



# **Sindh Emergency Rescue Service (Rescue 1122)**

## **BIDDING DOCUMENTS**

### **Framework Contract**

**SINGLE STAGE TWO ENVELOPE PROCEDURE (46)-1**

**TENDER DOCUMENT FOR SERVICES (SUPPORT &  
MAINTENANCE)  
OF  
CENTRAL COMMAND & CONTROL (RESCUE 1122 HQ) FOR  
THE YEAR 2026–2027**



# Sindh Emergency Rescue Service (Rescue 1122)

## سنده ایمرجنسی ریسکیو سروس (ریسکیو 1122)

### بولیوں کی طلبی

(بذریعی ای-پاک ایکٹریشن اینڈ پیڈل سسٹم ای پیڈر)

حوالہ: SERS/DIRS(F)/HQ/3464/2026 / سری: 22/جنوری 2026ء



### این آئی ٹی کی تشریف

سنده ایمرجنسی ریسکیو سروس (1122) اب اپنی بولی دہنگان سے بذریعی ای پاک ایکٹریشن اینڈ پیڈل سسٹم (ای پیڈر) برائے نالی سال 26-2025 درج ذیل خدمات کی فراہی کے لئے مند پیک پر کیور منٹ رو 10 (تیم شدہ 2019) کی مختل费 رفاقت کے تحت ای بولیاں طلب کرتی ہے۔  
وچپری رکھنے والے بولی دہنگان کو گوت دی جاتی ہے کہ ایک تحریری درخواست میں اینڈ پر کیور منٹ پاپ ہمچنانچہ فائنس اینڈ پر کیور منٹ پاپ سندھ ایمرجنسی ریسکیو سروس (1122) میں جمع کروائیں یا ادا کروہ و پاپ کی سلیپ بھام فائزہ دا ریکٹری فائنس اینڈ پر کیور منٹ سندھ ایمرجنسی ریسکیو سروس (1122) ہیڈ کوارٹر، پلٹ نمبر 9، بیک 17 گھن اقبال کراچی علاوہ تو اور 05:00:00 بجے تا 10:00:00 بجے جمع کروائیں۔ اتوار اور ایام قطیل ازتاریخ اشاعت تا 9 فروری 2026 میں 10:00:00 بجے تا 05:00:00 بجے جمع کرائیں مفصل شرائط و ضوابط مکمل بولی دھاوا جرات کا کل سیٹ / [پرلاٹھکی اورڈر اون لائن جا سکتا ہے۔](https://portalsindh.eprocure.gov.pk/)

بولی دھاوا جرات میں دی گئی ہدایات کے مطابق تیار کردہ بولی دھاوا جرات ایک پر جمع کرائی جائے جو کہ پر کیور منٹ کی کل جمعیت لگت کے حساب سے جیسا کہ ذیل میں نکل رہے ہے بصورت یہنک ڈرافٹ یا یک کال ڈپاپ یا یک گھنی ہام ڈا ریکٹری فائنس اینڈ پر کیور منٹ پاپ سندھ ایمرجنسی ریسکیو سروس (1122) ای پیڈر جمع کرنے کی تھی ہارنخ سے پہلے لازماً لفکھ جانی چاہئیں۔ جو ای روز 9 فروری 2026 کو سپر 02:30 بجے بھام دا ریکٹری فائنس اینڈ پر کیور منٹ سندھ ایمرجنسی ریسکیو سروس (1122) ہیڈ کوارٹر پلٹ نمبر 9، بیک 17 گھن اقبال کراچی میں کھوی جائیں گی۔

نمبر شمار	شینڈر کا عنوان	شینڈر کو چونے کا مقام / پڑ	شینڈر کو چونے کی تاریخ اور وقت	شینڈر کی فردوخت کی تاریخ اور وقت	شینڈر کی فردوخت کی فردوخت	شینڈر دوستاویزات کی فردوخت	شینڈر فردوخت فیس	زور بیجانہ
1	فرائی بائیٹ گروپ انٹرنس برائے عملہ پاپ سریسکچ 1122	فرائی بائیٹ گروپ انٹرنس برائے عملہ پاپ سریسکچ 1122	فرائی بائیٹ گروپ انٹرنس برائے عملہ پاپ سریسکچ 1122	9 فروری 2026ء	9 فروری 2026ء	این آئی ای کی اشاعت کے دن سے	3000/- 3000/- 3000/-	2% 2% 2%
2	فرائی بائیٹ خدمات (پیور اینڈ میٹی ٹس) پاپ سریسکچ کاٹ اینڈ ترول کراچی	فرائی بائیٹ گروپ انٹرنس برائے عملہ پاپ سریسکچ 1122	کوسپہر 03:30 بجے	کوسپہر 02:00 بجے	کوسپہر 10:00 بجے	یاں سے قل	3000/-	2%
3	فرائی بائیٹ ای کیٹی ایکٹریشن		مک					

#### نوت:

حکومت کی جانب سے عام قطیل کے اعلان کی صورت میں شینڈر مالک یوں کارکوچ کرائے اور کھوئے جائیں گے۔

تمام این آئی نر سکاریتی سیستم ہوں گے۔ پہلو پر دیٹل گھنی، تی اسٹن ای، اسک آری دیگر جب اور اگر اطلاع ہوتا ہو۔

کسی بھی وقت کی صورت میں امکان بولی دہنگان ای۔ پیڈر کی ہلپ لائن 911-137-237 پر دفتری ایام / اوقات کا رام رابطہ کر سکتے ہیں۔ ڈا ریکٹری فائنس اینڈ پر کیور منٹ

سنده ایمرجنسی ریسکیو سروس، ریسکیو 1122  
INF/KRY/0317/2026

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INFORMATION DEPARTMENT



# Sindh Emergency Rescue Service (Rescue 1122)

## PROCUREMENT PLAN FOR THE YEAR 2025-26

PROCURING AGENCY: RESCUE 1122, REHABILITATION DEPARTMENT, GOVERNMENT OF SINDH

Jan-26



S No	Description of Procurement	Quantity (where applicable)	Estimated Unit Cost (where applicable)	Estimated Total Cost (in Millions Rs.)	Funds allocated (in Millions Rs.)	Source of funds (ADP/ NON ADP)	Proposed Procurement Method	Timings of Procurement 2025-26				Timings of Procurement 2026-27			
								Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1	Group Insurance for Rescue 1122 Staff	N/A	N/A	8.25	8.25	Grant	Single Stage Two Envelope			✓					
2	Services (Support & Maintenance)-of Central Command & Control (Karachi)	N/A	N/A	27.66	27.66	Grant	Single Stage one Envelope			✓					
3	IT Equipments	N/A	N/A	5.25	5.25	Grant	Single Stage one Envelope			✓					
3	Building Maintenance (Karachi Stations)- Retender	N/A	N/A	3.5	3.5	Grant	Single Stage one Envelope			✓					
4	Purchase of Safety/ Rescue Equipment	N/A	N/A	10	10	Grant	Single Stage one Envelope			✓					

Prepared By:  
Assistant Director (Finance)  
Rescue 1122

Reviewed By:  
Director, Finance & Procurement  
Rescue 1122

Approved By:  
Director General,  
Rescue 1122



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## INVITATION OF BIDS

**(Through e-Pak Acquisition & Disposal System – EPADS)**

**Ref: No. SERS/DIRS(F)/HQ/3464/2026 Dated: 22-01-2026**

## ADVERTISEMENT OF NIT

The Sindh Emergency Rescue Services (1122) now invites e-bids through E-Pak Acquisition and Disposable System (EPADS) for eligible bidders for supply of following Services for fiscal year **2025-26** under the relevant provision of Sindh Public Procurement Rules 2010 (Amended 2019).

