



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2021-22/470

Dated: 11-May-2022.

M/s. Comvare,  
Office # 316, 3<sup>rd</sup> Floor, Kehkashan Mall,  
Tariq Road, Karachi, Pakistan  
Contact: 0309-1214456

**SUBJECT: AWARD OF TENDER - OPERATION, RUNNING, REPAIR AND MAINTENANCE  
OF TELEPHONE EXCHANGE AT SMBB - IT, KARACHI  
NIT# PROC/SMBBIT/2021-22/405, REF# PROC/SMBBIT/(R&M-03)2022-23  
FOR FINANCIAL YEAR 2022-23**

We are pleased to award you the job of “**Operation, Running, Repair and Maintenance of Telephone Exchange**” on terms and conditions as per bidding documents of said Notice Inviting Tender for a period of one year with effect from 01-07-2022 till 30-06-2023.  
(Extendable for further two years on yearly basis after the approval from Competent Authority of SMBB Institute of Trauma or till finalization of next tender.

**REFERENCE CORRESPONDENCE:**

- |                                 |                             |
|---------------------------------|-----------------------------|
| 1. NIT #                        | PROC/SMBBIT/2021-22/405     |
| 2. NIT Reference #              | PROC/SMBBIT/(R&M-03)2022-23 |
| 3. PPMS ID#                     | T00518-21-0004              |
| 4. Technical Bid Opening Date : | 05-04-2022 AT 11:30 AM      |
| 5. Financial Bid Opening Date:  | 21-04-2022 AT 11:30 AM      |

This job is being awarded to you for arranging the following staff on BOQ/SOR Basis. However, the payment will be made to you on satisfactory service performance basis done by your firm during the period on monthly basis.

A (Human Resources)					
S#	Particular	Required	Rate per Person	Rate per Month	Rate per Year
1	Engineer	1	73,600	73,600	883,200
2	Technician	4	57,500	230,000	2,760,000
Total (Part A)				303,600	3,643,200





# SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

No: PROC/SMBBIT/2021-22/470

Dated: 11-May-2022

B (Maintenance and Running Services of Telephone Exchange System Installed at 4 <sup>th</sup> Floor)				
S#	Particular	Required	Rate per Month	Rate per Year
1	<p><b>Maintenance &amp; Services of Telephone Exchange System installed at 4th Floor.</b></p> <p>To provide scheduled four times, per annum, preventive maintenance (PM) based on the specific needs of the Equipment.</p> <ul style="list-style-type: none"> <li>· Daily routine configuration of IP Phones and analog phones, if on demand</li> <li>changing the location and assigning the user privileges.</li> <li>· CO Trunk status to ensure the incoming and outgoing services.</li> <li>· Coordination with NTC to rectify the far end issues.</li> <li>· System health checks.</li> <li>· Communication system/Telephone exchange firmware upgrades.</li> <li>· Maintain the VoIP services throughout the network.</li> <li>· Maintain and troubleshoot the Operation soft console application.</li> <li>· Maintain and troubleshoot the dedicated voice switches.</li> <li>· Maintain a voice racks with standard labeling and tagging.</li> <li>· Make sure the connectivity of end points with voice patch panels via communication servers to provide a smooth voice communication between the users.</li> <li>· To network is operational</li> <li>· Approval of phone set type, monthly port charge and date activation</li> <li>· IP telephone firmware (Software updates) are managed centrally to ensure compatibility with the Telephone services.</li> <li>· Repair of Faulty cards like TN circuits pack including (CO Trunk, PRI Card, and Analog Cards IP), condition applies as if it can be repaired. Otherwise replacement cost is the customer's responsibility.</li> <li>· Responsible for all voice data security via passwords restriction.</li> <li>· Manage and configure MDF's to maintain ongoing voice TDM Operations.</li> <li>· Repair and troubleshoot the MDF tag blocks and strips ports.</li> <li>· Responsible for the TDM connectivity between CHK and Trauma Centre</li> <li>· Responsible of maintaining around 500 users with soft operator's consoles and also managing the cabling infrastructure.</li> </ul>	1 Job	373,195	4,478,340
<b>Total (Part B)</b>			<b>373,195</b>	<b>4,478,340</b>

Particulars	Rate per Month	Rate per Year
Part A (Human Resources)	303,600	3,643,200
Part B (Machinery Equipment and Materials)	373,195	4,478,340
<b>Total Quoted Price</b>	<b>676,795</b>	<b>8,121,540</b>





## SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

No: PROC/SMBBIT/2021-22/470

Dated: 11-May-2022

### SUBSEQUENT YEAR'S PRICE INCREASE OF OFFERED SERVICES (IN TERMS OF PERCENTAGE), IN CASE CONTRACT IS RENEWED

2nd Year	10%	Escalation in first year's price
3rd Year	10%	Escalation in second year's price

### Rate Contract

1	Telephone Set with CLI facility (as per SMBB Institute of Trauma existing set) (with Warranty)	4500/-
2	Telephone Set without CLI facility (as per SMBB Institute of Trauma existing set) (with Warranty)	3500/-

#### Note:

1. The contractor will ensure that the telephone set are replaced only when it is considered essential and approved by the Competent Authority. Maximum care should be taken to repair the old telephone set for re-use. New telephone set should only be substituted when the old telephone set cannot be satisfactorily repaired. The old replaced telephone set will be returned to the Competent Authority's nominated representative.
2. Telephone set being replaced must be brand new and original.
3. Sales Tax, Income Tax and other Duties on spare parts and services shall be the responsibility of the Contractor. Deductions will be made according to government applicable rules.

### SCOPE OF WORK:

#### Service Contents:

- On-site Preventive maintenance
- Mean time to respond major fault = 2hours
- Mean time to respond Minor Failure = Next Business day

#### Major Fault Mean one or more of the following:

- Unscheduled total system failure (whereby all functionality of the system is unavailable and there is repeated failure to reboot for any reasons)
- 10% or more of the trunks and/or station supported by the system are out of services
- 08% or more of the system's links or components are out of service
- Damage to the equipment's power supply unit

#### For Major Failure:

- Up to four (4) hours of remote support to log on remotely to the supported products
- 6-8 hours for on-site support to arrive to the station





## SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

No: PROC/SMBBIT/2021-22/ 470

Dated: 11-May-2022

### General Terms and Conditions:

1. Provide services at all time(24/7).
2. Engineer will provide 24/7 support to this centre as and when required.
3. Contractor will ensure confidentiality in the execution of services.
4. Frequent updates on regular, preventive and emergency plans and procedure with Procuring Agency.
5. Contractor shall ensure to post the Maintenance Staff as per the Tender Documents submitted by them for SMBB Institute of Trauma, Karachi.
6. Monthly Bill against Contractor services will be submitted to the Competent Authority - SMBB Institute of Trauma, Karachi along with the invoice on first of every succeeding month who will process the bills within 2/3 days and submit the bills through Authorized Officer / Official to the Accounts Department by 5<sup>th</sup> of same month.
7. In case of any dispute between Maintenance Staff / Workers with the Contractors the matter shall be referred to the Procuring Agency for arbitration whose decision shall be final. Contractor shall provide duty roster of its Staff accordingly to the Procuring Agency on monthly basis.
8. Contractor will be bound to provide uniform (approved by the competent authority SMBB Institute of Trauma, Karachi) to their staff and ensure that the staff wears neat and clean uniform. In case of violation fine will be imposed by the Competent Authority - or Authorized Officer, which will be at least Rs. 500/- per employee per day.
9. It is mandatory for all maintenance staff to wear I.D Card of company all the time.
10. Staff involved in immoral/undesirable activities will not be allowed to serve in the SMBB Institute of Trauma, Karachi.
11. Contractor will be bound to change the Staffs who are unwanted by the Procuring Agency immediately.
12. The Staff will work according to mutually agreed time table issued by the Authorized Officer / Competent Authority - SMBB Institute of Trauma, Karachi.
13. Contractor has to assure the following;
  1. Basic Human Rights will not be violated.
  2. To provide the sanctioned strength of Maintenance Staff and operator at all- time even on holiday.
  3. Child Labor is strictly prohibited.
  4. To follow Labor Laws prevailing in Province of Sindh.
  5. Minimum wage rates should be paid to employee along with contribution of SESSI &EOBI.
  6. Contractor will not hire a staff having a habit of chewing, gutka, manpuri etc
14. In case of any complaint or observation conveyed to the contractor or their supervisor by Competent Authority - SMBB Institute of Trauma, Karachi or the officer authorized, the contractor will report the steps taken in order to rectify those observations in writing within stipulated time.





**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2021-22/470

Dated: 11 - May - 2022

15. Contractor will ensure uninterrupted services under all circumstances, without any complaints being referred to the management.

