

SINDH HIGH COURT, KARACHI

TENDER DOCUMENT

FOR THE YEAR 2022-2023

Dated: 12-09-2023

**SLA for Service & Maintenance of CCTV Equipment installed
at the High Court of Sindh**

Name of Bidding Organization	
Type of Bidding Organization (Proprietor/ Partnership/ Private Limited/ Public Limited)	
NTN Number :	
GST Number:	
Official Whataap Number:	
Official E-mail ID:	
Active ID of A.G Sindh	
Name & Signature of Head of Bidding Organization	
Name & Signature of Authorized/ Focal Person	
Stamp of Company	

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Tender Reference No. _____

Dated _____-09-2022

To,

**The Learned Registrar,
Sindh High Court,
Karachi.**

Respected Sir,

We, the undersigned, offer to provide our services for **SLA for Service & Maintenance of CCTV Equipment installed at the High Court of Sindh**, as a Bid, sealed in an envelope.

Mr. _____ son of _____ holding CNIC No. _____,
Cell No. _____ has been authorized to attend the Bid Meetings on behalf of
our organization.

We understand that Sindh High Court is not bound to accept any Proposal you receive and reserves the right to accept or reject any offer and to annul the bidding process and reject all proposals without assigning any reason or having to owe any explanation whatsoever.

The decision of Purchase Committee shall be final and cannot be challenged on any ground at any forum and the Purchase Committee will not be liable for any loss or damage to any party acting in reliance thereon.

Sincerely,

Name:	
Designation:	
Signature:	
Stamp:	

1. INTRODUCTION:

Dear Tenderer:

The **SINDH HIGH COURT (SHC)** is the highest judicial institution of the province of Sindh. We are interested in **SLA for Service & Maintenance of CCTV Equipment installed at the High Court of Sindh**, as mentioned in tender document, from your esteemed firm / agency for one financial year. The rates shall be valid for full term of the contract (one year).

2. INSTRUCTIONS:

- (a) The Sindh High Court, Karachi (SHC) expects that aspirant vendors should furnish all the required documents to ensure a transparent and genuine presentation. Therefore, it is necessary to fill in the Tender document meticulously and sign & stamp each and every page. **Moreover, attach required supporting documents according to the requirement.**
- (b) It is of utmost important to fill in the Tender Form in writing in ink or type. Do not leave any column/item blank. **If you want to leave the item/column un-answered please, write "Doesn't Apply/Doesn't Arise".** If you need more space please attach a paper & clearly mention item/column name or number etc. that referred the column/item of the Tender Form.
- (c) **The last date to submit the Tender Document, separate technical & financial proposals in sealed envelopes is on or before 2nd October,2023 by 10:45 a.m.** in the Office of the MIT-II, Sindh High Court, Karachi. **The technical proposals will be opened on the same day at 11:30 a.m.** in the presence of representatives who may care to attend. **Date and time of opening of financial proposals of technically qualified bids will be communicated to the technically qualified bidders in advance** through website of Sindh High Court.
- (d) **Bid Security of 2% of total annual fee (with all taxes)** will be submitted along with Tender Document in shape of "PAY ORDER" OR "BID SECURITY FORM" in the name of Registrar, Sindh High Court, Karachi, Karachi. Bid Security should be placed in sealed financial proposal.

3. PRINCIPLES OF PROCUREMENT:

Sindh High Court ensures that procurements are conducted in a *fair and transparent manner* and the object of procurement brings value for money to this Court. Hence, bidders are directed to provide soft copies of scanned tender documents, tax registration certificates, purchase orders, bank maintenance certificate, financial statements and undertaking. All such documents should be merged in one (01) PDF FILE for record.

4. CLARIFICATION AND MODIFICATION OF BIDDING DOCUMENTS:

Bidding Document has been prepared by Procurement Committee as per rules. Clarifications (if any) for contents of bidding documents etc. may be sent to the Procurement Committee through Registrar, High Court in writing, at *least five calendar days prior* to the date of opening of bid..

