

DAWN WEDNESDAY JUNE 17, 2026



UNIVERSITY OF KARACHI

Tel: (021) 9926 1300-6 Ext: 2215 Tel/Fax: 9926 1350
Email: purchase@uok.edu.pk

Ref: P.O./13819-2026

Dated: 16-06-2026

NOTICE INVITING TENDER

TENDER FOR PROCUREMENT OF LOCAL PAPER FOR B.C.C. & T. PRESS AND SERVICE LEVEL AGREEMENT (SLA) COMPREHENSIVE MAINTENANCE AND SUPPORT OF MAIN COMMUNICATION NETWORK, UNIVERSITY OF KARACHI

Bids are invited on prescribe document for required services on **Single Stage One Envelop Procedure** from the firm of repute registered with the **Sales Tax, SRB and NTN Authorities**. Further detail of items, quantities and terms & conditions are contained in the bidding document. The bidder/supplier should be registered on the e-Pak Acquisition & Disposal System (**EPADS**) in order to participate in the subject tender. Interested bidder can register themselves electronically on **EPADS** through <http://sindh.eprocure.gov.pk/#/auth/login>

Bidding Documents containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bid, evaluation criteria, clarification/rejection of bids, performance guarantee etc. can be downloaded by the Official websites www.uok.edu.pk or accessed through the <http://portalsindh.eprocure.gov.pk/#/>.

1. Procurement of Local Paper 68gsm Size 18x30
2000 Reams
2. Service Level Agreement (SLA) (3 Years)

TERMS & CONDITIONS

- Each bid should be accompanied by bid security equal to 2% of the total contract value in the shape of pay order in favour of University of Karachi to be deposited in the Purchase Office before opening of Bids.
 - The tender fee of Rs. 3,000/- (non-refundable) must be deposited in United Bank Limited Account No. 1146-01004234 entitled "University of Karachi". The original deposit slip /online deposit receipt must submit along with the bid.
 - The bids without bid security shall not be entertained. Bids prepared in accordance with the instruction in the bidding documents, must be submitted electronically through EPADS on / or before 08-07-2026 at 11:30 a.m. Late submission of bids will not be accepted. Bids will be opened on the same day i.e. 12:00 noon.
 - Rates must be inclusive of all Govt. Taxes/Charges (if any) as levied from time to time by the Sindh Government. In case the day of bid opening falls on a public/local holiday, next working day shall be considered as the deadline for the same.
- The University of Karachi reserves the right to
- reject any or all the bids or proposals at any time in accordance with SPPRA Rules 2010.

Purchase Officer
UNIVERSITY OF KARACHI

روزنامہ جنگ کراچی بدھ 17 جون 2026ء



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**AND
SERVICE LEVEL AGREEMENT (SLA)
COMPREHENSIVE MAINTENANCE AND
SUPPORT OF MAIN COMMUNICATION
NETWORK, UNIVERSITY OF KARACHI**

مستعمل فرموں سے مقررہ دستاویزات کے مطابق سنگل اسٹیج ایک لفافے کے طریقہ کار کے تحت بولیاں طلب کی جاتی ہیں، جو سیکرٹریٹس، سندھ ریونیو بورڈ (SRB) اور میٹیل ٹیکس نمبر (NTN) کے ساتھ رجسٹرڈ ہوں۔ اشیاء، مقدار اور دیگر شرائط و ضوابط کی تفصیلات بولی دستاویزات میں شامل ہیں۔ بولی دہندگان / سپلائرز کے لیے ضروری ہے کہ وہ اس ٹینڈر میں شرکت کے لیے ای-پاک ایکویزیشن اینڈ ڈسپوزل سسٹم (EPADS) پر رجسٹرڈ ہوں۔ دلچسپی رکھنے والے بولی دہندگان خود کو <http://sindh.eprocure.gov.pk/#/auth/login> کے ذریعے الیکٹرانک طور پر رجسٹر کر سکتے ہیں۔

بولی دستاویزات جن میں تفصیلی شرائط و ضوابط، خریداری کا طریقہ کار، بولی جمع کرانے کا طریقہ، بڈ سیکورٹی، بولی کی مدت، معاوضہ بولی کھولنے کا وقت، جانچ کے معیار، وضاحت / رد کرنے کے قواعد، مرقامٹس گارنٹی وغیرہ شامل ہیں، جامعہ کراچی کی سرکاری ویب سائٹ www.uok.edu.pk یا پورٹل <http://portalsindh.eprocure.gov.pk/#/> سے ڈاؤن لوڈ کی جاسکتی ہیں۔