Note: Please mobilize your resources and take over the job effect from 01-07-2022.

*ob* **CHIEF OPERATING OFFICER / DDO**  
SMBB Institute of Trauma – Karachi

Copy forwarded to concern for information and necessary action, please;

1. The Director A&F, SPPRA with reference to PPMS ID:T00518-21-0004 & BER # BE00518-21-0004-6
2. Administration Department, SMBB Institute of Trauma, Karachi
3. Account & Finance Department, SMBB Institute of Trauma, Karachi

*ob* **CHIEF OPERATING OFFICER / DDO**  
SMBB Institute of Trauma - Karachi

RECEIVED BY  
Accounts Department  
SMBB INSTITUTE OF TRAUMA  
Inward No. 4069  
Dated 12-05-2022



Q28480/ Oct 237



MUHAMMAD ABEEL ALVI STAMP VENDOR  
 License No. 149 High Court Of Sindh  
 Karachi.  
 S.No. 88107 Date 15 APR 2022  
 Issued to with Address.....  
 Through with Address AMJAD CHOCHAN  
 Purpose Advocate  
 Value Rs. 10000 Ledger # 8075HC  
 Stamp Vendor Signature

OFFICE SUPERINTENDENT  
 Stamp Office, City Court  
 Karachi.

9.6.22

09 MAY 2022

## CONTRACT AGREEMENT

### REFERENCE CORRESPONDENCE:

- |                                 |   |
|---------------------------------|---|
| 1. Tender Name:                 | OPERATION, RUNNING, REPAIR AND<br>MAINTENANCE OF TELEPHONE EXCHANGE |
| 2. NIT #                        | PROC/SMBBIT/2021-22/405   |
| 3. NIT Reference #              | PROC/SMBBIT/(R&M-03)2022-23   |
| 4. PPMS ID:                     | T00518-21-0004  |
| 5. Technical Bid Opening Date : | 05-04-2022 AT 11:30 AM  |
| 6. Financial Bid Opening Date:  | 21-04-2022 AT 11:30 AM  |
| 7. BER ID:                      | BE00518-21-0004-6   |
| 8. Letter of Acceptance #       | PROC/SMBBIT/2021-22/460 Dated: 30/04/2022                           |

This Contract Agreement (hereinafter called the **Agreement**) made on 11<sup>th</sup> day of May, 2022.

Between

**M/s. COMVARE**

A **Contractor**, having its office # 316, 3<sup>rd</sup> Floor, Kehkashan Mall, Tariq Road, Karachi, Pakistan (Hereinafter called the **Contractor**), which expression shall be deemed to mean and include its successor-in-interest and permitted assigns;



AND

**SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA, KARACHI**  
(Hereinafter called the **Procuring Agency**)

A department under control of Government of Sindh, having its office at SMBB Institute of Trauma, Chand Bibi Road, Karachi, Sindh, Pakistan hereinafter mentioned at "**the Client**" which expression shall be deemed to mean and include its successor-in-interest and permitted assigns;

Whereas the **Contractor** has agreed to render certain services i.e. "**Operation, Running, Repair and Maintenance of Telephone Exchange**" at SMBB Institute of Trauma, Karachi, Sindh, Pakistan and has necessary know how and staff in the respect.

AND

Whereas the **Client** is desirous of availing the services offered by the contractor for "**Operation, Running, Repair and Maintenance of Telephone Exchange**" at SMBB Institute of Trauma, Karachi, Sindh, Pakistan on terms and conditions as per bidding documents in said NIT for its premises at the cost of **Rs. 8,121,540/-** as per year (The Contract Amount) as per below;

A (Human Resources)					
S#	Particular	Required	Rate per Person	Rate per Month	Rate per Year
1	Engineer	1	73,600	73,600	883,200
2	Technician	4	57,500	230,000	2,760,000
Total (Part A)				303,600	3,643,200

