x PDU and Fan (Indoor, Fully Equipped) Mikrolink, Aitek or Equivalent	1	No		
17	12 Core Central Loose Tube Optical Fiber Cable or Equivalent	23,463	Ft		
18	24 Core Central Loose Tube Steel Armored Optical Fiber Cable or Equivalent	1,980	Ft		
19	CAT6 UTP 23 AWG High Quality Copper Imported and International Brand or Equivalent	33,860	Mtr		
20	Outdoor Network Junction Box / Rack (with Cooling Fans) or Equivalent	3	Nos		
21	Cable Manager Corning or Equivalent	57	Nos		
22	Supply of round CCTV camera box or Equivalent	498	Nos		
23	Accessories & Miscellaneous, Camera Brackets or Equivalent	1	Lot		
24	Fiber Patch Cord 3 Meter (3M or Equivalent)	250	Nos		
25	24-Port Loaded Fiber ODF (Optical Distribution Frame) 3M Corning or Equivalent	3	Nos		
26	12-Port Loaded Fiber ODF (Optical Distribution Frame) 3M Corning or Equivalent	42	Nos		
27	55" 4K LED Smart Borderless TV – TCL or Equivalent	8	Nos		
28	HDMI Fiber Optic Cable (4K – 15/10 Meter) Ugreen or Equivalent	23	Nos		
29	Duct Channel 60x60mm/ UPVC Conduits Complete with All Accessories (Adamjee, or Equivalent)	30,073	Ft		

30	2 Core Copper Electric Wire (40/76 – or Equivalent)	7,161	Ft		
31	Short Backup UPS 1000VA (APC, Stabimatic or Equivalent)	26	Nos		
32	Power System & Protection (Control Room): Schneider Orginal or equivalent	1	Lot		
33	5 KVA Line Interactive UPS for Main Gate, Equipment or Equivalent	1	No		
34	Control Room Power Backup Solution or Equivalent	1	Lot		
35	High-Performance Workstation PC with 8GB RTX 5060 with 27" AOC Led or Equivalent	1	Lot		
36	Installation, cabling, wiring, termination, testing, commissioning, civil works, network configuration, system design, documentation, and training as per scope of work or Equivalent	1	Job		
37	Dismantling of Existing CCTV Surveillance System or Equivalent	1	Job		
38	Comprehensive 1 Year Annual Maintenance Contract (AMC) for CCTV Surveillance System or Equivalent	1	Job		

### GRAND SUMMARY OF FINANCIAL BID

Sr. No.	Description	Amount (PKR)
1-38	Grand Total Cost (Including All Taxes)	
In Words:		

## **XII. TERMS & CONDITIONS:**

1. **Bidding Method:** The bidding shall be conducted in accordance with the **Single Stage – Two Envelope Procedure, Sindh Public Procurement Rules, 2010**, accordance with Rule 46(2) of Sindh Public Procurement Rules, 2010 (Amended).
2. **Qualification/ Eligibility:** Bidders are bound to submit hard copies of all documents as mentioned in Eligibility Criteria Section, to establish their eligibility to participate in bid. In case of non-availability of either soft or hard copy, bidder may be disqualified.
3. **Bid Security:** In terms of Rule 37(2) of the Sindh Public Procurement Rules, 2010, all bids must be accompanied by a Bid Security equivalent to **5% of the total bid value** in the shape of Deposit at Call, Pay Order, Demand Draft, Call Deposit Receipt (CDR), or Bank Guarantee issued by a scheduled bank in Pakistan, in favour of the Registrar, High Court of Sindh, Karachi. Prospective bidders shall upload a scanned copy of the Bid Security on EPADS along with the electronic bid submission. However, the original hard copy of the Bid Security, along with the hard copy of the bid, must also be submitted within the prescribed date and time.
4. **Late Bids:** Sindh High Court shall not consider any bid that arrives after the deadline for submission of bids, as reflected in NIT. Any bid received after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.
5. **Responsive Bids:** A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. Non-responsive Bids shall not be considered. Bidders are advised in their own interest to prepare their bids as per format, requirements, terms & conditions, mentioned in bid documents. Bidders are also advised to submit soft and hard copies of all required documents along with their bids.
6. **Award of Contract:** Sindh High Court may award the Contract to the **qualified Bidder** whose offer has been determined to be the lowest bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.
7. **Notification/ Purchase Order for Award of Contract:** Prior to the expiration of the period of bid validity, Sindh High Court will notify the successful Bidder, in writing, that its Bid has been accepted. Until a formal Contract is prepared and executed, the purchase order/ notification of award shall constitute a binding Contract.
8. **Performance Security:** The bid security of successful bidder will be released after submission of Performance Security equal to **5% of total cost of contract**.
9. **Release of Performance Security:** Performance Security shall be released after successful delivery of goods and issuance of satisfactory certificate from the concerned officer.
10. **Validity Period:** The procurement contract will be awarded within bid **validity period i.e. 90 days** as per SPRRA Rules.
11. **Receiving/Acceptance of Purchase Order:** The vendor will sign the copy of the Purchase Order as acknowledgement. Copy of Purchase Order along with relevant

documents must be submitted along with bill.

