

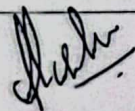
SLA for Service & Maintenance of CCTV Equipment installed at the High Court of Sindh

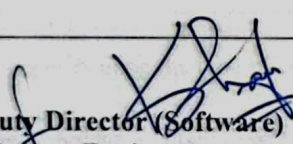
EVALUATION CRITERIA FOR TECHNICAL PROPOSAL

S. #	DESCRIPTION	A	B	C	Name of Companies					
		Maximum Marks	Subdivision of Marks of column A	Subdivision of Marks of column B	Vorson Pvt. Ltd	M. A Tech	Reliable Security Systems Pvt. Ltd	Mansha Brothers	Sind Computers	Security and Communications Pvt. Ltd
1	Overall Firm's Standing:	20	-	-						
1.1	Type Of Organization	-	5	-						
	1.1.1 Proprietorship	-	-	1	-	1	-	-	1	-
	1.1.2 Partnership	-	-	2	-	-	-	2	-	-
	1.1.3 Private Limited	-	-	5	5	-	5	-	-	5
1.2	ISO 9002 Certified (Any ISO certification)		3	3	3	0	3	0	0	3
1.3	Company's Organization Chart enclosed & satisfactory	-	3	3	3	3	3	0	3	3
1.4	Years of Standing of Firm in CCTV Field for more than 10 years	-	5	5	3	3.5	3	1.5	1	5
1.5	Registration Info (I. Tax, S. Tax & EOBI)	-	1	1	1	1	1	1	1	1
1.6	Client references attached & satisfactory	-	3	3	3	2	2	1.5	3	3
2	Financial Status	15	-							
2.1	Bank Certificate	-	5		5	5	5	0	5	5
2.2	Annual Turnover in last 3 years more than 30million	-	10		10	10	10	10	10	10
3	Capabilities & Experience	30	-							
3.1	Total Of Annual turnover Of Last 5 Years for CCTV works	10								
	3.1.1 More than Rs. 10.0 million local CCTV work	-	10			10	10	10		10
	3.1.2 More than Rs. 7.5 million local CCTV work	-	7							

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	3.1.3 More than Rs. 5 million local CCTV work	-	5		5					
	3.1.4 Less than Rs. 5 million local CCTV work	-	0						0	
3.2	Possess PEC License for the relevant field EE-02 (Security, Safety Surveillance System)	10			10	10	10	10	10	10
3.3	Does firm have Quality Assurance manual & Plan	2			2		2	0	0	
3.4	Safety Manual & Safety Plan	3			3		3	0	0	3
3.5	Any Govt./Judiciary related previous experience	5			0	5	5	5	5	5
5	Works In Hand	5	-							
5.1	Purchase Orders Certificate Submitted For Works In Hand	-	-							
	5.1.1 More than Rs.10.0 million	-	5			5	5	5	5	5
	5.1.2 More than Rs.7.5 million	-	3				-	-		
	5.1.3 More than Rs.5.0 million	-	2		1					
6	Personnel	10	-							
6.1	Organization chart for firm	-	2		2	2	2	-	2	2
6.2	Organization Chart For The Project Execution	-	2		2	-	2	-		2
6.3	Organization Chart For Operation & Maintenance For 1 Year Round The Clock Basis	-	2		0	2	-	-		2
6.4	Average number of staff in last 12 months	-	2		2	2	-	-	2	0
6.5	General staff information	-	2		2	2	2	1	2	2
7	Tools, Equipments & Workshop (Submit Detailed List)	10	-		10	7	7	10	5	7

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8	Authorized Representation Sole /Agent / Business Partner of Manufacturer (Submit Certificate/Letter)	10			0	10	10	10	0	10
	Total Marks	100								
	Passing Marks	70			72	80.5	90	67	55	93


SUHAIL MUHAMMAD LAGHARI
 Learned MIT-II/Chairman


I/C Deputy Director (Software)
Deputy Registrar
Member

Accounts Officer/ Nominee of A.G Sindh
Member

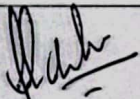
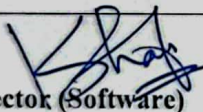
TECHNICAL PROPOSAL/ SCOPE OF WORK:

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

S #	Required Specifications of High Court of Sindh		Nature	Vorson Pvt. Ltd	M. A Tech	Reliable Security	Mansha Brothers	Sind Computers	Security and Communications
1	Monthly Cleaning & Servicing	At least, one time cleaning & servicing of all installed equipments at SHC-KHI on monthly basis. (One time re-paint services to the brackets and poles fixed for the cameras in a year) and repairing/replacement of brackets/poles (if required)	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes
2	Receiving Resolving Complaints	Receive and resolve complaints of any CCTV equipment installed at SHC-KHI onsite on daily basis and submit report to CCTV Operators/A.O (M) of Sindh High Court on the same day through job cards/forms. Copies of all reports must be submitted on monthly basis to the office of A.O(M).	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes
3	Response Time	Response time shall be 4 hrs, Complaint Resolution time depends upon the type of complaint.	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes
4	Repairing Trouble Shooting	The successful bidder shall be responsible for repair/troubleshoot of any mentioned equipment (free of any cost) if the same is repairable, otherwise new/updated item may be purchased by SHC either directly from the market and/ or bidder through quotation (s) and installation of the same shall be the responsibility of bidder.	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes

5	Backup Equipment	<p>In case of failure of any of the mentioned equipment, the provision and installation of backup equipment shall be the responsibility of successful bidder.</p> <p>The bidder shall provide BACKUP item for the faulty item till it is repaired by the bidder. In case a new item is to be purchased to replace the faulty item then no extra amount shall be charged by the bidder for the BACKUP item for at least 6 weeks. However SHC shall be responsible for fast and effective procurement of faulty item. The bidder may quote charges for the BACKUP item after 6 weeks.</p> <p>Bidder shall be bound to submit report of faulty item and backup on monthly basis to the CCTV Operators/A.O (M)</p>	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes
6	Quotation Faulty Items	The bidder may also provide the quotation for the faulty (but non-repairable) item. However SHC may acquire further quotations from the local market.	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes
7	Installation newly purchased equipment	The bidder shall be responsible for installation of the newly purchased equipment at the locations (free of Cost) whether the same is purchased from them or other vendor. Installation report/job cards must be submitted to CCTV Operators / A.O(M) within 24 hours.	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes
8	Equipment required for purpose of service/ maintenance	The equipment required for the purpose of services/maintenance (like tools, ladder, testing meters, cables etc.) shall be the responsibility of the bidder. Successful bidder shall submit a complete updated list of such items to SHC.	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes

10	Monthly Meeting for evaluating the progress implementation SLA	Monthly meeting of focal person(s) of the successful bidder, A.O(M) & CCTV Operators shall be conducted in last week of each month for discussing the progress of the SLA during the month and resolving issues (if any) in an amicable manner. Bidder shall be responsible for drafting the minutes of meeting.	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes
11	Monthly and Yearly	Bidders are bound to quote monthly and yearly fee for the purpose of maintenance and services of all the CCTV equipments installed at SHC-	Mandatory	Yes	Yes	Yes	Yes	Yes	Yes

 SUHAIL MUHAMMAD LAGHARI Learned MIT-II/Chairman	
 I/C Deputy Director (Software) Deputy Registrar Member	Accounts Officer/ Nominee of A.G Sindh Member