

**SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY**

**CONTRACT EVALUATION FORM**

**TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF WORKS, SERVICES & GOODS**

- 1) NAME OF THE ORGANIZATION / DEPTT. SMBB INSTITUTE OF TRAUMA
- 2) PROVINCIAL / LOCAL GOVT./ OTHER PROVINCIAL
- 3) TITLE OF CONTRACT O.R.R AND MAINTENANCE OF TELEPHONE EXCHANGE
- 4) TENDER NUMBER PROC/SMBBIT/(OSR-01)/2025-26
- 5) BRIEF DESCRIPTION OF CONTRACT O.R.R AND MAINTENANCE OF TELEPHONE EXCHANGE
- 6) FORUM THAT APPROVED THE SCHEME REGULAR BUDGET
- 7) TENDER ESTIMATED VALUE 15.6 (M)
- 8) ENGINEER'S ESTIMATE (For civil works only) NOT APPLICABLE
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) YEARLY CONTRACT (Extendable)
- 10) TENDER OPENED ON (DATE & TIME) 30-04-2025 AT 11:00 am
- 11) NUMBER OF TENDER DOCUMENTS SOLD ONE  
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED ONE
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS ONE
- 14) BID EVALUATION REPORT (Enclose a copy) COPY ENCLOSED
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/S. COMVARE
- 16) CONTRACT AWARD PRICE Rs. 16,688,640/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT (i.e. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> EVALUATION BID). M/S. COMVARE

18) METHOD OF PROCUREMENT USED : - (Tick one)

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE YES  Domestic/ Local
- b) SINGLE STAGE – TWO ENVELOPE PROCEDURE   Domestic/Local
- c) TWO STAGE BIDDING PROCEDURE
- d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE

PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED i.e. EMERGENCY, DIRECT CONTRACTING ETC. WITH BRIEF REASONS:

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT \_\_\_\_\_

20) WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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21) ADVERTISEMENT :

i) SPPRA Website  
(If yes, give date and SPPRA Identification No.)

Yes	EPADS ID # S-25049228 & SMBB-IT WEBSITE
No	

ii) News Papers  
(If yes, give names of newspapers and dates)

Yes	DAILY THE TRIBUNE (DATED: 11-04-2025) , DAILY JANG & DAILY KAWISH (DATED: 13-04-2025)
No	

22) NATURE OF CONTRACT

Domestic/Local	<input checked="" type="checkbox"/>	Int.	<input type="checkbox"/>
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23) WHETHER QUALIFICATION CRITERIA WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?  
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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24) WHETHER BID EVALUATION CRITERIA WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?  
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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25) WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A METHOD OTHER THAN OPEN COMPETITIVE BIDDING?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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27) WHETHER THE SUCCESSFUL BID WAS LOWEST EVALUATED BID / BEST EVALUATED BID (in case of Consultancies)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY COMPLIANT?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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29) WHETHER NAMES OF THE BIDDERS AND THEIR QUOTED PRICES WERE READ OUT AT THE TIME OF OPENING OF BIDS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF CONTRACT?  
(Attach copy of the bid evaluation report)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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31) ANY COMPLAINTS RECEIVED  
(If yes, result thereof)

Yes	
No	NO

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE / DOCUMENTS  
(If yes, give details)

Yes	
No	NO

33) WAS THE EXTENSION MADE IN RESPONSE TIME?  
(If yes, give reasons)

Yes	
No	NO

34) DEVIATION FROM QUALIFICATION CRITERIA  
(If yes, give detailed reasons.)

Yes	
No	NO

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT BLACK LISTED?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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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)

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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38) SPECIAL CONDITIONS, IF ANY  
(If yes, give Brief Description)

Yes	
No	NO

Signature & Official Stamp of  
Authorized Officer \_\_\_\_\_

*Dr. Muhammad Sabir Memon*  
Executive Director  
Shaheed Mohtarma Benazir Bhutto  
Institute of Trauma, Karachi

**FOR OFFICE USE ONLY**

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

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# SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA CERTIFICATE

In accordance with SPPRA's comments on receiving and redressing complaints received during tender processing, we have certified that no complaints have been received about the procurement process of the below-mentioned tender.

