



OFFICE OF THE
ADDL: INSPECTOR GENERAL OF POLICE,
KARACHI RANGE

NO. AB / A-VIII / ²⁴⁵⁵⁸⁻⁶⁵ / KARACHI
DATED: 27.02.2018

To,

The Director of Information
(Advertisement) Public Relation Department,
Government of Sindh,
Block-96, Sindh Secretariat, Karachi.

Subject: **TENDER NOTICE FOR PUBLICATION.**

Enclosed please find herewith a draft of tender notice (seven copies) for Publication in the daily Newspapers in English, Urdu and Sindhi at the Earliest.

2. One copy each of the Newspapers containing the advertisement in question may please be sent to this department for further action in the matter.

(SYED SOHAIL HUSSAIN SHAH)

DSP/PCA,

For. Addl. Inspector General of Police,
Karachi Range

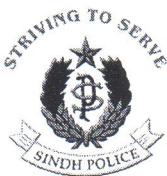
Copy submitted to the following for information and necessary action please: -

1. The Inspector General of Police, Sindh, Karachi.
2. The DIGP/I.T, CPO Sindh, Karachi.
3. The Secretary to Government of Sindh, Information Technology Department, Karachi (alongwith soft copy of tender notice for placing on website of Government of Sindh www.sindh.gov.pk).
4. The AIGP/Logistics CPO Sindh, Karachi.
- ✓ 5. The Manager (Assessment) Government of Sindh, Sindh Public Procurement Regulatory Authority Barrack No. 8, Sindh Secretariat No. 4-A, Court Road Karachi.
6. Home Department, Government of Sindh, Karachi.
7. Webmaster I.T Branch CPO Sindh Karachi (alongwith copy of draft tender notice for placing on website of Sindh Police Department www.sindhpolice.gov.pk).
8. Master file.

(SYED SOHAIL HUSSAIN SHAH)

DSP/PCA,

For. Addl. Inspector General of Police,
Karachi Range



POLICE DEPARTMENT
GOVERNMENT OF SINDH
www.sindhpolice.gov.pk

NOTICE INVITING TENDER

Sindh Police in accordance with the Sindh Public Procurement Rules, 2010 (Amended 2013) invites sealed bids from interested Manufacturers/Authorized Dealers/Companies duly registered with FBR and SRB for relevant Government Taxes for the procurement of below mentioned services:

S. No	Scope of Work	Estimated Cost (Approximate)	Earnest Money	Tender Document Fee (Non-Refundable)	Duration of Completion of Work
01	Support and Maintenance of Madadgar-15 Call Centre AVAYA Server & Related Equipment Karachi Police	10.5 Million	05%	5,000/-	Annual Contract
02	Procurement Of Bulk SMS Services For Karachi Police Madadgar-15	0.5 Million	05%	2,000/-	Annual Contract

INSTRUCTIONS:

1. Tender Documents can be obtained by submission of written application supported by copy of NTN, GST and SRB Registration and payment of Tender Fees in form of Cash (Non-refundable) from the date of publication till **20th March, 2018 at 5:00 PM**, from the following address:
Office of the Addl:Inspector General of Police,
3rd Floor Account Branch Karachi Police Office,
Near Saddar Police Station, Karachi.
Tel: 021-99225319
2. Sealed tenders on prescribed Performa in duplicate along with 5% earnest money of the total bid in form of Pay Order/Demand Draft in favor of Addl: Inspector General Of Police, Karachi Range should be dropped in tender box placed at the office of Addl:IGP/Karachi 3rd floor Account Branch KPO, Karachi upto **21th March, 2018 at 2:00 PM**.
3. The procurement committee will open the tender on the same date (**21th March, 2018**) at **3:00 PM** in presence of the bidders or their authorized representatives at KPO Conference Room, 4th Floor Karachi Police Office.
4. The bidder must quote for the complete scope of work. The bid offering partial scope of work shall be rejected as non-responsive.
5. The bidder must quote for the complete services. The incomplete bid will be rejected as non-responsive.
6. Interested eligible bidders may obtain further information on the bid and inspect the bidding documents at the Karachi Police Office Saddar Karachi.
7. Procurement Agency (Sindh Police) may reject any tender as per provision of SPP Rules 2010 (Amended 2013).
8. All prices quoted must include any Taxes applicable, such as Income Tax, etc. If not specifically mentioned in the quotation, then it will be presumed that the prices include all the taxes.

DSP/PCA

**For Addl: Inspector General of Police,
Karachi Range**

روزانہ

Daily
KAWISH

ڪاوش

جمع 02 مارچ 2018 ع

هڪ ئي وقت ڪراچي، حيدرآباد ۽ سکر مان شايع ٿيندڙ پهرين سنڌي اخبار

پوليس ڊپارٽمينٽ گورنمينٽ آف سنڌ

www.sindhpolice.gov.pk



ٽينڊر گھرائڻ جو نوٽيس

سنڌ پوليس، سنڌ پبلڪ پروڪيورمينٽ رولز 2010 (2013 ۾ ترميم ڪيل) موجب هيٺ ڄاڻايل سروسز جي پروڪيورمينٽ لاءِ دلچسپي رکندڙ مينوفڪچررز/مجاز ڊيلرن/ڪمپنين کان جيڪي FBR ۽ SRB وٽ واسطيدار سرڪاري ٽيڪسن لاءِ رجسٽرڊ ٿيل هجن، تن کان مهيند واک گھرائي ٿي.

سرويل نمبر	ڪم جي نوعيت	ڪٽيل خرچ (اٽڪل روءِ)	سوڻي رقم	ٽينڊر دستاويز في (ناقابل واپسي)	ڪم مڪمل ڪرڻ جو منو
01	مددگار 15 ڪال سينٽر Avaya سروسز ۽ واسطيدار ايڪيويٽمينٽ ڪراچي پوليس جي سپورٽ ۽ مينٽيننس.	10.5 ملين	05%	5000	ساليانو ٽيڪو
02	ڪراچي پوليس مددگار 15 لاءِ SMS سروسز جي بلڪ ۾ خريداري.	0.5 ملين	05%	2000	ساليانو ٽيڪو

هدايتون:

- ٽينڊر دستاويز، درخواست ڏيڻ تي جنهن سان NTN، GST ۽ SRB وٽ رجسٽريشن جي ڪاپي به لڳل هجي ڏيڻ ۽ نقد ۾ ٽينڊر في (ناقابل واپسي) ادا ڪرڻ تي اشتها جي شايع ٿيڻ واري تاريخ کان 20 مارچ، 2018 تي 5 وڳي تائين هينين اڏريس تان حاصل ڪري سگهجن ٿا.
- آفيس آف ڊي ايڊيشنل انسپيڪٽر جنرل آف پوليس ٿرڊ فلور اڪائونٽ برانچ ڪراچي پوليس آفيس، ويجهو صدر پوليس اسٽيشن، ڪراچي ٽيليفون: 021-99225319
- مقرر فارم تي سيل مهر ٿيل ٽينڊر ڊپليڪيٽ ۾ ڪل واک جي 5 سيڪڙو سوڻي رقم بصورت پي آرڊر/ڊمانڊ ڊرافٽ بحق ايڊيشنل انسپيڪٽر جنرل آف پوليس، ڪراچي رينج سان گڏ آفيس آف ايڊيشنل آءِ جي پي/ڪراچي ٿرڊ فلور اڪائونٽ برانچ KPO، ڪراچي ۾ رکيل ٽينڊر باڪس ۾ 21 مارچ، 2018 تي 2 وڳي منجهند تائين وجهڻ گهرجن.
- پروڪيورمينٽ ڪميٽي اهي ٽينڊر ساڳي تاريخ (21 مارچ، 2018) تي ٽيپري جو 3.00 وڳي واک ڏيندڙن يا سندن مجاز عيوضين جي رويو KPO ڪانفرنس روم، فورٿ فلور ڪراچي پوليس آفيس ۾ کوليندي.
- واڪ ڏيندڙن کي ڪم جي مڪمل نوعيت لازمي ڄاڻائڻ گهرجي. اهڙو واک جنهن ۾ ڪم جي جزوي نوعيت اچيل هوندي، ان کي اتموت مليل طور رد ڪيو ويندو.
- واڪن ۾ مڪمل سروسز جو ذڪر ڪيو وڃي، ان مڪمل ٿيل واک موٽ نه مليل طور رد ڪيا ويندا.
- دلچسپي رکندڙ اهل واک ڏيندڙ واک بابت وڌيڪ معلومات ۽ واک ڪاغذن جي چڪاس ڪراچي پوليس آفيس صدر ڪراچي مان وٺي/ڪري سگهن ٿا.
- پروڪيورمينٽ ايگنسي (سنڌ پوليس) SPP رولز 2010 (2013 ۾ ترميم ڪيل) جي فقرن مطابق ڪنهن به ٽينڊر کي رد ڪري سگهي ٿي.
- سمورن ڄاڻايل آگاهن ۾ لازمي طور تي لاڳو ٿيندڙ سمورا ٽيڪس شامل ڪيا وڃن جيئن انڪر ٽيڪس وغيره. جيڪڏهن اهي ڪوٽيشن ۾ واضح نموني ۾ ڄاڻايل نه هوندا ته پوءِ اهو سمجهيو ويندو ته قيمتن ۾ سمورا واک شامل نه آهن.

DSP/PCA

فار ايڊيشنل انسپيڪٽر جنرل آف پوليس

ڪراچي رينج

AVAYA SERVER
AND

Bulk SMS SERVICES

MCC-15

AVAYA SERVER
AND
BULK SMS SERVICES
MCC-15

DAWN THURSDAY MARCH 1, 2018



POLICE DEPARTMENT, GOVERNMENT OF SINDH
www.sindhpolice.gov.pk

NOTICE INVITING TENDER

Sindh Police in accordance with the Sindh Public Procurement Rules, 2010 (Amended 2013) invites sealed bids from interested Manufacturers/ Authorized Dealers/Companies duly registered with FBR and SRB for relevant Government Taxes for the procurement of below mentioned services:

S. No.	Scope of Work	Estimated Cost (Approximate)	Earnest Money	Tender Document Fee (Non-Refundable)	Duration of Completion of Work
01	Support and Maintenance of Madadgar-15 Call Centre AVAYA Server & Related Equipment Karachi Police	10.5 Million	05%	5,000/-	Annual Contract
02	Procurement Of Bulk SMS Services For Karachi Police Madadgar-15	0.5 Million	05%	2,000/-	Annual Contract

INSTRUCTIONS:

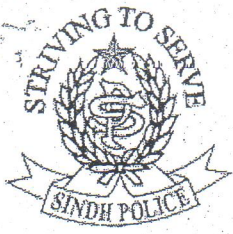
- Tender Documents can be obtained by submission of written application supported by copy of NTN, GST and SRB Registration and payment of Tender Fees in form of Cash (Non-refundable) from the date of publication till **20th March, 2018 at 5:00 PM**, from the following address:
Office of the Addl:Inspector General of Police,
3rd Floor Account Branch Karachi Police Office,
Near Saddar Police Station, Karachi. Tel: 021-99225319
- Sealed tenders on prescribed Proforma in duplicate along with 5% earnest money of the total bid in form of Pay Order/Demand Draft in favor of Addl: Inspector General Of Police, Karachi Range should be dropped in tender box placed at the office of Addl:IGP / Karachi 3rd floor Account Branch KPO, Karachi upto **21st March, 2018 at 2:00 PM**.
- The procurement committee will open the tender on the same date (**21st March, 2018**) at **3:00 PM** in presence of the bidders or their authorized representatives at KPO Conference Room, 4th Floor Karachi Police Office.
- The bidder must quote for the complete scope of work. The bid offering partial scope of work shall be rejected as non-responsive.
- The bidder must quote for the complete services. The incomplete bid will be rejected as non-responsive.
- Interested eligible bidders may obtain further information on the bid and inspect the bidding documents at the Karachi Police Office Saddar Karachi.
- Procurement Agency (Sindh Police) may reject any tender as per provision of SPP Rules 2010 (Amended 2013).
- All prices quoted must include any Taxes applicable, such as Income Tax, etc. If not specifically mentioned in the quotation, then it will be presumed that the prices include all the taxes.

