

Contract Evaluation Form

(As per Rule No. 50)

1. Name of Organization/Deptt: Monitoring & Evaluation Cell (MEC), P&D Department, Government of Sindh

2. Provincial / Local govt./ other: Provincial Govt.

3. Title of Contract: Outsourcing of Service Level Agreement (SLA) for Services, Repair/Replacement and Maintenance of MEC Main & DR Data Centers

4. Tender Number: Tender No. AD(A&A)/52(MEC)/P&D/2024-25/02
E-Pads Tender No. S-250492156

5. Brief Description of Contract: Procurement of Non-Consulting Services (SLA Contract).

6. Forum that Approved the Scheme: MEC Regular Head KQ-0061

7. Tender Estimated Value: Rs. 20.00 million

8. Estimated Completion period of contract: The agreement will initially be for a one (1) year term, with the possibility of renewal upon successful completion of the first year. Following this, a three (3) year support contract may be established, with annual renewals thereafter. Each renewal will include a 10% yearly inflation adjustment.

9. Tender Opening date: 08-05-2025

10. Number Tender Documents sold: 01

11. Number of Bids Received: 01

12. Number of Bidders present at the time of Opening of Bids: 01

13. Tender Financial Bid Opening date: 14-05-2025

14. Bid Evaluation Report No: (Copy attached)

15. Name & address of successful bidder: M/s. Techtrix System
Plot No. G/18, KDA Scheme 5,
Clifton Block-8,
Karachi.

16. Contract Award Price: Rs. 19,000,000/- (in words Nineteen Million Rupees)



17. Ranking of Successful Bidder in Bid Evaluation Report:

S No	Name of Firm or Bidder	Cost offered by the Bidder	Budgetary Allocation	Market quotation Cost offered by Enterprise IT Solutions Karachi	Market quotation Cost offered by Ideal Autonetics (Pvt) Limited Karachi	Reason for acceptance /rejection
1.	M/s Techtrix System Karachi	Rs. 19,000,000/-	Rs. 20,000,000/-	Rs. 21,900,000/-	Rs. 20,900,900/-	Accepted being the Most Advantageous Bid

18. Method of Procurement: Open Competitive Bidding (National Competitive Bidding) (Single Stage – Two Envelope) (Local)

19. Approving authority for award of contract: Director General (MEC) P&D Deptt, GoS.

20. Whether the procurement was included in Annual Procurement Plan? Yes

21. Advertisement date:

Daily Express Tribune dated: 20.05.25
Daily Express Urdu dated: 20.05.25
Daily Kawish dated: 21.04.25

22. Nature of Contract: Local

23. Whether qualification criteria was included in bidding/tender documents: Yes
(Copy attached)

24. Whether the bid evaluation criteria was included in bidding /tender documents: Yes
(Copy attached)

25. Whether approval of competent authority was obtained for using a method other than open competitive bidding: Not Applicable

26. Was bid security obtained from all the bidders: Yes

27. Whether the successful bid was the lowest evaluated bid / best evaluated bid: Yes

28. Whether the successful bidder was technically compliant: Yes

29. Whether the names of bidders and their quoted prices were read out at the time of opening of financial bids: Yes

30. Whether the bidders were informed about the bid evaluation report on SPPRA website for review before award of contract: Yes

31. If any complaint received: No.

32. Any deviation from specifications given in the tender notice / documents (If yes, give details): No



33. Was the extension made in response time? (if yes, give reasons): Not Applicable

34. Deviation from qualification criteria (If yes, give detailed reasons): None

35. Was it assured by the procuring agency that the selected firm is not black listed? Yes

36. Was a visit made by any officer/official of the procuring agency to the supplier's premises in connection with the procurement? if so, details to be ascertained regarding financing of visit, if abroad: (if yes, enclose a copy): No

37. Were proper safeguards provided on mobilization advance payment in the contract (bank guarantee etc: Not Applicable

38. Special conditions, if any (if yes, give brief description): None

Signature & Official Stamp of Authorized Officer:



SYED GHULAM RASOOL SHAH
Assistant Director / DDO
Monitoring & Evaluation Cell
Planning & Development Department
Government of Sindh

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SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi
Tele: 021-9205356; 021-9205369 & Fax: 021-9206291



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Shop, City Court, Karachi.