B (Maintenance and Running Services of Telephone Exchange System Installed at 4 <sup>th</sup> Floor)				
S#	Particular	Req.	Rate per Month	Rate per Year
1	<p><b>Maintenance &amp; Services of Telephone Exchange System installed at 4th Floor.</b></p> <p>To provide scheduled four times, per annum, preventive maintenance (PM) based on the specific needs of the Equipment.</p> <ul style="list-style-type: none"><li>· Daily routine configuration of IP Phones and analog phones, if on demand changing the location and assigning the user privileges.</li><li>· CO Trunk status to ensure the incoming and outgoing services.</li><li>· Coordination with NTC to rectify the far end issues.</li><li>· System health checks.</li><li>· Communication system/Telephone exchange firmware upgrades.</li><li>· Maintain the VoIP services throughout the network.</li><li>· Maintain and troubleshoot the Operation soft console application.</li><li>· Maintain and troubleshoot the dedicated voice switches.</li><li>· Maintain a voice racks with standard labeling and tagging.</li><li>· Make sure the connectivity of end points with voice patch panels via communication servers to provide a smooth voice communication between the users.</li><li>· To network is operational</li><li>· Approval of phone set type, monthly port charge and date activation</li><li>· IP telephone firmware (Software updates) are managed centrally to ensure compatibility with the Telephone services.</li><li>· Repair of Faulty cards like TN circuits pack including (CO Trunk, PRI Card, and Analog Cards IP), condition applies as if it can be repaired. Otherwise replacement cost is the customer's responsibility.</li><li>· Responsible for all voice data security via passwords restriction.</li><li>· Manage and configure MDF's to maintain ongoing voice TDM Operations.</li><li>· Repair and troubleshoot the MDF tag blocks and strips ports.</li><li>· Responsible for the TDM connectivity between CHK and Trauma Centre</li><li>· Responsible of maintaining around 500 users with soft operator's consoles and also managing the cabling infrastructure.</li></ul>	1 Job	373,195	4,478,340
Total (Part B)			373,195	4,478,340



Particulars	Rate per Month	Rate per Year
Part A (Human Resources)	303,600	3,643,200
Part B (Machinery Equipment and Materials)	373,195	4,478,340
<b>Total Quoted Price</b>	<b>676,795</b>	<b>8,121,540</b>

SUBSEQUENT YEAR'S PRICE INCREASE OF OFFERED SERVICES (IN TERMS OF PERCENTAGE), IN CASE CONTRACT IS RENEWED		
2nd Year	10%	Escalation in first year's price
3rd Year	10%	Escalation in second year's price

Rate Contract		
1	Telephone Set with CLI facility (as per SMBB Institute of Trauma existing set) (with Warranty)	4500/-
2	Telephone Set without CLI facility (as per SMBB Institute of Trauma existing set) (with Warranty)	3500/-
<b>Note:</b> <ol style="list-style-type: none"> <li>The contractor will ensure that the telephone set are replaced only when it is considered essential and approved by the Competent Authority. Maximum care should be taken to repair the old telephone set for re-use. New telephone set should only be substituted when the old telephone set cannot be satisfactorily repaired. The old replaced telephone set will be returned to the Competent Authority's nominated representative.</li> <li>Telephone set being replaced must be brand new and original.</li> <li>Sales Tax, Income Tax and other Duties on spare parts and services shall be the responsibility of the Contractor. Deductions will be made according to government applicable rules.</li> </ol>		

## **SCOPE OF WORK:**

### **Service Contents:**

- On-site Preventive maintenance
- Mean time to respond major fault = 2 hours
- Mean time to respond Minor Failure = Next Business day

### **Major Fault Mean one or more of the following:**

- Unscheduled total system failure (whereby all functionality of the system is unavailable and there is repeated failure to reboot for any reasons)
- 10% or more of the trunks and/or station supported by the system are out of services
- 08% or more of the system's links or components are out of service
- Damage to the equipment's power supply unit

### **For Major Failure:**

- Up to four (4) hours of remote support to log on remotely to the supported products
- 6-8 hours for on-site support to arrive to the station

### **General Terms and Conditions:**

1. Provide services at all time (24/7).
2. Engineer will provide 24/7 support to this centre as and when required.
3. Contractor will ensure confidentiality in the execution of services.
4. Frequent updates on regular, preventive and emergency plans and procedure with Procuring Agency.
5. Contractor shall ensure to post the Maintenance Staff as per the Tender Documents submitted by them for SMBB Institute of Trauma, Karachi.
6. Monthly Bill against Contractor services will be submitted to the Competent Authority - SMBB Institute of Trauma, Karachi along with the invoice on first of every succeeding month who will process the bills within 2/3 days and submit the bills through Authorized Officer / Official to the Accounts Department by 5<sup>th</sup> of same month.