DSP/PCA
For Addl: Inspector General of Police,
Karachi Range

INF-KRY No. 1159/18

Say No to Corruption

ہم رشوت کو نہیں دیتے



GOVERNMENT OF SINDH
POLICE DEPARTMENT

No. G-I/ 278 /2018/Karachi

Dated 20.02.2018.

478
22.2.18

ORDER

SUBJECT:- **CONSTITUTION OF COMMITTEES:-**

1. **PROCUREMENT OF BULK SMS SERVICES FOR SINDH POLICE MADADGAR-15 FOR THE YEAR 2017-18**
2. **SUPPORT & MAINTENANCE OF MADADGAR-15 CALL CENTER AVAYA SERVER & RELATED EQUIPMENT**

The following Committees are hereby constituted for the following task during current financial year 2017-18:-

1. **PROCUREMENT OF BULK SMS SERVICES FOR SINDH POLICE MADADGAR-15**
 - i) **Procurement Committee**
 1. DIGP/West Zone, Karachi (Chairman)
 2. SP/Madadgar-15 (Secretary)
 3. Director I.T. CPO (Member)
 4. Technical Rep. of CPLC Karachi (Member)
 5. Rep. of Civil Defence Sindh (Member)
 6. Dr. Qutubuddin Ahmed Asstt: Professor, Muhammad Ali Jinnah University Karachi (Co-opted Member)
 - ii) **Inspection Committee**
 1. DIGP/South Zone, Karachi (Chairman)
 2. SSP/District Central, Karachi (Secretary)
 3. SSP/District Korangi Karachi. (Member)
 4. Rep. of Home Department Sindh (Member)
 5. Rep. of Science, Information & Technology Sindh (Member)
 - iii) **Redressal of Grievance & Settlement of Disputes Committee**
 1. Addl.IGP/Karachi (Chairman)
 2. SSP/District West, Karachi (Secretary)
 3. SSP/District City, Karachi (Member)
 4. Rep. of A.G. Sindh (Member)
 5. Rep. of Industries Department Sindh (Member)
2. **SUPPORT & MAINTENANCE OF MADADGAR-15 CALL CENTER AVAYA SERVER & RELATED EQUIPMENT**
 - i) **Procurement Committee**
 1. DIGP/West Zone, Karachi (Chairman)
 2. SP/Madadgar-15 (Secretary)
 3. Director I.T. CPO (Member)
 4. Technical Rep. of CPLC Karachi (Member)
 5. Rep. of Civil Defence Sindh (Member)
 6. Dr. Qutubuddin Ahmed Asstt: Professor, Muhammad Ali Jinnah University, Karachi (Co-opted Member)
 - ii) **Inspection Committee**
 1. DIGP/South Zone, Karachi (Chairman)
 2. SSP/District Central, Karachi (Secretary)
 3. SSP/District Korangi Karachi. (Member)
 4. Rep. of Home Department Sindh (Member)
 5. Rep. of Science, Information & Technology Sindh (Member)
 - iii) **Redressal of Grievance & Settlement of Disputes Committee**
 1. Addl.IGP/Karachi (Chairman)
 2. SSP/District West, Karachi (Secretary)
 3. SSP/District City, Karachi (Member)
 4. Rep. of A.G. Sindh (Member)
 5. Rep. of Industries Department Sindh (Member)

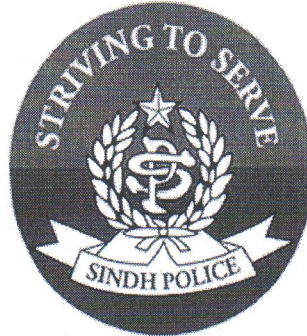
Sd/-

**ANNUAL PROCUREMENT PLAN
(WORKS, GOODS & SERVICES)
FINANCIAL YEAR 2017-18**

S.	DESCRIPTION OF PROCUREMENT	QUANTITY (WHERE APPLICABLE)	ESTIMATED UNIT COST (WHERE APPLICABLE)	ESTIMATED TOTAL COST	NOT RELEASE D FUND	FUNDS ALLOCATED	SOURCE OF FUNDS (ADP/NON ADP)	PROPOSED PROCUREMENT METHOD	TIMING OF PROCUREMENTS				REMARKS
									1ST QTR	2ND QTR	3RD QTR	4TH QTR	
1	PARTIALLY OUT SOURCE OF CALL CENTRE MCC-15	MADADGAR 15	MADADGAR 15	23 Million Eight Hundred Eighty Thousand	-	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND NOT RECEIVE THROUGH RE-APPROPRIATION
2	PURCHASE OF FURNITURE FOR MCC-15	MADADGAR 15	MADADGAR 15	5 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
3	PURCHASE OF EQUIPMENT FOR MCC-15	MADADGAR 15	MADADGAR 15	14 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
4	PURCHASE OF EQUIPMENT FOR REPORTING ROOM	100 PS IN KARACHI RANGE	100 PS IN KARACHI RANGE	15 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
5	REPAIR/RENOVATION WORK OF BANGLOW 87	BANGLOW 87	BANGLOW 87	4 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE ONE ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
6	REPAIR/RENOVATION WORK OF KPO	KARACHI POLICE OFFICE	KARACHI POLICE OFFICE	5 MILLION	5 MILLION	GOVT OF SINDH	ADP	SINGLE STAGE ONE ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
7	REPAIR/RENOVATION WORK OF REMAINING REPORTING ROOMS OF KARACHI RANGE	REMAINING PS IN KARACHI RANGE	REMAINING PS IN KARACHI RANGE	14 Million Six Hundred Thousand	-	GOVT OF SINDH	ADP	SINGLE STAGE ONE ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
8	HIRING OF FIRM FOR JANITORIAL SERVICE FOR MCC-15 AT AIR PORT PS	MADADGAR-15	MADADGAR-15	5 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
9	PURCHASE OF 02 PASSENGER ELEVATOR FOR KARACHI POLICE OFFICE	KARACHI POLICE OFFICE	KARACHI POLICE OFFICE	12 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
10	BULK SMS SERVICES FOR KARACHI POLICE MCC-15	MADADGAR-15	MADADGAR-15	0.5 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE SINGLE ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
11	AVAYA SERVER & RELATED EQUIPMENT FOR KARACHI POLICE	MADADGAR-15	MADADGAR-15	10.5 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION
12	OUTSOURCING OF HUMAN RESOURCE FOR MCC-15	MADADGAR-15	MADADGAR-15	25 MILLION	-	GOVT OF SINDH	ADP	SINGLE STAGE TWO ENVELOPE	-	-	-	-	FUND RECEIVED THROUGH RE-APPROPRIATION

APPROVED & SIGNED BY THE HEAD OF PROCURING AGENCY

D.D.O.
(SYED SOHAIL HUSSAIN)
DSP / PCA
For Addl. Inspector General
Karachi Range



REQUEST FOR PROPOSAL
FOR
PROCUREMENT OF BULK SMS SERVICES
FOR
KARACHI POLICE MADADGAR 15

Note: The bidder is expected to examine the bidding documents, including all instructions, forms, terms, specifications, and charts/drawings. Failure to furnish all information required in the Bidding Document or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

TABLE OF CONTENTS

INVITATION TO BID	1
INSTRUCTIONS TO BIDDER	2
INTRODUCTION	2
Source of funds	2
Eligible Bidders	2
Eligible Source of Services.....	2
Cost of Bidding	3
THE BIDDING DOCUMENTS.....	3
Contents of Bidding Documents.....	3
Clarification of Bidding Documents.....	3
Amendments of Bidding Documents.....	3
PREPARATION OF BIDS.....	4
Language of Bid	4
Documents Comprising the Bid.....	4
Bid Forms	4
Bid Prices.....	4
Bid Currencies	5
Documents Establishing Bidder's Eligibility and Qualifications.....	5
Format and Signing of Bid	5
SUBMISSION OF BIDS.....	5
Sealing and Marking of Bids	5
Deadline for Submission of Bid	6
Late Bids.....	6
EVALUATION OF BIDS	6
Opening of Bids by the Procuring Agency.....	6
Evaluation & Comparison of Bids.....	6
AWARD OF CONTRACT.....	7
Procuring agencies right to accept any bid and to reject any or all bids	7
Notification of Award.....	7
Signing of Contract.....	7

GENERAL CONDITIONS OF THE CONTRACT	8
Definitions	8
Bid Bond	8
Validity of Proposal	8
Currency	8
Withholding tax, sales tax and other taxes	8
Stamp Duty	9
Financial Capabilities	9
Earnest Money	9
Performance Security	9
Evaluation Criteria	9
Conditional Tenders	9
Scope of Work	9
BID DATA SHEET	9
SCOPE OF WORK	11
BILL OF QUANTITY	11
EVALUATION CRITERIA	12
ANNEXURE A BID FORM	13
ANNEXURE B FINANCIAL PROPOSAL	15
ANNEXURE C PERFORMANCE SECURITY FORM	16
ANNEXURE D GENERAL INFORMATION OF THE COMPANY	17

INVITATION TO BID

1. Sindh Police invites sealed bids from Telecommunication Firms duly registered with Federal Board of Revenue to provide "Bulk SMS Services for Karachi Police Madadgar 15" on annual basis.
2. A complete set of bidding documents may be purchased by an interested eligible bidder on submission of a written application to the office address given below and upon payment of a non-refundable fee of **Rs. 2,000/-**. Bidder may acquire the Bidding Documents from the office of the **Addl:IGP/Karachi 3rd floor Account Branch KPO Near Saddar Police Station Shahr-e-Faisal Karachi.**
3. All bids must be accompanied by a Bid Security of the amount equivalent to **5%** of the bid price in the form of Pay Order in favor of AIGP Admin, **Karachi Police.** Failure to submit bid security with the bid will result in bid rejection.
4. Last date of submission of bids is at _____ hrs on _____ at _____. Bids will be opened at _____ hrs on the same day in presence of bidder's representative who choose to attend, at the same address given above.

DIGP Admin
Karachi Police Office
Karachi Range

INSTRUCTIONS TO BIDDER

INTRODUCTION

1 Source of funds

- 1.1 Karachi Police has received funds from provincial government in Pak rupee towards the cost of the subject procurement in the bidding data and it is intended that part of the proceeds of this funds will be applied to eligible payments under the contract for which these bidding documents are issued.
- 1.2 No party other than the Procuring agency shall derive any rights from the Project Agreement or have any claim to the allocated fund proceeds.

2 Eligible Bidders

- 2.1 This Invitation for Bids is open to all Telecommunication Service Providers from eligible source as defined in the SPP Rules, 2010 and its Bidding Documents except as provided hereinafter.
- 2.2 Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring agency to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of services under this Invitation for Bids.
- 2.3 Government-owned enterprises in the Province of Sindh may participate only if they are legally and financially autonomous, if they operate under commercial law, and if they are not a dependent agency of the Government of Sindh.
- 2.4 Bidders shall not be eligible to bid if they are under a declaration of ineligibility for corrupt and fraudulent practices issued by the any government organization.

3 Eligible Source of Services

- 3.1 All services to be supplied under the contract shall have their origin in eligible source countries, defined in the SPP Rules, 2010 and its Bidding Documents, and all expenditures made under the contract will be limited to such services.

4 Cost of Bidding

- 4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring agency named in the Bidding document, hereinafter referred to as "the Procuring agency," will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

THE BIDDING DOCUMENTS

5 Contents of Bidding Documents

- 5.1 The bidding documents include:
- a) Instructions to Bidders (ITB)
 - b) Schedule of Requirements
 - c) Technical Specifications
 - d) Bid Form and Price Schedules
 - e) Bid Security Form
 - f) Contract Form
 - g) Performance Security Form

- 5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

6 Clarification of Bidding Documents

- 6.1 Any interested Bidder requiring any clarification of the bidding documents may notify the Procuring agency in writing. The Procuring agency will respond in writing to any request for clarification of the bidding documents, which it receives no later than three working days prior to the deadline for the submission of bids, prescribed in the bidding document. Written copies of the Procuring agency's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all interested bidders that have received the bidding documents.