- 1- مقامی کاغذ کی خریداری 68gsm سائز 2000 — 18x30 ریپز
- 2- سروس لیول ایگریمنٹ (SLA) — (3 سال)

شرائط و ضوابط

- ہر بولی کے ساتھ کل معاہدہ مالیت کے 2 فیصد کے برابر بڈ سیکورٹی (بنک ڈرافٹ / پی آر ڈر) جامعہ کراچی کے نام جمع کرانی ہوگی، جو بولی کھلنے سے قبل پرچیز آفس میں جمع کرانی جائے گی۔
- ٹینڈر فیس سٹیج 3,000/- روپے (تاقابل واپسی) بوناٹینڈر بینک لیٹلر کے اکاؤنٹ نمبر 1146-01004234 میں یونیورسٹی آف کراچی کے نام جمع کرانی جائے۔ اصل ڈپازٹ سٹپ / آن لائن رسید بولی کے ساتھ جمع کرانا لازمی ہے۔
- بغیر بڈ سیکورٹی کے جمع کرانی گئی بولیاں قابل قبول نہیں ہوں گی۔ ہدایات کے مطابق تیار کردہ بولیاں EPADS کے ذریعے 08-07-2026 صبح 11:30 بجے یا اس سے پہلے جمع کرانی جائیں۔ مقررہ وقت کے بعد جمع کرانی گئی بولیاں قبول نہیں کی جائیں گی۔ بولیاں اسی دن یعنی 12:00 بجے دوپہر کو کھولی جائیں گی۔
- رٹیں میں تمام سرکاری ٹیکس / چارجز (اگر کوئی ہوں) شامل ہوں گے جو سندھ حکومت وقتاً فوقتاً لاگو کرے گی۔ اگر بولی کھولنے کا دن سرکاری / علاقائی تعطیل ہو تو اگلا دن کنگ دن آخری تاریخ تصور ہوگا۔
- یونیورسٹی آف کراچی کو یہ حق حاصل ہے کہ وہ SPPRA قواعد 2010 کے مطابق کسی بھی وقت کسی یا تمام بولیوں کو مسترد کر دے۔

پرچیز آفیسر

یونیورسٹی آف کراچی

اربع 17 جون 2026 ع

روزانه ڪاوش حيدرآباد



UNIVERSITY OF KARACHI

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NETWORK, UNIVERSITY OF KARACHI**

ساڪ وارين فرمن کان مقرر ٿيل دستاويزن جي مطابق سنگل اسٽيج هڪ لفافي جي طريقيڪار تحت واک گهريل آهن. جيڪي سيلز ٽيڪس، سنڌ روينيو بورڊ (SRB) ۽ نيشنل ٽيڪس نمبر (NTN) سان گڏ رجسٽرڊ هجن. شيون، مقدار ۽ ٻيا شرطن ۽ ضابطن جا تفصيل واک دستاويزن ۾ شامل آهن. واک ڏيندڙن/ سپلائرن لاءِ ضروري آهي ته اهي هن ٽينڊر ۾ شرڪت لاءِ اي-پاڪ اڪيويزيشن اينڊ ڊسپوزل سسٽم (EPADS) تي رجسٽرڊ هجن. دلچسپي رکندڙ واک ڏيندڙ پاڻ کي <http://sindh.eprocure.gov.pk/#/> ۾ [auth/login](http://sindh.eprocure.gov.pk/#/) جي ذريعي الڪٽرانڪ طور تي رجسٽر ڪري سگهن ٿا.

واڪ جا دستاويزن جن ۾ تفصيلي شرط ۽ ضابطا، خريداري جو طريقيڪار، واک جمع ڪرائڻ جو طريقو، واک سيڪيورٽي، واک جو مدو، واک کلڻ جو وقت، جانچ جو معيار، وضاحت/رد ڪرڻ جا قاعدا، پرفارمنس گارنٽي وغيره شامل آهن. جامع ڪراچي جي سرڪاري ويب سائيت www.uok.edu.pk يا پورٽل <http://portalsindh.eprocure.gov.pk/#/> تان ڏاڻون لوڊ ڪري سگهجن ٿا.

- 1- مقامي ڪاغذ جي خريداري 68gsm سائز 2000-18X30 ريمز
- 2- سروس ليول ايگريمنٽ (SLA) (3-سال)

شرط ۽ ضابطا:

- هر واک سان گڏ ڪل ڪانٽريڪٽ ويليو جي 2 سيڪڙو جي برابر بڊ سيڪيورٽي بطور پي آرڊر، يونيورسٽي آف ڪراچي جي حق ۾ لڳل هٿن ضروري آهي جيڪو واک کولڻ کان پهرين پرچيز آفيس ۾ جمع ڪرائڻو پوندو.
- ٽينڊر في مبلغ 3000 روپيا (ثاقابل واپسي) يونائيٽيڊ بينڪ لميٽيڊ جي اڪائونٽ نمبر 1146-01004234، بعنوان "University of Karachi" ۾ جمع ڪرائي وڃي. اصل ڊپازٽ سلپ/ آن لائن ڊپازٽ رسيد واک سان گڏ جمع ڪرائڻ ضروري آهي.
- بغير واک سيڪيورٽي جمع ڪرايل واک، قابل قبول نه هوندا. هدايتن جي مطابق تيار ڪيل واک EPADS جي ذريعي 2026-07-08 صبح 11:30 يا ان کان اڳ جمع ڪرايا وڃن. مقرر وقت کان پوءِ جمع ڪرايل واک قبول نه ڪيا ويندا. واک ساڳئي ڏينهن منجهند 12:00 وڳي کوليا ويندا.
- رٽس ۾ سمورا سرڪاري ٽيڪس/ چارجز (جيڪڏهن ڪي هجن) شامل هوندا، جيڪي سنڌ حڪومت وقتن فوقتن لاڳو ڪندي. جيڪڏهن واک کولڻ جو ڏينهن سرڪاري/ علائقائي موڪل هجي ته ورنڊ ڪم جي ڏينهن کي ان لاءِ آخري تاريخ سمجهيو ويندو.
- يونيورسٽي آف ڪراچي کي اهو حق حاصل آهي ته SPPRA رولز 2010 جي مطابق ڪنهن به وقت ڪنهن به يا سمورن واکن کي رد ڪري پئي.

پرچيز آفيسر
يونيورسٽي آف ڪراچي



TENDER DOCUMENT

SERVICE LEVEL AGREEMENT (SLA)

*For Comprehensive Maintenance and Support of University of Karachi Network
Department of Main Communication Network (MCN)*

UNIVERSITY OF KARACHI

Submission date: 08-07-2026



UNIVERSITY OF KARACHI KARACHI

Ref: P.O./13819-2026

Cost of form
Rs. 3,000/=(Non refundable)

BIDDING DOCUMENT

SERVICE LEVEL AGREEMENT (SLA)

*For Comprehensive Maintenance and Support of University of Karachi Network
Department of Main Communication Network (MCN)*

This Service Level Agreement (SLA) shall cover the complete maintenance, support, troubleshooting, configuration, installation, testing, and replacement services for the **University of Karachi network**, including both **active and passive network infrastructure**, as specified in **Annexure-A, Annexure-B, and Annexure-C**.

(I). TERMS & CONDITIONS

1. Service Coverage

The SLA shall cover services on weekdays from **Monday to Friday, 9:00 AM to 5:00 PM**, including support, troubleshooting, delivery, installation, and related technical services.

2. Scope of Work

The maintenance contract shall provide full comprehensive support for the complete University network, including, “but not limited to” on, as needed and as required basis as per below:

- Troubleshooting and rectification of all network faults and service disruptions
- Configuration, reconfiguration, testing, installation and commissioning of network devices and Servers (e.g. AD, DHCP, DNS, NMS) VM based machines.
- Complete fiber optic support across the University campus, including buried and aerial fiber, along with splicing, fault rectification OTDR, restoration along with all required accessories.
- Annexure-C(One-Time Job) is part of this SLA and covers maintenance after the work is completed.
- Preventive and corrective maintenance of all covered equipment
- Implementation of existing and new network policies and configurations, reconfigurations
- Changes in network design, layout, configuration and topology whenever needed
- Provision of complete support for all “Active and Passive” network infrastructure

- Any new fiber deployments are excluded from the scope of installation under this SLA. However, once the fiber installation is completed by the University of Karachi (UoK), the deployed fiber infrastructure shall automatically be covered under the terms and conditions of this SLA.
- New fiber installations are not covered under this SLA. Upon completion of installation by UoK, the deployed fiber shall automatically become part of and be covered under this SLA.
- 25 switches (loaded with related accessories), every year must be updated (replaced) with some newer model, old will be submitted to Network department of UoK.
- Any additional switches along with deployment and installation will become the integral part of this SLA
- Monthly report to the MCN, covering complaints handled, work performed, maintenance activities, faults resolved, replacements made, and any pending issues.
- The purpose of this SLA is to ensure that the University network remains stable and continuously operational.

- The 8-port existing switches should be identified in the whole campus environment and should be replaced with the manageable switches along with relevant racks.
- A complete and detailed network diagram should be prepared for the entire setup, including both existing and new fiber optic systems. It must clearly show all connections and equipment. The diagram should be updated every year to include any new changes and shared with MCN in both printed and digital formats. All diagrams should be created using software such as E Draw Max, Visio, MS Project, or similar tools.
- The SLA/Service Provider shall maintain backups of all devices like switches, routers, and servers, and share the latest backup files with the Client on a quarterly basis and immediately after any configuration change. In the event of any device, server, or configuration failure, the Service Provider shall restore the affected system using the latest available backup within the agreed restoration timeframe. All backups shall be periodically verified to ensure successful recovery when required.
- Any other item(s)

3. Equipment, Parts and Replacement

This SLA shall be on a with-parts and all related accessories basis for both active and passive end equipment with equivalent or higher (must be compatible)

The Vendor shall provide all required parts, modules, accessories, and replacement equipment in case of fault or failure, including installation, configuration, testing, and commissioning. Any hardware replaced or installed under this contract shall become the property of the University of Karachi.

4. Complaint Response Time

All complaints reported by the University of Karachi must be attended within a maximum of **2 to 4 hours** after the call from the University.

5. Technical Competency of Vendor

The University of Karachi network is based on Corning single-mode and multimode fiber optic products and Cisco active-end equipment. The Vendor must therefore have a qualified technical team with relevant expertise in:

- Fiber optic troubleshooting, maintenance and splicing(covering maximum 50 meter fiber patch) similar or higher type
- Cisco configuration, installation and troubleshooting
- Handling of both active and passive network infrastructure hardware

6. Preventive Maintenance

The Vendor shall carry out preventive maintenance of all racks, switching equipment, and network infrastructure. This shall include bi-annual dusting, blowing, cleaning, and servicing of every rack and placed switching equipment. A report of each maintenance activity shall be submitted to the MCN Office after completion at the end of the activity.

7. Documentation and Configuration Record

The Vendor shall submit complete and updated technical documentation to the MCN (after updates and previous) equipment configuration details, network diagrams, topology layouts, and records of all network changes, in both soft form and hard form, including printed topology diagrams and designs.

8. Backup of Configurations

A backup of every device configuration shall be taken before and after any change. These backups shall be maintained date-wise and provided to the MCN Office on every update.

9. Contract Period

The maintenance contract shall be valid for three (03) years and may be extended for a further term on the basis of satisfactory performance and mutual understanding between both parties, applying 10% increase in cost every year.

10. Mode of Payment

1. Mode of Payment: Annual(at the start of the contract)
2. The agreement is for 3 years from the date of award, renewable after three years. The vendor shall quote only the first-year price, and the same rates shall remain fixed for the remaining contract years. Payment shall be made annually, subject to satisfactory performance every year.

1 st year	First time quoted price(s) = A
2 nd Year	$A \times 10\% = B$
3 rd Year	$B \times 10\%$

(II). CONFIDENTIALITY

1. Both parties shall keep all data, records, working papers, configurations, diagrams, and other information confidential and shall use their best efforts to protect the same from unauthorized access, disclosure, or misuse.
2. Both parties shall ensure that any information received or brought to the knowledge of their employees, contractual staff, agents, or representatives, especially regarding the workings and business operations of the other party, shall remain confidential.
3. The Vendor shall not disclose, copy, share, or use any University data, network information, configurations, or technical records for any purpose other than execution of this Agreement.
4. All information exchanged during the course of this Agreement between the **Vendor** and the **University of Karachi** shall remain confidential unless otherwise mutually agreed.
5. This obligation of confidentiality and protection of University of Karachi's data shall continue even after termination, breach, expiry, or completion of this Agreement.
6. In case of any dispute arising out of this Agreement, the matter shall be referred to the Vice Chancellor, University of Karachi, whose decision shall be final and binding.

PHASE-I

Annexure-“A”
(with Parts)

S #	Description	QTY. and Units
1	Corning/Equivalent Optical Fiber with related accessories for whole University Network	Type: Single Mode/ Multi Mode
2	Gbic(s), SFPs, Media Converters, Fiber Patch Cords and other related accessories etc.	All

Annexure-“B”
(with Parts)

S #	Description	QTY.
1	Core and Distribution Sites CISCO Catalyst series 3500/3700 (i.e: 3550, 3750) or equivalent or higher	1 Core Site 08+, Distribution sites
2	Access Sites CISCO Catalyst 2900-3700 series (i.e: 2950, 2960, 3750) or equivalent or higher	70 +

PHASE-II

Annexure-“C”
(One time Job)

S #	Description	QTY.
1.	Proper harnessing of racks of Core and Distribution sites, with patch panels, cable managers along with tagging at all nodes and network cables etc.	01 Job
2.	Supply, Installation and Commissioning of Servers (for AD, DNS, DHCP, VM's, NMS etc). Specs: HP ProLiant DL380p, Gen8 or Equivalent with 2 × Intel Xeon E5-2696 v2 (24 cores / 48 threads), 256GB DDR3 or 4 ECC RAM, 4 × 480GB SSD (RAID 1) for OS, and 6 × 1.2TB 10K SAS (RAID 10) for data, HP P420i RAID controller with cache, 4 × 1GbE plus dual-port 10GbE NIC, dual redundant power supplies, and iLO 4 Advanced for management.	Total qty = 03 02 in HA
3.	<ul style="list-style-type: none"> – Installation of services(up and running with proper tests) on the above supplied servers i.e: AD, DNS, DHCP, VM's, NMS and other similar other services etc. – Implementation of dynamic routing across all UoK switches to ensure reliable and efficient network services. – Training for all of these above installations and services to handle it properly 	01 Job
4.	Monitoring <ul style="list-style-type: none"> – NMS Solar Winds or Equivalent (Free Version) required whole network at the NMS. (1 time with support with SLA) – Monitoring Screen 65' inch with wall angels 	01 Job 01 Job
5.	Supplying, installation, laying deploying and testing end-to-end, a 24-core single-mode armored fiber optic cable from the Data Center to the Department of Botany (24 cores), Department of Botany to UBIT (12 cores), and Botany to Applied Physics(12 cores). All fiber cores shall be spliced, terminated, tested, and labeled. The fiber cable shall be installed inside HDPE or stronger pipes and should be properly buried after digging, laid underground in accordance with standard industry practices. Trenching shall be carried out with a minimum depth of 3 feet and a width of 01 feet. Manholes and inspection pits shall be provided where required, with a	01 Job

	manhole installed at approximately every 200 meters or as necessary for cable pulling, maintenance, and future expansion. Bidders are encouraged to conduct a site survey for this item before submitting their quotation to verify the route, site conditions, and scope of work.	
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BOQ

Sr. #	Description	Qty.	Unit price	Total Cost
Annual Technical Support Services of Cisco Network Core Switches				
1	Ethernet Switches Series: CISCO Catalyst 2900-3700 series (i.e: 2950, 2960, 3750) or equivalent or higher	70 units		
2	Core Switch CISCO Catalyst series 3500/3700 (i.e: 3550, 3750) or equivalent or higher	8 unit		
4.	Gbic(s), SFPs, Media Converters, Fiber Patch Cords and other related accessories etc.	1 unit		
5.	Corning/Equivalent Optical Fiber with related accessories for whole University Network	1 unit		
6.	After Phase II Completion all items cover in Runing SLA Software and Hardware support for year	1 unit		
Total				
18% GST (If Applicable)				
13% SST (If Applicable)				
Grand Total Amount				

Phase II (One time Job)

Sr #	Item Description	Qty	Unit price	Total Cost
01.	Proper harnessing of racks of Core and Distribution sites, with patch panels, cable managers along with tagging at all nodes and network cables etc.	78 units		
02.	Supply, Installation and Commissioning of Servers (for AD, DNS, DHCP, VM's, NMS etc.). Specs: HP ProLiant DL380p, Gen8 or Equivalent with 2 × Intel Xeon E5-2696 v2 (24 cores / 48 threads), 256 GB DDR3 or 4 ECC RAM, 4 × 480GB SSD (RAID 1) for OS, and 6 × 1.2TB 10K SAS (RAID 10) for data, HP P420i RAID controller with cache, 4 × 1GbE plus Dual-port 10GbE NIC, Dual redundant power supplies, and iLO 4 Advanced for management	2 units		
03.	<ul style="list-style-type: none"> – Installation of services (up and running with proper tests) on the above – Supplied servers i.e.: AD, DNS, DHCP, VM's, NMS and other similar other services etc. – Implementation of dynamic routing across all UoK switches to ensure reliable and efficient network services. <p>Training for all of these above installations and services to handle it properly</p>	01 unit		
04.	Monitoring NMS Solar Winds or Equivalent (Free Version) required whole network at the NMS. (1 time with support with SLA) Monitoring Screen 65' inch with wall angels	1 Unit 01		
05.	Description (Optical Fiber Installation) 24 CORE SM FIBER CABLE (ADMIN TO BOTANY) 12 CORE SM FIBER CABLE (Botany to applied Physics, Botany to UBIT)) Digging with Accessories Chambers 3FT x 3FT x 3FT 1 INCH P.E PIPE FLEXIBLE PIPE 3/4 PVC PIPE SPLICING WITH ODF MAKING ODF 24 PORT LC TYPE LOADED ODF 12 PORT DESKTOP LC TYPE LC-LC PATCH CORD Cemented locators Fiber cable laying 9-u Rack for Botany OTHER ACCESSORIES	1000m 2000m 2800m 12 3000m 50 ft 200 ft 96core 2 4 24 15 1job 1 1		
Total				
18% GST (If Applicable)				
13% SST (If Applicable)				
Grand Total Amount				

Grand Total Amount (Rupees in words) _____

TERMS & CONDITIONS

- Bid should be accompanied by bid security equal to 2% of the total contract value in the shape of pay order drawn in favour of University of Karachi to be deposited in the Purchase Office before opening of Bids.
- The tender fee of Rs. 3,000/- (non-refundable) must be deposited in United Bank Limited Account No. **1146-01004234** entitled “**University of Karachi**”. The original deposit slip /online deposit receipt must submit along with the bid.
- The bid must be submitted along with the detailed company profile.
- Rates must be inclusive of GST and other Taxes/duties (if any) as levied from time to time by the Sindh Government.
- Successful bidder must be submitted 10% performance security of the total amount at the time of contract agreement in shape of pay order drawn in favour of University of Karachi.
- The University of Karachi reserves the right to vary quantities, accept or reject any or all the bids or proposals at any time in accordance with SPPRA Rules 2010.
- Procurement Committee shall finalize the bids in light of SPP-Rules, 2010 (updated January 2024).
- The method of procurement is open-competitive bidding single stage one envelop procedure.
- The prices to be quoted shall be filled in the bidding documents mandatory.
- The successful bidders who undertake to execute the contract shall be liable to forfeiture of their Bid Security as a penalty.
- The bids shall be evaluated on the following criterion.
 - Lowest evaluated bid in terms of Value for Money.
 - As per specifications, terms & conditions mentioned in the bidding document
- Period of Bid Validity (days):- 90 (Ninety) Days
- Delayed Delivery: 10% liquidity damages of the total amount will be imposed per month for which the company/firm/agency failed to deliver within the delivery/execution period.
- Quality Factors: The quality of Goods must be of prime quality.
- Condition of Goods / Works: All items must meet in all respects with the specs & conditions of the Order and must be in good condition otherwise they will be liable to reject.
- The bids without bid security shall not be entertained. Bids prepared in accordance with the instruction in the bidding documents, must be submitted electronically through EPADS on / or before 08-07-2026 at 11:30 a.m. Late submission of bids will not be accepted. Bids will be opened on the same day i.e. 12:00 noon.
- In case the day of bid opening falls on a public/local holiday, next working day shall be considered as the deadline for the same.
 - The Tender Notice and Bidding Document shall be available on the Official website, <http://portalsindh.eprocure.gov.pk/#/> (EPADS) as well as Procuring Agency’s website www.uok.edu.pk

Total Amount _____

(Rupees _____ Only)

(Total Earnest Money Rs. _____)

SIGNATURE OF THE PROPRIETOR
AND RUBBER STAMP OF THE COMPANY

Instruction to Bidders (ITB)