12. **Project Completion:** The successful bidder/contractor shall complete the supply, installation, testing, commissioning, integration, dismantling of existing system, and operationalization of the IP-Based CCTV Surveillance System within the stipulated period (**Eighteen (18 -weeks)**) as prescribed in the bidding documents/work order from the date of issuance of Purchase Order/Letter of Award. No request for unnecessary extension of time shall ordinarily be entertained. In case of failure to complete the project within the stipulated timeline, action shall be taken against the defaulting firm in accordance with SPPRA Rules, 2010, and terms & conditions of the contract, including blacklisting, wherever applicable.
13. **Delayed Delivery:** 1% penalty of the total amount will be imposed per day for which the company/firm/agency failed to deliver within the delivery/execution period.
14. **Inspection:** Physical inspection will be carried out by the Building Supervisor of this Court. Ordered material is subject to final inspection at the time of delivery.
15. **Quantity Delivered:** Competent Authority reserves the right to increase/decrease the quantity as per requirement and availability of funds, as per rules.
16. **Payment Term:** Payment shall not be made in advance before making delivery. Payment shall be issued by the office of A.G Sindh through online payment or cheque will be handed over to bidder (s) or his authorized representative (s).
17. **Condition of Goods:** All items must meet in all respects with the sample/specifications & conditions of the Order and must be in good condition & conform to the best industrial quality standards; otherwise they will be liable to be rejected as per rules.
18. **Rejection of Goods:** We reserve the right to cancel any or all the items if material is not in accordance with our specification or if the delivery is delayed.
19. **Disclosure of Confidential Script/Material:** All rights reserve with the SHC and no information either in written/electronic media/copying form should be disseminated without the permission of the authority.
20. **Resolution of Differences:** In case of any difference or dispute arises between the parties, the same shall be dealt with as per rules.
21. **Rules, Regulations & Policies:** All rules, regulations and policies will be governed in accordance to the SPPRA.
22. **Mistakes in Calculation:** The contractor/ supplier will be liable for any mistakes in calculation of price/ rate and amount and shall be liable to suffer the loss arises at any stage of contract, due to mistakes in calculation or tax rates.
23. **Government tax(es), levi(es) and charges(s):** All Government taxes (including Income tax and stamp duty), levies and charges will be charged as per rules. Bidder should keep them updated regarding taxation issues in consultation with the relevant tax regulatory authorities.
24. **Stamp Duty:** Stamp duty will be levied as per rules. All matters of stamp duty shall be dealt with by the budget branch and A.G Sindh.
25. **Alternative Bids:** Alternative bids shall not be considered and complete tender shall be rejected being non-responsive.
26. **Cost of Bidding:** Tender documents can be downloaded free of cost. However, the Bidder shall bear all costs associated with the preparation and submission of its bid,

and Sindh High Court shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

27. **Rights of Sindh High Court:** Sindh High Court reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.
28. **Interest on Late Payments:** No interest shall be paid on late payment if cheque is received late from the Office of A.G Sindh. However, every effort shall be made for timely payments to successful bidders.
29. **Insurance:** The goods supplied under that contract should be fully insured. All cost of insurance shall be paid by the successful bidder. If the goods are not insured, then risk if any shall be suffered by the successful bidder
30. **Warrants:** Supplier must warrant that goods supplied would be new, unused and as per best industrial standards. All terms and conditions of standard warranty shall be applicable.
31. **Termination of Contract:** SHC may terminate the contract, if the successful bidder fails to supply all or parts of goods within definite time or fails to perform any other obligations of contract or bidder has failed to submit performance security or bidder has involved in fraud/ corruption.
32. **Manipulation of Tender Documents:** Any type of manipulation/ alteration/ changes in tender document by the bidder for favoring the bidder shall not be tolerated under any circumstances and bid shall be rejected being non-responsive.
33. **BIDDER'S DECLARATION & UNDERTAKING:** We hereby certify, confirm, and undertake that:

- We have carefully read and fully understood all terms and conditions, specifications, drawings, scope of work, and instructions contained in the bidding documents.
- The quoted rates are firm, final, unconditional, and inclusive of all applicable taxes, duties, transportation, insurance, labor, installation, testing, commissioning, integration, civil works, training, documentation, warranty obligations, and all other incidental charges necessary for complete execution of the project.
- We agree to supply, install, test, commission, integrate, configure, and operationalize the complete IP-Based CCTV Surveillance System strictly in accordance with the approved specifications and requirements of the Procuring Agency.
- We undertake to complete the project within the stipulated completion period mentioned in the bidding documents/work order.
- We certify that all offered products/equipment are genuine, brand new, unused, and compliant with the prescribed specifications.
- We agree to provide comprehensive warranty and AMC services as required under the contract.
- We understand that the Procuring Agency reserves the right to reject any or all bids subject to relevant provisions of SPPRA Rules, 2010.

We certify that all information provided in this Financial Proposal is true, correct, and authentic.

<b>Name:</b>	
<b>Designation:</b>	
<b>Signature &amp; stamp</b>	
<b>Cell No</b>	

### **XIII. (INTEGRITY PACT)**

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC  
PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN  
CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract No. \_\_\_\_\_ Dated \_\_\_\_\_

Contract Value: \_\_\_\_\_

Contract Title: \_\_\_\_\_

..... [Name of Contractor] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative department or agency thereof or any other entity owned or controlled by GoS through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Contractor] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoS, except that which has been expressly declared pursuant hereto.

[name of Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoS and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[Name of Contractor] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoS under any law, contract or other instrument, be voidable at the option of GoS.

Notwithstanding any rights and remedies exercised by GoS in this regard, [name of Contractor] agrees to indemnify GoS for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoS in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Contractor] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoS.

Name of Procuring Agency: .....

Name of Contractor: .....

Signature: .....

Signature: .....

[Seal]

[Seal]