It is stated that contents of bidding documents etc. have been carefully read & understood. All queries have been properly answered by the concerned Officers of Sindh High Court well before in time. We do not have any objections on the contents of the bidding documents.	
Name:	
Designation:	
Signature & stamp	

5. OBJECTION(S) ON BID EVALUATION REPORTS:

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 High Court of Sindh. Bidders are advised to visit the website of Sindh High Court on daily basis for general information & downloading of tender reports.

If you are disqualified and you think is that your disqualification is not justified, then you do not need to worry. Our process is very clear & transparent. In case of disqualification on the basis of either eligibility criteria or technical specifications, you are required to submit your objections along with solid documentary proof within three (03) calendar days of uploading of report. The Committee will again scrutinize your tender documents/ mandatory documents/ technical proposal and take appropriate action as per rules. Decision taken by the Committee shall be uploaded on the official website of Sindh High Court.

Hence, Bidders are directed to submit Objection(s) if any within THREE (03) calendar days of uploading of reports. Thereafter, no objection shall be entertained and Final Reports shall be issued for further process.

It is undertaken that it is our responsibility to visit official website of Sindh High Court on daily basis and download the above mentioned bid reports from the official website of Sindh High Court. It is also undertaken that objection (s) if any will be submitted within THREE (03) calendar days of uploading of reports and we will not submit any objection after the lapse of time.	
Name	
Designation	
Cell Number	
Signature & stamp	

6. PRELIMINARY EXAMINATION OF BIDS:

Procurement Committee as mentioned above shall examine the bids to confirm that all required documents (soft & hard copies) 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.

7. FINANCIAL EVALUATION OF TECHNICALLY QUALIFIED BID(S):

Financial Evaluation of technically qualified Bid (s) shall be done on the basis of **monthly fee (with all taxes) on location wise basis**. Bidders are bound to quote rate for all locations. Monthly fee for each location should be inclusive of all applicable taxes. Proper break down of taxes must be shown in the financial proposal. Bidder shall be responsible in case of any mistake in current tax rates. However, any future change in tax rates shall be adjusted as per rules.

8. EVALUATION CRITERIA FOR TECHNICAL PROPOSAL

The Mandatory requirements as per NIT are				
(a) PEC Registration in Category EE-02				
(b) Registration with Income Tax Department (NTN Certificate)				
(c) Registration with Sales Tax Department (GST Certificate)				
(d) Registration with Sindh Revenue Board (SNTN Certificate)				
(e) Affidavit stating that company/firm has not been involved in any litigation or has discontinued any work at any institution.				
S. #	DESCRIPTION	A	B	C
		Maximum Marks	Subdivision of Marks of column A	Subdivision of Marks of column B
1	Overall Firm's Standing:	20	-	-
1.1	Type Of Organization	-	5	-
	1.1.1 Proprietorship	-	-	1
	1.1.2 Partnership	-	-	2
	1.1.3 Private Limited	-	-	5
1.2	ISO 9002 Certified (Any ISO certification)	-	3	3
1.3	Company's Organization Chart enclosed & satisfactory	-	3	3
1.4	Years of Standing of Firm in CCTV Field for more than 10 years	-	5	5
1.5	Registration Info (I. Tax, S. Tax & EOBI)	-	1	1
1.6	Client references attached & satisfactory	-	3	3
2	Financial Status	15	-	-
2.1	Bank Certificate	-	5	
2.2	Annual Turnover in last 3 years more than 30million	-	10	
3	Capabilities & Experience	30	-	-
3.1	Total Of Annual turnover Of Last 5 Years for CCTV works	10		
	3.1.1 More than Rs. 10.0 million local CCTV work	-	10	
	3.1.2 More than Rs. 7.5 million local CCTV work	-	7	
	3.1.3 More than Rs. 5 million local CCTV work	-	5	
	3.1.4 Less than Rs. 5 million local CCTV work	-	0	

