

# **SINDH HIGH COURT, KARACHI**

## **TENDER DOCUMENT**

**FOR THE YEAR 2022-2023/xx**

**Dated: 23-01-2023**

**Service Level Agreement for availing E-mail hoisting services for  
this Hon'ble Court.**

**Tender issued to M/s. \_\_\_\_\_**

<b>Name of Bidding Organization</b>	
<b>Type of Bidding Organization (Proprietor/ Partnership/ Private Limited/ Public Limited)</b>	
<b>NTN Number :</b>	
<b>GST Number:</b>	
<b>Official Whataap Number:</b>	
<b>Official E-mail ID:</b>	
<b>Name &amp; Signature of Head of Bidding Organization</b>	
<b>Name &amp; Signature of Authorized/ Focal Person</b>	
<b>Stamp of Company</b>	

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Tender Reference No. \_\_\_\_\_

Dated \_\_\_\_\_-01-2023

To,

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

Respected Sir,

We, the undersigned, offer to provide our services for “**Service Level Agreement for availing Photocopying Services for Copying Branch of this Hon’ble Court**”, 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,

<b>Name:</b>	
<b>Designation:</b>	
<b>Signature:</b>	
<b>Stamp:</b>	

## 1. INTRODUCTION:

Dear Tenderer:

The **SINDH HIGH COURT (SHC)** is the highest judicial institution of the province of Sindh. We are interested in “**Service Level Agreement for availing E-mail hoisting services for this Hon’ble Court**”, 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 14<sup>th</sup> February, 2023 by 10:45 a.m.** in the Office of the Director General (Finance & Accounts), 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.
- (d) **Bid Security of 1% 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. ELIGIBILITY CRITERIA

S.N.	Description	Compliance (Please Tick)		Evidence Provided (Please Tick)		Please attach evidence as appendix
		Yes	No	Yes	No	
1.	Company Should be in IT related services for more than 15 years.					Appendix-A
2.	Bidder must be registered Tax Payer for at least last 3 (three) years and must appear on the Active Taxpayer List					Appendix-B
3.	Bidder must be a valid Company to offer the required services. (SECP or any other Supporting document)					Appendix-C
4.	Bidder must have provisioned , supported and managed at least 09 projects of similar nature during last 3 years					Appendix-D
4(a)	At least 3 in government sector.					Appendix-E
4(b)	At least 6 in private sector.					Appendix-F
5.	Bidder must have office in Karachi having skilled persons suitable for the required assignments as prescribed in the Scope of work .					Appendix-G

**4. TECHNICAL PROPOSAL/ SCOPE OF WORK:**

Service	Specification	Availability	
		Yes	No
<b>Managed email services (Hiring of 1000 accounts email hosting service)</b>	Accounts to be managed 1000		
	Storage 3TB in Total		
	Admin Panel /User Management Panel to create/ active/disable/limit sending receiving of emails.		
	Uptime: 99.9%		
	Encryption: SSL/TLS		
	Email Sending Frequency per day : 2000 per day Minimum.		
	Email Aliases: Required		
	Spam and Virus Protection : Required (Up-to-date)		
	Tracking (Optional) : 1-Delivery Report , 2-Open/Read Report.		
	Monthly Bandwidth: 50 GB or higher		
	Protocols: SMTP / POP3 / IMAP		
	Address Book		
	Mailing list required		
	Email Whitelisting and Blacklisting		
	Time Black Hole Lists		
	Sender Policy Framework (SPF) compliant		
	24/7/365 Technical Support		
Backup of entire emails for at least three(03) days(Optional).			
Additional Mass/Business Email Service to send bulk emails(Optional)			

## **5. FINANCIAL PROPOSAL:**

<b>S #</b>	<b>Description</b>	<b>Total Monthly Charges with all taxes (Rs.)</b>
1.	<b>Entire Service of Email Hosting without optional (Backup and Mass Email/Business Service) service for 1000 accounts for 1 year.</b>	
2.	<b>Additional Charges Backup for 7 days(Optional)</b>	
3.	<b>Additional Charges for Mass/Business Email Service to send bulk emails (Optional).</b>	

<b>Details</b>		<b>Increase of amount (Percentage on yearly basis on all above) (e.g. 10%, 20%, 30% etc.)</b>
(A)	2 <sup>nd</sup> year provisioned charges. (%age of increase on 1 <sup>st</sup> year quoted amount)	
(B)	3 <sup>rd</sup> year provisioned charges. (%age of increase on 1 <sup>st</sup> year quoted amount)	
(C)	4 <sup>th</sup> year provisioned charges. (%age of increase on 1 <sup>st</sup> year quoted amount)	

<b>Name</b>	
<b>Designation</b>	
<b>Cell Number</b>	
<b>Signature &amp; stamp</b>	

## 6. TERMS & CONDITIONS:

1. **Single Stage-One 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 rate quoted shall remain valid for one year. Unless terminated earlier, upon expiry, agreement for availing copying 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. Sindh High Court reserves the rights to cancel the tender, accept or reject any tender as per rules.
5. The contract shall be terminated in case of violation of terms and conditions by the contractors.
6. All bids must be accompanied by an earnest money/ security of **1% of total annual fee (with 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.
7. In case of any difference or dispute arises between the parties, the same shall be dealt with as per rules.
8. All rules, regulations and policies will be governed in accordance to the SPPRA.
9. 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.
10. 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.
11. 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.
12. All Government taxes (including Income tax and stamp duty), levies and charges will be charged as per applicable rates / / Work Order.
13. The contractor shall pay all the cost for preparation of legal documents of contract.
14. 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.

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

<b>Name:</b>	
<b>Designation:</b>	
<b>Signature &amp; stamp</b>	



## 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: