

**SERVICE LEVEL AGREEMENT (SLA) – TWO (02) YEARS
FOR FACE RECOGNITION BIOMETRIC ATTENDANCE SYSTEM**

**HEADQUARTERS PAKISTAN AIRPORTS AUTHORITY (HQPAA), KARACHI
AND CIVIL AVIATION TRAINING INSTITUTE (CATI), HYDERABAD**

GENERAL TERMS AND CONDITIONS		
S. N.	DESCRIPTION	COMPLIANCE
1.	Firm shall not be involved in any litigation or Black Listed from any Govt, Semi Govt., Autonomous body or Public owned companies / Organization (Affidavit / Undertaking must be submitted on e-stamp paper)	
2.	The tender rate shall be inclusive of all taxes (but excluding provincial sales tax on services), duties and cess etc. as applicable fourteen (14) days prior to the date of tender opening and no claim on this account shall be entertained by PAA.	
3.	Registration letter from Directorate of Services Sales Tax to be attached in Technical Offer.	
4.	The bidder must be registered with Income Tax department having valid NTN Certificate. (NTN certificate to be attached in Technical offer)	
5.	The bidder must be on active tax payers list (ATL) of FBR. (ATL certificate to be attached in the technical offer)	
6.	Fixed Bid security (Earnest money) amounting to PKR 30,000/- shall be submitted with the technical proposal in the form of Pay Order / Bankers Cheque in favor of Pakistan Airports Authority.	
7.	Bids shall remain valid for 120 days from the date of opening of the technical proposals.	
8.	The bidder shall submit 10% Performance guarantee (Bank guarantee) of the total amount, within fifteen days after signing of repair/maintenance contract. The same performance guarantee would be retained till closure of contract / till the expiry of warranty of replaced parts if any.	
9.	Bidder should have well established support office in Karachi and has proper workshop facility along with qualified manpower (Engineer/Technician) for Preventive and Corrective maintenance of Biometric System. (PAA reserves the right to verify).	
10.	PAA reserves all rights to accept or reject the tender.	
11.	The repair / maintenance contract will be neither assignable nor transferable.	
12.	The bidder shall follow PAA HSE manual.	


ENGR. ASMA AKHLAQ
JtDS Electronics (Maint.)
HQ's Pakistan Airports Authority

1. PURPOSE

This Service Level Agreement (SLA) is established to define the terms, conditions, and scope of maintenance and support services for the Face Recognition Biometric Attendance System installed at Headquarters Pakistan Airports Authority (HQPAA), Karachi and Civil Aviation Training Institute (CATI), Hyderabad, for a period of two (02) years from the date of signing of the contract.

The purpose of this SLA is to ensure uninterrupted, reliable, and efficient operation of the system throughout the two-year contractual period through provision of fault diagnosis, corrective maintenance, scheduled preventive maintenance, system performance monitoring, software and firmware support, and comprehensive technical and operational support for all associated hardware, software, and integrated system components.

2. SYSTEM DESCRIPTION

The Biometric Attendance System consists of face recognition biometric machines installed at various positions, a centralized application and database server, client workstations for enrollment and monitoring, and a web-based time attendance and reporting software platform.

3. SYSTEM DETAILS (AS PER ACTUAL INSTALLATION)

S. No	Item Description	Make	Model / Specification	Quantity & Location
1	Face Recognition Biometric Attendance Machine	Suprema (Korea)	Model: FSF2-ODB IP65 User Capacity: 50,000 (1:N) & 100,000 (1:1)	07 – HQPAA Karachi 07 – CATI Hyderabad
2	Fingerprint Registration Scanner	Suprema (Korea)	BioMini Slim 2 Optical Sensor IP65 (Sensor Surface)	01 – HQPAA Karachi 01 – CATI Hyderabad
3	Central Application / Database Server	Dell	PowerEdge T140 RAM: 16GB HDD: 1TB	01 – HQPAA Karachi
4	Client PC for Enrollment / Monitoring	Dell	Vostro 3888 Core i5 (10th Gen) RAM: 16GB HDD: 1TB	01 – HQPAA Karachi 01 – CATI Hyderabad
5	Web-Based Time Attendance & Reporting Software	NEDO Corporation	NEDO Web-Based Time Attendance Software (Professional Version) with Lifetime License	Centralized Deployment


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4. SOFTWARE PLATFORM

The system utilizes NEDO Web-Based Time Attendance & Reporting Software, providing centralized attendance management, leave management, dashboards, employee self-service, and report generation in graphical, PDF, and Excel formats.