Sale Register Serial No. 122249
Date of Issue: 24.05.2025
Paper Issued to: Irfan Ali Shaikh ADV [42201-7922658-3]
Address: Karachi
Contact No. 0300-2715389
Purpose: Affi
Challan No. 2025FA36DE6D12B9
Date: 27.04.2025



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THIS AGREEMENT made the 03 day of JUNE 2025 between **Monitoring & Evaluation Cell (MEC), Planning & Development Department, Government of Sindh, Karachi** having its office at Room No. 419-E, 3rd Floor, Tughlaque House, Sindh Secretariat No.2 Karachi (hereinafter called "the Procuring agency") of the one part and **Techtrix System Karachi** having its office at G-18/6, KDA Scheme-5, Clifton Block-8, Karachi, (hereinafter called "the Supplier") of the other part:

WHEREAS, the Procuring agency invited bids for "***Outsourcing of Service Level Agreement (SLA) for Services, Repair/Replacement and Maintenance of MEC Main & DR Data Centers***" has accepted a bid by the Supplier for the supply of those services in the sum of ***Rs.19,000,000/- (Pak Rupees Nineteen Million only)*** (hereinafter called "the Contract Price").

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;
- (f) the Procuring agency's Notification of Award and;

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 therein, 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

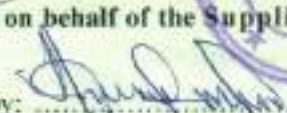
For and on behalf of the PA

Signed by: 
 Name: SYED GHULAM RASOOL SHAH
 Assistant Director (DDO)
 Title: Assistant Director (DDO)
 Monitoring & Evaluation Cell
 Planning & Development Department
 Government of Sindh

CNIC No: 4224-7554303-3

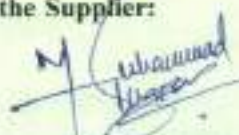
Witness for the PA:

For and on behalf of the Supplier

Signed by: 
 Name: ALTAF PERZADA
 Title: Deputy Manager Sales

CNIC No: 42101-5783283-1

Witness for the Supplier:





General Conditions of Contract

1. Definitions

In this Contract, the following terms shall be interpreted as indicated:

- (a) **"The Contract"** means the agreement entered into between the Procuring agency and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) **"The Contract Price"** means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- (c) **"The Goods"** means all of the equipment, machinery, and/or other materials, which the Supplier is required to supply to the Procuring agency under the Contract.
- (d) **"The Services"** means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Supplier covered under the Contract.
- (e) **"GCC"** mean the General Conditions of Contract contained in this section.
- (f) **"SCC"** means the Special Conditions of Contract.
- (g) **"The Procuring agency"** means the Monitoring & Evaluation (MEC), Planning & Development Department, Government of Sindh.
- (h) **"The Supplier"** means the individual or firm supplying the Goods and Services under this Contract.
- (i) **"SPP Rules 2010"** means the Sindh Public Procurement Rules 2010 (Amended up-to-date).
- (j) **"Day"** means calendar day.

2. Standards

The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the goods' country of origin. Such standards shall be the latest issued by the concerned institution



3. Patent Rights

The Supplier shall indemnify the Procuring agency against all third- party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Islamic Republic of Pakistan.

4. Performance Security

Within Seven (7) days, or any other duration as specified in SCC, of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring agency the performance security in the amount specified in SCC.

The proceeds of the performance security shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

The performance security shall be denominated in the Pak rupees and shall be an unconditional bank guarantee, pay order, call deposit as, provided in the bidding documents or another form acceptable to the Procuring agency;

The performance security will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.

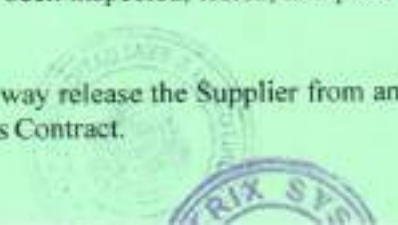
5 Inspections and Tests

The Procuring agency or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Procuring agency. The Procuring agency shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

Should any inspected or tested Goods fail to conform to the Specifications, the Procuring agency may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Procuring agency.

The Procuring agency's right to inspect test and, where necessary, reject the Goods after the Goods' arrival shall in no way be limited or waived by reason of the Goods having previously been inspected, tested, and passed by the Manufacturer.

Nothing in GCC Clause 5 shall in any way release the Supplier from any warranty or other obligations under this Contract.



6. Packing

The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage.

7. Delivery and Documents

Delivery of the Goods/Services shall be made by the Supplier in accordance with the terms specified in the Schedule of Requirements. The details of shipping/ transportation and/or other documents to be furnished by the Supplier are specified in SCC.

8. Insurance

No need of Insurance for Local Supplies, However Supplier is responsible to deliver the goods/services in perfect condition to the end user.

9. Transportation

The Supplier is required under the Contract to transport the Goods/Services to a specified place of destination and shall be arranged by the Supplier, and related costs shall be deemed to have been included in the Contract Price.

10. Incidental Services

10.1 The Supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or start-up of the supplied Goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
- (d) performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and
- (e) training of Procuring agency's personnel, at the Supplier's plant and/or onsite, in assembly, start up, operation, maintenance, and/or repair of the supplied Goods.



