



EMPLOYEES' **OLD-AGE BENEFITS** INSTITUTION

(Ministry of Overseas Pakistanis & Human Resource Development, Government of Pakistan)

Tender Document

Establishment
of
Managed WAN Connectivity

January, 2026



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Request for Proposal

The Employees' Old-Age Benefits Institution (EOBI) invites bids from reputable Firms for providing **Managed WAN Services** to its **Head office in Karachi, DR-Site, Lahore and 43 Remote Locations** from eligible bidders **who are registered with PPRA for E-Procurement on "e-Pak Acquisition and Disposal system (e-PADS)**, based in Pakistan and registered with the Federal Board of Revenue holding valid NTN and Sales Tax numbers, and appearing on the Active Taxpayers List (for both Income and Sales tax).

The bidding shall be conducted in line with the **Single Stage Two Envelope Procedure** of the Public Procurement Rule 2004 and any regulations, Regulatory Guides, Procurement Guidelines or Instructions issued by the Authority (from time to time) and is open to all potential bidders.

The complete set of bidding documents containing complete information and detailed terms & conditions are available on the websites of **PPRA (www.ppra.org.pk)**, **EOBI (www.eobi.gov.pk)** and **e-PADS (www.eprocure.gov.pk)** and can be downloaded free of cost. The interested eligible bidders may obtain further information from Mr. Wahab Ahmed, Deputy Director (IT) 021-99225375-76 during office hours from 09:00 am to 03:00 pm, Monday to Friday.

All e-bids must be submitted by using EPADS on/or before **22-01-2026 at 11:00 am**. Manual submission of bids will not be accepted. Electronic bids will be opened on the same date at 11:30 am on www.eprocure.gov.pk.

Bids must be accompanied by a Bid Security amounting to Rs 600,000/ in the shape of pay order/demand draft/ call deposit/banker's cheque in favor of EOBI .Original bid security must reach to the Director (GAD), EOBI House 190/1/B, BLOCK 2, PECHS, NURSERY, KARCHI on/or before 11:00 AM of bid closing date.

EOBI reserves all rights to accept or reject any or all of the submitted proposals in accordance with the PPRA rules.

Director (GAD)
General Administration Department, EOBI Head Office,
190/1/B, Block-II, PECHS, Nursery, Karachi
Tel: 021-99225397
Email. director.gad@eobi.gov.pk



Information for Bidders

Summarized Important Information

Project Title	<i>Establishment of Managed Wide Area Network</i>
Project Duration	<i>Three (03) years and further extendable for Two (02) years</i>
<i>Project Time</i>	<i>Delivery of links to be completed within 4 weeks after award of contract</i>
<i>Date of Issue</i>	<i>From the date of the advertisement</i>
<i>Last Date of Submission and Opening</i>	<i>Last date as mentioned in the advertisement</i>
<i>Contact Person</i>	<i>Wahab Ahmed, Deputy Director (DC), IT Department, EOBI Head Office, Karachi</i>
<i>Contact Details</i>	<i>021-99225375-76, data.center@eobi.gov.pk</i>

Overview of Employees' Old-Age Benefits Institution

Employees' Old-Age Benefits Institution (EOBI), Under Ministry of Overseas Pakistanis & Human Resource Development, was established through EOB Act 1976 in July 1976 to provide monetary benefits (pensions and grants) to registered insured persons (employees of commercial and industrial establishments). Currently, EOBI is paying more than three hundred million rupees per month as monetary benefits to more than 798,000 eligible pensioners. EOBI has more than 102,000 registered employers (commercial and industrial establishments) and about 10,652,802 registered employees (Insured Persons).

The core function of EOBI is to register employers, their employees, collect monthly EOB contribution from registered employers and insured persons and disburse pension and grants. The functions of contribution collection and pension payment are performed through designated bank branches all across Pakistan.

For more information about EOBI, please visit <http://www.eobi.gov.pk>.