3.2	Possess PEC License for the relevant field EE-02 (Security, Safety Surveillance System)	10		
3.3	Does firm have Quality Assurance manual & Plan	2		
3.4	Safety Manual & Safety Plan	3		
3.5	Any Govt./Judiciary related previous experience	5		
5	Works In Hand	5	-	
5.1	Purchase Orders Certificate Submitted For Works In Hand	-	-	
	5.1.1 More than Rs.10.0 million	-	5	
	5.1.2 More than Rs.7.5 million	-	3	
	5.1.3 More than Rs.5.0 million	-	2	
6	Personnel	10	-	
6.1	Organization chart for firm	-	2	
6.2	Organization Chart For The Project Execution	-	2	
6.3	Organization Chart For Operation & Maintenance For 1 Year Round The Clock Basis	-	2	
6.4	Average number of staff in last 12 months	-	2	
6.5	General staff information	-	2	
7	Tools, Equipments & Workshop (Submit Detailed List)	10	-	
8	Authorized Representation Sole /Agent / Business Partner of Manufacturer (Submit Certificate/Letter)	10		
	Total Marks	100		
	Passing Marks	70		

Notes:

1. All points indicated are maximum & shall be disbursed on the basis of the evidence presented.
2. Firms are required to have PEC Specialization in EE02.

It is undertaken that I have provided soft and hard copies of the above mentioned documents. It is understood that Sindh High Court reserves the right to reject our bid/ disqualify us in case of non-availability of the above mentioned documents and decision of Sindh High Court shall be final.

Name:	
Designation:	
Signature & stamp	

8.1. Details of Similar Projects in Government Sector during the last three years

S.No	Name of Organization	Details of Service	Date of Issuance of Work Order	Name & Contact Number for verification of Work Order
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

8.2. Details of Similar Projects in Private Sector during the last three years

S.No	Name of Organization	Details of Service	Date of Issuance of Work Order	Name & Contact Number for verification of Work Order
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

8.3. Details of Financial Turnover during the last three (03) years

S.No	Financial Year	Turnover/ Sales (Rs.) in figure	Turnover/ Sales (Rs.) in words
1	2019		

2	2020		
3	2021		

8.4. Details of Official Bank Account of Bidder

Name of Bank	
Branch Code	
Address of Bank	
Bank Account Number	

8.5. Details of Major Current Clients of Firms

S. No.	Name of Client	Name of Focal Person	Contact Number
1			
2			
3			
4			
5			

9. TECHNICAL PROPOSAL/ SCOPE OF WORK:

To provide services and maintenance of CCTV equipment installed at the **High Court of Sindh at Karachi**. The successful bidder shall provide following services at the mentioned locations:

S #	Required Specifications of High Court of Sindh		Nature
1	Monthly Cleaning & Servicing	At least, one time cleaning & servicing of all installed equipments at SHC-KHI on monthly basis. (One time re-paint services to the brackets and poles fixed for the cameras in a year) and repairing/replacement of brackets/poles .(if required)	Mandatory

2	Receiving & Resolving Complaints	Receive and resolve complaints of any CCTV equipment installed at SHC-KHI onsite on daily basis and submit report to CCTV Operators/A.O (M) of Sindh High Court on the same day through job cards/forms. Copies of all reports must be submitted on monthly basis to the office of A.O(M).	Mandatory
3	Response Time	Response time shall be 4 hrs, Complaint Resolution time depends upon the type of complaint.	Mandatory
4	Repairing & Trouble Shooting	The successful bidder shall be responsible for repair/troubleshoot of any mentioned equipment (free of any cost) if the same is repairable, otherwise new/updated item may be purchased by SHC either directly from the market and/ or bidder through quotation (s) and installation of the same shall be the responsibility of bidder.	Mandatory
5	Backup Equipment	In case of failure of any of the mentioned equipment, the provision and installation of backup equipment shall be the responsibility of successful bidder. The bidder shall provide BACKUP item for the faulty item till it is repaired by the bidder. In case a new item is to be purchased to replace the faulty item then no extra amount shall be charged by the bidder for the BACKUP item for at least 6 weeks. However SHC shall be responsible for fast and effective procurement of faulty item. The bidder may quote charges for the BACKUP item after 6 weeks. Bidder shall be bound to submit report of faulty item and backup on monthly basis to the CCTV Operators/A.O (M)	Mandatory
6	Quotation of Faulty Items	The bidder may also provide the quotation for the faulty (but non-repairable) item. However SHC may acquire further quotations from the local market.	Mandatory
7	Installation of newly purchased equipment	The bidder shall be responsible for installation of the newly purchased equipment at the locations (free of Cost) whether the same is purchased from them or other vendor. Installation report/job cards must be submitted to CCTV Operators / A.O(M) within 24 hours.	Mandatory
8	Equipment required for the purpose of service/maintenance	The equipment required for the purpose of services/maintenance (like tools, ladder, testing meters, cables etc.) shall be the responsibility of the bidder. Successful bidder shall submit a complete updated list of such items to SHC.	Mandatory
10	Monthly Meeting for evaluating the progress and implementation of SLA	Monthly meeting of focal person(s) of the successful bidder, A.O(M) & CCTV Operators shall be conducted in last week of each month for discussing the progress of the SLA during the month and resolving issues (if any) in an amicable manner. Bidder shall be responsible for drafting the minutes of meeting.	Mandatory
11	Monthly and Yearly Fee	Bidders are bound to quote monthly and yearly fee for the purpose of maintenance and services of all the CCTV equipments installed at SHC-	Mandatory