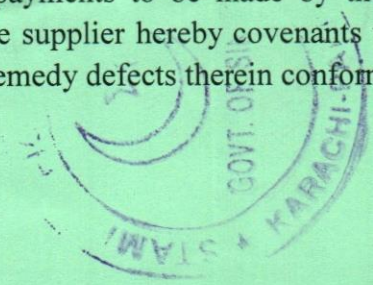
*Signature*



7. In case of any dispute between Maintenance Staff / Workers with the Contractors the matter shall be referred to the Procuring Agency for arbitration whose decision shall be final. Contractor shall provide duty roster of its Staff accordingly to the Procuring Agency on monthly basis.
8. Contractor will be bound to provide uniform (approved by the competent authority SMBB Institute of Trauma, Karachi) to their staff and ensure that the staff wears neat and clean uniform. In case of violation fine will be imposed by the Competent Authority - or Authorized Officer, which will be at least Rs. 500/- per employee per day.
9. It is mandatory for all maintenance staff to wear I.D Card of company all the time.
10. Staff involved in immoral/undesirable activities will not be allowed to serve in the SMBB Institute of Trauma, Karachi.
11. Contractor will be bound to change the Staffs who are unwanted by the Procuring Agency immediately.
12. The Staff will work according to mutually agreed time table issued by the Authorized Officer / Competent Authority - SMBB Institute of Trauma, Karachi.
13. Contractor has to assure the following;
  1. Basic Human Rights will not be violated.
  2. To provide the sanctioned strength of Maintenance Staff and operator at all- time even on holiday.
  3. Child Labor is strictly prohibited.
  4. To follow Labor Laws prevailing in Province of Sindh.
  5. Minimum wage rates should be paid to employee along with contribution of SESSI & EOBI.
  6. Contractor will not hire a staff having a habit of chewing, gutka, manpuri etc
14. In case of any complaint or observation conveyed to the contractor or their supervisor by Competent Authority - SMBB Institute of Trauma, Karachi or the officer authorized, the contractor will report the steps taken in order to rectify those observations in writing within stipulated time.
15. Contractor will ensure uninterrupted services under all circumstances, without any complaints being referred to the management.

Now this agreement witnesseth as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms & Conditions of Tender Enquiry referred to.
2. The Following documents after incorporating addenda, if any except these parts relating to Instruction to bidders, shall be deemed to form and be read and constructed as part of this Agreement, viz:
  - a. Purchase order(s)/ Letter of Acceptance where applicable.
  - b. The completed Form of Bid along with Schedules to Bid.
  - c. Condition of Contract & Contract Data
  - d. The priced Scheduled of prices
  - e. The specifications
3. In consideration of the payments to be made by the Procuring Agency to the Contractor as hereinafter mentioned, the supplier hereby covenants with the Procuring Agency to execute and complete the works and remedy defects therein conformity and in all respects within the provision of the contract.



*Handwritten signature or initials in blue ink.*



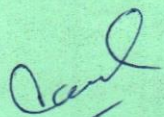
4. The Procuring Agency hereby convenants to pay the Contractor , in consideration of the execution and completion of the works as per provision of the contract, the contract price or such other sum as may become payable under the provision of contract at the times and in the manner prescribed by the contract.

0.35% of ordered amount **Rs. 28,430/-** should be placed on contract agreement as stamp duty on stamp paper of value.

**Note: Please mobilize your resources and take over the job effect from 01-07-2022.**

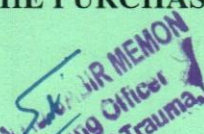
In WITNESS WHEREOF the parties hereto have caused this Contract Agreement in accordance with their respective hands and seals, the day, month and the year first above written.

**SIGNATURE OF THE CONTRACTOR**

 **COMVARE**

(Seal)

**SIGNATURE OF THE PURCHASER**

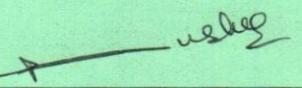
  
**DR. MUHAMMAD AMIR MEMON**  
Chief Operating Officer  
SMBB Institute of Trauma  
Karachi

Signed, Sealed and Delivered in the presence of:

**WITNESS OF CONTRACATOR**

Name: Hassan Mehendi  
Title: Support Technician  
Address: Anar Kali Bungalws  
R-264 Saigani Town.

**WITNESS OF PURCHASER**

Name:   
Title: **DR. BUSHRA ARSH**  
Manager Supply Chain  
Address: **SMBB Institute of Trauma**