11. Spare Parts

11.1 The Supplier should provide any or all of the notifications, and information pertaining to spare parts manufactured or distributed by the Supplier:

- (a) such spare parts as the Procuring agency may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under the Contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) advance notification to the Procuring agency of the pending termination, in sufficient time to permit the Procuring agency to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the Procuring agency, the blueprints, drawings, and specifications of the spare parts, if requested.

12. Warranty

The Supplier warrants that the Goods supplied under the Contract are new, unused, of desired models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the Procuring agency's specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.

This warranty / maintenance period shall remain valid for twelve (12) months after the Goods/Services, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract.

The Procuring agency shall promptly notify the Supplier in writing of any claims arising under this warranty.

Upon receipt of such notice, the Supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective Goods or parts thereof, without costs to the Procuring agency.

If the Supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, within a reasonable period, the Procuring agency may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Procuring agency may have against the Supplier under the Contract.



13. Payment

The Supplier's request(s) for payment shall be made to the Procuring agency in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and Services performed, and by documents submitted pursuant to GCC Clause 07, and upon fulfillment of other obligations stipulated in the Contract

The firm should submit stamp duty as per Government Rule before execution of work.

Within 30 days after the issuance of inspection certificate and consignee's receipt certificate as mentioned in SSC clause 6.

If the supply is not according to the specifications or unsatisfactory, the Contract will be rejected and cancelled at the risk and cost of Firm

If the firm fails to execute the contract/supply order as per condition, action will be taken against them which may be their black listing and Earnest Money. / Security Deposit will be forfeited.

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.

The currency of payment is Pak. Rupees

14. Prices

Prices charged by the Supplier for Goods delivered and Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid,

15. Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

16. Delays in the Supplier's Performance

16.1 Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Procuring agency in the Schedule of Requirements.



16.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions obstructing timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Procuring agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Procuring agency shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.

16.3 Except as provided under GCC Clause 19 a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 17 unless an extension of time is agreed upon pursuant to GCC Clause 16.2 without the application of liquidated damages.

17. Liquidated Damages

Subject to GCC Clause 19, if the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Procuring agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Procuring agency may consider termination of the Contract pursuant to GCC Clause 18.

18. Termination for Default

18.1 The Procuring agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

(a) if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring agency pursuant to GCC Clause 16; or

(b) If the Supplier fails to perform any other obligation(s) under the Contract,

(c) If the Supplier, in the judgment of the Procuring agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.



18.2 In the event the Procuring agency terminates the Contract in whole or in part, pursuant to GCC Clause 18.1, the Procuring agency may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and supplier shall be liable to the Procuring agency for any excess costs for such similar Goods or services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

19. Force Majeure Notwithstanding the provisions of GCC Clauses 16, 17 and 18, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Supplier shall promptly notify the Procuring agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring agency in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**20. Termination
for Insolvency**

20.1 The Procuring agency may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the procuring agency.

**21. Termination
for
Convenience**

21.1 The Procuring agency, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that



termination is for the Procuring agency's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Procuring agency at the Contract terms and prices. For the remaining Goods, the Procuring agency may elect:

- (a) to have any portion completed and delivered at the Contract terms and prices; and / or
- (b) To cancel the remainder and pay to the Supplier and agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Suppliers

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| 22. Resolution of Disputes | Resolution of dispute shall be through Mechanism for Redressal of Grievances as provided in the rules or through Arbitration Act 1942. |
| 23. Governing Language | The Contract shall be written in English language all correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language. |
| 24. Applicable Law | The Contract shall be interpreted in accordance with the SPP Rules 2010 (amended up-to-date). |
| 25. Taxes and Duties | Supplier shall be entirely responsible for all taxes, duties (including stamp duty), license fees, etc., incurred until delivery of the contracted Goods to the Procuring agency. |
| 26. Overriding effect of Sindh Public Procurement Rules 2010 (Amended up-to-date) | In case of conflict or primacy of interpretation the provisions of SPP Rules 2010 (amended up-to-date) shall have an overriding effect notwithstanding anything to the contrary contained in these bidding documents |



Special Conditions of Contract

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

1. Definitions (GCC Clause 1)

GCC 1 (g)—**The Procuring Agency:** Monitoring & Evaluation Cell (MEC), P&D Department, Govt. of Sindh, Karachi **Address:** Room No. 419-E, 3rd Floor, Tughlaq House, Sindh Secretariat No. 02, Karachi Tel. No. 021- 99211927 / 99211403 **Email:** ddo.mecpdd@gmail.com

GCC 1 (h)— **“The Supplier”** means the individual or firm supplying the Goods and Services under this Contract.