7 Amendments of Bidding Documents

- 7.1 At any time prior to the deadline for submission of bids, the Procuring agency, for any reason, whether at its own initiative or in response to a clarification requested by an interested Bidder, may modify the bidding documents by amendment in accordance with the SPP Rules 2010 (Amended 2013).

- 7.2 All interested bidders that have received the bidding documents will be notified of the amendment in writing, and will be binding on them
- 7.3 In order to allow interested bidders reasonable time in which to consider the amendment in preparing their bids, the Procuring agency, at its discretion, may extend the deadline for the submission of bids.

PREPARATION OF BIDS

- | | | | |
|----|-------------------------------------|------|---|
| 8 | <u>Language of Bid</u> | 8.1 | The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring agency shall be written in the language specified in the Bidding document. |
| 9 | <u>Documents Comprising the Bid</u> | 9.1 | <p>The bid prepared by the Bidder shall comprise the following components:</p> <ul style="list-style-type: none"> a) Bid shall comprise a sealed envelope b) Bid shall comprise Bid form, Bid Security, Eligibility proof documents mentioned in the advertisement published in the newspaper(s) and technical specification of the required services and price in accordance with ITB Clauses 10, 11 and 12 c) The Bid security as earnest money of 5% of the bid price shall be the part of the Bid. Bids submitted without bid security or less than the 5% of the Bid price shall be rejected. |
| 10 | <u>Bid Forms</u> | 10.1 | The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the Services to be provided and prices. |
| 11 | <u>Bid Prices</u> | 11.1 | The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable) and total bid price of the services as it proposes to provide under the contract. |
| | | 11.2 | Prices indicated on the Price Schedule shall be inclusive of all the taxes and duties. |
| | | 11.3 | The Bidder's separation of price components in accordance with ITB Clause 11.2 above will be solely for the purpose of facilitating the |

comparison of bids by the Procuring agency and will not in any way limit the Procuring agency's right to contract on any of the terms offered.

- 11.4 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bidding document. A bid submitted with an adjustable price quotation will be treated as nonresponsive and will be rejected.
- 12 Bid Currencies 12.1 Prices shall be quoted in Pak Rupees unless Otherwise specified in the Bidding document.
- 13 Documents Establishing Bidder's Eligibility and Qualifications 13.1 Pursuant to ITB Clause 9, the Bidder Should Furnish, as part of its Bidder's Eligibility and bid, documents establishing the Bidder's eligibility to bid and its Qualification to perform the contract if its bid is accepted.
- 14 Format and Signing of Bid 14.1 The Bidder shall prepare an original and the number of copies of the bid indicated in the Bidding document, clearly marking each "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall govern.
- 14.2 The original and the copy or copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.

SUBMISSION OF BIDS

- 15 Sealing and Marking of Bids 15.1 The Bidder shall seal the original and copy of Bid in separate sealed envelopes, duly marking the envelopes as "Original Proposal"& "COPY" One Original and One copy of proposal would be required.
- 15.2 The inner and outer envelopes shall:
- a. be addressed to the Procuring agency at the address given in the Bidding document; and
 - b. bear the Project name indicated in the Bidding document, the Invitation for

Bids (ITB) title and number indicated in the Bidding document, and a statement: "DO NOT OPEN BEFORE," to be completed with the time and the date specified in the Bidding document.

- | | | | |
|----|---------------------------------------|------|---|
| 16 | <u>Deadline for Submission of Bid</u> | 16.1 | Bids must be received by the Procuring Agency at the address specified under ITB no later than the time and date Specified in the Bidding document. |
| | | 16.2 | The Procuring agency may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 7, in which case all rights and obligations of the Procuring agency and bidders previously subject to the deadline will thereafter be subject to the deadline as extended. |
| 17 | <u>Late Bids</u> | 17.1 | Any bid received by the Procuring agency after the deadline for submission of bids prescribed by the Procuring agency will be rejected and returned unopened to the Bidder. |

EVALUATION OF BIDS

- | | | | |
|----|--|------|---|
| 18 | <u>Opening of Bids by the Procuring Agency</u> | 18.1 | The Procuring agency will open bids in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the Bid Data Sheet. The bidders' representatives who are present shall sign a register evidencing their attendance. |
| | | 18.2 | The bidders' names, bid modifications or withdrawals, Bid Price and such other details as the Procuring agency, at its discretion, may consider appropriate, will be announced at the opening. |
| 19 | <u>Evaluation & Comparison of Bids</u> | 19.1 | The Procuring Agency will evaluate the bids and compare the bid prices of the bids fulfilling the mandatory qualification criteria. |
| | | 19.2 | The Procuring agency's evaluation of a bid will be on price inclusive of all the taxes and duties and will exclude any allowance for price |

adjustment during the period of execution of the contract, if provided in the bid.

AWARD OF CONTRACT

- | | | | |
|----|---|------|---|
| 20 | <u>Procuring agencies right to accept any bid and to reject any or all bids</u> | 20.1 | The Procuring agency reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any me prior to contract award, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Procuring agency's action. |
| 21 | <u>Notification of Award</u> | 21.1 | Prior to the expiration of the period of bid validity, the procuring agency will notify the successful Bidder in writing by registered letter or by cable, to be confirmed in writing by registered letter, that its bid has been accepted. |
| | | 21.2 | The notification of award will constitute the formation of the contract. |
| | | 21.3 | Upon the successful Bidder's furnishing of the performance security pursuant to ITB Clause 33, the Procuring agency will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 15. |
| 24 | <u>Signing of Contract</u> | 24.1 | At the same time as the Procuring Agency notifies the successful Bidder that its bid has been accepted, the procuring agency will send the Bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties. |
| | | 24.2 | Within thirty (30) days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the Procuring Agency. |

GENERAL CONDITIONS OF THE CONTRACT

- 1 Definitions 1.1 In this Contract, the following terms shall be interpreted as indicated:
- a. **"Purchaser"** means the Karachi Police Department, Government of the Sindh, Karachi – Pakistan.
 - b. **"Contractor"** means the firm whose bid has been accepted by the Purchaser and the legal successors, in title to the Contractor.
 - c. **"Contract"** means the agreement entered into between the Purchase and the Contractor, as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.
 - d. **"Commencement Date of the Contract"** means the date of signing of the Contract between the Purchaser and the Contractor.
 - e. **"Contractor Price"** means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.
 - f. **"Contractor Value"** means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract, which is properly apportionable to the Software or Services in question.
 - g. **"Services"** means services, such as providing SMS obligations of the Contractor covered under the Contract.
 - h. **"Works"** means all items to be provided and work to be done by the Contractor under the Contract.
 - i. **"RO"** means Responding Organization/ Bidder Firm.
 - j. **"RFP"** means Request for Proposal.
- 2 Bid Bond 2.1 A bid bond, and bid security in the shape of a Pay Order / Bank Draft in favor of DIGP/Admn equivalent to 2% of the total cost of bid should be submitted along with the tender.
- 3 Validity of Proposal 3.1 All proposal and price shall remain valid for 90 DAYS after submission of proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.
- 4 Currency 4.1 All currency in the proposal shall be quoted in Pakistan Rupees (PKR).
- 5 Withholding tax. 5.1 The responding organization/bidder is hereby informed that the Government shall deduct tax at the rate prescribed under

sales tax and
other taxes

the tax laws of Pakistan, from all payments for services rendered by any responding organization who signs a contract with the Police department. The responding organization will be responsible for all taxes on transaction and/or income, which may be levied by government. If responding organization is exempted from any specific taxes, then it will provide the relevant documents with the proposal.

- | | | | |
|----|-------------------------------|------|---|
| 6 | <u>Stamp Duty</u> | 6.1 | Applicable Stamp Duty shall be charged. |
| 7 | <u>Financial Capabilities</u> | 7.1 | The RO(s) shall describe the financial position of its organization. Income Statement or Annual Report should be included with the bid. |
| 8 | <u>Earnest Money</u> | 8.1 | The earnest money is refundable after finalization of the bid, in case of return of financial bids unopened to non-responsive bidders, on request after opening of financial bids or when award / placement of purchase order is finalized. The bidders will, however, have to apply for refund through a written request on their company/firm letterhead addressed to DIGP Admin Karachi Range. |
| 9 | <u>Performance Security</u> | 9.1 | The successful bidder will have to deposit 10% bank Guarantee/security of the amount of contract, in the form of pay order, bank guarantee or any other financial instrument recognized by Government of Pakistan, to the satisfaction of IGP Sindh. The same will be returned on due completion of the contract and warranty period. |
| 10 | <u>Evaluation Criteria</u> | 10.1 | To conform, the approved specifications, the evaluation criteria of bids will be based on the technical expert opinion, observation of evaluation committee and terms & condition set-forth in the bidding documents, tender notice and bid form or as deemed appropriate by the Purchase Committee. |
| 11 | <u>Conditional Tenders</u> | 11.1 | Conditional tenders/bids will not be acceptable. |
| 12 | <u>Scope of Work</u> | 12.1 | Police department reserves the rights to increase or decrease the scope of work/number of items without assigning any reason. |

BID DATA SHEET

<u>SR. NO</u>	<u>DESCRIPTION</u>	<u>DETAILS</u>
01	Procuring Agency	Karachi Police
02	Mode of Tendering	Request for Proposal (RFP)
03	Method of Procurement	Single Stage Single Stage Envelope

04	Cost of Bidding Documents	Rs. 2,000/-
05	Language	English
06	Price	The price shall be fixed and inclusive of all taxes
07	Method of Submission	One Original Bid marked as "Original Proposal" along with one copy marked as "Copy".
08	Address for Submission	Addl:IGP/Karachi 3 rd Floor Account Branch KPO near Saddar Police Station Shahr-e-Faisal Karachi.
09	Last Date for Collection of Tender Documents	
10	Date & Time for Submission of Bidding Documents	
11	Address, Date & Time for Submission of Bidding Documents	
12	Evaluation Criteria	<p>Single Stage Single Envelope method of procurement as described in the SPPRA Rules 2010 shall be adopted.</p> <p>The evaluation will be performed assuming the contract will be awarded to lowest bid price conforming to evaluation criteria and other conditions specified in the bidding documents.</p> <p>Please refer to the evaluation criteria for complete parameters.</p>
13	Modification in the Scope of Work	Karachi Police reserves the right to increase / decrease the scope of work.

SCOPE OF WORK

Karachi Police intends to hire a telecommunication firm to provide SMS Service for Madadgar 15 Call Center of Karachi Police on monthly basis. The successful bidder is responsible for the following services:

Bulk SMS Services

1. Provide API for complete integration with Sind Police CRM.
2. Provide support in integration
3. To be able to coordinate with software team for CRM
4. Complete incoming and outgoing SMS reports as per below format (can be reviewed during development) – to be shared on monthly basis in soft format

S#	Date	Time (24hrs)	Cell #	In/OUT	Cellular company

- Incoming Messages to the Central Serves of Madadgar 15
- Outgoing Messages from the Central Serves of Madadgar 15

BILL OF QUANTITY

Sr. No	Description	Monthly Volume	Yearly Volume
1	Inbound SMS	100,000	1,200,000
2	Outbound SMS	100,000	1,200,000

EVALUATION CRITERIA

As per the method of Single Stage Single Envelope Procedure, both technical and financial evaluation shall take place on the same time. However, Bid Prices of the qualified bidders shall only be considered for comparison. The basis for evaluation & comparison of bid are given below:

Sr. No	Qualification Criteria	Documents Required
1	Registration with Security Exchange Commission of Pakistan	Certificate of Incorporation
2	Registration of National Tax Number (NTN) of the Company with Federal Board of Revenue (FBR)	NTN Certificate
3	Registration of General Sales Tax (GST) with Federal Board of Revenue (FBR)	GST Certificate
4	Affidavit confirming that the bidder has never been blacklisted by any Government Organization.	Affidavit on Rs. 100 Stamp Paper
5	Valid registration of the company with Sindh Revenue Board (SRB)	SRB Certificate
6	Bidder should be a telecommunication firm with minimum of 5 Years of experience	Certificate of Incorporation
7	The bidder should have done at least 3 projects of similar nature in the last 5 years.	Work Orders / Completion Certificates
8	Average Annual Turnover of the firm should not be less than 10 Million in the last 3 years	Annual Audited Reports for Last 3 Years.

ANNEXURE A
BID FORM

To,

Addl:IGP/Karachi,
Karachi Police Office,
Near Saddar PS,
Shahr-e-faisal, Karachi.

Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledge, for the above Contract, we, the undersigned, offer to supply, deliver, test and impart training in conformity with the said bidding documents for the Total Bid Price of Pak Rupees (in figures _____ in words _____) or such other sums as may be ascertained in accordance with the Price Schedule attached hereto and made part of this Bid.

We undertake, if our bid is accepted, to complete the works in accordance with the Contract Execution Schedule.

If our Bid is accepted, we will provide the performance security in the sum equivalent to equal to 5% of the Contract Price or the same will be deducted from the running bills.

We agree to abide by this Bid for the period of ninety (90) days from the date fixed for bid opening of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof in your Notification of Contract Award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest-priced or any Bid that you may receive.

Dated this-----day of -----2017.

WITNESS

Signature: -----

Name: -----

Title: -----

Address: -----

BIDDER

Signature -----

Name -----

Title -----

Address -----

ANNEXURE C
PERFORMANCE SECURITY FORM

To,

Addl:IGP/Karachi.
Karachi Police Office.
Saddar Karachi.

WHEREAS, _____ Hereinafter called "the Contractor" has undertaken, in pursuance of the bid for "**Procurement of SMS Service for Karachi Police Madadgar 15**", dated _____ 2018, (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the Contract that the Contractor shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

AND WHEREAS _____ we have agreed to give the Contractor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Contractor, up to a total of _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you, within the limits of _____ (Amount of Guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____ day of _____, 2018, or twenty-eight (28) days of the issue of the Defects Liability Expiry Certificate, whichever is later.

[NAME OF GUARANTOR]

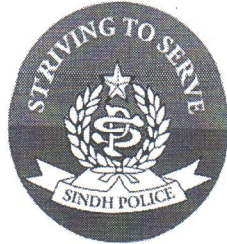
Signature _____
Name _____
Title _____
Address _____

Seal _____

ANNEXURE D

GENERAL INFORMATION OF THE COMPANY

Sr. No.	Description	Information
A. GENERAL		
1	Name of the Bidder	
2	No. of years in Business in Pakistan	
3	No. of Offices location in Pakistan	
4	Annual Turnover of the Company	
5	Value of Projects in Hand (Details may be given)	
6	Year of Incorporation	
7	Status of the Bidder a) Sole Proprietor b) Partnership Firm c) Private Limited Company d) Public Limited Company e) Entity Registered / Incorporated outside Pakistan (Give Details) f) Others (Please Specify)	
8	Name of Owner/ Partners/ Chief Executives/ Directors	
9	Details of Registered Head Office (Address, Phone, Facsimile, Email and Website Information)	
B. DETAILS OF TOTAL STAFF EMPLOYED		
1	No. of permanent staff employed: Technical / Managerial.	
2	Cumulative Experience in Years	
3	Total number of certified professionals in Technical Domain	
C. EXPERIENCE OF IMPLEMENTATION OF PROPOSED SYSTEM		
1	No. of similar projects that have been completed successfully	
2	No of government project completed	
3	No of non-government project completed	
D. SUPPORT CAPABILITIES		
1	Years in Business in Support area	
2	No. of Staff employed: (Capable of providing Support)	
3	Cumulative Experience (in years)	
4	List of Customers of "Support" along with contact details	



REQUEST FOR PROPOSAL
FOR
SUPPORT & MAINTENANCE OF
MADADGAR 15 CALL CENTER'S
AVAYA SERVER & RELATED EQUIPMENT
KARACHI POLICE

Note: The bidder is expected to examine the bidding documents, including all instructions, forms, terms, specifications, and charts/drawings. Failure to furnish all information required in the Bidding Document or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

TABLE OF CONTENTS

INVITATION TO BID	1
INSTRUCTION TO BIDDERS	2
GENERAL	2
Scope of Bid & Source of Funds	2
Eligible Bidders	2
Cost of Bidding	2
BIDDING DOCUMENTS	3
Contents of the Bidding Documents	3
Clarification of the Bidding Document	3
Amendments in the Bidding Documents	3
PREPARATION OF BIDS	4
Language of Bid	4
Documents Comprising the Bid	4
Sufficiency of Bid	4
Bid Prices, Currency of Bid and Payment	5
Documents Establishing Bidder's Eligibility and Qualifications	5
Documents Establishing Works' Conformity to Bidding Documents	5
Bid Security	6
Validity of Bids, Format, Signing and Submission of Bid	6
SUBMISSION OF BID	8
Deadline for Submission, Modification & Withdrawals of Bid	8
BID OPENING & EVALUATION	9
Bid Opening, Evaluation and Clarifications	9
Confidentiality	12
AWARD OF CONTRACT	14
Post Qualifications	14
Award Criteria & Procuring Agency's Rights	14
Notification of Award & Signing of Contract	15
Performance Security	15
Integrity Pact	15
CONDITIONS OF THE CONTRACT	16
GENERAL CONDITIONS OF THE CONTRACT	16
Definitions	16
Bid Security	16
Validity of Proposal	16
Currency	16
Withholding tax, sales tax and other taxes	16
Stamp Duty	16
Compliance to Quality Service	16
Financial Capabilities	17
Earnest Money	17
Performance Security	17
Conditional Tenders	17
Scope of Work	17
Force Majeure	17
Termination of Insolvency	17
Resolution of Disputes	17

SPECIAL CONDITIONS OF THE CONTRACT	18
Procuring Agency	18
Country of Origin.....	18
Performance Security.....	18
Payment.....	18
Prices.....	18
Resolution of Dispute.....	18
Governing Language.....	18
Notices.....	18
BIDDING DATA SHEET	19
SCOPE OF WORK	20
EVALUATION CRITERIA	29
MANDATORY REQUIREMENTS.....	29
EVALUATION OF TECHNICAL & FINANCIAL BIDS	29
SAMPLE FORMS.....	31
BID FORM.....	31
BID SECURITY FORM.....	32
PERFORMANCE SECURITY FORM.....	33
FINANCIAL PROPOSAL.....	34
INTEGRITY PACT.....	35
GENERAL INFORMATION OF THE COMPANY	35

INVITATION TO BID

Karachi Police (hereinafter referred as the purchaser), invites sealed bids from eligible bidders for "Support & Maintenance of Avaya Server and Hardwar Equipment of Madadgar 15 Call Center, Karachi Police" for a period of 3 Years, to be renewed annually. The renewal will be based on satisfactory performance by the winning bidder.

Tender Bids in sealed envelopes as per information are required. Proponents applying for bids should submit duplicate Financial Proposal and Technical Proposal in two separate envelopes with clear marking of "Technical Proposal" and "Financial Proposal" as per Single Stage - Two Envelope process of SPPR 2010. The interested bidder must have valid NTN also. Only Income Tax and Sales Tax registered firms are eligible to participate.

1. The Technical Proposal should contain all the bid items without quoting the price and must list firm's clientele, resumes / CV's of the engineering team. Financial bids of Firms not obtaining minimum passing criteria on Technical basis will not be opened.
2. All bids must be accompanied by an earnest money 5% of total bid amount, and must be accompanied with the financial offer. Bid without bid security of required amount and prescribed form shall be rejected.
3. Karachi Police, Government of the Sindh will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
4. The Bid prices and rates are fixed during currency of contract and under no circumstance shall any contractor be entitled to claim enhanced rates for any item in this contract.
5. Bidders shall submit Bids, which comply with the Bidding Documents. Alternative Bids will not be considered.
6. Karachi Police, Government of Sindh shall have right of rejecting all or any of the tenders as per provisions of SPPR 2010.
7. All prices quoted must include any Taxes applicable, such as Income Tax, etc. If not specifically mentioned in the quotation, then it will be presumed that the prices include all the taxes.
8. Failure to Complete the Task within the stipulated time will invoke penalty of 0.025% of the total cost per day. In addition to that, Security Deposit (CDR) amount will be forfeited and the company will not be allowed to participate in future tenders as well.

INSTRUCTION TO BIDDERS

GENERAL

- 1 Scope of Bid & Source of Funds
 - 1.1 The procuring agency as defined in the bidding data wishes to receive sealed bids for "Support & Maintenance of Avaya Server and related equipment of Madadgar 15 Call Center."
 - 1.2 Karachi Police has received funds from provincial government in Pak rupee towards the cost of the subject procurement in the bidding data and it is intended that part of the proceeds of this funds will be applied to eligible payments under the contract for which these bidding documents are issued.
- 2 Eligible Bidders
 - 2.1 Bidding is open to all firms and persons meeting the following requirements:
 - a) The bidder is duly registered with FBR, SRB and Professional Tax.
 - b) The bidder shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government.
- 3 Cost of Bidding
 - 3.1 The bidder shall bear all the costs associated with the preparation and submission of its bids and the Procuring Agency will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process (SPP Rules 24 & 25).

BIDDING DOCUMENTS

- 4 Contents of the Bidding Documents
 - 4.1 In addition to Invitation for Bids, the Bidding Documents are those stated below, and should be read in conjunction with any Addendum issued in accordance with sub clause 6.1.
 - a) Instruction to the Bidders
 - b) Bidding Data Sheet
 - c) Scope of Work
 - d) Evaluation Criteria
 - e) Forms
 - f) Conditions of the Contract
 - 4.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
- 5 Clarification of the Bidding Document
 - 5.1 Any interested Bidder requiring any clarification of the bidding documents may notify the Procuring agency in writing. The Procuring agency will respond in writing to any request for clarification of the bidding documents which it receives no later than three working days prior to the deadline for the submission of bids prescribed in the bidding document. Written copies of the Procuring agency's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all interested bidders that have received the bidding documents.
- 6 Amendments in the Bidding Documents
 - 6.1 At any time prior to the deadline for submission of Bids, the Procuring Agency may, for any reason, whether at his own initiative or in response to a clarification requested by a interested bidder, modify the bidding documents by issuing addendum.
 - 6.2 Any addendum thus issued shall be a part of the Bidding Document pursuant to Sub-Clause 6.1 hereof, and shall be communicated in writing to all purchasers of the Bidding Documents. Prospective bidders shall acknowledge receipt of each addendum in

writing to the Procuring Agency.

- 6.3 To afford interested bidders reasonable time in which to take addendum into account in preparing their Bids, the Procuring Agency may at its discretion extend the deadline for Submission of bids.

PREPARATION OF BIDS

7 Language of Bid

- 7.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring agency shall be written in the language specified in the Bidding document. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the bidding document, in which case, for purposes of interpretation of the Bid, the translation shall govern.

8 Documents Comprising the Bid

- 8.1 The Bid submitted by the bidder shall comprise the following:
- a) Sealed Envelopes
 - b) Covering Letter
 - c) Schedules
 - d) Bid Security
 - e) Power of Attorney

9 Sufficiency of Bid

- 9.1 Each bidder shall satisfy himself before bidding as to the correctness and sufficiency of his bid and of the rates and prices quoted in the schedule of prices, which rates and prices shall cover all his obligations under the Contract and all matters and things necessary for proper completion of the works.
- 9.2 The bidder is advised to obtain for himself at his own cost and responsibility all information that may be necessary for preparing the bid and entering into a Contract for execution of the Works.