	KHI. Monthly and yearly fee should be inclusive of all applicable taxes.	
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It is undertaken that if contract is awarded to our company, we shall be bound to follow the above mentioned scope of work in its letter & spirit. In case of violation of the said scope of work, we shall be bound to compensate Sindh High Court.

Name:	
Designation:	
Signature & stamp	

9.1. Equipment List

The detail of the System/ equipment and their quantity

S. No	Description	Quantity
1	Bullet Camera, 6mm Lens with 3 Amp Power Supply (DAHUA - HFW1500TLP-A (6MM))	190+
2	Bullet Camera, 3.6mm Lens with 3 Amp Power Supply (DAHUA - HEW1500TLP-A (3.6MM))	100+
3	PTZ Camera (DAHUA - SD59232ZHC-LA)	6
4	Digital Video Recorder (DAHUA - XVR-5116H-4KL-X)	19
5	PTZ Controller (DAHUA - NKB-1000)	2
6	6-TB Hard Disk	19+
7	LED 32"	21
8	Fiber Patch Cord (5 Meter)	100 +
9	Fiber Patch Cord (3 Meter)	50 +
10	4-Channel Video Digital Optical Converter (Imported)	40 +
11	HDMI Cable 20-Meters	10 +
12	HDMI Cable 10-Meters	9 +
13	10-KVA UPS with batteries	2
14	Cabling (Imported / Pakistan Cable /Jeddah/Corning)	----
15	Poles / Brackets in different sizes	----
16	Other allied accessories like mouse, adapters etc	----

9.3 Technical Queries

Bidders may request for further technical clarifications through e-mail addressed to the Registrar, High Court of Sindh (info@sindhhighcourt.gov.pk) and CCTV Operators and A.O(M) on phone call (021-99203151-65 Ext 231 & 243).

10. FINANCIAL PROPOSAL (SEALED ENVELOPE):

1. Financial proposal should be sealed in separate envelope.
2. Monthly and Yearly fee shall be in Pakistani Rupees.
3. Monthly and Yearly Fee (with all taxes) shall be quoted on PER MONTH and PER YEAR basis, in Pak rupees.
4. All Government taxes shall be applicable as per rules.

5. Monthly fee shall be fixed for one year and cannot be changed on the basis of fluctuation/ changes in dollars/political/ economical other issues. However, changes in tax rate shall be adjusted as per rules.
6. Only fixed monthly fee or Yearly fee will be paid by Sindh High Court on provision of invoice. All other charges (if any) will be responsibility of the service provider.
7. Bidder shall be bound to submit monthly /yearly bill to A.O(M) on time. Office of the A.O(M) shall scrutinize the bill and forward the same to Budget Branch for payment.
8. Taxes shall be deducted by the Office of A.G Sindh and its decision shall be final.
9. Bidder should have active vendor I.D at the time of submission of bill.
10. Bidder shall be bound to submit all required documents along with bill.

