

HIGH COURT OF SINDH, KARACHI

TECHNICAL BID REPORT

S #	Required Specifications of High Court of Sindh	Nature	M/s. Reliable Security Pvt Ltd	M/s. M.A Tech	
1	Monthly Cleaning & Servicing	At least, one time cleaning & servicing of all installed equipment at each location on monthly basis.	Mandatory	Yes	Yes
2	Receiving & Resolving Complaints	Receive and resolve complaints of any CCTV equipment installed on listed locations onsite on daily basis and submit report to I.T Department of Sindh High Court on the same day through email (directorit@sindhhighcourt.gov.pk). All reports must be enclosed with monthly bill.	Mandatory	Yes	Yes
3	Response Time	Response time shall be 4 hrs, Complaint Resolution time depends upon the type of complaint. Response time for out of KHI locations shall be 48 hrs.	Mandatory	Yes	Yes
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	Yes	Yes
5	Backup Equipment	<p>In case of failure of any of the mentioned equipment, the provision and installation of backup equipment shall be the responsibility of successful bidder.</p> <p>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 4 weeks. However SHC shall be responsible for fast and effective procurement of faulty item. The bidder may quote charges for the BACKUP item after 4 weeks as Rs. _____/day.</p> <p><u>Bidder shall be bound to submit report of faulty item and back item through email (directorit@sindhhighcourt.gov.pk) to I.T Department.</u></p>	Mandatory	Yes	Yes
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 through I.T Department.	Mandatory	Yes	Yes

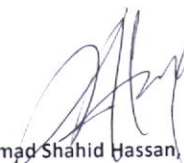
7	Installation of newly purchased equipment	The bidder shall be responsible for installation of the newly purchased equipment at the residences whether the same is purchased from them or other vendor. Installation report must be submitted to I.T Department through email (directorit@sindhhighcourt.gov.pk) within 24 hours.	Mandatory	Yes	Yes
8	Checking and Installation of under-warranty items	Some of CCTV equipments installed at the residences of Hon'ble Judges are still under-warranty. A separate list of under-warranty items will be provided to the successful bidder. The bidder shall be responsible to even check, examine, troubleshoot and re-install the under-warranty item(s). However; if any of the under-warranty items need replacement/recovery, the same shall be claimed by the bidder in coordination with SHC. Additionally; in case of failure of any of the under warranty equipment, the provision and installation of backup equipment shall also be the responsibility of successful bidder.	Mandatory	Yes	Yes
9	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 updated list of such items to I.T Department on monthly basis.	Mandatory	Yes	Yes
10	Monthly Meeting for evaluating the progress and implementation of SLA	Monthly meeting of focal persons of the successful bidder and Director I.T & Deputy Director I.T 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. Minutes of meeting of the said meeting must be enclosed with the monthly bill.	Mandatory	Yes	Yes
11	Location	Bidders are bound to quote monthly fee for all locations. However, separate monthly fee should be quote for each location. Monthly fee should be inclusive of all applicable taxes.	Mandatory	Yes	Yes



Kamran Ahmed Hamidi, Chairman
Director General Finance & Account



Ishrat-un-Nisa, Memebr



Muhammad Shahid Hassan, Member