2. Performance Security (GCC Clause 4)

GCC 4—The amount of performance security in the shape of Pay Order /Demand Draft /Deposit at Call/ Bank Guarantee from a SBP scheduled bank in Pakistan drawn in favor of DDO, MEC, P&D Department, Govt. of Sindh, as a percentage of the Contract Price, shall be 5 (five)%. Performance Security shall be released on recommendations of indenting Department or after completion of six months, whichever is earlier. **No Insurance Guarantee will be accepted.**

3. Delivery and Documents (GCC Clause 7)

GCC 10—The Supplier shall submit through log record generated by CRM & other management tools and other documentary evidence about the complete detail of Services performed, Repair/Replacement of components made and Maintenance carried on MEC Main Data Center at Karachi & DR Data Center Hyderabad along with the payment Invoice(s).

4. Inspections and Tests (GCC Clause 5)

IT related Technical Inspection team nominated by Director General M&E Cell, P&D Deptt, Government of Sindh shall perform the periodic visits for verification of the services provided by the bidder and ensure that it meets the agreement specifications and sign/issue acceptance certificates against Payment Invoices.

5. Warranty (GCC Clause 12)

The equipment shall bear 1-year Standard warranty (with free parts & labor) given by their respective Manufacturers.



6. Payment (GCC Clause 13)

-The Supplier's request(s) for payment shall be made to the Procuring Agency in writing, accompanied by an invoice describing, as appropriate, the detail of Services performed, Repair/Replacement of components made and

Maintenance carried on MEC Main Data at Karachi & DR Data Center Hyderabad and by documents submitted pursuant to GCC Clause 7, and upon fulfillment of other obligations stipulated in the Contract.

-Invoices will be in Pak Rupees and should be in the name of Director General (MEC).

-Payment shall be made on quarterly basis subject to Acceptance Certificate for services performed duly signed & issued by authorized IT related Technical Inspection team assigned by Director General M&E Cell, P&D Deptt, Govt: of Sindh.

-Tax shall be deducted/withheld as per applicable sales tax and income tax law.

7. Liquidated Damages (GCC Clause 17)

If the Supplier fails to deliver the required services within the time period(s) specified in the contract, the Purchaser shall, without prejudice to its other remedies under the contract deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.1 percent of the Contract Price for each day of delay until actual delivery or performance, up to a maximum deduction of 10% of the Contract Price. Once the maximum is reached, the purchaser may consider termination of the contract.

8. Force Majeure

i- Any event or circumstances beyond the reasonable control of a Party and unavoidable by the affected Party by exercise of due care shall be deemed as an 'event of Force Majeure'. This shall include, but not be limited to, earthquakes, tsunamis, fire, explosion, terrorism, storm, flood, lightning, war and hostilities.

ii- If either Party is affected by Force Majeure, it shall forthwith notify the other party of the nature and extent thereof.

iii- Neither Party shall be deemed to be in breach of this Agreement, or otherwise be liable to the other, by reason of any delay in performance, or non-performance, of any of its obligations under this Agreement to the extent that such delay or non-performance is due to any Force Majeure of which it has notified the other Party, and the time for performance of that obligation shall be extended accordingly.



The Monitoring & Evaluation Cell, P&D Department, Government of Sindh, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience through one (1) month notice period.

10. Resolution of Disputes (GCC Clause 22)

- i. The Procuring Agency and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- ii. In case of any dispute regarding goods & services, the decision of the Monitoring & Evaluation Cell, P&D Department, Government of Sindh shall be final & binding.

11. Obligation & Service Responsibility of Supplier

- i. The Supplier shall perform the Services and carry out their obligations mentioned in **Scope of Service (Annexure-I)** with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods.
- ii. The Supplier shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the MEC, and shall at all times support and safeguard the MEC's legitimate interests in any dealings with Sub-Consultants or third Parties.
- iii. The Supplier shall hold the MEC's interest's paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.
- iv. The Supplier shall keep accurate and systematic accounts and records in respect of the Contract, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify relevant time changes and costs.
- v. The access key of the office premises shall be provided to the company for resolution of critical problems during office off hours in accessing the both data centers with the responsibility to keep data & office equipment's secure and prevent from loss/theft/damage.
- vi. For the charges stated in proposal, Supplier shall maintain the equipment in good operating condition and during the described Call Window.
- vii. Supplier will provide and bear the costs of labor under this Agreement for maintaining the specified equipment in good operating condition, when such labor is required because of normal wear and tear.
- viii. The Supplier will provide preventive maintenance on monthly/quarterly



basis as per the agreement.

- ix. The Supplier will ensure Compatibility & Modularity and Scalability SLA 24/7 and Resident Engineer for Primary Site Karachi & DR Site Hyderabad including Hardware equipment as a backup

12. Obligations of MEC:

- i. Provide a single point of contact: MEC is responsible for designating a technical person (and backup) within the IT department to act as the primary contact support activities. The subject technical person will be responsible for coordinating the delivery of all services with the appropriate Supplier representatives. This contact will be available to meet with the Supplier support team in person or via telephone or email on a regular basis.
- ii. MEC will inform Supplier for any change that include a communication path to the support team for pending hardware, software or network changes affecting Customer support and IT environment.
- iii. MEC will establish an internal communication plan during critical problem to ensure rapid resolution and clear communication on a peer-to-peer basis between Supplier and MEC.
- iv. The access key of the office premises shall be provided to the company for resolution of critical problems during office off hours in accessing the both data centers with the responsibility to keep data & office equipment secure and prevent from loss/theft/damage.
- v. MEC will provide free access to firm representative(s) to the equipment, during maintenance hours and ensure that each intervention can take place in compliance with applicable rules and regulations, notably for security matters;
- vi. Put at firm's disposal the resources that are necessary for the performance of the maintenance Services: contact with the related technical unit at firm (by telephone and computer), supply of electricity, etc.;
- vii. Ensure, prior to each maintenance operation, that all necessary precautions were taken for the protection and saving of data, programs and computer files, and that it took all measures to ensure their safety and confidentiality;
- viii. Collaborate in full transparency with firm all necessary documents and information for the good performance of Services.
- ix. MEC keeps the ownership of all replaced components/parts during the execution of its Maintenance services, and is formally entitled to keep it following the intervention



13. Effectiveness of Contract:

The date on which this Contract shall come into effect is the date when the Contract is signed by both parties

14. Commencement of Services:

The Consultant shall commence the Services within three (03) days after the effective date i.e. the date of signing of Contract Agreement.

15. Expiration of Contract:

For Completion of services initially the Service Level Agreement time period after effective date shall be one (01) year that may be renewed upon successful completion of the first year. Following this, a three (3) year support contract may be established, with annual renewals thereafter. Each renewal will include a 10% yearly inflation adjustment.



Scope of Services

Executive Summary

This Service Level Agreement (SLA) defines the scope, performance expectations, and responsibilities related to the support and maintenance of Data Centre and Network Equipment between **Monitoring & Evaluation Cell Planning & Development Department, Government of Sindh** [Procuring Agency] and **Techtrix System, Karachi** [Company].

The purpose of this SLA is to ensure the reliable, secure, and high-performance operation of critical IT infrastructure components, including servers, storage systems, switches, routers, firewalls, and associated data center hardware. This agreement outlines the minimum acceptable service levels, prioritization criteria, and escalation paths to support continuous business operations and minimize downtime.

Key Components of the SLA include:

- **Scope of Services:** Covers the installation, configuration, monitoring, maintenance, and support of all data center and networking hardware.
- **Service Availability:** Commitment to 24x7 uptime for core infrastructure, with clearly defined maintenance windows and minimal service interruptions.
- **Response and Resolution Timeframes:** Categorized by severity levels to ensure timely issue resolution for both critical failures and routine service requests.
- **Preventive Maintenance:** Scheduled periodic health checks, firmware upgrades, and hardware inspections to ensure optimal performance and reduce risk of failure.
- **Incident Management & Escalation:** Clearly documented processes for logging, tracking, and escalating incidents to ensure accountability and rapid remediation.
- **Reporting & Reviews:** Monthly or quarterly service reports and performance reviews to evaluate compliance with agreed KPIs and drive continuous improvement.

This SLA is a strategic commitment to maintaining high standards of operational integrity, availability, and security for the client's IT infrastructure. It establishes a framework for reliable service delivery, risk mitigation, and operational efficiency in managing mission-critical data center and network systems.

Scope of Services

1. Company will provide complete Hardware, Network, Electrical, Power Backup, Fire Fighting, Sensors, Cooling Support, Configuration and management to maintain both data centers.
2. Details of items required SLA installed on main data center are attached in Part-(A) and the details of items installed on Data Recovery site are attached in Part-(B)
3. Company shall provide ON-SITE maintenance of required equipment's i.e., Servers, UPS, Network/Hardware Equipment, Generators, Cooling etc. twice a week or when required for both data centers and will submit its monthly report (along with health check & warning reports separately) to MEC.
4. Company will provide the backup of the faulty equipment with same / higher compatible configuration and settings until the replacement of the good part.
5. Company will ensure that integration of replaced equipment/parts (if any) shall not conflict or cause to degrade performance with the existing infrastructure.
6. During the SLA the company will maintain equipment repair/replacement, maintenance & support (SLA) inventory of all critical spares parts and will replace in a case of network/hardware fault/failure.
7. Company is responsible to make it available with the following guideline:

- Provide 24/7 x 365 Availability of IT Resources

9. Company shall also provide any other fittings, equipment or accessories under scope of work which may not have specifically mentioned in the Tender document or not covered in technical proposal of the firm/company, but which are necessary to meet the network/hardware equipment functionality and the site requirements, for full functioning of the Network/Hardware. Components like switch, UPS, power cables, PDUs etc without paying extra charges by MEC.
10. Company will ensure Compatibility & Modularity and Scalability SLA 24/7 and Resident Engineer for Primary Site Karachi & DR Site Hyderabad including Hardware equipment as a backup
11. Company shall have its own live Help Desk Center (HDC) / Ticketing & tracking system where MEC or Firm itself logged complaint against our data centers if required through phone call / email within the time limits defined/assigned per incident according to the severity of the Default (Critical, High, Moderate and Low) level.
12. Company shall submit its escalation matrix as well as severity level for each risk of both data centers.

SEVERITY LEVEL (COMPANY)

Complain Registration Process:

<https://techtrixsystem.com/get-support/>

LEVEL – 1	Name/Designation (Support Staff)	M. Yasir
First Complain if the call is not resolve "with in specified response time (24 hours)	Landline Phone	021 3227 5951 - 54
	E-Mail	support@techtrixsystem.com
	Cell No	+92 343 8900900
LEVEL – 2	Name/Designation (Support Staff)	Altat Pirzada
Second Complain, if the Call is attended within "Specified Response Time and not attended / or the problem still unresolved even after complaining at Level-1 (48 Hours)	Landline Phone	021-32275951-54
	E-Mail	altat.hussain@techtrixsystem.com
	Cell No	+92 3005812504
LEVEL – 3	Name/Designation (Support Staff)	Zeeshan Ahmed Khan
Third Complain if the call is attended within "Specified Response Time" and not attended / or the problem still unresolved even after complaining at Level-2	Landline Phone	021-32275951-54
	E-Mail	zeeshan.khan@techtrixsystem.com
	Cell No	+92 3310333390

Level	Severity	Response Time (max)	Business Notification
1	Critical	__ Hours	Hourly – until resolved or workaround implemented
2	High	__ Hours	Within __ hours to affected group/users
3	Medium	__ Hours	None
4	Low	__ Hours	None



TECHNICAL SPECIFICATION AND BILL OF QUANTITIES

PART-A

A-MAIN DATA CENTER ITEMS, KARACHI

SERVERS/CHASSIS/STORAGES ITEMS

S. No.	Items	Qty.	Description
1	HPE C7000 Blade Enclosure (Chassis)	2	HPE BladeSystem c7000 Enclosure
2	HPE BL460c Gen 9 Servers	8	(03) Blade Server HP ProLiant BL460c Gen9 Intel(R) Xeon(R) CPU E5-2683 v4 @ 2.10GHz, 2098 Mhz, 16 Core(s), 32 Logical Processor(s), RAM 512 GB, ROM 2 TBx2 SATA (05) Blade Server HP ProLiant BL460c Gen9 Intel(R) Xeon(R) CPU E5-2640 v4 @ 2.40GHz, (20 CPUs), ~2.4GHz, RAM 256 GB, ROM 300 GBx2 SAS
3	HPE DL180 Gen 9 Server	1	Rack Server HP ProLiant DL 180 Gen9, Intel(R) Xeon(R) CPU E5-2603 v3 @ 1.60GHz (6 CPUs), ~1.6GHz, RAM 8 GB, ROM 1 TB SAS
4	HPE DL380 Gen10 Servers	2	(01) Rack Server HP ProLiant DL 380 Gen10, Intel(R) Xeon(R) Silver 4208 CPU @ 2.10GHz (16 CPUs), ~2.1GHz, RAM 16 GB, ROM 4 TB SAS (01) Rack Server HP ProLiant DL 380 Gen10, Intel(R) Xeon(R) Silver 4210 CPU @ 2.20GHz (16 CPUs), ~2.2GHz, RAM 16 GB, ROM 4 TB SAS
5	HPE MSA2040 Storage	2	HP MSA 2040 SAN Storage (24 TB)
6	HP 1650 Storage	1	HP StoreEasy 1650 Storage, Intel(R) Xeon(R) CPU E5-2609 v3 @ 1.90GHz (6 CPUs), ~1.9GHz, RAM 16 GB, ROM 120 GB and 4 TBx10 SAS
7	HP Rack 42U	1	HP Rack 42U Enterprise Shock
8	Knurr Rack	1	Knurr Rack System