The Project

EOBI has automated its core business (register employers, their employees, collect monthly EOB contribution from registered employers and insured persons and disburse pension and grants) and support (HR, Finance, General Admin) activities and to network its 43 remote offices through Wide Area Network (WAN) and Wireless/Local Area Networks (W/LANs) across the country. Selected Responding Organizations called onwards in this document as “ROs” are expected to provide deliverables that include but not limited to services for establishment of managed wide area network connectivity.

The connectivity requirements are between EOBI Head Office, 43 locations (EOBI Regional & B&C offices) & DR-Site (Co-located at Multinet Data Center, Lahore). Modes of connectivity would be based on media availability on fiber optic and/or depending upon the optimal mode of connectivity available at a particular location. The connectivity must ensure smooth running of EOBI web-based business applications.

The ROs are expected to comprehend this project according to best/international professional practices and standards.

The ROs must help ensure that the objective of the project is achieved, that is ultimate better and enhanced services to the employers, employees and EOBI's other direct and indirect users.



1. Minimum Eligibility Criteria

S. #.	Description	Action to be Taken
1	The bidder must have completed at least three (03) similar projects	Proof required
2	The Bidder must be Registered with FBR/Sales tax and provincial revenue boards	Proof of active tax payer required
3	The bidder should not be in litigation with EOBI and any other Federal Govt. Organization and is not black listed by the Government.	An affidavit required on RS. 100 Bond Paper. (As per format prescribed Annex-I)
4	Annual turnover of at least Rs. 1 Billion over the last three (03) years.	Proof required
5	The bidder must have verifiable proof of support, maintenance of similar projects at least three (03).	Proof Required
6	The bidder must have its own long haul across the country	PTA Certificate

2. Scope of Work

Section A:

Establishment of Managed Wide Area Network

(Between Head Office, Karachi, 42 remote offices & DR-Site, Lahore)

1. EOBI has adopted centralize computing strategy. All servers are centrally housed in the EOBI Data Center at its Karachi Head Office. Remote clients need constant connectivity to access these services. The expected number of users is about 400. As the application is “data intensive”, ROs are advised to verify the probable traffic load that would be generated and then propose the most appropriate connectivity mode, which has minimum delay, less jitter and has comparatively low recurring cost. The BDP be calculated and accordingly the connectivity should be proposed. Details can be viewed at Annex-D “Technical Specification”.
2. The basic guide of commissioning, maintenance and monitoring of the link must be provided to designated officers at EOBI Head office and at remote offices.
3. The ROs are required to deliver, commission, support and maintain the required quantity of provisioned services, at EOBI Datacenter Head Office Karachi, DR-Site Lahore & EOBI 42 Remote Branches. Project includes provisioning, installation, configuration and deployment of WAN, with managed devices at EOBI HO, DR-Site & Managed WAN devices at 42 EOBI branches as per the design given by the RO. (This will cover, all necessary network configurations & cabling in Head Office, DR-Site & Branches for making WAN with secured End to End protection & operation)
4. The RO should be Tier 1 partner of the Principal associated with proposed products since last 5 Years. (Specifically, for Managed WAN Devices). Also provide authorization letter from the Principal.
5. The RO should have minimum 2 certified Engineers of the proposed managed solution as permanent employees.



6. The RO should have minimum 2 Network certified Engineers with respect to WAN services and connectivity.
7. Each and every part/component subscription & license required to operate the hardware / service should be included in service deliverables and shall be the responsibility of RO.
8. Project shall be marked as complete only when existing EOBI infrastructure, applications & databases are available/ accessible from primary to DR-Site and all 42 branches and wise versa in fully functional state by the RO, up to the user's satisfaction.
9. It's the core responsibility of the RO to gather all the information of EOBI Head Office, DR-Site and Branches pertaining to propose solution.
10. BOQ offered to EOBI is to be verified by the Principal to ensure hardware/ services to eliminate the possibility of partial/ short order.
11. All configurations are to be documented and provided by the RO.
12. The bidder must have verifiable proof of managed services delivery, supply, maintenance and support;

Section B (a):

1. Equipment (as managed services) all parts should be included in the SLA. If the specific part is not available, equal or better part shall be provided on next business day.
2. The RO shall, in response to complain/ service call from EOBI, and within the timelines, provided in Section B (a), replace and/ or fix any defective Equipment identified/ reported by EOBI.
3. The RO should provide 24/7/365 days support and availability of all provided managed services.
4. The RO shall only use genuine and best quality parts/ equipment according to the specifications of manufacturer of the Equipment while replacing any part/spares of any of the rental service.
5. Number of visits by the technicians/ personnel of the RO pursuant to the service calls shall be unlimited and without any extra charge.
6. The Support/ Service shall be executed & completed with best possible care in a professional manner.