- 10 Bid Prices, Currency of Bid and Payment
- 10.1 The bidder shall fill up the schedule of prices indicating the percentage above or below the Composite Schedule of Rates / Unit Rates and prices of the Works to be performed under the Contract. Prices in the Schedule of Prices / Bill of Quantities shall be quoted entirely in Pak Rupees keeping in view the instructions contained in the Preamble to Schedule of Prices.
- 10.2 Unless otherwise stipulated in the conditions of the contract, prices quoted by the bidder shall remain fixed during the bidder's performance of the contract and not subject to variation on any account.
- 10.3 The unit rates and prices in the Schedule of Prices or percentage above or below on the composite schedule of rates shall be quoted by the bidder in the currency as stipulated in the Bidding Data.
- 10.4 Items for which no rate or price is entered by the Bidder will not be paid for by the Procuring Agency when executed and shall be deemed covered by the other rates and prices in the Bill of Quantities.
- 11 Documents Establishing Bidder's Eligibility and Qualifications
- 11.1 Pursuant to ITB Clause 8, the bidder shall furnish, as a part of its bid, documents establishing the bidder's eligibility to bid and its qualification to perform the contract if its bid is accepted.
- 11.2 Bidder must possess and provide evidence of its capability and the experience as stipulated in the Bidding Data and Qualification Criteria mentioned in the Bidding Documents.
- 12 Documents Establishing Works' Conformity to Bidding Documents
- 12.1 The documentary evidence of the Works' conformity to the bidding documents may be in the form of literature, drawings and data and the bidder shall furnish documentation as set out in the Bidding Data.
- 12.2 The bidder shall not the standards of Workmanship, material and equipment, and reference to brand names or catalogue numbers, if any, designated by the Procuring

Agency in the Technical Provisions are intended to be descriptive only and not restrictive.

13 Bid Security

- 13.1 Each bidder shall furnish, as a part of his bid, at the option of the bidder, a Bid Security of 5% of Bid Price or in the amount stipulated in the bidding data in Pak Rupees in the form of Bank Draft in favor of the procuring agency valid for a period of 28 days beyond the validity of the bid.
- 13.2 Any bid not accompanied by an acceptable bid security shall be rejected by the Procuring Agency as non-responsive.
- 13.3 The bid securities of unsuccessful bidders will be returned upon award of contract to the successful bidders or on the expiry of validity of Bid Security whichever is earlier.
- 13.4 The bid security of the successful bidders will be returned when the bidder has furnished the required performance security, and signed the Contract of Agreement.
- 13.5 The bid security may be forfeited:
 - a) If the bidder withdraws his bid during the period of bid validity; or
 - b) If a bidder does not accept the correction of his Bid Price, pursuant to Sub Clause 16.4 b hereof; or
 - c) In the case of successful bidder, if he fails within the specified time limit to:
 - a. Furnish the required performance security
 - b. Signing the Contract of Agreement.

14 Validity of Bids, Format, Signing and Submission of Bid.

- 14.1 Bids shall remain valid for a period of 90 Days after the date of bid opening.
- 14.2 In exceptional circumstances, Procuring agency may request the bidder to extend the period of validity for additional period but not

exceeding 1/3 of the original period. The request and the bidders' responses shall be made in writing. A bidder may refuse the request without forfeiting the Bid Security. A bidder agreeing to the request will be required to extend the validity of Bid Security for the period of Extension, and in compliance with ITB 13 in all aspects.

- 14.3 All schedules to bid are to be properly completed and signed.
- 14.4 No alteration is to be made in the Form of Bid except in filling up the blanks as directed. If any alteration be made or if these instructions be not fully complied with, the bid may be rejected.
- 14.5 Each bidder shall prepare Original and number of copies specified in the Bidding Data of the Document comprising the bid as described in ITB 8 and clearly mark them Original and Copy as appropriate. In the event of discrepancy between them, the original shall prevail.
- 14.6 The Original and Copies of the bid shall be typed or written in edible ink and shall be signed by a person or persons duly authorize to sign. This shall be indicated by submitting a written power of attorney authorizing the signatory of the bidder to act for and on behalf of the bidder. All pages of the bid shall be initialed and official seal be affixed by the person signing the bid.
- 14.7 The bid shall be delivered in person or sent by registered mail at the address to the Procuring Agency as given in the Bidding Data.

- 15 Deadline for Submission, Modification & Withdrawals of Bid.

SUBMISSION OF BID

- 15.1 Bids must be received by the procuring agency at the address provided in the Bidding Data not later than the time and date stipulated therein.
- 15.2 The envelopes shall :
- a) Be addressed to the Procuring Agency at the address provided in the bidding data.
 - b) Bear the name and identification number of the contract as defined in the bidding and contract data; and
 - c) Provide a warning not to open before specified time and date for Bid Opening as defined in the Bidding Data; and
 - d) In addition to the identification required in 15.2, the inner envelopes shall indicate the name and address of the bidder to enable the Bid to be returned unopened in case it is declared late.
 - e) If the outer envelope is not sealed and marked as above, the Procuring Agency will assume no responsibility for the misplacement or premature opening of the Bid.
- 15.3 Bids submitted through any other means shall not be accepted.
- 15.4 Any bid received by the procuring agency after the deadline for submission prescribed in the Bidding Data will be returned unopened to such bidder.
- 15.5 Any bidder can withdraw his bid after bid submission if the written notice of withdrawal is received by the Procuring Agency prior to the deadline for submission of Bids.
- 15.6 Withdrawal of bid during the interval between deadline for submission of bids and the expiration period of the validity specified in the Form of Bid may result in forfeiture if the Bid Security pursuant to ITB Clause 13.5.

BID OPENING & EVALUATION

- 16 Bid Opening, Evaluation and Clarifications
- 16.1 The procuring agency will open the bids, in presence of the bidder's representatives who choose to attend, at the time, date and in place specified in the Bidding Data.
- 16.2 The bidder's name, Bid Prices, any discount, the presence and absence of Bid Security, and such other details as the Procuring Agency at its discretion may consider appropriate, will be announced by the Procuring Agency at the Bid Opening. The Procuring Agency will record the minutes of the bid Opening. Representatives of the bidders who choose to attend shall sign the attendance sheet.
- 16.3 To assist in the examination, evaluation and comparison of Bids the Procuring Agency may, at its discretion, ask the bidder for a clarification of its Bid. The request for clarification and the response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.
- 16.4
- a) Prior to the detailed evaluation, pursuant to IB.16.7 to 16.9, the Procuring Agency will determine the substantial responsiveness of each bid to the Bidding Documents. For purpose of these instructions, a substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviations. It will include determining the requirements listed in Bidding Data.
 - b) Arithmetical errors will be rectified on the following basis:

If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between the words and figures, the amount in words shall prevail. If there

is a discrepancy between the Total Bid price entered in Form of Bid and the total shown in Schedule of Prices-Summary, the amount stated in the Form of Bid will be corrected by the Procuring Agency in accordance with the Corrected Schedule of Prices.

If the bidder does not accept the corrected amount of Bid, his Bid will be rejected and his Bid Security forfeited.

16.5 A Bid determined as substantially non-responsive will be rejected and will not subsequently be made responsive by the bidder by correction of the non-conformity.

16.6 Any minor informality or non-conformity or irregularity in a Bid which does not constitute a material deviation (major deviation) may be waived by Procuring Agency, provided such waiver does not prejudice or affect the relative ranking of any other bidders.

Major Deviations Include:

- a) has been not properly signed;
- b) is not accompanied by the bid security of required amount and manner;
- c) stipulating price adjustment when fixed price bids were called for;
- d) failing to respond to specifications;
- e) failing to comply with Milestones/Critical dates provided in Bidding Documents;
- f) sub-contracting contrary to the Conditions of Contract specified in Bidding Documents;
- g) refusing to bear important responsibilities and liabilities allocated in the Bidding Documents, such as performance guarantees and insurance coverage;
- h) taking exception to critical provisions such as applicable law, taxes and duties and dispute resolution procedures;
- i) a material deviation or reservation is one :
 - a. which affect in any substantial

- way the scope, quality or performance of the works;
- b. Adoption / rectification whereof would affect unfairly the competitive position of other bidders present substantially responsive bids.

Minor Deviations:

Bids that offer deviations acceptable to the Procuring Agency and which can be assigned a monetary value may be considered substantially responsive at least as to the issue of fairness. This value would however be added as an adjustment for evaluation purposes only during the detailed evaluation process.

- 16.7 The Procuring Agency will evaluate and compare only the bids previously determined to be substantially responsive pursuant to IB.16.4 to 16.6 as per requirements given hereunder. Bids will be evaluated for complete scope of works. The prices will be compared based on the Evaluated Bid Price pursuant to IB.16.8 herein below.

Technical Evaluation:

It will be examined in detail whether the works offered by the bidder complies with the Technical Provisions of the Bidding Documents. For this purpose, the bidder's data submitted with the bid in Schedule B to Bid will be compared with technical features/criteria of the works detailed in the Technical Provisions. Other technical information submitted with the bid regarding the Scope of Work will also be reviewed.

16.8 Evaluated Bid Price:

In evaluating the bids, the Procuring Agency will determine for each bid in addition to the Bid Price, the following factors (adjustments) in the manner and to the extent indicated below to determine the Evaluated Bid Price:

- a) making any correction for arithmetic errors pursuant to IB.16.4 hereof
- b) Discount, if any, offered by the bidders as also read out and recorded at the

17 Confidentiality

- c) excluding provisional sums and the provisions for contingencies in the Bill of Quantities if any, but including Day work, where priced competitively

- 17.1 Subject to IB.16.3 heretofore, no bidder shall contact Procuring Agency on any matter relating to its Bid from the time of the Bid opening to the time the bid evaluation result is announced by the Procuring Agency. The evaluation result shall be announced at least seven (07) days prior to award of Contract (SPP Rule 45). The announcement to all bidders will include table(s) comprising read out prices, discounted prices, price adjustments made, final evaluated prices and recommendations against all the bids evaluated
- 17.2 Any effort by a bidder to influence Procuring Agency in the Bid evaluation, Bid comparison or Contract Award decisions may result in the rejection of his Bid. Whereas any bidder feeling aggrieved, may lodge a written complaint to Complaint Redress Committee as per terms and conditions mentioned in SPP Rules 31 & 32. However, mere fact of lodging a complaint shall not warrant suspension of procurement process.
- 17.3 Bidders may be excluded if involved in "Corrupt and Fraudulent Practices" means either one or any combination of the practices given below SPP Rule2(q):
- a) "Coercive Practice" means any impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;
 - b) "Collusive Practice" means any arrangement between two or more parties to the procurement process or contract execution, designed to achieve with or without the knowledge of the procuring agency to establish prices at artificial, noncompetitive levels for any

- wrongful gain;
- c) "Corrupt Practice" means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;
 - d) "Fraudulent Practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - e) "Obstructive Practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit rights provided for under the Rules.

AWARD OF CONTRACT

18 Post Qualifications

- 18.1 The Procuring Agency, at any stage of the bid evaluation, having credible reasons for or prima facie evidence of any defect in contractor's capacities, may require the contractors to provide information concerning their professional, technical, financial, legal or managerial competence whether already pre-qualified or not:

Provided, that such qualification shall only be laid down after recording reasons therefore in writing. They shall form part of the records of that bid evaluation report.

- 18.2 The determination will take into account the bidder's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the bidders' qualifications submitted under ITB.11, as well as such other information required in the Bidding Documents.

19 Award Criteria & Procuring Agency's Rights

- 19.1 Subject to IB.19.2, the Procuring Agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the Bidding Documents and who has offered the lowest evaluated Bid Price, if such bidder has been determined to be qualified to satisfactorily perform the Contract in accordance with the provisions of the IB.18.
- 19.2 Notwithstanding IB.19.1, the Procuring Agency reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of Contract, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the Procuring Agency's action except that the grounds for its rejection of all bids shall upon request be communicated, to any bidder who submitted a bid, without justification of the grounds. Notice of the rejection of all the bids shall be given promptly to all the bidders (SPP Rule 25).

20 Notification of Award & Signing of Contract

20.1 Prior to expiration of the period of bid validity prescribed by the Procuring Agency, the Procuring Agency will notify the successful bidder in writing (Letter of Acceptance) that his bid has been accepted (SPP Rule 49).