NETWORK ITEMS

S. No.	Items	Qty.
1	Cisco Network Router 2900 Series (Cisco 2921)	1
2	Cisco Firewall ASA 5525-X	1
3	Cisco Firewall ASA 5515-X	1
4	HP AF644ARack Mount KVM Console Kit	1
5	OSD 8 to 1 port USB KVM Switch	2
6	Cisco Network Switch SG300-52 (52 Ports)	1
7	Cisco Network Switch Catalyst 3560 Series (24 Ports)	1
8	3COM Network Switch 4200G (24 Ports) 1000Base X	1
9	Cisco Network Switch Catalyst 2960-X series (52 Ports)	1
10	Cisco Network Switches CISCO SG350-52 (52 Ports)	2

MONITORING ITEM

S. No.	Items	Qty.
1	CCTV – Complete Set (8 Channels DVR with 1TB Storage)	1-DVR, 8-Camera

FIRE EXTINGUISHERS

S. No.	Items	Qty.
1	Fire Extinguishers	8

ELECTRICAL ITEMS

S. No.	Items	Qty.
1	Kenswood Air Conditioner 1 Ton or 12000 BTU	2

POWER BACKUP

S. No.	Items	Qty.
1	UPS 10000VA/7000W, Stabimatic ONL-1000B with Batteries 16x12V 7Ah, AC Input 165-275V 45-55Hz, AC Output 220 $\pm$ 10% 50Hz $\pm$ 1%	4
2	UPS 10KVA/8000W, Stabimatic ONL-10KVA with Batteries 16x12V 7Ah, Input 120-275V 50 Hz, Output 220V $\pm$ 10% 50 Hz	4
3	Stabimatic Stabilizer GLTR-10KVA 3Phase Input Range 195VAC-445VAC	1
4	Stabilizer Stabimatic Vanguard-10 3Phase AC Automatic Voltage Regulator, 3 phase Input Range 190VAC-450VAC	2
5	Standby Back-up Generator 32.5 KVA (Primary), 3Phase	1
6	Standby Back-up Generator 22 KVA (Secondary), 3Phase	1

SERVER OPERATING SYSTEMS/SOFTWARES

S. No.	Items	Qty.	Description
1	Server Operating System	12	Windows Server Standard 2012 R2x64 Licensed
2	Antivirus Software	8	Symantec End Point Protection Latest Edition for Windows Server 2012 R2x64 (with 1 Year support)
3	Other Softwares	12	Built-in come as HP hardware/Chassis software's

SENSORS

S. No.	Items	Qty.
1	Main Unit VT-335 with Communication Card	1
2	Temperature and Humidity Sensor	1
3	Smoke Detecting Sensor	1
4	Alarm Beacon	1
5	Alarm Bell	1



PART-B**B-DR SITE DATA CENTER ITEMS, HYDERABAD****SERVERS/CHASSIS OR RACK/STORAGES ITEMS**

S. No.	Items	Qty.	Description
1	Rack Server for DR HPE DL380 Gen10 Servers	2	(02) Rack Server HP ProLiant DL 380 Gen10, Intel(R) Xeon(R) Silver 4208 CPU @ 2.10GHz (16 CPUs), ~2.1GHz, RAM 16 GB, ROM 4 TB SAS (02) Rack Server HP ProLiant DL 380 Gen10, Intel(R) Xeon(R) Silver 4210 CPU @ 2.20GHz (16 CPUs), ~2.2GHz, RAM 16 GB, ROM 4 TB SAS
2	Storage for DR HPE MSA2040 Storage	2	HP MSA 2040 SAN Storage (24 TB)
3	Chassis or Rack for DR HP Rack 42U	1	HP Rack 42U Enterprise Shock

NETWORK ITEMS

S. No.	Items	Qty.
1	Cisco Network Switches CISCO SG350-52 (52 Ports)	2
2	Cisco Network Router 2900 Series (Cisco 2921)	1
3	Cisco Firewall ASA 5525-X	1
4	OSD 8 to 1 port USB KVM Switch	1
5	Patch Panel	1
6	HP AF644ARack Mount KVM Console Kit	1

ELECTRICAL ITEMS

S. No.	Items	Qty.
1	Air Conditioner 2 Ton or 24000 BTU	2
2	HP Network Power (Right and Left) For Racks	2
3	Complete Wiring/Breaker/Electrical Switches and etc. of DATA CENTER as well as Backup Generator	-
4	ATS/AMF 3Phase	1

POWER BACKUP

S. No.	Items	Qty.
1	UPS 20KVA/8000W, Stabimatic ONL-20KVA with Batteries 16x12V 7Ah, Input 120-275V 50 Hz, Output 220V $\pm$ 10% 50 Hz	2
2	Stabilizer 30KVA, Stabimatic Vanguard-30 3Phase AC Automatic Voltage Regulator, 3 phase Input Range 190VAC-450VAC	1
3	Standby Back-up GenSet 10 KVA, 3Phase	1