Interested bidders are invited to submit a written application along with a non-refundable tender fee of Rs. 3000 in shape of Pay Order and Demand Draft in favor of **Director Finance & Procurement** of the " Sindh Emergency Rescue Services (1122)." Or submit the paid deposit slip at the Office of the Director Finance & Procurement, Sindh Emergency Rescue Service (Rescue 1122), Headquarters, Plot No. 9, Block-17, Gulshan-e-Iqbal, Karachi between 0900 to 1700 hours except Saturday, Sunday and Holidays from date of publication up to **09-02-2026 up to 10:00 a.m.** A complete set of bidding document containing detailed terms and conditions, can be viewed / downloaded from <https://portalsindh.eprocure.gov.pk/#/>.

The Bids prepared in accordance with the instructions in the bidding documents must be submitted on EPADS and All bids must be accompanied by a bid security as mentioned below of the total estimated value of the procurement in shape of Bank Draft or pay orders or Call Deposit or Bank Guarantee in the name of Director Finance & Procurement of the " Sindh Emergency Rescue Services (1122)." must reach before the deadline for the submission of e-bids, which will be opened on the same day **09-02-2026 at 2:30 p.m.** at Office of the Director Finance & Procurement, Sindh Emergency Rescue Service (Rescue 1122), Headquarters, Plot No. 9, Block-17, Gulshan-e-Iqbal, Karachi.

The Procurement Committee of Rescue 1122 reserves the right to postpone / accept / reject any / all bids under the relevant provision of **SPPRA Rules 2010 (Amended 2019)**.

S.n o	Tender Title	Earnest Money	Tender Fee	Sale of Tender Document	Last date and time of Tender sale	Date and time of Submission of Tender	Date and time of Opening of tender	Tender Opening Venue/Address
1	Procurement of Group Insurance for Staff of Rescue 1122	2%	3000/-					
2	Procurement of Services (Support & Maintenance) of Central Command & Control Karachi	2%	3000/-	From day of Publication of NIT	On or before 09-02-2026 up to 10:00 a.m.	On or before 09-02-2026 up to 2:00 p.m.	09-02-2026 at 2:30 p.m.	Office of the Director Finance & Procurement, Sindh Emergency Rescue Service (Rescue 1122), Headquarters, Plot No. 9, Block-17, Gulshan-e-Iqbal, Karachi,
3	Procurement of IT Equipment	2%	3000/-					

### N.B.

- In case of Govt. announces Public Holiday then Tender will be submitted and opened on next working day.
- All NITs shall include Government Taxes including Professional Tax, GST, SRB and others wherever and if applicable.
- In case of any difficulty prospective bidders may contact EPADS helpline 051-111-137-237 during working days/hours



# Sindh Emergency Rescue Service (Rescue 1122)

Rescue 1122

## Bid Data Sheet

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Part One. Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

<b>Procuring Agency</b>		Rescue 1122, Government of Sindh  <b>Name of Project: Procurement of Services (Maintenance &amp; Operations) of Central Command &amp; Control- Rescue 1122, Karachi</b>
<b>Tender Description</b>		<b>Procurement of Technical Services</b>
<b>Bid Procedure:</b>		<b>Single Stage –One Envelope</b>
<b>Bidder's (Who can Apply)</b>	1	Bidder shall be a Pakistani entity.
	2	The Bidder must have valid NTN Number, GST & SRB (Where applicable),
	3	The bidder is NOT BLACK LISTED from any Procuring Agency in Pakistan.
	4	The bidder shall have at-least 03 years of experience in the relevant field.
	5	The bidder should have required annual turnover as mentioned eligibility criteria.
	6	Firm must comply with specifications mentioned in bidding documents.
	7	The Conditional bid will be disqualified.
<b>Bid Document can be purchased from:</b>		Office of the Director Finance & Procurement Sindh Emergency Rescue Service Rescue 1122 Head Quarter Plot No. 9 Block-17 Gulshan E Iqbal Karachi, Pakistan. Contact us by phone at +92-21-99334071 or via email at <a href="mailto:info@sers.gos.pk">info@sers.gos.pk</a> .
<b>Language:</b>		English
<b>Bid Currency:</b>		Bid shall be in PKR.
<b>Quoted Prices.</b>		The Bidders shall quote price including Delivery Duty Paid and all applicable taxes.
<b>Bid Security:</b>		<b>2% of quoted bid;</b> Only Demand Draft in the favor of “Director Finance and Procurement”
<b>Bid Validity:</b>		The bid should be valid for 90 days
<b>Performance Security</b>		<b>5%</b> of Contract Award Amount (as mention in Acceptance Letter). Only Demand Draft in the favor of “Director Finance and Procurement”
<b>Award Criteria</b>		Most Advantageous Bid
<b>Purchase Date:</b>		Bid Document will be issued from 1 <sup>st</sup> day of publication in websites (SPPRA-Epads) up to <b>09/02/2026 at 14:00 hrs</b>
<b>Bid Submission / Closing Time</b>		(Date & time): <b>09/02/2026 at 14:30 hrs</b> . Bids received after the due date and time will be unaccepted. Address for bid submission: Director Finance & Procurement, Rescue 1122, Govt. of Sindh Plot#09, Sindh Emergency Rescue Service (Rescue-1122), Headquarter near Baitul Muqaram Masjid, Gulshan e Iqbal Block-17, Karachi. by hand. <b>Number of copies:</b> Original and photocopy of both technical & financial proposal
<b>Bid Opening</b>		(Date & time): <b>09/02/2026 at 14:30 hrs</b>
<b>Bid opening place</b>		In the Committee Room of Director Finance & Procurement
<b>Delivery Period</b>		<b>Within 04 weeks</b> (after the issue of Work Order)
<b>Inspection:</b>		The goods/services will be verified by the Inspection Committee as per specification mentioned in the bid document & Work Order.
		The bids will be evaluated as per Evaluation Criteria given in this bid document.



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<b>Bid Evaluation:</b>	The quantity can be increased / decreased at any time as per SPPRA Rules. The Procuring Agency reserves the right to reject any or all the bids subject to the relevant provisions of SPPRA Rules 25 (1) (Amended 2017).
<b>Liquidated Damages</b>	In case of late delivery @ 0.1% per day will be charged on bid amount deducted from the bill, but not more than 10% of contract value.

## Instructions to Bidders. (ITB) INTRODUCTION

### 1. SOURCES OF FUNDS

Recurring Budget of current financial year and the eligible payment under the contract is to be made from allocated budget.

### 2. ELIGIBLE BIDDERS

- 2.1 This Invitation for Bids is open to all suppliers from eligible source as defined in the SPP Rules, 2010 (amended 2017) and its Bidding Documents except as provided hereinafter.
- 2.2 This Invitation for Bid is open to all firms having three years of experience in the relevant field within Pakistan or abroad, and their Authorized Agents / Importers / Bidders / Distributors.
- 2.3 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, specification, and other documents to be used for the procurement of the goods under this NIT.
- 2.4 Government-owned enterprises 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 Federal Govt. or Provincial Govt.
- 2.5 Bidder should not be eligible to bid, if they are under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government organization.

### 3. ELIGIBLE GOODS

- 3.1 The origin of all the goods & related services to be supplied under the Contract should be mentioned.
- 3.2 Origin means the place where the goods are mint, grown or produce or the place from which the related services are supplied.
- 3.3 The Origin of goods and services is distinct from the nationality of bidders.
- 3.4 All goods (mention in the bill of quantities) and related services to be supplied under the contract shall have their origin in eligible source countries and all expenditures made under the contract shall be limited to such goods and 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 Bid Data Sheet, 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 BID DOCUMENT

### 5. CONTENTS OF BID DOCUMENT

- 5.1 The Bidding Document in addition to the Notice Inviting Tender (NIT) include:
  - i. Instructions to Bidders (ITB).
  - ii. General Conditions of Contract (GCC).
  - iii. Special Conditions of Contract (SCC).
  - iv. Bid Data Sheet



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- v. Schedule of Requirements / Bill of Quantities.
- vi. Bid Form and Price Schedules
- vii. Experience in the relevant field
- viii. Contract Form
- ix. Performance Security Form
- x. Bid Declaration.