**EPADS ID:** S-25049228

**Tender Name:** **OPERATION, RUNNING, REPAIR AND  
MAINTENANCE OF TELEPHONE  
EXCHANGE**

**Tender Reference:** PROC/SMBBIT/(OSR-01)/2025-26

**PROF. SADQA AFTAB**  
Department Of Anesthesia & ICU  
SMBB Institute of Trauma

**PROF. DR. SADQA AFTAB**  
Chairperson - PC

HOD ICU & Anesthesiology Department,  
SMBB Institute of Trauma, Karachi

**PROF. DR. BADDARUDDIN SAHITO**  
BS, FCPS, FRCS (Tr & Orth) Edinburgh  
Professor  
Head of Department Orthopaedic Surgery  
Dow University of Health Sciences  
Dr. Ruth K.M. Pfau  
Civil Hospital, Karachi

**PROF. DR. BADDARUDDIN SAHITO**  
Member - PC  
Head of the Department of Orthopaedi  
Surgery  
Dow University of Health Sciences &  
Dr. Ruth K.M.Pfau Civil Hospital, Karachi

**DR. SYED AKMAL SULTAN**  
HOD Orthopaedic Department,  
Shaheed Mohtarma Benazir Bhutto Institute of  
Trauma, Karachi

**MR. BILAL IDREES**  
Member - PC  
Manager  
Supply Chain Management,  
SMBB Institute of Trauma, Karachi

**MR. HAMMAD HUSSAIN**  
Member - PC  
Bio-Medical Engineer,  
SMBB Institute of Trauma, Karachi

**MR. MUHAMMAD FAHEEM**  
Senior Pharmacist  
Member - PC  
Pharmacist  
SMBB Institute of Trauma, Karachi

**DR. MUHAMMAD SABIR MEMON**  
Executive Director,  
SMBB Institute of Trauma, Karachi

**HAMMAD HUSSAIN**  
Biomedical Engineer  
SMBB Institute of Trauma



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/472  
Dated: 19 - May - 2025

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

**SUBJECT: LETTER OF ACCEPTANCE – OPERATION, RUNNING, REPAIR AND MAINTENANCE OF TELEPHONE EXCHANGE AT SMBB – INSTITUTE OF TRAUMA, KARACHI**  
**NIT# PROC/SMBBIT/2024-25/387, REF# PROC/SMBBIT/(OSR-01)/2025-26 FOR FINANCIAL YEAR 2025-26**

- A. Notice Inviting Tender issued in respect of “**Operation, Running, Repair and Maintenance of Telephone Exchange**” to be executed for one year from the date of award of contract extendable for further two years on yearly basis, after the approval of the **Competent Authority**.
- B. The said bid (**Single Stage – One Envelope** procedure basis) submitted on EPADS SPPRA **30-04-2025** by your firm.
- C. Meeting of Procurement Committee of Institute was held on **30-04-2025** to open the Financial Proposal respectively.
- D. Procurement Committee of SMBB Institute of Trauma has evaluated the Technical and Financial Proposal submitted by the participants in detail and recommended you as “**Preferred Bidder**” for execution of “**Operation, Running, Repair and Maintenance of Telephone Exchange**”.
- E. Procuring Agency now wishes to offer execution of same on term and conditions as per bid documents of said **Notice Inviting Tender**.

**A. Human Resources**

S. #	Particulars	B.O.Q	Per Employee Salary Offered	Per Month Amount Offered	Per Year Amount Offered
1	Engineer 24/7 On Call Basis	1	98,000.00	98,000.00	1,176,000.00



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/472

Dated: 19 - May - 2025

S. #	Particulars	B.O.Q	Per Employee Salary Offered	Per Month Amount Offered	Per Year Amount Offered
2	Sr. Technician	3	76,000.00	228,000.00	2,736,000.00
3	Technician	4	66,180.00	264,720.00	3,176,640.00
<b>Total Amount Offered</b>					<b>7,088,640.00</b>