20.2 Within seven (07) days from the date of furnishing of acceptable Performance Security under the Conditions of Contract, the Procuring Agency will send the successful bidder the Form of Contract Agreement provided in the Bidding Documents, incorporating all agreements between the parties.

21 Performance Security

21.1 The successful bidder shall furnish to the Procuring Agency a Performance Security in the form and the amount stipulated in the Conditions of Contract within a period of fourteen (14) days after the receipt of Letter of Acceptance (SPP 39).

21.2 Failure of the successful bidder to comply with the requirements of Sub-Clauses IB.20.2 & 20.3 or 21.1 or Clause IB.22 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.

21.3 Publication of Award of Contract: within seven days of the award of contract, the procuring shall publish on the website of the authority and on its own website, if such a website exists, the results of the bidding process, identifying the bid through procurement identifying Number if any and the following information:

- a) Evaluation Report
- b) Form of Contract and Letter of Award
- c) Bill of Quantities

22 Integrity Pact

22.1 The Bidder shall sign and stamp the Form of Integrity Pact provided to Bid in the Bidding Document for all Sindh Government procurement contracts exceeding Rupees ten (10) million. Failure to provide such Integrity Pact shall make the bid nonresponsive (SPP Rule 89).

CONDITIONS OF THE CONTRACT

GENERAL CONDITIONS OF THE CONTRACT

- 1 Definitions
 - 1.1 In this Contract, the following terms shall be interpreted as indicated:
 - a. "Purchaser" means the Sindh Police Department, Government of the Sindh, Karachi – Pakistan.
 - b. "Contractor" means the individual or firm whose bid has been accepted by the Purchaser and the legal successors, in title to the Contractor.
 - c. "Contract" means the agreement entered into between the Purchaser and the Contractor, as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.
 - d. "Commencement Date of the Contract" means the date of signing of the Contract between the Purchaser and the Contractor.
 - e. "Contractor Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.
 - f. "Contractor Value" means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract, which is properly apportionable to the Software or Goods in question.
 - g. "Services" means services, such support and maintenance of the Avaya Server and related equipment of Madadgar 15 Call Center.
 - h. "RO" means Responding Organization/ Bidder Firm.
 - i. "RFP" means Request for Proposal.
- 2 Bid Security
 - 2.1 A bid bond, and bid security in the shape of a Pay Order / Bank Draft in favor of Additional Inspector General of Police, Sindh equivalent to 5% of the total cost of bid should be submitted along with the tender.
- 3 Validity of Proposal
 - 3.1 All proposal and price shall remain valid for 90 DAYS after submission of proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.
- 4 Currency
 - 4.1 All currency in the proposal shall be quoted in Pakistan Rupees (PKR).
- 5 Withholding tax, sales tax and other taxes
 - 5.1 The responding organization/bidder is hereby informed that the Government shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments for goods rendered by any responding organization who signs a contract with the Police department. The responding organization will be responsible for all taxes on transaction and/or income, which may be levied by government. If responding organization is exempted from any specific taxes, then it will provide the relevant documents with the proposal.
- 6 Stamp Duty
 - 6.1 The Applicable Stamp duty according to Government Rules shall be borne by responding organization/bidder at the time of signing of contract.
- 7 Compliance to Quality Service
 - 7.1 The Responding Organization (RO) to provide information as required in the

RFP. RO shall submit complete details of the solution offered.

- 8 Financial Capabilities
 - 8.1 The RO(s) shall describe the financial position of its organization. Income Statement or Annual Report should be included in the detailed Technical proposal.
- 9 Earnest Money
 - 9.1 The earnest money is refundable after finalization of the bid, in case of return of financial bids unopened to non-responsive bidders, on request after opening of financial bids or when award / placement of purchase order is finalized.
- 10 Performance Security
 - 10.1 The successful bidder will have to deposit 10% bank Guarantee/security of the amount of contract, in the form of pay order, bank guarantee or any other financial instrument recognized by Government of Pakistan, to the satisfaction of DIGP/Admn Karachi. The same will be returned on due completion of the contract and warranty period.
- 11 Conditional Tenders
 - 11.1 Conditional tenders/bids will not be acceptable.
- 12 Scope of Work
 - 12.1 Karachi Police department reserves the rights to increase or decrease the scope of work/number of units/items without assigning any reason.
- 13 Force Majeure
 - 13.1 The Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that it is delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
 - 13.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes
 - 13.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Procuring agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring agency in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event
- 14 Termination of Insolvency
 - 14.1 The Procuring agency may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, if such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring agency.
- 15 Resolution of Disputes
 - 15.1 The Procuring agency and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

SPECIAL CONDITIONS OF THE CONTRACT

- 01 Procuring Agency Karachi Police
- 02 Country of Origin Pakistan
- 03 Performance Security The Successful Bidder will provide the respective Performance Security in the sum equivalent to 10% of the Bid Price at the at the time of signing of agreement.
- 04 Payment The Payment terms and conditions should clearly be mentioned in the financial proposal at the time of submission with the bid. The terms and conditions will be finalized as per mutual agreement / consent at the time of signing of contract.
- 05 Prices Price quoted by the bidder shall be fixed during the Bidder's Performance and not subject to variation on any account, unless otherwise specified in the bidding document
- 06 Resolution of Dispute In case of a dispute between Procuring Agency and the Supplier, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Procuring agency's country.
- 07 Governing Language The Governing Language Shall be English
- 08 Notices All notices shall be address at:
OFFICE OF DIGP ADMIN, KARACHI
POLICE OFFICE, SHAHRAH-E-FAISAL,
KARACHI

BIDDING DATA SHEET

Sr. #	CATEGORIES	DETAILS
01	Name of Procuring Agency	Karachi Police, Government of Sindh
02	Cost of the Bidding Document	
03	Bid Currency	Bids shall be quoted entirely in Pak Rupees.
04	Bid Security	A bid security amounting to 5% of the Bid Prices shall be paid in favor of the DIGP/Admn in the form of Bank Draft/pay order/demand draft.
05	Bid Validity	The bid shall be valid for 90 days after the bid opening date.
06	No. of Copies to be submitted	One Original plus one Copy of technical and Financial Bid
07	Address for Submission of Bids	
08	Last date for collection of Bidding Documents	
09	Last Date for submission of Bids	
10	Opening Date of the Bid	
11	Venue & Time for Bid Opening	
12	Performance Security	10% of the Bid Price

SCOPE OF WORK

Karachi Police requires the Proposals from well-reputed expert firms for "Support & Maintenance of Avaya Servers and Related Equipment for Madadgar 15 Call Center". The scope of this project is to provide extensive maintenance support of the Avaya Servers & LAN Network, Hardware Equipment installed in the Madadgar 15 Call Center and development/upgradation of Customer Relationship Management Software. Through this RFP the successful bidder shall be responsible for the following:

SECTION – 1

SUPPORT & MAINTENANCE OF MADAGAR 15 CALL CENTER

1. To maintain the overall health of the system.
2. Maintenance of upgraded Avaya system already installed at the facility of Madadgar 15
3. New CRM application to be developed, detailed specification of CRM application is defined in later part of this RFP
4. Integration of Avaya Server with various applications listed in later part of Scope of Work.
5. Maintenance of the hardware equipment installed in the Madadgar 15 Call Center.
6. Resident engineer to be deployed in Madadgar 15 Call Center.
7. Maintenance of Software Licenses and implementation of latest patches of the existing version.
8. Development and implementation of CRM Software with user friendly web access and mobile app.
9. Maintenance of overall LAN network of Madadgar 15 Call Center.
10. Provide system based reports.

INTEGRATION OF AVAYA SERVERS:

1. Integration of complete Avaya system with dispatch system and Falcon-I Tracker system to provide integrated KPI reports vehicles location, mileage movement.
2. Integration with NADRA so that call identification can be made through verisys.
3. Integration of mobile services with Avaya and dispatch system via SMS so that feed back to caller of their complaint and feedback of police performance may be reported

LIST OF HARDWARE EQUIPMENT INSTALLED IN MADADGAR 15 CALL CENTER

Sr. No.	Item	Description	Qty
01	LCD	Samsung Flat LED 55" J5100	2
02	Time Attendance Machine	ZK Teco IN01 with Y Lock	2
03	UPS Batteries	12v9Ah Long (Vietnam)	120
04	UPS Charger	Rapid Chargers for External Batteries	1
05	Battery Bank	External Battery Bank for UPS	1
06	Thin Client with Keyboard, Mouse & LED	HP LED LV 2011" 20"	60
07	Thin Client with Keyboard, Mouse & LED	HP T520 Thin Client	60
08	IP Phones	1608-I IP Deskphone Icon Only	60
09	IP Phones	IP Telephone 9641G	5
10	PoE Injector	Avaya IP Phone Single Port PoE Injector	5
11	Server	S8300E Server Local Survivable Server LSP-Non GSA	1
12	Server	DL36037 Server	1
13	Lan Switch	Avaya Data Lan Switch	1
14	Headsets	Avaya Compatible Head Set ADD880 with ADD QD-14 Geni Cord	60
15		DL 360G9 SRVR MEDIUM AVP	2
16		PWR CORD UNITED KINGDOM	4
17		IPS12 CP TN2312BP - NON GSA	1
18	Media Module	MM710B E1/T1 Media Module - Non GSA	3
19	Avaya Power Supply	Avaya G450 Power Supply Unit	1
20		G450 MP160 MEDIA GATEWAY NON GSA	1
21		G450 160 CH DSP DGHTR BOARD NON GSA	1
22	Power Generators	30KVA	2

SOFTWARE

Sr. #	Item	Description	Quantity
01	Software	CM MSGING R7.0 APPL OVA DVD	1
02	Software	AV APP VRTL PLTFRM R7 MEDIA KIT	1
03	Software	AURA UTILITY SERVICES R7.0 DVD	1
04	Software	CM MSGING R7.0 LANG DVD	1
05	Software	AES R7.0.1 AURA OVA MEDIA	1
06	Software	AURA SMGR R7.0.1 DVD	1
07	Software	AURA CM R7.0 SFTW DVD	1
08	Software	AV APP VRTL PLTFRM R7.0.1 CD	1

SOFTWARE LICENSES

Sr. #	Item	Description	Qty
01	Avaya WFO Voice Recording Solution	WFO Aftermarket Order	1
		WFO Order for CM-MBT	1
		WFO R15 CR PKG UPG	1
02	Avaya Call Management System	SALSTDALN GATEWAY LIC R2 DWNLD	70
		CMS R18 UPG AGT LIC	1
		CMS R18 SUPV LIC UPG	70
		CMS R18 INITIAL ACD UPG	5
		CMS R18.0.0.2 LINUX PKG CD/DVD	1
		CM S8700 MULTI CONNECT MODEL UPG	1
03	Software License	SAL POLICY SRVR LIC R1.5 DWNLD	1
04	Software License	AVAYA AURATM RFA TO PLDS CONVERSION	1
05	Software License	MEDIA ENCRYPTION R6+/MBT	1
06	Software License	CC R7 ELITE UPG PER AGT	1
07	Software License	DS R2.5 SLA MON STDALN LIC	70
08	Software License	AURA R7 LARGE ENT DUPLX SOL UPG TRK	1
09	Software License	AURA WEBLM LIC MANGER R7 VE VAPP LIC	1
10	Software License	AURA SMGR R7 VE VAPP LICENSE	1
11	Software License	AES R7 DMCC BASIC UPG LIC	1
12	Software License	AES R7 VE VAPP	75
13	Software License	AES R7 UPG SYS TRACKING	1
14	Software License	AURA R7 CM VE VAPP SYS LIC	1
15	Software License	AURA R7 CM DUP VE VAPP SYS LIC	1
16	Software License	AURA R7 UTILITY SVCS VE VAPP SYS LIC	1
17	Software License	AURA R7 CORE UPG/UPL LIC	2
18	Software License	CORE R7 ASBCE R7 STD /E	156
19	Software License	CORE R7 ASBCE R7 ADV /E	46
20	Software License	CORE R7 ASBCE R7 STD HA /E	23
21	Software License	CORE R7 ASBCE R7 ADV HA /E	46
22	Software License	CORE R7 MSG SEAT BASIC R6 /E	23
23	Software License	CORE R7 AMM R2 BASIC USR /E	156
24	Software License	CORE R7 COMMUNICATOR IPAD R2/E	156
25	Software License	CORE R7 COMMUNICATOR WINR2 /E	156
26	Software License	CORE R7 IX MBL SIP CLIENT R5 /E	156
27	Software License	CORE R7 AES UNIFIED DESKTOP R7 /E	156
28	Software License	CORE R7 INTG MGMT ADMIN R6 /E	1
29	Software License	CORE R7 EC500 SM R9 /E	156
30	Software License	CORE R7 ONE-X CESR6 /E	156
31	Software License	CORE R7 ONE-XC VIDEO R6 /E	156
32	Software License	CORE R7 PRESENCE SERVICES R7 /E	156
33	Software License	CORE R7 BREEZE R3 USER /E	156
34	Software License	CORE R7 CMM R7 /E	156
35	Software License	CORE R7 IXC MAC OS R 2 /E	156
36	Software License	CORE R7 ONE-X COMM R6 /E	156
37	Software License	CORE R7 COMM FOR MS LYNC R6 /E	156
38	Software License	CMM R7 VAPPSYS LIC	1
39	Software License	CMM R7 SOLTRK	1
40	Software License	APP VRTL PLTFRM R7 DUAL CPU CMN ENABLE	2
41	Software License		