- 5.2 In case of discrepancies between the Invitation for Bid (IFB) / Tender Notice and the Bidding Document, the Bid Document shall take precedence.
- 5.3 The bidders are expected to examine all instructions, forms, terms, and specifications in the bid document. Failure to furnish complete information required in the bidding document or to submit a bid not substantially responsive to the bidding document may result in rejection of its bid.

## 6. **CLARIFICATION OF BID DOCUMENT**

- 6.1 A interested Bidder requiring any clarification of the bid documents may notify the Procuring agency in writing. The Procuring agency will respond in writing to any request for clarification of the bid documents, which it receives not later than three working days prior to the deadline for the submission of bids prescribed in the Bid Data Sheet. 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. **AMENDMENT OF BID DOCUMENT**

- 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 a interested Bidder, may modify the bid document by amendment.
- 7.2 All interested bidders that have received the bid 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 take the amendment into account in preparing their bids, the Procuring agency, at its discretion, may extend the deadline for the submission of bids.

## PREPARATION OF BID

### 8. **BID PROCEDURE**

#### 8.1 **Single Stage – One Envelope Procedure** under SPPRA Rule number 46-1.

- (a) Bid shall comprise a single package containing the financial proposal and the technical proposal;
- (b) Procuring agency shall evaluate the proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;
- (c) No amendments in the proposal shall be permitted during the Process;
- (d) Bid found to be the lowest evaluated or best evaluated bid shall be accepted.
- (e) The Bids shall be opened in the presence of bidders or their authorized representative at the prescribed time, date and venue.

### 9. **LANGUAGE OF BID**

- 9.1 The bid document and 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 in **English**. Supporting documents and printed literature furnished by the bidder may be in another language provided these are accompanied by an accurate translation of the



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relevant passages in English, in which case for purposes of interpretation of the Bid, the translated version shall prevail.

## 10. DOCUMENTS COMPRISING THE BID

The bid prepared by the Bidder shall comprise the following:

- (a) Price Schedule completed in accordance with ITB Clauses 4, 5 and 6.
- (b) Bid Security.
- (c) Bid Form.
- (d) Documentary evidence that the bidder is eligible to bid and is qualified to perform the Contract if its bid is accepted (as defined in *ITB Clause 2*);
- (e) Supply orders in the relevant field.
- (f) Undertaking that the bidder is not black listed by any firm.
- (g) Documentary evidence to the effect that the goods to be supplied by the Bidder are eligible goods and related services;

## 11. BID FORM

- 11.1 The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the goods to be supplied, a brief description of the goods, their country of origin, quantity, warranty/Guarantee (if applicable), and prices.

## 12. BID PRICES

- 12.1 The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable) and total bid price of the goods it proposes to supply under the contract.
- 12.2 The prices shall be quoted on delivery to consignee's end inclusive of all taxes, stamps, duties, levies, fees and installation and integration charges imposed till the delivery location specified in the schedule of Requirements. No separate payment shall be made of the incidental services.
- 12.3 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 Bid Data Sheet.
- 12.4 Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet.

## 13. BID CURRENCIES

- 13.1 Prices shall be quoted in Pakistani Rupees for goods mention in the bill of quantities.

## 14. DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION

- 14.1 Pursuant to *ITB Clause 2 & 3*, the Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its qualifications and experience to perform the contract.

## 15. DOCUMENTS ESTABLISHING GOODS' ELIGIBILITY AND CONFORMITY TO BIDDING DOCUMENTS

- 15.1 Pursuant to ITB Clause 2, 8, 10 and 18, the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all goods and services, which the Bidder proposes to supply under the contract and shall consist of:

- 15.1.1 a detailed description of the essential technical and performance characteristics of the goods;
- 15.1.2 the Bidder shall note that standards for workmanship, material and equipment, as well as references to brand names or catalogue numbers designated by the Procuring agency in its Technical Specification are intended to be descriptive only and not restrictive: till stated otherwise in Technical Specifications or Bid Data Sheet.

## 16. BID SECURITY



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- 16.1 The Bidder shall furnish, as part of its proposal, a Bid Security in the amount and currency specified in the Bid Data Sheet.
- 16.2 The Bid Security shall remain valid for a period of 28 days beyond the bid validity period, or till it is revalidated/extended for a period mutually agreed upon by the procuring agency and tenderer.
- 16.3 The Bid Security is required to protect the Procuring Agency against the risk of Bidder's conduct, which would warrant the Security's forfeiture;
- 16.4 The Bid Security may be forfeited:
  - (a) if a Bidder withdraws its bid during the period of bid validity; or (b) in the case of a successful Bidder, the Bidder fails:
    - (i) to sign the Contract; or
    - (ii) to complete the supplies in accordance with the General / Specific Conditions of Contract.
    - (iii) to furnish performance security after the ward of contract.
- 16.5 Unsuccessful bidders' bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by the Procuring agency.
- 16.6 The successful Bidder's bid security will be discharged upon the Bidder signing the contract and submission of performance security, *pursuant to ITB Clause 37*.

## **17. BID VALIDITY**

- 17.1 Bids shall remain valid for 90 days from the date of its opening. A bid valid for a shorter period shall be treated as non-responsive and rejected.
- 17.2 In exceptional circumstances, the Procuring agency may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under *ITB Clause 16* shall also be suitably extended.
- 17.3 A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.
- 17.4 The Procuring Agency shall ordinarily be under an obligation to process and evaluate the bids within the stipulated bid validity period. However, for any reasons to be recorded in writing, if an extension is considered necessary, all those who have submitted their bids shall be asked to extend their respective bid validity period.

## **SUBMISSION OF BIDS**

### **18. SEALING AND MARKING OF BIDS**

- 18.1 The envelopes shall:
  - (a) bear the name and address of the Bidder;
  - (b) bear the specific identification Name and NIT reference number;
  - (c) bear the Procuring Agency's name and address
  - (d) a statement: "**DO NOT OPEN BEFORE**" the time and date specified in the Bid Data Sheet.
- 18.2 If the envelope is not sealed and marked as required, the Procuring Agency will assume no responsibility for the misplacement or premature opening of the bid.

### **19. DEADLINE FOR SUBMISSION OF BIDS**

- 19.1 Bid must be submitted by the bidder and received by the Procuring Agency at the specified address not later than the time and date specified in the Bid Data Sheet.
- 19.2 The Procuring Agency may, at its convenience, extend the deadline for submission of bids, by amending the bidding documents as mention in *ITB Clause 7*.



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## 20. **LATE BID**

- 20.1 Any bid received by the Procuring Agency after the deadline for submission of bids prescribed by the Procuring Agency shall not be entertained and returned unopened to the bidder.

## 21. **MODIFICATION AND WITHDRAWAL OF BIDS**

- 21.1 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification (including substitution or withdrawal of the bids) is received by the Procuring agency prior to the deadline prescribed for submission of bids.
- 21.2 No bid may be modified and withdrawn after the deadline for submission of bids.
- 21.3 Withdrawal of a bid before the validity period of bid security may result the forfeiture of bid security.

## OPENING AND EVALUATION OF BIDS

### 22. **OPENING OF BIDS BY THE PROCURING AGENCY**

- 22.1 The Procuring Agency will open all 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.
- 22.2 The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite bid security and such other details as the Procuring Agency, at its discretion, may consider appropriate, will be announced at the opening.
- 22.3 No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder pursuant to *ITB Clause 20*.
- 22.4 Bids (and modifications sent pursuant to *ITB Clause 21.1*) that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.
- 22.5 The Procuring agency will prepare minutes of the bid opening.

### 23. **CLARIFICATION OF BIDS**

- 23.1 During evaluation of the 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 prices or substance of the bid shall be sought, offered, or permitted.

### 24. **PRELIMINARY EXAMINATION**

- 24.1 The Procuring Agency will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 24.2 **Arithmetical errors** will be rectified on the following basis. If there is a **discrepancy** between the unit price and the 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 the Supplier does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. If there is a discrepancy between words and figures, the **amount in words will prevail**.
- 24.3 The Procuring Agency may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.