**B. Maintenance and Running Services of the Telephone Exchange System Installed at 4th Floor**

S. #	Description of Work	B.O.Q	Per Month Amount Offered	Per Year Amount Offered
1	<b>Maintenance &amp; Services of Telephone Exchange System installed at 4<sup>th</sup> Floor.</b>	1 Job	800,000.00	9,600,000.00
	To provide scheduled four times, per annum, preventive maintenance (PM) based on the specific needs of the Equipment.			
	· Daily routine configuration of IP Phones and analog phones, if on demand changing the location and assigning the user privileges.			
	· CO Trunk status to ensure the incoming and outgoing services.			
	· Coordination with NTC to rectify the far end issues.			
	· System health checks.			
	· Communication system/Telephone exchange firmware upgrades.			
	· Maintain the VoIP services throughout the network.			
	· Maintain and troubleshoot the operation soft console application.			
· Maintain and troubleshoot the dedicated voice switches.				



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/472

Dated: 19 - May - 2025

<ul style="list-style-type: none"> <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) is 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>			
<b>Total Amount Offered</b>			<b>9,600,000.00</b>
<b>Total Amount Offered in PKR Section (A+B)</b>			<b>16,688,640.00</b>
<b>Total Amount in Word: Sixteen Million Six Hundred Eighty-Eight Thousand Six Hundred Forty Rupees Only</b>			



# SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

No: PROC/SMBBIT/2024-25/472

Dated: 19 - May - 2025

## Rate Contract

Contractor will replace faulty telephone sets as per the following price schedule as and when required.

1	Telephone set with CLI facility (as per SMBB Institute of Trauma existing sets or latest) (With 1 Year Warranty)	7,000.00
2	Telephone set with-out CLI facility (as per SMBB Institute of Trauma existing sets or latest) (With 1 Year Warranty)	5,000.00
3	AVAYA IP Phone Set (as per SMBB Institute of Trauma existing sets or latest) (With 1 Year Warranty)	14,000.00

Subsequent Year's price increase of offered Services (in terms of percentage), in case contract is renewed	
2nd Year	5% (percent) Escalation in first year's price
3rd Year	5% (percent) Escalation in second year's price

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.
2. Telephone set being replaced must be brand new and original or latest.
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 = 2 hours
- Mean time to respond Minor Failure = Next Business Day



## SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

No: PROC/SMBBIT/2024-25/122

Dated: 19 - May - 2025

### 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 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 5th 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.



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/472

Dated: 19 - May - 2025

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;
  - i. Basic Human Rights will not be violated.
  - ii. To provide the sanctioned strength of Maintenance Staff and operator at all- time even on holiday.
  - iii. Child labor is strictly prohibited.
  - iv. To follow Labor Laws prevailing in Province of Sindh.
  - v. Minimum wage rates should be paid to employee along with contribution of SESSI & EOBI.
  - vi. 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.

**In the province of Sindh, when the SMBB Institute of Trauma (SMBBIT) expands its operations pursuant to directives issued by the Health Department, a formal Letter of Acceptance (LOA) regarding services and manpower are issued to the successful bidder, in accordance with the approved rate contract. Upon receipt of the LOA, the bidder is required to submit the Performance Security in the form of a Pay Order. Following the submission of the Performance Security, the bidder must commence the provision of services without any failure or delay, as per the agreed terms and conditions.**

That this letter of acceptance does not form a contractual or legal relationship under the relevant law of Pakistan between SMBB Institute of Trauma and the addressee of this "Letter of Acceptance".



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**


No: PROC/SMBBIT/2024-25/472  
Dated: 19 - May - 2025

You are therefore requested to confirm within Seven (07) days from the date of receipt of this letter of acceptance, regarding your willingness to accept this offer for "Provision of Janitorial Services" to this SMBB Institute of Trauma.

If agreed, Form of Contract on Non-Judicial Stamp Paper along with Bank Guarantee of Performance Security Bond of **10% of Contract value** i.e. **Rs. 1,668,864/-** may be submitted to this Institute within stipulated time.