Section B (b):

Problem Resolution Control Matrix:

SLA Managed Services		
Titles	Response Time (Hours)	Target Resolution Time (Hours)
Critical	4	6
Non- Critical	8	24

Critical: A Hardware issue with complete non-functional state

Non-Critical: A Hardware issue but with functional state

Response Time: Problem acknowledged and initial troubleshooting done



Target Resolution Time: Maximum resolution time for repairing or replacement/ backup of faulty part.

3. The following table presents the detailed requirements:

S. No.	Item Description	Details	Quantity
1	Aggregated Link at Head Office, Karachi and DR-Site, Lahore (cumulative of all branches) (with backup)	Aggregated link on Fiber at Head Office, Karachi and DR-Site, Lahore with Backup over other fiber route.	1
2	100 Mbps link at DR-Site, Lahore (with backup)	Replication link on Fiber between Head Office, Karachi and DR-Site, Lahore.	1
3	2 Mbps link at remote locations	2 Mbps CIR, its monitoring for Quality of Service (QoS), limited or less jitter, delay should not be more than 100ms and in case of satellite solution not more than 650ms	42
4	Managed WAN Devices as a service for 42 EOBI Remote Branches	Managed Wan Device already installed at Remote Locations (specification at Annexure-D)	42
5	Resident Engineer	Resident Engineer at Head Office, Karachi	1

4. Instructions for Responding Organizations (ROs)

Procedure:

The selection procedure will be through **Single Stage Two Envelopes** bidding procedure based on quality and cost selection.

The Bidder is expected to examine all instruction forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents and/or to submit a bid not substantially responsive to the bidding documents will be at the bidder's risk, which may result in rejection of bid.

5. Submission of Bids

- a) *The PDF copy of the Technical and financial proposal/bid along with the bid security shall only be submitted online on EPADS no hardcopy shall be entertained.*
- b) *In the first instance, the “Technical bid/Proposal” shall be opened for technical evaluation and the “Financial Proposal” shall remain unopened in the system*



- c) EOBI shall evaluate the Technical Proposal in a manner prescribed in **Annexure-D**, without reference to the price and condition EOBI shall reject any proposal which does not conform to specified requirements.
- d) During the technical evaluation, no amendments in Technical Proposal shall be permitted.
- e) After evaluation of the technical proposals, EOBI shall open the financial proposals of the technically responsive bids online, and shall communicate the date, time & venue through system in advance, within the bid validity period.
- f) The Technical and Financial Proposal will be evaluated based on EOBI's evaluation criteria as provided in **Annexure-D** of this document.
- g) The Bid Application Form, List of Deliverables, Technical Specification, Format for Financial Proposal and others given as separate annexes to this RFP, enclosed herewith, shall be submitted in original and duly signed. The authorized person signing the bid document must state full name and authorized position/designation underneath with signatures.
- h) The erasing and/or alterations, if any, in the bid shall be authenticated by the authorized representative of the RO by his/her full signature.
- i) Ambiguous and incorrect answers and/or incorrect filling of Bid Documents will render the bid liable to rejection.
- j) Bids through cable, telegraph, telex, fax, or e-mail shall not be considered.
- k) The bids shall not rely on any interpretation or correction given by any person except the written addenda and/or corrigenda to documents issued by the General Administration Department of EOBI.