MONITORING ITEM

S. No.	Items	Qty.
1	CCTV – Complete Set (4 Channels DVR with 1TB Storage)	1-DVR, 4-Camera

FIRE EXTINGUISHERS

S. No.	Items	Qty.
1	Fire Extinguishers	8

SERVER OPERATING SYSTEMS/SOFTWARES

S. No.	Items	Qty.	Description
1	Server Operating System	3	Windows Server Standard 2012 R2x64 Licensed
2	Antivirus Software	3	Symantec End Point Protection Latest Edition for Windows Server 2012 R2x64 (with 1 Year support)
3	Other Softwares	3	Other Softwares of HP etc.

Account Payee Only

NOT OVER Rs. *475,000.00*



Meezan Bank
The Premier Islamic Bank

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Rupees _____

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IMTIAZ ALI
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Attorney No.

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Meezan Bank
The Premier Islamic Bank

(1048) CHOUDHRY KHALIQ UZ ZAMAN ROAD CLIFTON, KARACHI - PAKISTAN

*DDO, MEC, P&D DEPARTMENT GOVT OF
SINDH A/C TECHTRIX SYSTEM*

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FOUR HUNDRED AND SEVENTY FIVE THOUSAND ONLY

Rupees _____

P.O. No. PO.1048.5986333

Stationery/Ref No: 05986333

2	9	0	5	2	5
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PKR *475,000.00*



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Please do not write below this line.

SYED REHAN AZHAR
DSO Operation C-3247
MEEZAN BANK LIMITED
Khalid Khaliq Uz Zaman Road, Karachi

Authorized Signatory
Attorney No.

Washed Soles
IMTIAZ ALI
Manager Operations P.A. 18-3373
MEEZAN BANK LTD.
Authorized Signatory
Attorney No.

⑈05986333⑈0891048⑈1757100011048⑈020⑈



No. AD(A&A)/052/MEC/P&D/2024-25

**GOVERNMENT OF SINDH
MONITORING & EVALUATION CELL
PLANNING & DEVELOPMENT DEPARTMENT**

Karachi, dated the 26th May, 2025

M/s. Techtrix System

Plot No. G/18, KDA Scheme 5,
Clifton Block-8,

Karachi. (Attention: Mr. Altaf Pirzada, Deputy Manager Sales)

Subject: -

LETTER OF ACCEPTANCE

**OUTSOURCING OF SERVICE LEVEL AGREEMENT (SLA) FOR
SERVICES, REPAIR/REPLACEMENT AND MAINTENANCE OF MEC
MAIN & DR DATA CENTERS".**

Ref

Tender No. AD(A&A)/52(MEC)/P&D/2024-25/02 "Outsourcing of Service Level Agreement (SLA) for Services, Repair/Replacement and Maintenance of MEC Main & DR Data Centers".

Dear Sir/Madam

Kindly refer to your bid submitted against Tender No. AD(A&A)/52(MEC)/P&D/2024-25/02, it is informed that the Competent Authority i.e., Director General (MEC), P&D Deptt, Government of Sindh has accorded the approval for the award of the contract titled "Outsourcing of Service Level Agreement (SLA) for Services, Repair/Replacement and Maintenance of MEC Main & DR Data Centers" in the amount of Rs. 19,000,000/- (Nineteen Million Rupees), to your firm namely M/s Techtrix System, Karachi.

Please find attached the draft contract agreement for your review. If the terms & conditions of draft contract agreement are acceptable to you then kindly send your authorized representative, along with a judicial stamp paper of 0.35% of the total bid amount, to execute the formal Contract Agreement

Additionally, as part of the contract finalization, you are requested to submit a performance security equivalent to 5% of the total bid amount in the form of a Pay Order /Demand Draft /Deposit at Call/ Bank Guarantee drawn in favour of DDO, MEC, P&D Department, Govt: of Sindh prior to the signing of the Contract

You are therefore requested to acknowledge receipt of this letter and return the signed copy of this Acceptance Letter within three (3) days of receipt, as a token of your approval.


ASSISTANT DIRECTOR (A&A)

Tel: 021-99211927 /99211403

A copy is forwarded for information to:

1. The Director (A&A) MEC, P&D Department, GoS, Karachi
2. P.S. to Chairman, P&D Board Sindh, Karachi.
3. P.S to DG (MEC), P&D Department, GoS, Karachi.
4. File Record.

Address

Monitoring & Evaluation Cell, Planning & Development Department, Government of Sindh, Room No. 419-E,
3rd Floor, Tughlaque House, Sindh Secretariat No. 2, Karachi, Phone: 021-99211927 / 99211403