SECTION -2

DEVELOPMENT OF CRM SOFTWARE

CRM Development

1. CRM should be Platform Independent and web based with redundancy of software application as well as hardware
2. Should be able to store up to 10 million unique caller information and profiles
3. Should be able to store 20 million caller records / calls
4. Call recording integration should be available within CRM with Avaya existing call recording solution
5. Modification of complain to some extent possible as well as searching through any criteria like CLI, Name, address, area etc..
6. Source code available to Karachi Police for further development and customization
7. Karachi Police can request vendor for further customization based on ongoing experience within the tenure of the contract
8. CRM should be able to integrate with GIS based application such as Google map and google earth via GPS Coordinates
9. Able to integrate with bulk SMS service which will be available from Telecom provider through API
10. CRM should be able to receive SMS from users/callers and process/decide as per defined matrix i.e. complain logging, emergency services, feedback etc... else route towards agent
11. Vendor will be responsible for migration of existing data to new CRM
12. Karachi Police is sharing initial requirements and fields. The CRM must be capable of incorporating additional fields in the database as well as modification should be possible
13. All licenses of database and software should be part of solution including the O&M for the first year else mentioned separately.
14. If any additional hardware is required (other than existing) it should be mentioned and cost should be included in the solution. Sind Police will not accept any bid having hidden charges or requirements
15. Sind Police will prefer vendors who will use the existing hardware and licenses for the requirement of CRM solution

CRM Reporting

Below mentioned predefined reports should be available with the package while if needed; Karachi Police can request new/modification in reports as per requirement from time to time. Vendor should be able to prepare such reports within 48 hours (minor) and 96 hours major.

FEATURES OF CRM SOFTWARE

Karachi Police intends to implement the CRM software to provide multiple ways for citizen to connect with Sindh Police. Through the software, information can be received and transferred to the citizens.

The features of the CRM software should include but not limited to the following features:

- a) Organizes citizen data in a centralized location including contact details, demographics, interactions, and their complaints in different categories can easily be saved and retrieved.
- b) Consolidates streams of data in meaningful ways that can spot patterns, trends, behaviors, of complaints registered.
- c) The software should automatically create, manages and audit all emergency and non-emergency requests.
- d) Generate real-time data that makes reporting more timely and accurate.
- e) Add, assign, and track actionable items and feed them into the action pipeline. Tasks can be automatically populated with data or updated with real-time information.

- f) It should notify the personnel/team whom task is assigned, on what objectives needs to be accomplished.
- g) Tracks opened or clicked emails and usually works with popular email clients and mailers like Gmail and Outlook.
- h) It should manage the communication with the citizens ensuring to complaint/request is left unattended.
- i) Citizens are automatically communicated either through email or SMS along with update to their requests.
- j) Provide Android and IOS App as well as a Web Interface for customer.
- k) Full access to mobile and cloud-based devices across multiple platforms (e.g., iOS/Android mobile devices and Windows PC).
- l) Initial training for all users and creation of training materials to be used as reference and for training of new personnel.
- m) Consultation on methods of data unification and streamlining, both at the initial implementation and ongoing customer and technical support.
- n) Service and troubleshooting for technical issues and barriers that prevent effective CRM Solution operation and use.
- o) Import of existing data found in excel spreadsheets, an access database, and outlook.

Comment [FH1]: Tracks will open with in CRM app & alerts can be sent on emails.

Comment [FH2]: Need to set certain criteria for Mobile Apps, who can use and how. Access will be provided accordingly.

Comment [FH3]: Only possible if Data duplication is catered already along with same set of columns

CRM REPORTS:

New CRM will provide the following reports:

- a) Time call received
- b) Time taking by call receiving agent in handling call
- c) Time taking by call receiving agent to transfer call in this dispatch
- d) Time taking by dispatch to agent calls 15 Madadgar mobile.
- e) Time taking by mobile to reached at caller's location.
- f) Total time consumed between call receiving a 15 Madadgar reaching caller location.
- g) Total call received.
- h) Number of prank calls.
- i) Number of dropped calls.
- j) Number of emergency calls.
- k) Number of complaint recorded.
- l) Number of Inquiry.
- m) Average time of 15 Madadgar response.
- n) Satisfaction of 15 Madadgar caller.
- o) Number of calls dispatch to Police Station i.e. complaints.
- p) Number of complaints disposed by Police Station within:
 - i. 1 Hour
 - ii. 2 Hours
 - iii. 3 Hours
 - iv. 4 Hours
 - v. 5 Hours

Section -3

SUPPLY AND CONFIGURATION OF

Sr. No	Items	Specifications	Quantity												
1	Next Generation Firewall	<p>1.0 <u>General Requirements</u></p> <p>1.1 The proposed system should not have restriction based on IP addresses licenses.</p> <p>1.2 The solution should be based on a dedicated Hardware based standalone appliance which should include specialized security microprocessors.</p> <p>1.3 The device should belong to a family of products that attains NSS-Labs Recommended Rating (NGFW) Certification.</p> <p>1.4 The NGFW vendor must have standing in Magic quadrant of recent Gartner Enterprise Firewall Report.</p> <p>1.5 The device should belong to a family of products that attains IPv6 Ready.</p> <p>2.0 <u>Hardware Requirements (NGFW)</u></p> <p>2.1 The proposed system must have minimum of:</p> <p>2.1.1 10 or More 10/100/1000 Ethernet interfaces (copper).</p> <p>2.1.2 2 or more 1GbE SFP Interfaces, for future provisioning. Optics are not required.</p> <p>2.1.3 2 or more 10G SFP+ interfaces, for future provisioning. Optics are not required.</p> <p>2.2 Throughput Requirements:</p> <p>2.2.1 The proposed Firewall solution must provide at least:</p> <table><tr><th>Feature / Throughput</th><th>Minimum Requirements</th></tr><tr><td>Firewall</td><td>8 Gbps or more</td></tr><tr><td>IPS</td><td>2.5 Gbps or more</td></tr><tr><td>App Control</td><td>2 Gbps or more</td></tr><tr><td>Concurrent Sessions</td><td>1 Million or more</td></tr><tr><td>Number of users</td><td>Unlimited</td></tr></table> <p>2.3 The system form factor shall not have exceeded 2U and Rack Mountable.</p> <p>2.4 The proposed system must able to operation under the following conditions:</p> <p>2.4.1 Temperature: 32 to 104 degrees F (0 to 40 degrees C).</p> <p>2.4.2 Humidity: 20 to 90% non-condensing.</p> <p>2.5 The proposed system must use the following power supply:</p> <p>2.5.1 AC Power - 100-240 VAC, 60-50 Hz.</p> <p>2.5.2 Power Consumption must not exceed 250 W in peak hours.</p> <p>3.0 <u>Operating System and Management Requirements</u></p> <p>3.1 The proposed OS/Firmware must reside on flash disk for reliability over hard disk and can be upgradeable via Web UI or CLI.</p> <p>3.2 The configurations on the device shall be easily backup or restored via GUI and CLI to/from local PC.</p>	Feature / Throughput	Minimum Requirements	Firewall	8 Gbps or more	IPS	2.5 Gbps or more	App Control	2 Gbps or more	Concurrent Sessions	1 Million or more	Number of users	Unlimited	1
Feature / Throughput	Minimum Requirements														
Firewall	8 Gbps or more														
IPS	2.5 Gbps or more														
App Control	2 Gbps or more														
Concurrent Sessions	1 Million or more														
Number of users	Unlimited														

		<p>3.3 The proposed system shall minimally provide management access through:</p> <p>3.3.1 GUI or Web access which administration can be configured.</p> <p>3.3.2 CLI console using console port, SSH, telnet which service ports can be configured.</p> <p>3.4 The proposed system shall be able to limit remote management access from certain trusted network or host with corresponding administrator account.</p> <p>3.5 The proposed system should be able to facilitate administration audits by logging detailed activities to event log - management access and also configuration changes.</p> <p>3.6 The proposed system shall facilitate password requirements by ability to enforce:</p> <p>3.6.1 Minimum password length.</p> <p>3.6.2 Passwords should contain both numeric and alphabetic characters.</p> <p>3.6.3 Password expiry.</p> <p>3.6.4 Password cannot be reused.</p> <p>3.6.5 Limit repeated access attempts.</p> <p>4.0 <u>System Requirements</u></p> <p>4.1 The proposed system shall be able to operate on either Transparent (bridge) mode to minimize interruption to existing network infrastructure or NAT/Route mode.</p> <p>4.2 The physical interfaces can be configured as VLAN trunks which support up to 400 VLANs.</p> <p>4.3 The device shall be capable of creating multiple interface zones.</p> <p>4.4 The system shall provide interface mode, which allows administrator to configure each of the interface into separate network.</p> <p>4.5 The system must be able to support routing protocols including:</p> <p>4.5.1 OSPF.</p> <p>4.5.2 BGP.</p> <p>4.5.3 RIPv1/v2.</p> <p>4.6 The system shall be capable of configuring static routes.</p> <p>4.7 The system shall be capable of configuring policy routes</p> <p>4.8 The system shall be able to provide outbound WAN link load-balancing capabilities and redundancy.</p> <p>5.0 <u>Firewall Requirements</u></p> <p>5.1 The firewall shall be capable of handling 60,000 or more of new sessions per second.</p> <p>5.2 The proposed system shall support the following firewall policy features:</p> <p>5.2.1 Policy control by port and/or protocol.</p> <p>5.2.2 Policy control based on application or application category.</p> <p>5.2.3 Policy control based on user or user group.</p> <p>5.2.4 Policy control based on IP address.</p> <p>5.2.5 Policy control by country code.</p> <p>5.2.6 Per policy Secure Shell (SSH) decryption and</p>	
--	--	--	--

		inspection.	
		5.2.7 IPv6 rules/objects.	
	5.3	The proposed State-full Inspection Firewall should include Network Address Translation (NAT) and Port Forwarding.	
	5.4	Disclaimer should be configurable on Firewall.	
	6.0	<u>User Authentication Requirements</u>	
	6.1	The proposed Firewall shall be able to support various form of user Authentication methods simultaneously, including:	
	6.1.1	<u>Support authentication services for LDAP, RADIUS and internal database.</u>	
	6.1.2	<u>Support the creation of security policy based on AD Users and Groups.</u>	
	6.1.3	<u>Support user identification in policy without installing an agent on individual endpoints.</u>	
	6.1.4	<u>Create logs with user identity.</u>	
	7.0	<u>IPS Requirements</u>	
	7.1	The IPS detection methodologies shall consist of:	
	7.1.1	Signature based detection using real time updated database.	
	7.1.2	Anomaly based detection that is based on thresholds.	
	7.2	The proposed system shall identify, set threshold and act on network traffic anomalies of statistical anomaly types for the TCP, UDP, and ICMP:	
	7.2.1	Flooding: If the number of sessions targeting a single destination in one second is over a threshold, the destination is experiencing flooding.	
	7.2.2	Scan: If the number of sessions from a single source in one second is over a threshold.	
	7.3	The device shall allow administrators to create Custom IPS signatures.	
	7.4	When a signature is matched, the following configurable actions can be automatically taken:	
	7.4.1	Detailed log with IPS references.	
	7.4.2	SNMP traps.	
	7.4.3	Packet logging for forensic studies.	
	7.4.4	Pass or block connection.	
	8.0	<u>Application Control Requirements</u>	
	8.1	The proposed system shall have the ability to detect, log and take action against network traffic based on application signatures.	
	8.2	The application signatures shall be automatically updated.	
	8.3	The administrator shall be able to define application control based on selectable application list.	
	9.0	<u>Scanning and inspection Requirements</u>	
	9.1	The proposed system shall have the ability to intercept and inspect content of traffic on the following protocols with multi-layer anti-virus approach:	
	9.1.1	HTTP.	