6. Selection Procedure:

- 1) Initially, only Technical proposals of bidders meeting the minimum eligibility criteria will be opened in the presence of bidder's representatives who choose to be present.
- 2) For qualifying in Technical evaluation, bidders shall fulfill all the requirements as laid out in Technical Evaluation Criteria at **Annex-D**. If any of the mandatory requirements is not met by the bidder, the bid will be cancelled straightaway and no further consideration will be given. Moreover, bidders will have to secure at least 70% marks in Technical Evaluation.
- 3) Financial proposals of bids found technically non-responsive will be returned un-opened.
- 4) On the basis of technical evaluation, the financial proposal of only technically qualified bidder will be opened in the presence of their representatives who choose to attend.
- 5) Technical evaluation of the firms shall be based on information provided in Technical Proposals. Results of Technical Evaluation Committee (TEC) shall be final and binding upon the bidders and shall not be challenged. EOBI is not required to provide explanation for awarding marks.
- 6) Without prejudice to any other bidder, EOBI shall issue a Letter of Intent to the successful bidder who in turn shall provide a letter of acceptance to EOBI clearly expressing will to undertake the contract.
- 7) Prior to the signing of the Contract and within 21 (twenty-one) calendar days of Acceptance of Letter of Intent, the successful bidder shall ensure following Insurance & Compliance Policies for the purpose of this Contract
 - a. An Indemnity Bond / Integrity Pact (If applicable) on Rs 100/= Stamp Paper in the form of certificate prescribed at **Annex-K**
 - b. Performance Guarantee in shape of Bank Guarantee (unconditional & irrevocable as per attached format **Annex-H**) to be submitted by the successful bidder for the purpose of this Contract shall be equal to 5% (**Five percent**) of the total contract value, to be submitted prior to the signing of the Contract and within 21 (Twenty One) calendar days of Acceptance. In case of any Banking channel problem, a Pay Order amounting to **5% of the total contract amount** may be submitted within **14 working days**



- 8) *EOBI reserves the right to amend/change/revise the TORs of invitation if deemed necessary. The Successful bidder shall have to provide the services accordingly.*
- 9) *Within 15 days of the issuance of Letter of Acceptance, selected bidder has to sign a formal agreement with EOBI for the assigned work.*

7. Rejection of Bids:

- i. All those bids that fail to meet the eligibility criteria as spelled out in the Tender Notice shall be rejected.
- ii. All bids that are not accompanied by the required Bid Security shall be rejected.
- iii. All bids that materially deviate from the formats specified for Technical and Financial Proposals shall be rejected.
- iv. A bid shall be rejected, if, at any stage of the procurement process, it is revealed that a bidder has concealed information or has provided misleading or incorrect information in order to gain unfair advantage over its competitors. The decision of the EOBI Purchase Committee shall be final and binding on all bidders in this regard.

8. Terms of Payment:

- i. EOBI shall make payment (one time cost, if applicable), to the successful bidder after has completed all aspects of installation and commencing of deliverables and after receiving of invoice from successful bidder and satisfactory performance report from IT Department (along with 1st quarter's payment).
- ii. EOBI shall make quarterly payment on the completion of each quarter, after receiving invoice from the successful bidder and satisfactory performance report from IT Department.
- iii. EOBI shall make all payments through cross-cheque made in the name of the successful bidder.
- iv. Invoices will be cleared as soon as possible upon receiving the invoice.
- v. Bidder should mention all costs involved including applicable Government taxes in financial bid deem necessary to complete the scope of work.
- vi. All Federal and Provincial Taxes levied by the Govt. from time to time shall be applicable and will be borne by the vendor.

9. Liquidated Damages:

- i. In case of delay of delivery of services/downtime for reasons within control of the selected bidder, EOBI reserves the right to get specific damages not exceeding **10%** of the total amount of the contract at the rates prescribed in **Annex-E**.
- ii. If the work is not executed to the entire satisfaction of EOBI, EOBI reserves the right to reject it altogether with serving 30 days prior notice and get the work done by some other party at the risk and cost of the selected bidder.

10. Termination, Closing, & Renewal of Contract:

- i. EOBI reserves the right to cancel an issued work order provided that bidder has not responded within 15 days with a letter of Intent.
- ii. After award of work order, if, during the course of project, bidder is found have concealed and/or manipulated information to get the contract, the contract may be cancelled and notice of damages be served to the bidder.