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- 24.4 Prior to the detailed evaluation, (pursuant to *ITB Clause 25*) the Procuring Agency will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Bid Security, Applicable Law, Taxes and Duties, will be deemed to be a material deviation. The Procuring Agency's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 24.5 If a bid is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

## 25. **EVALUATION AND COMPARISON OF BIDS**

- 25.1 The Procuring Agency will evaluate and compare the bids which have been determined to be substantially responsive, (pursuant to *ITB Clause 24 & 30*).
- 25.2 The Procuring Agency's evaluation of a bid will be on delivered duty paid (DDP) inclusive of prevailing duties/taxes and will exclude any allowance for price adjustment during the period of execution of the contract, if provided in the bid.
- 25.3 **Litigation History:** The Bidder should not be involved in any litigation with the Procuring Agency/Govt. Deptt: (Provincial/Federal), else their bid will be rejected.

## 26. **CONTACTING THE PROCUREMENT AGENCY**

- 26.1 No bidder shall contact the Procuring Agency on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If any bidder wishes to bring additional information to the notice of the Procuring Agency, it may do so in writing.
- 26.2 Any direct or indirect effort by a bidding firm to influence the Procuring Agency during the process of selection of a bidder or award of contract may besides rejection of its bid result into its disqualification from participation in the Procuring Agency's future bids.

## 27. **REJECTION OF BIDS**

- 27.1 Notwithstanding anything stated here-before after the Procuring Agency may reject any or all bids at any time prior to the acceptance of a bid. The Procuring Agency may upon request, communicate to a bidder, the grounds for its rejection, but shall not be under obligation to justify those grounds.
- 27.2 The **erasing and/or alterations**, if any, in the Tender shall be authenticated by the authorized person by his full signature. Use of white fluid markers shall lead to rejection of bids.
- 27.3 **Ambiguous and incorrect answers** and/or incorrect filling of Tender Documents will render the tender liable to rejection.

## 28. **RE-BIDDING**

- 28.1 If the Procuring Agency has rejected all bids, it may move for a re-bidding or may seek any alternative method of procurement under the provisions of the prevailing Rules.

## 29. **ANNOUNCEMENT OF EVALUATION REPORT**

- 29.1 The Procuring Agency will announce the Evaluation Report and the resultant acceptance or rejection of bids at least seven days prior to the award of procurement contract.

## **AWARD OF CONTRACT**

## 30. **POST-QUALIFICATION**

- 30.1 In the absence of prequalification, the Procuring agency will determine to its satisfaction whether the Bidder (that is selected as having submitted the lowest evaluated responsive bid) is qualified to perform the contract satisfactorily.



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- 30.2 The determination will take into account the Bidder's financial and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Procuring agency deems necessary and appropriate.
- 30.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Procuring agency will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

## **31. AWARD CRITERIA**

- 31.1 Subject to *ITB Clause 23, 25, 26 & 30*, the Procuring agency will award the contract to the qualified bidder **as per criteria mentioned in the bid data sheet**, the bidder must be qualified to perform the contract satisfactorily. Furthermore, the quoted bid must be as per specification mentioned in the Bill of Quantities.

## **32. PROCURING AGENCY'S RIGHT TO VERY QUANTITIES AT TIME OF AWARD**

- 32.1 The Procuring Agency reserves the right to increase or decrease the quantity of stores originally specified in the Price Schedule and Schedule of Requirements without any change in unit price or other terms and conditions.

## **33. PROCURING AGENCY'S RIGHT TO ACCEPT ANY BID TO REJECT ANY OR ALL BIDS**

- 33.1 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 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.
- 33.2 Pursuant to Rule 45 of SPP Rules 2010 (Amended 2013), Procuring agency shall hoist the evaluation report on Authority's web site, and intimate to all the bidders seven days prior to notify the award of contract
- 33.3 The notification of award will constitute the formation of the Contract.
- 33.4 Upon the successful Bidder's furnishing of the performance security, the Procuring agency will promptly notify each unsuccessful Bidder and will discharge its bid security (pursuant to *ITB Clause 16.5*).

## **34. LIMITATIONS ON NEGOTIATIONS**

- 34.1 The Procuring Agency reserves the right to hold negotiation on delivery schedule or completion schedule for all the items or any item.
- 34.2 Negotiations will not be used to change substantially:
  - 34.2.1 the details of the requirement, including the tasks or responsibilities of the bidder or the performance of the goods;
  - 34.2.2 the terms and conditions of the Contract and;
  - 34.2.3 anything affecting the crucial or deciding factors in the evaluation of the proposals / bid and / or selection of successful bidder.

## **35. NOTIFICATION OF AWARD**

- 35.1 Prior to the expiry of the original or extended period of bid validity, the successful bidder will be informed in writing of acceptance of its bid by the Procuring Agency.
- 35.2 Upon the successful Bidder's furnishing of the performance security pursuant to ITB Clause 37, the Procuring agency will promptly notify each unsuccessful Bidder and will discharge its bid security.

## **36. SIGNING OF CONTRACT**



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- 36.1 While conveying acceptance of bid to the successful bidder, the Procuring Agency will send the bidder Contract Form, incorporating all points of agreement between the Parties.
- 36.2 Seven days after the official announcement of the award, both the successful Bidder and the Procuring Agency will sign and date the Contract on legal stamp paper valuing 0.3% of the value of contract, (cost shall be borne by the bidder). In case the successful Bidder, after completion of all codal formalities, shows inability to sign the Contract, its Bid Security shall be forfeited. The firm may also be blacklisted from taking part in any future bidding of Procuring Agency for a period up to five Years. In such a situation, the Procuring Agency may make the award to the next lowest evaluated responsive bidder or move for re-bid.

## 37. **PERFORMANCE SECURITY**

- 37.1 The successful Bidder shall furnish Performance Security. Upon submission of Performance Security, the Bid Security will be returned. The amount of Performance Security is specified at Bid Data Sheet.
- 37.2 Failure of the successful Bidder to comply with any of the requirements specified in this document shall be considered as sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in which event the Procuring Agency may make the award to the next lowest evaluated Bidder.

## 38. **CORRUPT OR FRAUDULENT PRACTICES**

- 38.1 The Procuring Agency and the Bidders / Manufacturers / Contractors are expected to observe the highest standard of ethics during the procurement and execution of the Contract. In pursuance of this policy, the relevant terms / phrases as may apply are defined below:
  - (i) "**Corrupt practice**" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in Contract execution; and
  - (ii) "**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;
  - (iii) "**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;
  - (iv) "**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;
  - (v) "**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;
  - (vi) "**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



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investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit rights provided for under the Rules.



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## FRAMEWORK CONTRACT AGREEMENT

THIS AGREEMENT made the \_\_\_ day of \_\_\_ 26 \_\_\_ between [name of Procuring agency] of [country of Procuring agency] (hereinafter called "the Procuring agency") of the one part and [name of Supplier] of [city and country of Supplier] (hereinafter called "the Supplier") of the other part:

WHEREAS the Procuring agency invited bids for certain goods and ancillary services, viz., [brief description of goods and services] and has accepted a bid by the Supplier for the supply of those goods and services in the sum of [contract price in words and figures] (hereinafter called "the Contract Price").

The supplies shall be delivered by the (Name of bidder) starting from (Start date) and continuing until (End date) for the duration of the 1-year contract period, extendable for up to three (03) years, subject to satisfactory performance and mutual written agreement by both parties.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:

- (a) The Bid Form and the Price Schedule submitted by the Bidder;
- (b) The Schedule of Requirements;
- (c) The Technical Specifications;
- (d) The General Conditions of Contract;
- (e) The Special Conditions of Contract; and
- (f) The Procuring Agency's Notification of Award.