FINANCIAL PROPOSAL		
S #	DESCRIPTION	Monthly service fee with all taxes in Pak Rupees
1	Monthly Fee with all Taxes for Services and Maintenance of CCTV equipments installed at SHC Karachi	Please submit sealed financial proposal
2	Yearly Fee with all Taxes for Services and Maintenance of CCTV equipments installed at SHC Karachi	

Name	
Designation	
Cell Number	
Signature & stamp	

11.ESCALATION MATRIX TECHNICAL

Immediate			
Name	Designation	Contact Number	Email Address
After 2 Hours			
Name	Designation	Contact Number	Email Address
After 4 Hours			
Name	Designation	Contact Number	Email Address
Name	Designation	Contact Number	Email Address
After 6 Hours			

Name	Designation	Contact Number	Email Address
After 8 Hours			
Name	Designation	Contact Number	Email Address

12. TERMS & CONDITIONS:

1. **Single Stage-Two Envelope method** will be adopted for bidding process as per rules.
2. Company Profile along with relevant documents be attached with this document.
3. The rates quoted shall remain valid for one year. Unless terminated earlier, upon expiry, agreement for availing internet services shall be extendable upon mutual consent of the parties in writing. However, if none of the parties have served to the other, a termination notice prior to the expiry of the contract term, then the agreement shall automatically be renewed for a period of twelve months from the date of expiry of previous contract.
4. Bid(s) shall be in Pak rupees only and inclusive of all rental, software etc.
5. The bidder should quote its rates clearly, in the Financial Proposal in both figures and words.
6. No advance payment shall be made against the supply of equipment / software mentioned in this bidding document.
7. Regular monthly charges will be paid on provision of invoice after each preceding month.
8. Sindh High Court reserves the rights to cancel the tender, accept or reject any tender as per rules.
9. No transportation charges will be paid for any of the services.
10. The contract shall be terminated in case of violation of terms and conditions by the contractors.
11. All bids must be accompanied by an earnest money/ security of **2% of total annual fee (with all taxes)**. The bid security of unsuccessful bidder will be released by SHC after award of work or after expiry of bid validity period as per rules whereas the bid security money of successful bidder will be released after the submission of performance security equivalent to 10% of contract price.
12. In case of any difference or dispute arises between the parties, the same shall be dealt with as per rules.
13. All rules, regulations and policies will be governed in accordance to the SPPRA.
14. General Sales Tax/ Service etc shall be paid as per rules. All taxes shall be deducted by the office of A.G Sindh and its decision shall be final.
15. SHC reserve the right to accept or reject any or all tender(s) or terminate proceedings at any stage in accordance to the rules & regulations framed by SPPRA. SHC, also reserve the right to issue Purchase Order for any single item to different lowest responsive bidders or issue Purchase Order for all the items to any lowest responsive bidder.
16. 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.
17. All Government taxes (including Income tax and stamp duty), levies and charges will be charged as per applicable rates / / Work Order.
18. The contractor shall pay all the cost for preparation of legal documents of contract.
19. SSPRA Rules will be followed for all other terms and conditions not specified/ mentioned/ ambiguous in this tender document. Kindly read SPPRA Rules for further details.
20. That upon successful completion of one year SLA it may be renewed for one more year (subject to mutual agreement of both parties);

It is hereby certified that the terms and conditions have been read, agreed upon and signed.

Name:	
Designation:	
Signature & stamp	
Cell No	

13. FORMAT OF UNDERTAKING (TO BE SUBMITTED ON STAMP PAPER):

<p>We, _____ located at _____ do hereby declare on Oath at under:-</p> <ol style="list-style-type: none"> 1. That we are not black listed from any government/ semi government/ autonomous/ private or any other national or international organization since the date of operation. 2. That there is no outstanding dispute between our company and any other organization. 3. That we are not defaulter with any bank or financial institution. 4. That we have not provided any false/ misleading information to High Court of Sindh. 5. It is undertaken that our organization will not engage in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the tender in question. 6. That we will not offer any type of gift (either material or immaterial) to staff members of High Court of Sindh. 7. It is undertaken to indemnify Sindh High Court for any loss or damage incurred due to corrupt business practices of our organization (if any) and if the same is proved then we will pay compensation to High Court of Sindh an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by our organization (if any) for the purpose of obtaining or inducing the procurement of any contract. 	
Name of Deponent:	
Designation:	
Signature & stamp	
Date	

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 time 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]

THE END