- iii. As per PPRA rules, such bidder may also be reported for inclusion in “black listed” companies in PPRA record.
- iv. After expiry of contract period, the contract shall be closed as per clause 45 of the Public Procurement Rules 2004.

11. Language

The bids along with any accompanying literature shall be prepared in English language only.

12. Communication

Enquiries regarding this RFP shall be submitted in writing (email, post mail), to:

Wahab Ahmed

*Deputy Director (IT/DC), IT Department,
EOBI Head Office,*

*190/B/1, Block -2, PECHS, Nursery, Main Sharah-e-Faisal Road, Karachi
Phone: 92-21-99225375-76*

Email: data.center@eobi.gov.pk

13. Bid Security (Earnest Money)

- a) Bids must be accompanied by a Bid Security amounting to Rs 600,000/ in the shape of pay order/demand draft/ call deposit/banker's cheque in favor of EOBI .Original bid security must reach to the Director (GAD) EOBI at EOBI House 190/1/B, BLOCK 2, PECHS, NURSERY, KARCHI on/or before 11:00 AM of bid closing date
- b) As soon as an award is made, the provisions in the following paragraphs **c & d**, hereafter, shall operate.
- c) The Bid Security in case of unsuccessful bidders will be returned as soon as possible after rejection on written request received from RO.
- d) The Bid Security of successful bidder will be returned on written request received from RO as per PPRA Rules after receiving of Bank Guarantee.
- e) In case the RO after acceptance of bid fails / refuses to perform, the Bid Security will be forfeited and enchased.

14. Prices

- a) *The prices quoted must be total in Pakistani Rupees in the format as shown in the Annexure-E.*
- b) Total cost shall include all the charges installation, commissioning of the equipment at proper locations, packing, making, handling, insurance, inspection, guarantees, clearance, freight/transportation; agent's commission and all duties, taxes, levies, etc.
- c) For the purpose of evaluation/comparison of bids, the total price for the deliverables as per Annexure shall be the sum of the amounts of the deliverables.
- d) In addition to what is stated at a) and b) above, the prices given shall also include the following:
 - i. Supply, detailing manufacture, factory testing, export preparation and all costs incidental to shipping/transport up to the stage of installation/supply at the given location.
 - ii. Responsibility for any loss and/or damages at any stage from manufacture to installation/supply at the given location.



- iii. The expenses on account of the certificate of origin, invoices or any other documents issued in the country of origin.

15. Validity of Prices / Bids

- a) The prices shall be valid for a period of at least 180 days from the date of opening of the bid with the facility for extension.
- b) Until the contract is executed finally, the successful bidder shall be bound by the terms and conditions of this RFP.

16. Acceptance of the Terms

The submission of the bids against this RFP by the RO means that the RO has read and **accepted the terms and conditions** given in this document, completely; and it has thoroughly examined the specification and particulars in the RFP. Further, the RO is deemed to be fully aware of the nature of the **deliverables** and the purpose for which they are required and shall be bound to accept the contract if placed with it on the basis of the prices and quality of the service as stated in this RFP.

17. Delivery Period

- a) The entire service provisioning should be **done within four (04) weeks as per the agreed work plan and time lines. Any variation in time must be mutually agreed and documented but authorized by EOBI.**
- b) For the Deliverables delayed beyond the delivery period, as specified in the RFP, or as per letter of award, the liquidated damages may be waived fully or partially by the Committee, with the approval of the Chairman EOBI, if there are reasonable grounds for such a delay.

18. Rights of Employees' Old-Age Benefits Institution (EOBI)

- a) EOBI may reject the bid if found **incomplete, conditional or received after due date.**
- b) EOBI reserves the right to cancel the bid prior to acceptance of bid.
- c) EOBI will only accept the best technical and lowest evaluated bid.
- d) EOBI reserves the right to cancel the offer of the RO, whose bid may be evaluated to be the best, if it is revealed to EOBI that the RO does not have the capacity to execute the project or the amount quoted is so less that the delivery of the Deliverables is not feasible to carry out the Contract in accordance with the terms and conditions of this RFP or the RO is involved in any litigation with any other client.