3. In consideration of the payments to be made by the Procuring agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring agency to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract

4. The Procuring agency hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects there in, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by the (for the Procuring agency)

Signed, sealed, delivered by the (for the Supplier)



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## GENERAL TERMS & CONDITIONS OF THE CONTRACT

1. I/We \_\_\_\_\_ Muslim adult, by caste \_\_\_\_\_  
R/o \_\_\_\_\_ bind myself/ourselves to supply the said item to the **Sindh Emergency Rescue Service (Rescue 1122)** during the financial year 2026–2027 to until further orders. The articles are show in tender form and the rates are specified against each. The articles shall be of the best quality. The decision of Director OR Officer In-charge authorized by him to Acton his behalf (there in called the said officer) in regard to the quality and kind of the articles shall be final and binding upon me/us.
2. The supplies shall be delivered whenever required in the presence of the Director Finance & Procurement Rescue 1122 or his representative and myself/ourselves or my/our authorized agent my/our agent/agents shall be responsible person/persons and his/their name shall be known to the said officer in case it is discovered otherwise this contract/tender will be cancelled and security money forfeited.
3. Should any delay occur on my/our part or should I/We/Our agent fails to supply the articles at the given time and place the said officer may purchase them from the market out of my/our security deposit and the differences between the contract and Market rate shall be paid well by me/us.
4. The security money deposited by me/us shall be returned to me/us after successful completion of the contract and on my/our furnishing the usual No demand certificate.
5. Tender Form shall be accompanied by Earnest money as pretender form in shape of Call Deposit/Pay Order.
6. I will supply all the items as offered by me in Tender during the financial year at same rate and cost without delay/fail.
7. The articles/stores will be delivered upon proper receipt signed by the authorized officer on the delivery challan. The original challan will be attached with the bills.
8. The Director Finance & Procurement, Rescue 1122 Sindh reserves the right to cancel the part or whole Tenders without assigning any reason.
9. I/We perfectly understand all the above conditions and general directions to the contractor. I/we shall be bound myself/ourselves to abide by them and I/we also understand my/our contract, is liable to terminate in case of breach of any of the terms of contract. In that case my/our security deposit will be forfeited by the Director Finance & Procurement, Sindh Emergency Rescue Service (Rescue 1122).



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10. The Director Finance & Procurement, Sindh Emergency Rescue Service (Rescue 1122) reserves the right to increase or decrease the quantity of any item of schedules as and when it is deemed necessary without assigning any reason.
11. Delivery orders will be supplied within the stipulated date and time as given in the order, failing which security money will be forfeited.
12. In case of late delivery penalty of 2% of the total cost of the ordered items will be imposed after the expiry of the given period.
13. The Director Finance & Procurement, Sindh Emergency Rescue Service (Rescue 1122). reserve the right to impose the following penalties for any breach of the contract by bidders.
  - a. Forfeiture of the Security Deposit.
  - b. Forfeiture of payment.
  - c. Black listing of the Firm/Company.
14. I/We shall abide by the General Sales Tax rules as applicable.
15. The approved bidder(s) has/have to deliver the material on F.O.R basis at Director Finance & Procurement, Sindh Emergency Rescue Service (Rescue 1122).
16. Income Tax, GST and SST will be deducted as per rules, on the purchase/ Services.
17. The contract shall come into force and effective for Twelve (12) months. However, the contract is extendable / renewal able for another 2 years, if mutually agreed on satisfactory performance of the contractor during first year.
18. The bid will be valid for nineteen (90) days from the date of opening of the tender.
19. This Tender valid up to 30 June 2026.



# Sindh Emergency Rescue Service (Rescue 1122)

## OTHER DIRECTIONS (EVALUATION CRITERIA)

1. **TECHNICAL PROPOSAL** should have the following documents.
  - i. Original Tender Purchase Receipt.
  - ii. Copy of the Bid offer with quoted items with terms & conditions (without rates) with signature & Stamp.
  - iii. Photostat copy of Pay Order/Bank Draft of Earnest Money showing without rates.
  - iv. Photo Copy of Valid National Tax No Certificate Active
  - v. Photo Copy of Valid General Sale Tax Certificate Active.
  - vi. Photo Copy of Valid Professional Tax Certificate (From Excise and Taxation Department).
  - vii. Valid Pakistan Engineering Council Certificate.
  - viii. An affidavit of Rs.100/- (Non-Judicial Stamp paper) that the firm is not black listed in any Government Department.
  - ix. Preference will be given to three years' Experience in relevant field in Government Institutes.
  - x. Audited statements of accounts from CA and income tax return forms must be attached as supporting documents (Last 03 Years)50 Million.
  - xi. Bid should be submitted according to Data Sheet Page Wise with binding.
  - xii. Availability of Work shop must be in Karachi.
  - xiii. 80% or above score in technical evaluation criteria
2. **FINANCIAL PROPOSAL** should have the following documents.
  - i. Original Pay Order/Bank Draft of 2% Earnest Money. In the favor of Director Finance & Procurement Sindh Emergency Rescue Service (Rescue 1122).
  - ii. Original Copy of Bid offer with quoted price.
  - iii. Over writing not allowed
  - iv. Amount written most be Figure and words.
  - v. Preference shall be given to lowest bidder.
  - vi. This contract shall come into force and effective for Twelve (12) months. However, the contract is extendable / renewal able for another 2 years, if mutually agreed on satisfactory performance of the contractor during first year.



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## **EVALUATION CRITERIA**

Initially Technical Proposals will be opened and evaluated by the Procurement Committee. Bidders who will be technically qualified will be eligible to open their Financial Bids, subsequently in accordance with rules and procedures laid down in SPPRules,2010 (Amended2013).

The Purchaser will evaluate and compare the bids that have been determined to be substantially responsive. The evaluation will be performed assuming the Contract will be awarded to the Best Evaluated Bidder of the entire solution of command & control of the Rescue 1122 Head Quarter" as per Single Stage One Envelope Procedure as per SPP Rules,2010 (Amended2013).

In order to qualify for Financial Evaluations, the Bidder would require 80% Points in the Technical Evaluation Criteria.

### **BASIS OF EVALUATION & COMPARISON OF BID**

The Technical Bid must score at least 80% marks overall to be considered a responsive bid. Financial bid for non-responsive bid will be returned unopened Evaluation shall be evaluated on the basis of following parameters:

#### **MANDATORYQUALIFICATIONS(PRE-REQUISITE)**

1.	Registration of National Tax Number (NTN) of the Company with Federal Board of Revenue (FBR)	Valid certificate from concerned regulator /Authority required
2.	Registration of General Sales Tax (GST) with Federal Board of Revenue (FBR)	
3.	Valid registration of the company with Sindh Revenue Board (SRB)	
4.	Affidavit That firm is not Black listed and involved in any active litigation in Pakistan	
5.	Authorization Certificate from the Principal to Provide "Support & Maintenance of the Rescue 1122 Head Quarter" Hardware.	
6.	ISO 9001 Certificate Bidder Must have a Valid Certificate of ISO 9001.	



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## TECHNICAL EVALUATION CRITERIA AND COMPARISON OF BID

The Technical and Financial Bid shall be evaluated on the basis of the following Parameters:

COMPANY PROFILE	
Technical Parameter	Points
Year of Establishment of the Firm  Document Required: Company Profile/documentary evidence / proof should be attached in the technical bid for verification  The date of registration with Sales Tax shall be considered as date of establishment.	Max Points = 50  10 Years or Above: 50  Above 08 & Below 10 Years: 30  Above 03 & Below 08 Years: 20  Below 03 Years: 0
Member of Pakistan Software House Association of IT & ITES / PSEB (Bidder shall have Valid certificate)	Max Marks 50  Available: 50 Marks  Not Available: 00 Marks
Registered with Pakistan Engineering Council (Bidder shall have Valid PEC certificate)	Max Marks 50  Category C1 : 50 Marks  Category C2 : 40 Marks  Category C3 : 30 Marks  Category C4 : 20 Marks  Not Available: 00 Marks
ISO Certificate 27001 (Bidder shall have Valid ISO 27001 certificate)	Max Marks 50  Available: 50 Marks  Not Available: 00 Marks
ISO Certificate 14001 System Integration and ICT Services (Bidder shall have Valid ISO 14001 certificate)	Max Marks 50  Available: 50 Marks  Not Available: 00 Marks
ISO Certificate 20000 Software Support and IT Services (Bidder shall have Valid ISO 20000 certificate)	Max Marks 50  Available: 50 Marks  Not Available: 00 Marks
ISO Certificate 22301 Business Continuity and Software Customization	Max Marks 50