**0.35% of ordered amount Rs. 58,411/-** should be placed on contract agreement as stamp duty on stamp paper of value.

Documents showing any set of exemption from duty taxes should be attached with bills.

  
aw **EXECUTIVE DIRECTOR / 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 EPADS ID: **S-25049228**
2. **Account & Finance Department, SMBB Institute of Trauma, Karachi**

  
aw **EXECUTIVE DIRECTOR / DDO**  
SMBB Institute of Trauma - Karachi

Received  
by Hussam  
20/5/25



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/521

Dated: 13<sup>th</sup> June - 2025

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 - INSTITUTE OF TRAUMA,  
KARACHI**  
**NIT# PROC/SMBBIT/2024-25/387, REF# PROC/SMBBIT/(OSR-01)/2025-26 FOR  
FINANCIAL YEAR 2025-26**

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 **1<sup>st</sup> July-2025 till 30<sup>th</sup> June-2026**.

(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/2024-25/387
2. NIT Reference # PROC/SMBBIT/(OSR-01)/2025-26
3. EPADS ID# S-25049228
4. Financial Bid Opening Date: 30-04-2025 AT 11:00 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. #	Particulars	B.O.Q	Per Employee Salary Offered	Per Month Amount Offered	Per Year Amount Offered
1	Engineer 24/7 On Call Basis	1	98,000.00	98,000.00	1,176,000.00
2	Sr. Technician	3	76,000.00	228,000.00	2,736,000.00
3	Technician	4	66,180.00	264,720.00	3,176,640.00
<b>Total Amount Offered</b>					<b>7,088,640.00</b>



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/521

Dated: 3<sup>rd</sup> June - 2025

**B. Maintenance and Running Services of the Telephone Exchange System Installed at 4th Floor**

S. #	Description of Work	B.O.Q	Per Month Amount Offered	Per Year Amount Offered
1	<p><b>Maintenance &amp; Services of Telephone Exchange System installed at 4<sup>th</sup> 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) is 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></ul>	1 Job	800,000.00	9,600,000.00



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/524

Dated: 3<sup>rd</sup> June - 2025

Responsible for all voice data security via passwords restriction.		
Manage and configure MDF's to maintain ongoing voice TDM Operations.		
Repair and troubleshoot the MDF tag blocks and strips ports.		
Responsible for the TDM connectivity between CHK and Trauma Centre		
Responsible of maintaining around 500 users with soft operator's consoles and also managing the cabling infrastructure.		
<b>Total Amount Offered</b>		<b>9,600,000.00</b>
<b>Total Amount Offered in PKR Section (A+B)</b>		<b>16,688,640.00</b>
<b>Total Amount in Word: Sixteen Million Six Hundred Eighty-Eight Thousand Six Hundred Forty Rupees Only</b>		

**Rate Contract**

Contractor will replace faulty telephone sets as per the following price schedule as and when required.

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3	AVAYA IP Phone Set (as per SMBB Institute of Trauma existing sets or latest) (With 1 Year Warranty)	14,000.00

<b>Subsequent Year's price increase of offered Services (in terms of percentage), in case contract is renewed</b>	
2nd Year	5% (percent) Escalation in first year's price
3rd Year	5% (percent) Escalation in second year's price



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/521  
Dated: 13<sup>th</sup> June - 2025

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.
2. Telephone set being replaced must be brand new and original or latest.
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 = 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 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.



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/521  
Dated: 13<sup>th</sup> June - 2025


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 5th 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;
  - i. Basic Human Rights will not be violated.
  - ii. To provide the sanctioned strength of Maintenance Staff and operator at all- time even on holiday.
  - iii. Child labor is strictly prohibited.
  - iv. To follow Labor Laws prevailing in Province of Sindh.
  - v. Minimum wage rates should be paid to employee along with contribution of SESSI & EOBI.
  - vi. 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.



**SHAHEED MOHTARMA BENAZIR BHUTTO  
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/524  
Dated: 13<sup>th</sup> June - 2025

**Note: Please mobilize your resources and take over the job effect from 1<sup>st</sup> July-2025.**

  
EXECUTIVE DIRECTOR / 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 EPADS ID: S-25049228
2. **In-charge - IT Department, SMBB Institute of Trauma, Karachi**
3. **Account & Finance Department, SMBB Institute of Trauma, Karachi**

  
EXECUTIVE DIRECTOR / DDO  
SMBB Institute of Trauma - Karachi

AJ169733



**CONTRACT AGREEMENT**

SEEMA BEGUM

Sale Register Serial No.