19. Dispute Resolution

The parties shall attempt in good faith to amicably resolve any dispute through senior level of management. Any dispute which is not resolved shall be referred to arbitration by a sole arbitrator who shall be appointed with mutual agreement of the parties under the Pakistan Arbitration Act, 1940 and failing such mutual agreement the arbitrator shall be appointed by the court. The seat of arbitration shall be Karachi.

20. Errors in the Bids

- a) Any arithmetic error found during evaluation of bids shall be rectified on the following bases.



- i. If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the **unit price** shall prevail and EOBI shall correct the total price.
- ii. If there is a discrepancy between the amount in words and amount given in figures, the **amount in words** shall prevail however if the discrepancy is unavoidable and not related to the Bid Security, EOBI reserve the right to reject the bid.

b) If the RO does not accept the corrected amount of the bid, bid will be rejected and the Bid Security submitted with the Proposal shall be forfeited.

21. Bid Bond and Performance Bond

- a) Bids must be accompanied by a Bid Security amounting to Rs 600,000/ in the shape of pay order/demand draft/ call deposit/banker's cheque in favor of EOBI .Original bid security must reach to the Director (GAD) EOBI at EOBI House 190/1/B, BLOCK 2, PECHS, NURSERY, KARCHI on/or before 11:00 AM of bid closing date
- b) As soon as an award is made, the provisions in the following paragraphs **c, d and e**, hereafter, shall operate.
- c) The bid bond in case of unsuccessful bidders will be returned as soon as possible after rejection.
- d) In case the RO after acceptance of bid fails/refuses to perform, the Bid Bond will be forfeited and uncashed
- e) The successful bidder shall have to give a Performance Bond, to the extent of **5% of the total value of the contract**. The Performance Bond shall be retained by Employees' Old-Age Benefits Institution, Head Office, Karachi, till the completion of contract period.

22. Literature

The ROs must furnish with their bids **catalogues** giving full technical details of the deliverables to enable EOBI to check their offers technically against the prescribed specifications failing which the offers will be liable to rejection.

23. Principals Name, Certificate and Level of Relationship

“This is to certify that:

M/s. _____ located at _____ have obtained quotations from us against the bid inquiry No._____ dated _____ from Employees' Old-Age Benefits Institution, Head Office, Karachi, due for opening on _____ and we have agreed to make available the deliverables on the quotations and terms and conditions of the bid submitted by _____”.

Signature and Seal

Name:

Designation:

Tel:

Address:

The above condition does not apply to the manufactures bidding directly.



- a. The ROs must also furnish along with their offers their Level of Relationship with the Principal(s).

24. *Country of Origin*

The RO must state in the bid the country of origin of the deliverables offered.

25. *Comments and suggestions against this Proposal*

ROs are requested to thoroughly read this proposal and give their comments if the required objectives could be achieved with this proposal, like quantity and specifications of the deliverables, delivery, commissioning and the support procedures. If any RO elects to suggest changes to the proposal, complete information of the changes including all data relating to technical specifications in all categories shall be given as per format of the technical proposal along with the detailed methodology of carrying out the work. In such case the RO must give proof of confirmation (POC) of being best in the light of the requirement stated in this Bidding Document.

26. *Responsibility of Employees' Old-Age Benefits Institution (EOBI)*

- a) EOBI will provide access to its premises for installation, commissioning and testing
- b) EOBI will coordinate with the nominee of the vendors in provision of best possible information on time.
- c) EOBI will nominate authorized persons at each and every location and provide best possible facility to complete the task by the vendor/s.

27. *Shifting of WAN Link*

RO is responsible for shifting of WAN Link from existing location as **Annexure-G** to new location.

28. *Additional Link*

- a) RO is responsible to provide the new WAN Link with manage services at new location on demand of EOBI.
- b) RO is responsible to provide the estimate for new WAN Link with manage services on demand of EOBI.
- c) EOBI is responsible to pay the cost to RO for new WAN Link with manage services.