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(Bidder shall have Valid ISO 22301 certificate)	Available: 50 Marks Not Available: 00 Marks
ISO Certificate 22237 Data Center Infrastructure Facility (Bidder shall have Valid ISO 22237 certificate)	Max Marks 50
	Available: 50 Marks Not Available: 00 Marks
ISO Certificate 10002 (Bidder shall have Valid ISO 10002 certificate)	Max Marks 50
	Available: 50 Marks Not Available: 00 Marks

FINANCIAL STRENGTH OF THE COMPANY	
Technical Parameter	Points
Average Annual Turnover for Last 03 years (provide Audited Financials statement)	Max Points = 50 Above 200 million: 50 Above 101 to 200 million: 35 Above 80 to 100 million: 20 Less than 80 million: 0

COMPLIANCE WITH SCOPE OF WORK	
Technical Parameter	Points
Technical compliance with Complete Scope of work	50 Points
	Yes: 50
	No: 00

KEY PERSONNEL	
Technical Parameter	Points
(1) PEC Certified Professional Engineers. Attach CVs with Valid PEC Professional Certificate & Appointment letter	Max Points = 50 5 or More Engineers: 50 4 Engineers: 40 3 Engineer: 20 Less than 3 Engineers: 0
(2) Software Developer (Provide payroll and Resume)	Max Points = 50 Bachelor's Degree: 10 each Master Degree : 20 each



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(3) Certified Data Center Professionals /Specialist.  (Provide Valid data Centre Certification with Resume and company Pay Roll.)	Max Points = 50
	2 or More Employees: 50
	1 Employee: 25
	No Employee: 0
(5) Microsoft Certified Professional (Provide valid Certification along with Resume and Pay roll.).	Max Points = 50
	Each Employee: 25
	No Employee: 0
(6) Network Expert  Certificate with Resume and Pay roll.  CCNA, CCNP, CCSP, CCIE, Firewall	Max Points = 50
	CCNA, Firewall certification = 05 marks each
	CCNP, CCSP, CCIE = 10 Marks each
	No Employee: 0
(7) Certified Project Management Professionals  Provide PMP Certification with Resume and Pay roll.	Max Points = 50
	2 or More Employees: 50
	1 Employee: 25
	No Employee: 0

Relevant Experience	
Technical Parameter	Points
Relevant Experience  Number of similar project (of Emergency/Rescue Services Call center with Customized Integrated Software) completed in public sector.	Max Points = 50  each project: 25
Active SLA for IT infrastructure Maintenance  Number of Project for SLA of IT infrastructure / Data Center maintenance in Public Sector	Max Points = 50  each project: 25
Vendor should have relevant experience of supply and installations of Videowall Solution in Public/ Government Organization.	Max Points = 50  each project: 25
Vendor should have relevant experience to provide Connectivity and Networking on	Max Points = 50



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multiple sites in Public/ Government Organization.	each project: 25
Design methodology Bidder must provide a comprehensive Methodology	Max Points = 50
Project implementation plan & Presentation Bidder must provide a brief Project implementation plan and presentation	Max Points = 50

It is worth to mention here that:

1. The Bidder meeting the above requirement will be eligible for further necessary action thus provide relevant document. The bidders shall set his profile according to sequence of criteria and shall also tag them as per serial number given to evaluation conditions as mentioned in above table.
2. To qualify for financial evaluation, the bidders must secure 80% marks / points in Technical Evaluation besides compliance of all mandatory clauses.



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## Scope of Work

The scope of work for the support and maintenance of IT equipment involves a combination of maintenance, upgrades, troubleshooting, and proactive management to ensure the smooth functioning of the IT infrastructure for 12-Months.

The scope of work is for the support and maintenance of technical services to provide comprehensive IT, Application, Network, PBX, Storage, Security, and Hardware Support Services, including but not limited to the following for 12-Months:

Outline of the tasks included:

### Application Support & Enhancement

- Support and maintenance of existing applications
- Development and deployment of new features (if required)

### Agent Application Features:

- Idle/Busy time management on login/logout
- Auto-save unsaved tickets
- DnD integration through application
- Bing Maps integration with vehicle tracking
- SMS notifications for ticket creation/status
- Call disconnection identification (caller/agent)

### Web Application & Dashboard

- Real-time operational dashboards
- Call, ticket, agent, and queue monitoring
- Shift-wise and status-based views

### Reports & Analytics

- CDR reports, hourly summaries, agent performance
- Call recordings (play/download)
- Shift-wise, inbound/outbound, and status-based filters

### API Integrations

- Ticket data exchange APIs with SIEHS/HES
- Secure IP-bound API access

### Tracker Integration

- Integration with Falcon-i Trackers via provided APIs
- Real-time vehicle/ambulance tracking on maps
- To develop an application to integrate continuously with the Falcon-i Trackers for the Emergency Rescue Vehicles & Ambulances(through SIEHS) bindings on Maps in



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Agent Application and Web Application.

## PBX & Telephony Services

- User roles, rights, and monitoring
- Call recording, CDRs, live call monitoring
- Inbound/outbound including call provisioning within extensions

## FTP

- Develop an application must be Integrated with PBX to Get Daily Recording and Save these into provided FTP.
- This service will run once in a day.

## PTT Services:

- Managed web portal for recording and tracking dispatchers.
- Integrate all existing PTTs with the new PTTs.
- Configure users in both existing and new PTTs.
- Retain the same features in the new PTTs as in the old ones (e.g., UP: Previous Message, DOWN: Battery Percentage, Long Press DOWN: User Number).
- Provisioning of multiple groups/channels for dispatching.

Push to Talk Services			
S.no	Item Description	Qty	UoM
1	PTT-over-Cellular - Hand Set	10	Pcs
2	Managed Services Web Portal - PoC (12 months) with integration of existing PTT (79+10) already in use of Rescue 1122	1	Set

## Hardware Maintenance (Existing Hardware):

- Conduct regular maintenance checks for all IT equipment, including servers, workstations, UPS, Printers, and networking devices.
- Identify and replace any faulty or outdated hardware components.
- Maintenance of hardware components (e.g., RAM, storage) as needed to improve performance and accommodate growing needs.

LIST OF EXISTING HARDWARE				
Item No	Name of Goods or Related Service	Technical Specifications and Standards	Qty	Physical Unit



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1	WorkStation	Core I7 10th generation, 1 TB HDD, 21-inch monitor, 8 GB ram USB Keyboard and Mouse with Dual Screens (21inch)	25	Pcs
2	Headset	Headset USB for PC (Plantronics Black wire 3220 or Equivalent)	20	Pcs
3	IP Phone	IP Phone for Control Room 2 Line IP Phone (SIP) , Digital display , 3 way Conference ,PoE Supported , Built-in Speaker , Headset Support	20	Pcs
4	PRI Gateway	T1/E1/PRI Gateway	1	Pcs
5	SMS Gateway	SMS Gateway with API	1	Pcs
6	Internet Connection (Main)	CIR Internet Connection 20 MB (OTC)	1	Pcs
7		CIR Internet Connection 20 MB /29 IP Pool (MRC)	12	Months
8	SIP PRI (PDMA will Provide)	SIP PRI (NTC)-OTC (Client will provide)	1	Pcs
9		SIP PRI (NTC)-MRC (Client will provide)	12	Months
10	Connectivity (Fiber Optic)	Point to point connectivity between Rescue 1122 five site to CC-MRC	12	Months
11	Printer	LASERJET Printer – BLACK Black and white   Hi-Speed USB 2.0 port Print resolution Up to 1,200 x 1,200 dpi Memory 64 MB Up to 10,000 pages Duty cycle (monthly, letter)	9	Pcs
12	Printer/Scanner/Copier	Color LaserJet PSC - ALL IN ONE 1 USB 2.0 port; 1 Ethernet 10/100/1000 Base-TX network port; 1 Front Host USB port Print resolution: Up to 600 x 600 dpi Network: TCP/IP, IPv4, IPv6; Print: TCP-IP port 9100 Direct Mode, LPD (raw queue support only), Web Services Printing; Discovery: SLP, Bonjour, Web Services Discovery; IP Config: IPv4 (BootP, DHCP, AutoIP, Manual), IPv6. Built-in 802.11 b/g/n; authentication via WEP, WPA/WPA2, or 802.11x; encryption via AES or TKIP; WPS; Wi-Fi Direct	2	Pcs
13	Access Control	Access Control biometric Devices for 6 Doors Finger print, Card, Face recognition.	1	Pcs
14	Videowall Screen	Video Wall for Control Room Video Wall Display Unit 55" each, Resolution: 1920 × 1080 or better, Brightness: 500 cd/m <sup>2</sup> or better Bezel: Ultra-narrow 3.5 mm bezel	12	Pcs