Preparation of Bids

- 1. Scope of Work** The *University of Karachi* plans to develop / acquire a comprehensive integrated solution for all the functional needs and requirements of *Service Level Agreement (SLA)* as described in later pages.
- 2. Method and Procedure of Procurement** National Competitive Bidding Single Stage *Single Envelope* Procedure as per SPP Rules 2010 (as updated January 2024)
- 2. Language of Bid** 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 English language
- 3. Documents Comprising the Bid** The bid prepared by the Bidders shall comprise the following components:
 - (a) Price Schedule completed in accordance with ITB Clauses 4, 5 and 6.
 - (b) Bid security furnished in accordance with ITB Clause 9.
- 4. Bid Prices**
 - 4.1 The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable) and total bid price of the *Service Level Agreement (SLA)* it proposes to supply under the contract.
 - 4.2 The prices shall be quoted inclusive of all taxes, stamps, duties, levies, fees and installation and integration charges imposed till the delivery of services specified in the Schedule of Requirements. No separate payment shall be made for the incidental services.
 - 4.3 Prices quoted by the Bidder shall remain 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.
 - 4.4 Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet.
- 5. Bid Form** The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the *Service Level Agreement (SLA)* to be supplied.
- 6. Bid Currencies** Prices Shall be quoted in Pak Rupees.
- 7. Documents Establishing Bidder's Eligibility and Qualification** The Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its qualifications to perform the contract if its bid is accepted.
 - (a) That the Bidder has the financial and technical capability necessary to perform the contract;
 - (b) That the Bidder meets the qualification criteria listed in the Bid Data Sheet.

- 8. Documents**
“Service Level Agreement (SLA)”
Eligibility and Conformity to Bidding Documents
- The documentary evidence of conformity of the *Service Level Agreement (SLA)* to the bidding documents may be in the form of literature and data.
- 9. Bid Security**
- 9.1 The bid security is required to protect the Procuring agency against the risk of Bidder’s conduct, which would warrant the security’s forfeiture
- The bid security shall be denominated in the currency of the bid:
- (a) 2% Bid Security should be deposited with the bid;
 - (b) be submitted in its original form; copies will not be accepted;
 - (c) remain valid for a period of at least 14 days beyond the original validity period of bids, or at least 14 days beyond any extended period of bid validity
- 9.2 Bid securities shall be released to the unsuccessful bidders once the contract has been signed with the successful bidder or the validity period has expired.
- 9.3 The successful Bidder’s bid security shall be discharged upon the Bidder signing the contract, and furnishing the performance security.
- 9.4 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, if the Bidder fails:
 - (i) to sign the contract in accordance
- 10. Period of Validity of Bids**
- 10.1 Bids shall remain valid for the period specified in the Bid Data Sheet after the date of bid submission prescribed by the Procuring agency. A bid valid for a shorter period shall be rejected by the Procuring agency as non responsive.
- 10.2 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 shall also be suitably extended as per Rule-38 of SPP Rules, 2010 (updated January 2024). 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.
- 11. Format and Signing of Bid**
- 11.1 The Bidder shall prepare an original bid indicated in the Bid Data Sheet, clearly marking each “ORIGINAL BID”.
- 11.2 The original and 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.
- 11.3 Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

Submission of Bids

- 12. Sealing and Marking of Bids**
- 12.1 The Bidder shall seal the original envelopes, duly marking the envelopes as “ORIGINAL BID”. The outer envelopes shall be addressed to the Procuring agency at the address given in the Bidding Documents, and carry statement “DO NOT OPEN BEFORE [08-07-2026].
- 12.2 If the outer envelope is not sealed and marked as required, the Procuring Agency shall assume no responsibility for the bid’s misplacement or premature opening.
- 13. Deadline for Submission of Bids**
- 13.1 Bids must be received by the Procuring Agency at the address specified in Bidding Documents, not later than the time and date specified in the Bid Data Sheet.
- 13.2 The Procuring Agency may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents. in such 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.
- 14. Late Bids**
- Any bid received by the Procuring Agency after the deadline for submission of bids prescribed by the Procuring agency shall be rejected and returned unopened to the Bidder.
- 15. Modification and Withdrawal of Bids**
- 15.1 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.
- 15.2 No bid may be modified after the deadline for submission of bids.
- 15.3 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity. Withdrawal of a bid during this interval may result in the Bidder’s forfeiture of its bid security.