5. FAULT RESPONSE & SERVICE LEVELS

Severity Level	Description	Response Time	Resolution Time
Critical	Complete biometric attendance system failure	Within 2 Hours	Within 12 working hours
Major	Partial failure or degraded system performance	Within 8 Hours	Within 24 working hours
Minor	Configuration, reporting, or user-related issues	Within 24 Hours	Within 72 Hours

6. PREVENTIVE MAINTENANCE

Preventive maintenance shall be conducted on a quarterly basis and shall include inspection, cleaning, functional testing, verification of system configuration, log review, performance checks, and reporting.

7. REPORTING & DOCUMENTATION

All service activities, fault resolutions, and preventive maintenance actions shall be documented. Quarterly service reports shall be submitted to HQPAA for record and verification.

8. GOVERNING LAW

This SLA shall be governed and interpreted in accordance with the laws of the Islamic Republic of Pakistan.

9. PRE-BID SITE SURVEY (MANDATORY)

All bidders shall mandatorily visit HQPAA Karachi and CATI Hyderabad prior to submission of their bids in order to review the existing biometric system, understand the site conditions, network and installation environment, and assess the actual condition of the system so as to submit an accurate and realistic bid. The site survey shall be conducted at no cost to Pakistan Airports Authority; however, all visits shall be coordinated through the CNS Directorate (Telecom & Electronics Branch), HQPAA.


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10. CRITICAL SPARES LIST

The bidder shall provide itemized list and price of OEM recommended critical spares including but not limited:.

1. FSF2 Main Board
2. FSF2 ODB RF Board
3. FSF2 IR Board
4. FSF2 LED Board
5. FSF2 ODB USB Board
6. FSF2 ODB Front Cover
7. FSF2 ODB Back Cover
8. FSF2 IR Camera
9. FSF2 Visual Camera
10. FSF2 Finger Sensor

The price shall be inclusive of all taxes exclusive of SST.

11. EXTENSION OF SLA IN CASE OF DELAY IN RENEWAL / EXECUTION

In case of any delay in execution of a subsequent SLA or renewal process, the existing SLA may be extended for a further period of up to three (03) months on the same terms and conditions, subject to mutual consent and approval by HQPAA.

12. WARRANTY ON PARTS PURCHASED DURING SLA

Any hardware component or spare part procured by HQPAA during the *validity period* of the SLA, shall carry a warranty of one (01) year from the date of installation /commissioning.

The warranty for parts procured during the SLA period shall cover defects in material and workmanship and shall include repair or replacement of the defective part at no additional cost to HQPAA during the warranty period.

This warranty on procured parts shall be independent of the SLA services and shall not alter or limit the service obligations of the Service Provider under this SLA.

13. PENALTY / LIQUIDATED DAMAGES & PAYMENT TERMS

Payment under this SLA shall be made on a quarterly basis, subject to satisfactory performance and submission of quarterly service reports duly verified by HQPAA. In case of failure to meet the stipulated response and resolution timelines, a penalty at the rate of 0.5% of the quarterly SLA charges per day of delay shall be imposed, subject to a maximum of 10% of the quarterly payment. Any unscheduled system downtime attributable to the Service Provider or failure to conduct scheduled preventive maintenance shall attract proportionate penalties, which shall be deducted from the quarterly invoices or Performance Guarantee, as applicable.


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JIDS Electronics (Maint.)
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