# Sindh Emergency Rescue Service (Rescue 1122)

		Anti-glare, high definition, high brightness, high color gamut. Input Interface: HDMI × 1, DVI × 1, VGA × 1, CVBS × 1, USB × 1		
15	Wall Controller	Video Decoder for Multi-screens Multiple signal sources are supported, including HDMI Up to 3840 × 2160@30 Hz resolution 12 Output HDMI interface Network Interface: 1 x 10M/100M/1000M self-adaptive Ethernet interface USB Interface: 1 × USB 2.0 RS-232 Serial Interface x 2	1	Pcs
16	Push To Talk	Integrated dispatching communications system with high-efficiency and real time audio and video communications, and extended services. applications such as map positioning, multimedia IM messaging, SOS emergency alarm, patrol inspection, event reporting and task management	1	Pcs
17		PTT-over-Cellular - Hand Set	79+10	Pcs
18		Managed Services Web Portal - PoC (12 months)	1	Set
19	Dashcam	Dash Camera with Builtin WIFI and 3G/4G communication support. 720P Front Camera, 720P Inside Camera, Builtin Mic/Speaker, Support 256GB memory Card Ignition detection, SOS button.	30	Pcs
20		Dash Cam Connectivity with Control room (12 months)	30	Pcs
21	UPS	UPS 6 Kva True online RATING: 6KVA TRUE ONLINE DOUBLE CONVERSION UPS SINGLE PHASE IN- SINGLE OUT UPS WITH DRY BATTERIES POWER FACTOR: 0.8 or better BACKUP TIME: 15/20 MINUTES	7	Pcs
22	Server Hardware	Primary Server • Intel® Xeon® Processor 2.10 GHz 10C • 128GB RDIMM • 600GB 10K SAS 12Gbps Hard Drive X 2 • 2.4TB 10K SAS 12Gbps Hard Drive X 3	2	Pcs



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		<ul style="list-style-type: none"><li>• RAID Controller, 2GB NV Cache (RAID 0,1,5,6,10)</li><li>• 1Gb Network Daughter Card</li><li>• Dual Port 10Gb, Base-T, PCIe Adapter</li><li>• 16Gb Fiber Channel HBA</li><li>• Ready Rails Sliding Rails</li><li>• Dual Hot-plug, Power Supply (1+1)</li><li>• DVD+/-RW ROM, SATA, Internal</li></ul>		
23	Server Hardware	<p>PBX Server</p> <ul style="list-style-type: none"><li>• Intel® Xeon® Silver Processor ( 2.10 GHz) 8C</li><li>• 128GB RDIMM</li><li>• 2.4TB 10K SAS 12Gbps Hard Drive X 2</li><li>• RAID Controller, 2GB NV Cache</li><li>• 1Gb Network Daughter Card</li><li>• 10Gb, Base-T, PCIe Adapter</li><li>• Ready Rails Sliding Rails</li><li>• Dual Hot-plug, Power Supply (1+1)</li><li>• DVD+/-RW ROM, SATA, Internal.</li></ul>	1	Pcs
24	Server Hardware	<p>Backup Server</p> <ul style="list-style-type: none"><li>• Intel® Xeon® Gold Processor 2.10 GHz 20C</li><li>• 256GB RDIMM</li><li>• 600GB 10K SAS 12Gbps Hard Drive X 2</li><li>• 2.4TB 10K SAS 12Gbps Hard Drive X 3</li><li>• RAID Controller, 2GB NV Cache ( RAID 0,1,5,6,10)</li><li>• 1Gb Network Daughter Card</li><li>• Dual Port 10Gb, Base-T, PCIe Adapter</li><li>• 16Gb Fiber Channel HBA</li><li>• Ready Rails Sliding Rails</li><li>• Dual Hot-plug, Power Supply (1+1)</li><li>• DVD+/-RW ROM, SATA, Internal</li></ul>	1	Pcs
25	Storage	<p>San Storage</p> <p>2U,Dual Ctrl,SAS,AC\240V HVDC, 192GB Cache,8*1Gb ETH, 8*10Gb ETH, 4 ports SmartIO I/O module(SFP+,16Gb FC)x4 3TB x 10HDD or better</p>	1	Pcs
26	Rack	42U RACK with FAN ,Cable manager and PDU Floor Standing Server Cabinet	1	Pcs



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		Removable side panels, easy to install and maintain. Lockable Front rear door and side panel easy to install and remove, bottom ventilation .		
27	Virtualization Software	<p>Virtualization platform Standard License</p> <p>Virtualization software can be installed on server hardware to manage hardware resources according to the software needs and providing Failover services.</p> <ul style="list-style-type: none"><li>• The virtualization platform vendor must be a mainstream virtualization platform vendor in the industry.</li><li>• To ensure that Windows Server OSs can be guaranteed by Microsoft on the virtualization platform,.</li><li>• The virtualization software architecture uses the bare-metal architecture, as well as Intel VT and AMD-V, so that virtualization software can be installed on server hardware to manage hardware resources.</li><li>• Online and offline adjustment of VM specifications must be provided, including CPU, memory, hard disk, and NIC resources. The hot added CPU or memory takes effect immediately after VM OS is installed.</li><li>• BIOS and UEFI boot modes must be supported, and administrators can customize boot media, such as network, CD-ROM drive, and hard disk, and can specify the boot sequence.</li><li>• Basic VM life cycle management functions must be provided, including deletion, movement, cloning, migration, VNC login, snapshot, export, hibernation, restart, stop, forcible restart, and forcible stop.</li><li>• Three snapshot modes must be supported, including consistency snapshot, VM disk snapshot, and memory snapshot.</li><li>• VM CPU and memory QoS must be supported, including minimum and maximum CPU computing capabilities and minimum available physical memory that can be obtained by VMs.</li><li>• VMs can be grouped by folder. Different types of VMs can be logically grouped and managed, facilitating O&amp;M. Five-level folders can be supported. You can stop, start, hibernate, wake up, and clone VMs in batches.</li></ul>	1	Pcs



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		<ul style="list-style-type: none"><li>• Dynamic Resource Scheduler and Dynamic Power Management should be supported in order to improve optimize resource allocation and save power consumption.</li><li>• The virtualization platform must support local storage, IP SAN, FC SAN, and NAS devices. These storage resources can be added, deleted, queried, and scanned on the</li></ul>		
28	Antivirus	<b>Endpoint Security Solution</b> Must have following features Endpoint Detection and response Extended detection and Response Anti-Ransomware Deep Learning Technology Exploit prevention Manage Threat Response Central Management 24/7 Monitoring and Response Crypto Guard anti-ransomware Support 24X7 within 5 hours resolution with hardware and software	25	Pcs
29	Network Switch	48 Port Core Switch with 4 SFP Port 48*10/100/1000BASE-T ports, 4*GE SFP ports, AC power Forwarding performance: 75 Mpps Switching capacity: 100 Gbps/420 Gbps Must support traditional Spanning Tree Protocol (STP), Rapid Spanning Tree Protocol (RSTP), and Multiple Spanning Tree Protocol (MSTP). Support VLAN,GVRP,VCMP,ARP,RRPP,ERPS, IPV4 Static Routing ,IGMP,RIP,OSPF	2	Pcs
30	Network Switch	Access Switch 24 Port with 4 SFP Ports 24 x 10/100/1000Base-T ports, 4 x GE SFP ports AC power supply Forwarding performance: 42 Mpps Switching capacity: 54 Gbps/330 Gbps  Must support traditional Spanning Tree Protocol (STP), Rapid Spanning Tree Protocol (RSTP), and Multiple Spanning Tree Protocol (MSTP).	2	Pcs