		<p>9.1.2 IMAP.</p> <p>9.1.3 POP3.</p> <p>9.1.4 SMTP.</p> <p>9.2 The proposed system shall be capable to perform the following tasks over traffic:</p> <p>9.2.1 Gateway AV Scanning.</p> <p>9.2.2 Application controlling.</p> <p>9.2.3 Data leakage prevention.</p> <p>10.0 <u>Log & Report Requirements</u></p> <p>10.1 The device shall be capable of logging both internally and externally with the following options:</p> <p>10.1.1 Centralized logging.</p> <p>10.1.2 On-device logging.</p> <p>10.1.3 Syslog server.</p> <p>10.2 Reports can be generated manually or via schedules.</p> <p>10.3 To facilitate investigations, the centralized logging & reporting appliance shall be able to:</p> <p>10.3.1 Provide a web based real time attack log viewer.</p> <p>10.3.2 Log searching and filtering capabilities.</p> <p>10.3.3 Correlate attacks logs and display top attacks information on various period of time.</p> <p>10.3.4 Collect packet logs from the IPS device and display them real time.</p>	
2	Server	<p>Processor: 1 x Intel Xeon E13-1220 v5 3.0GHz, 8M cache, 4C/4T, turbo (80W)</p> <p>Memory Capacity: 16GB UDIMM, 2133MT/s, ECC</p> <p>Hard Drive: 2 x 1TB 7.2K RPM Near Line, 6Gbps SATA 3.5" NON-Hot Plug Hard Drive</p> <p>RAID Controller: 1 x PERC H330 Integrated RAID Controller Full Height</p> <p>Optical Drive: 1 x DVD+/-RW, SATA, Internal</p> <p>Network Card: On Board LOM 1GBE Dual Port (BCM5720GbE LOM)</p> <p>Embedded System Management: iDRAC8, Express, with open manage Essentials, Server Management</p>	1
3	Network Switch	<p>Interfaces: 28 x 10Base-T/100Base-TX/1000Base-T - RJ-45; 1 x console - 9 pin D-Sub (DB-9) - management; 2 x SFP (mini-GBIC)</p> <p>Performance: Switching capacity: 56 Gbps; Forwarding performance (64-byte packet size): 41.67 Mpps</p> <p>Device Type: Switch - 28 ports - L3 - managed</p> <p>Authentication Method: Secure Shell (SSH), RADIUS, TACACS+</p> <p>Status Indicators: Link activity, port transmission speed, system</p>	1

EVALUATION CRITERIA

MANDATORY REQUIREMENTS

Mandatory qualifying Requirements	Failing to qualify/submission any mandatory requirement will be disqualification in entire evaluation		
	01	Registration of National Tax Number (NTN) of the Company with Federal Board of Revenue (FBR)	Valid Certificate from concerned regulator / authority required
	02	Registration of General Sales Tax (GST) with Federal Board of Revenue (FBR)	
	03	Affidavit That firm is not Blacklisted and involved in any active litigation in Pakistan	
	04	Registration with Sindh Revenue Board (SRB)	
	05	Proof of Active Tax Payer	

EVALUATION OF TECHNICAL & FINANCIAL BIDS

Bidders who have been qualified in the mandatory evaluation shall be eligible for a detailed evaluation. The purchaser will evaluate and compare the bids that have been determined to be substantially responsive in accordance with the SPPRA Rules 2010. The bidder with the lowest evaluated cost shall be awarded the SLA contract, within the original or extended period of Bid Validity.

The Purchaser's evaluation of responsive bids will take into account technical factors, in addition to cost factors. The following weights will be used in the evaluation of bids:

Evaluation Criteria		Documentary Evidence Attached	Marks
Section 1			
Company Profile			
1.1	Years of Establishment of firm duly registered with the SECP or company ordinance 1984	The documentary evidence / proof should be attached in the Technical bid for verification	Max Marks = 50 above 10 Years = 50 above 7 - 9 Years = 35 above 5-7 Years = 25 Less than 5 Years = 0
1.2	The Vendor should have head office in Karachi and regional offices in major cities like Lahore and Islamabad	Office Address of Head Office and Regional Offices	3 Cities = 50 2 Cities = 35 1 City = 15
1.3	Company's Partnership level with the principle. The bidding Company	Partnership level certificate should be attached	Diamond (Highest Level)= 50

	should be maintaining highest partnership level for the past 3 years.		Saphire (Mid Level)= 30 Emerald (Lowest Level)= 15
Section 2 Financial Capability			
2.1	Average annual turnover of the firm for the last 3 years	a) Annual Audit Report of last 3 years b) Registration Evidence	Max Marks = 50 Above 50 Million = 50 Above 25 – 50 Million = 30 Less than 25 Million = 15
Section 3 Specialization			
3.1	The Vendor should be authorized by the Original Equipment Manufacturer 1. Ayaya 2. Firewall /Switch 3. Server	Valid Authorization Letter	Yes = 100 No = 0
3.2	Certified Staff by the Principal on Avaya AURA CM 7 & WFO Release 15.	Resumes with Certificates from the Principal	Max Marks = 100 5 or above = 100 3-4 = 50 Less than 3 = 0
Section 4 Relevant Experience			
4.1	Active Service Level Agreements of AVAYA Call Centers	Documentary evidence Must attach PO/Agreement	100 Marks 7 or above = 100 5-6 = 50 2-4 = 20
4.2	Similar Projects in Government Sector	Documentary evidence Must attach PO/Agreement	100 Marks 3 or above = 100 2 = 50 1 = 20
4.3	Vendor should have implemented Call Center Projects (Minimum 25 Million Each)	<ul style="list-style-type: none"> • Work Orders • LOA 	Max Marks = 50 More than 5 = 50 3 – 4 Projects = 35 1 – 2 Projects = 15
		TOTAL MARKS	700
NOTE: Minimum 85% Marks required to qualify Note: Failure to score marks in any section shall result in disqualification			

SAMPLE FORMS
BID FORM
(LETTER OF OFFER)

To:
Karachi Police Office,
Government of Sindh
Karachi
Sir:

- Having examined the bidding documents, the receipt of which is hereby duly acknowledge, for the above Contract, we, the undersigned, offer to supply, deliver, test and impart training in conformity with the said bidding documents for the Total Bid Price of Pak Rupees (in figures in words or such other sums as may be ascertained in accordance with the Price Schedule attached hereto and made part of this Bid.
- We undertake if our Bid is accepted, to complete the Works in accordance with the Contract Execution Schedule provided in the Schedule – A, Special Stipulations to Bid.
- If our Bid is accepted, we will provide the performance security in the sum equivalent to equal to 10% of the Contract Price in case of Registered Firms and 12.5% in case of un-registered firms, for the due performance of the Contract.
- We agree to abide by this Bid for the period of ninety (90) days from the date fixed for bid opening of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof in your Notification of Contract Award, shall constitute a binding Contract between us.
- We understand that you are not bound to accept the lowest-priced or any Bid that you may receive.

Dated this-----day of -----2017

WITNESS

Signature -----

Name-----

Title:-----

Address-----

BIDDER

Signature -----

Name -----

Title-----

Address-----

BID SECURITY FORM

WHEREAS _____ (hereinafter called "**the Bidder**") has submitted its bid dated _____ for the "**Support & Maintenance of Avaya Servers and Related Equipment Installed at Madadgar 15 Call Center, Karachi Police**", (hereinafter called "**the Bid**").

KNOW ALL MEN by these presents that We _____ (Name of Bank) of _____ (Name of Country) having our registered office at _____

_____ (address of Bank) hereinafter called "the Bank") are bound into the Karachi Police, Government of Sindh (hereinafter called "the Purchaser") in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns, by these presents.

Sealed with the Common Seal of the Bank this _____ day of _____, 2017.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder does not accept the corrections of his Total Bid Price; or
3. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:
 - (a) Fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders; or
 - (b) Fails or refuses to execute the Contract Form, when requested. Or

We undertake to pay to the Purchaser up to the above amount, according to, and upon receipt of, its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both or all the three above stated conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to _____ 2017, the period of bid validity, and any demand in respect thereof should reach the Bank not later than such date.

(NAME OF BANK)

By _____
(Title)

Authorized Representative

PERFORMANCE SECURITY FORM

To
Karachi Police Office,
Government of Sindh
Karachi-Pakistan

WHEREAS (Name of the Contractor)

Contractor" has undertaken, in pursuance of the bid for "Support & Maintenance of Avaya Servers and Related Equipment Installed at Madadgar 15 Call Center, Karachi Police", dated _____ 2017, (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the Contract that the Contractor shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Contractor, up to a total of _____ (Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you, within the limits of _____ (Amount of Guarantee) as aforesaid without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____ day of _____, 2017, or twenty-eight (28) days of the issue of the Defects Liability Expiry Certificate, whichever is later.

[NAME OF GUARANTOR]

Signature _____

Name _____

Title _____

Address _____

Seal _____

FINANCIAL PROPOSAL

Bidder's Profile			
Name			
Official Address			
Telephone(s) No.			
Official Fax No.			
GST Registration No.			
Income Tax Reg. No.			
No. of years in business			
Sr. No.	Service Description	Quantity	Cost
01	Maintenance of Avaya and all other Hardware Equipment installed at MCC-15 – BOQ of the same is provided in section "scope of work"	01	
02	Deployment of CRM application along with its hardware	01	
03	Next Generation Firewall (NGFW)	01	
		Total Bid	
Total Cost in Pak Rupees (in words, _____)			

INTEGRITY PACT
DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY
CONTRACTORS (FOR CONTRACTS WORTH 10.00MILLION 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 subdivision or agency thereof or any other entity owned or controlled by it (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, from Procuring Agency (PA) except that which has been expressly declared pursuant hereto.

[name of Contractor] accepts full responsibility and strict liability 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 PA 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 PA under any law, contract or other instrument, be voidable at the option of PA.

Notwithstanding any rights and remedies exercised by PA in this regard, [name of Supplier/Contractor/Consultant] agrees to indemnify PA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PA 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 PA.

[Procuring Agency] _____

_____ [Contractor]

GENERAL INFORMATION OF THE COMPANY

1	Name of Bidder	
2	No. of Years in business in Pakistan	
3	No. of Offices locations in Pakistan	
4	Annual Turnover (Million Rs.)	
5	Value of projects in hand (details may be given)	

6	Year of Incorporation (Start of Operation)	
7	Status of the Bidder	
	Sole Proprietor	
	Partnership	
	Private Limited	
	Public Limited	
	Entity registered/incorporated outside Pakistan (if yes, give detail)	
	Other (please specify)	
8	Names of Owner / Partners / Chief Executive / Directors	
9	Details of Registered Head Office (address, phone, fax, email & website information)	