STAMP VENDOR

Date of Issue: 20-May-2025

REFERENCE CORRESPONDENCE

Respondent: Taha Siddiqui Advocate [Ledger: 15126-KHI]

Lic No.48, Office No. C-1,  
Ground Floor, R.S 12,  
Sector-3, Zinda Darwaza,  
North Karachi, Karachi

Address: Karachi

Contact No.0000-0000000

Purpose: Agt/Affidavit

Challan No. 20259FADE83C9C5D

Date: 16-May-2025

Stamp Office, City Court  
Karachi

**OPERATION, RUNNING, REPAIR AND  
MAINTENANCE OF TELEPHONE EXCHANGE**



Please Write Below This Line

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- 3. NIT Reference # PROC/SMBBIT/(OSR-01)/2025-26
- 4. EPADS ID: S-25049228
- 5. Financial Bid Opening Date: 30-04-2025 AT 11:00 AM
- 6. Letter of Acceptance # PROC/SMBBIT/2024-25/472 Dated: 19-05-2025

This Contract Agreement (hereinafter called the Agreement) made on 13<sup>th</sup> day of June, 2025.

Between

M/s. COMVARE

A Contractor, having its office # 316, 3<sup>rd</sup> Floor, Kelukashan Mill, 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 necessarily 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,

COMVARE

Sindh, Pakistan on terms and conditions as per bidding documents in said NIT for its premises at the cost of Rs. 16,688,640/- as per year (The Contract Amount) as per below;

**A. Human Resources**

S. #	Particulars	B.O.Q	Per Employee Salary Offered	Per Month Amount Offered	Per Year Amount Offered
1	Engineer 24/7 On Call Basis	1	98,000.00	98,000.00	1,176,000.00
2	Sr. Technician	3	76,000.00	228,000.00	2,736,000.00
3	Technician	4	66,180.00	264,720.00	3,176,640.00
<b>Total Amount Offered</b>					<b>7,088,640.00</b>

**B. Maintenance and Running Services of the Telephone Exchange System Installed at 4th Floor**

S. #	Description of Work	B.O.Q	Per Month Amount Offered	Per Year Amount Offered
1	<p><b>Maintenance &amp; Services of Telephone Exchange System installed at 4<sup>th</sup> 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) is 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> </ul>	1 Job	800,000.00	9,600,000.00

**COMVARE**

Repair and troubleshoot the MDF tag blocks and strips ports.			
Responsible for the TDM connectivity between CHK and Trauma Centre			
Responsible of maintaining around 500 users with soft operator's consoles and also managing the cabling infrastructure.			
<b>Total Amount Offered</b>			<b>9,600,000.00</b>
<b>Total Amount Offered in PKR Section (A+B)</b>			<b>16,688,640.00</b>
<b>Total Amount in Word: Sixteen Million Six Hundred Eighty-Eight Thousand Six Hundred Forty Rupees Only</b>			

### Rate Contract

Contractor will replace faulty telephone sets as per the following price schedule as and when required.

1	Telephone set with CLI facility (as per SMBB Institute of Trauma existing sets or latest) (With 1 Year Warranty)	7,000.00
2	Telephone set with-out CLI facility (as per SMBB Institute of Trauma existing sets or latest) (With 1 Year Warranty)	5,000.00
3	AVAYA IP Phone Set (as per SMBB Institute of Trauma existing sets or latest) (With 1 Year Warranty)	14,000.00

<b>Subsequent Year's price increase of offered Services (in terms of percentage), in case contract is renewed</b>	
2nd Year	5% (percent) Escalation in first year's price
3rd Year	5% (percent) Escalation in second year's price

- 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.
- Telephone set being replaced must be brand new and original or latest.
- 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 = 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

**COMVARE**

*Handwritten signature*

- 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 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 5th 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.
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  - iii. Child labor is strictly prohibited.
  - iv. To follow Labor Laws prevailing in Province of Sindh.
  - v. Minimum wage rates should be paid to employee along with contribution of SESSI & EOBI.
  - vi. 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.