# Sindh Emergency Rescue Service (Rescue 1122)

		Support VLAN,GVRP,VCMP,ARP,RRPP,ERPS, IPV4 Static Routing ,IGMP,RIP,OSPF		
31	Router	<p>Core Router Multi-core processors and a non-blocking switching structure Fault detection and determination in milliseconds to minimize service interruption time</p> <ul style="list-style-type: none"><li>• The proposed router must have the forwarding performance of 1Gbps</li><li>• The proposed router must have at least 2 WAN ports of GE SFP.</li><li>• The proposed router must have at least 8 LAN ports of GE RJ45.</li><li>• The proposed router must have 1 x USB 3.0 (compatible with USB 2.0)</li><li>• The power supply must have rated input voltage range (AC) of 100 V to 240 V</li><li>• The proposed router must have RTP, SIP, SIP AG, IP PBX/TDM PBX, VoIP, SBC .</li><li>• The proposed router must have Routing policies, static routes, RIP, OSPF, IS-IS, BGP.</li><li>• The proposed router must have IPSec enabled.</li><li>• The proposed router must have VPN (IPsec VPN, GRE VPN, DSVPN, A2A VPN, L2TP VPN, L2TPv3 VPN, VxLAN)</li><li>• The proposed router must support security feature like ACL (v4/v6), domain-based stateful firewall, 802.1X authentication, MAC address authentication, portal authentication, AAA authentication, RADIUS authentication, broadcast storm suppression, ARP security, ICMP attack defense, URPF, CPCAR, blacklist, attack source tracing, online behavior management.</li></ul>	1	Pcs
32	Firewall	<p><b>Firewall</b> Hardware plus 24x7 , Unified Threat Protection (UTP) 2 x 10GE (SFP+) + 8 x GE Combo + 2 x GE WAN</p>	1	Pcs



# Sindh Emergency Rescue Service (Rescue 1122)

		<p>Device must be Integrates firewall, VPN, intrusion prevention, antivirus, data leak prevention, bandwidth management, anti-DDoS, URL filtering, and anti-spam functions; provides a global configuration view; manages policies in a unified manner.</p> <p>Supports multiple highly available VPN features, such as IPSec VPN, SSL VPN, L2TP VPN, MPLS VPN, and GRE, and provides the Huawei-proprietary VPN client</p> <p>SecoClient for SSL VPN, L2TP VPN, and L2TP over IPSec VPN remote access.</p> <p>SSD,SATA 6Gb/s-240GB,Hot-Swappable</p> <p>IPsec VPN Throughput1(AES-256 + SHA256, 1420-byte) : 4 Gbit/s</p> <p>Threat Protection Subscription 36 Months</p>		
33	UPS	<p>UPS 30KVA with standard backup</p> <p>High-efficiency 3-phase UPS</p> <p>Main Input Voltage 400 V 3 phases</p> <p>Main Output Voltage 400 V 3 phases</p> <p>Rated power in W 20000 W</p> <p>Rated power in VA 20000 VA</p> <p>Battery type VRLA</p> <p>Provided equipment Dust filter</p> <p><b>INPUT</b></p> <p>Input harmonic distortion Less than 3 % for full load</p> <p>Input Power Factor at Full Load 0.8</p> <p><b>OUTPUT</b></p> <p>Harmonic distortion Less than 3 %</p> <p>Output harmonic distortion &lt; 3% linear load</p> <p>Output voltage tolerance +/- 1.5 %</p> <p>UPS type Double conversion online</p>	1	Pcs
34	UPS	<p>10 KVA UPS Single Phase true online</p> <p>RATING: 10KVA</p> <p>TRUE ONLINE DOUBLE CONVERSION UPS</p> <p>SINGLE PHASE IN- SINGLE OUT UPS</p> <p>WITH DRY BATTERIES</p>	1	Pcs



# Sindh Emergency Rescue Service (Rescue 1122)

		POWER FACTOR: 0.8 or better BACKUP TIME: 15/20 MINUTES		
35	AVR	SR-30KVA Automatic Voltage Regulator Stabilizer	1	Pcs
36	Maintenance of Server Room	Maintenance of Server Room Size : 10ft x 15ft approx. i.e : Color work , Raise floor , etc.	1	Job
37	Maintenance of Control Room	Power Cable for workstation and Videowall from Distribution Panel to equipment, Channel Patti , Extension Box, Connector Strip &etc	1	Job
38		Cat-6 /UTP, Optical Fiber, Patch cords, etc.) wiring and cabling for workstation .	1	Job

## Software Management:

- Ensure that operating systems, applications, and software frameworks are up to date with the latest security patches and updates.
- Install and configure software applications as required by the Client.
- Uninstall unnecessary or outdated software to optimize system performance.

## Network Infrastructure:

- Monitor and maintain the network infrastructure, including routers, switches, firewalls, and access points.
- Optimize network performance, addressing any bottlenecks or connectivity issues.
- Implement security measures to protect the network from cyber threats through existing Firewalls.

## Data Backup and Recovery:

- Regularly back up critical data and ensure the backups are functioning correctly in existing Storage capacity.
- Test the data recovery process to ensure that data can be restored in the event of data loss or system failure.

## Security and Compliance:

- Implement and update security protocols and measures to safeguard against malwares and unauthorized access.
- Conduct regular security audits to identify vulnerabilities and address them promptly.

## User Support and Training:

- Provide technical support to users, addressing hardware and software issues of CRM and Call center Agent app promptly (Third party software not included).
- Offer training sessions (quarterly basis) to help users make the most of the IT equipment and software available to them.



# Sindh Emergency Rescue Service (Rescue 1122)

## Capacity Planning:

- Monitor resource usage (CPU, memory, storage) and plan for future capacity needs based on projected growth.

## Documentation and Reporting:

- Maintain records of all IT equipment (as per contract), configurations, and changes made.
- Generate regular reports on system health, performance, and any major failure.

## Project Management:

- Plan and execute scheduled maintenance activity, such as infrastructure/firmware upgrades, system migrations, or software configuration/implementations.
- The services may extend for another 2 years, if mutually agreed on satisfactory performance of the contractor during first year.

## Deliverables:

- 24/7 technical support
- Monthly SLA and performance reports
- Preventive maintenance schedules
- Security audit and compliance reports

## Service Level Agreement (SLA):

- System uptime: **≥ 99.5%**
- Critical fault resolution: **within 6–8 hours**
- Non-critical fault resolution: **within 24 hours**

## Confidentiality:

All data and systems shall remain the property of Rescue-1122.



# Sindh Emergency Rescue Service (Rescue 1122)

## ADDITIONAL SERVICE REQUIRED

### Provision of VPbx services (portal for recordings backup)

S.no	Location	Extension
1	Karachi	12
2	Hyderabad	12
3	Sukkur	12

### Maintenance of Towers (Height ~120ft)

S.no	Location	Qty
1	Karachi	2
2	Hyderabad	1
3	Larkana	1



# Sindh Emergency Rescue Service (Rescue 1122)

## Financial Form

<b>Financial Form for 1<sup>st</sup> Year SLA</b>					
<b>S.no</b>	<b>Description</b>	<b>UoM</b>	<b>Qty</b>	<b>Per Month Rate including Tax</b>	<b>Per Year Rate including Tax</b>
1	PROCUREMENT OF TECHNICAL SERVICE FOR SUPPORT & MAINTENANCE OF RESCUE 1122 HQ – CENTRAL COMMAND & CONTROL CENTER FOR THE YEAR	Month	12		
<b>Total (Including Tax)</b>					

**Note: Bid amount must be included of All applicable taxes.**