Opening and Evaluation of Bids

- 16. Opening of Bids by the Procuring agency**
- 16.1 The Procuring agency shall 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/attendance sheet evidencing their attendance.
- 16.2 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 may consider appropriate, will be announced at the opening.
- 17. Clarification of Bids**
- During evaluation of the bids, the Procuring agency may 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.

- 18. Preliminary Examination**
- 18.1 The Procuring agency shall 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.
- 18.2 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.
- 18.3 Prior to the detailed evaluation, the Procuring agency will determine the substantial responsiveness of each bid to the bidding documents. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Procuring agency's determination of a bid's responsiveness is to be based on the contents of the bid itself.
- 18.4 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.
- 19. Evaluation and Comparison of Bids**
- 19.1 The Procuring agency will evaluate and compare the bids which have been determined to be substantially responsive.
- 19.2 The Procuring agency's evaluation of a bid will be on delivery to consignee's end inclusive of all taxes, stamps, duties, levies, fees and execution charges imposed till the delivery location.
- 20. Contacting the Procuring agency**
- 20.1 No Bidder shall contact the Procuring agency on any matter relating to its bid, from the time of the bid opening to the time of announcement of Bid Evaluation Report. If the Bidder wishes to bring additional information to the notice of the Procuring agency, it should do so in writing.
- 20.2 Any effort by a Bidder to influence the Procuring agency in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.
- 21. Post-qualification**
- 21.1 In the Procuring agency may determine to its satisfaction whether that selected Bidder having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily.
- 21.2 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 Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 7 as well as such other information as the Procuring agency deems necessary and appropriate.
- 21.3 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.

- 22. Award Criteria** The Procuring agency will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- 23. Procuring agency's Right to Accept any Bid and to Reject any or All Bids**
- 23.1 Subject to relevant provisions of SPP, Rules, 2010 (updated January 2024), 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.
- 23.2 Pursuant to Rule 45 of SPP Rules 2010 (updated January 2024), 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.
- 24. Notification of Award** Prior to the expiration of the period of bid validity, the Procuring agency shall notify the successful Bidder in writing, that its bid has been accepted.
- 25. Signing of Contract**
- 25.1 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.
- 25.2 Within the period specified in BDS, of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring agency.
- 26. Performance Security** Failure of the successful Bidder to comply with the requirement of ITB Clause 25 shall constitute 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 or call for new bids.
- 27. Corrupt or Fraudulent Practices**
- 27.1 The Government of Sindh requires that Procuring agency's (including beneficiaries of donor agencies' loans), as well as Bidders/Suppliers/Contractors under Government-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the SPPRA, in accordance with the SPP Act, 2009 and Rules made thereunder:
- (a) **"Corrupt and Fraudulent Practices"** means either one or any combination of the practices given below;
- 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;
- (b)* **“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.

Bid Data Sheet

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

Introduction	
ITB 1	Name and address of Procuring Agency: <i>University of Karachi, Karachi.</i>
ITB 1	Name of Contract. <i>“Service Level Agreement (SLA)”</i>
Bid Price and Currency	
ITB 4	Prices quoted by the Bidder shall be <i>“fixed” and in” Pak Rupees”</i>
Preparation and Submission of Bids	
ITSB 19	<i>Qualification requirements:</i> <ol style="list-style-type: none"> 1) NTN 2) Sales Tax 3) Registration with SRB for works & services 4) Minimum three years’ experience relevant field 5) Turnover of at least last three years
ITB 7	Amount of bid security. 2 % of Bid
ITB 8	Bid validity period. 90 days
ITB 10	Number of copies. <i>One Original</i>
ITB 19.1	Deadline for bid submission. <i>08-07-2026 at 11:30 a.m.</i>
ITB 20	Bid Evaluation: <ol style="list-style-type: none"> 1. Lowest evaluated bid in terms of Value for Money. 2. As per specifications and terms & conditions mentioned in the bidding document
	Under following conditions, Bid will be rejected: <ol style="list-style-type: none"> 1. Conditional tenders/bids; 2. Bids not accompanied by bid security (Earnest Money); 3. Bids received after specified date and time; 4. Bidder submitting any false information; 5. Black Listed Firms by Sindh Government or any entity of it

SUMMARY SHEET
TENDER NOTICE

S. No.	Bid Value	Price in PKR

Total Bid Value in PKR		
Bid Security @ 2% in PKR		
Pay Order/Demand Draft No:		Date:
Signature :	Seal :	