In the province of Sindh, when the SMBB Institute of Trauma (SMBBIT) expands its operations pursuant to directives issued by the Health Department, a formal Letter of Acceptance (LOA) regarding services and

A handwritten signature in blue ink is written over a blue circular stamp that contains the word 'COMVARE' in capital letters.

manpower are issued to the successful bidder, in accordance with the approved rate contract. Upon receipt of the LOA, the bidder is required to submit the Performance Security in the form of a Pay Order. Following the submission of the Performance Security, the bidder must commence the provision of services without any failure or delay, as per the agreed terms and conditions.

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 Schedules 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.
4. The Procuring Agency hereby covenants 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.

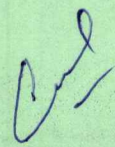
Performance Security Bond of **10% of Contract value** i.e. **Rs. 1,668,864/-** may be submitted to this Institute within stipulated time.

0.35% of ordered amount **Rs. 58,411/-** 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 1<sup>st</sup> July 2025.**

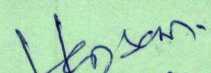
In WITNESS WHEREOF the parties hereto have caused this Contract Agreement in accordance with their respective hands and seals, the day, month and the year first above written.

**SIGNATURE OF THE CONTRACTOR**

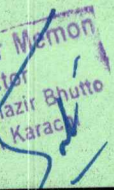
  
\_\_\_\_\_  
(Seal) **COMVARE**

Signed, Sealed and Delivered in the presence of:


**WITNESS OF CONTRACTOR**

Name:   
Title: General

**SIGNATURE OF THE PURCHASER**

  
\_\_\_\_\_  
(Seal) **Dr. Muhammad Sabir Memon  
Executive Director  
Shaheed Mohtarma Benazir Bhutto  
Institute of Trauma, Karachi**

**MANAGER  
SUPPLY CHAIN MANAGEMENT  
WITNESS OF PURCHASER**

Name:   
Title: DM Sum

AJ169734



**SEEMA BEGUM**  
**STAMP VENDOR**

GoS-KHI-  
Lic No.48, Office No. C-1,  
Ground Floor, R.S 12,  
Sector-3, Zindani Corner,  
North Karachi, Karachi

Sale Register Serial No. **36965**  
Date of Issue: 20-May-2025  
Paper Issued to: Taha Siddiqui Advocate [Ledger: 15126-KHI]  
Address: Karachi  
Contact No.0000-0000000  
Purpose: Agt/Affidavit  
Challan No. 20259FADE83C9CBD  
Date: 16-May-2025

Stamp Office, City Court,  
Karachi

120 MAY 2025



**INTEGRITY PACT**

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**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC**  
**PAYABLE BY THE SUPPLIERS/CONTRACTORS/CONSULTANTS**

Contract Number: **PROC/SMBBIT/(OSR-01)/2025-26**  
Contract Value: **Rs. 16,688,640/-**  
Contract Title: **OPERATION, RUNNING, REPAIR AND MAINTENANCE OF TELEPHONE EXCHANGE**

**M/s. Comvare** hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.

Without limiting the generality of the fore going, **M/s. Comvare**, represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from **Shaheed Mohtarma Benazir Bhutto Institute of Trauma** (Procurement Agency-PA), except that which has been expressly declared pursuant hereto.

**M/s. Comvare** certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with PA and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

**M/s. Comvare** accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to PA under any law, contract or other instrument, be voidable at the option of PA.

Notwithstanding any rights and remedies exercised by PA in this regard, **M/s. Comvare**, agrees to indemnify PA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PA in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by **M/s. Comvare**, as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from PA.

M/s. Comvare

**COMVARE**

Dr. Muhammad Sabir Memon  
Executive Director  
Shaheed Mohtarma Benazir Bhutto  
Institute of Trauma, Karachi

**EXECUTIVE DIRECTOR/DDO**  
SMBB Institute of Trauma