29. *Evaluation of Bids*

RO shall be technically qualified first and financial bid of only those ROs will be opened who shall secure at least 70% score of the technical marks. Financial bids of all those ROs who have secured less than 70% score in technical marks shall be rejected and will not be considered for further process.



Technical evaluation would be performed on the following parameters:

Evaluation Criteria	Weightage
Offices with capacity & capability Karachi, Lahore, Islamabad, Peshawar, Hyderabad and Faisalabad = 10 Karachi, Lahore and Islamabad = 3	10
Data Centers in All major cities (Karachi, Lahore Islamabad) All three cities = 10 Two Cities = 5 One City = 3	10
Self Service portal and Mobile App	6
Feedback (minimum 5 clients) Five clients = 10 Three clients = 5 One client = 2	10
NMS Portal with Dashboard and SMS alerts	10
Log Management, Vulnerability assessment, Intrusion detection, Behavioral monitoring and SIEM System	10
Head Office and DR-Site (Fiber Backup link from different node) (Mandatory) <u>Remote Locations (Fiber)</u> 30 and above locations = 44 20 and above locations = 30 Below 20 locations = 0 <u>Remote Locations (WiMAX/Radio)</u> Three locations = 1	44

Verifiable proofs of all claims made in the Technical Criteria above are mandatorily required. A Technical Bid shall be rejected if found without relevant proof. Bidders must secure 70 marks to technically qualify.

Ratings for tender evaluation will be as follows:

S. No.	Description	Evaluation Weight-age
1	<i>Technical Proposal</i>	70%
2	<i>Financial Proposal</i>	30%

Financial bids of firms who score at least 70% on the technical evaluation will be opened before the representatives who wish to attend the tender opening. 30 % weight-age will be given to financial proposals of responding organizations. The formula for financial scoring is that the lowest bidder gets 30 points and the other bidders score 30 multiplied by the ratio of the lowest bid divided by the quoted price.

Example:

Value quoted by lowest bidder = A

Value quoted by second lowest bidder = B

Value quoted by third lowest bidder = C

Financial scoring of the lowest bidder will be = 30

Financial scoring of the second lowest bidder will be = $(A/B) * 30$

Financial scoring of the third lowest bidder will be = $(A/C) * 30$

Technical scoring out of 100 = A



Carried Forward & Prorated Technical scoring = A x 0.7

Points obtained in the detailed technical evaluation will be carried forward & prorated. Tender will be awarded to the bidder with maximum accumulative points (Technical Score + Financial Score).

The decision will be binding on all concerned and will in no case be challengeable in any forum

30. Work Plan

ROs must submit the work plan, proposed management arrangement and staffing schedule and other requirements as deemed necessary for the evaluation. EOBI may also request RO to schedule a visit to its office(s)/technical facilities or to meet with the managerial and technical persons nominated for the project.

In order to enable EOBI to perform technical evaluation, following information must be provided:

- i) Details (Description of project, quantity and brief specifications of items, size of the project, start date and End date of the project, location, amount, contact person, project grade Good/OK/Bad) of relevant items/services provided during last three fiscal years, the project must not be less than 2 million at least in any one contract
- ii) Details and procedure of support and maintenance facilities (lab, branch office, etc.)
- iii) Details of complaint management plan
- iv) Details of international standards and best practices that will be followed in this project
- v) Detailed work breakdown structure for the project.

31. Mode of Delivery and Address

The Proposals shall be delivered through EPADS only.

32. Award of contract

Contract would be awarded as per the evaluation criteria documented in this Bidding Document and Financial evaluation as mentioned at clause-29 above.

33. Format for Technical Proposals

In addition to the format given, the technical proposal should be concisely presented and structured in the **form of chapters** to include, but not necessarily be limited to, the following information. Support material should not be part of the main proposal but should be placed in annexures. The format of the technical proposal should also be in line with the instruction to ROs.

34. General

The responding organization (RO) should provide the following.

- Name of the participating organization(s).
- Details including **Value, Size and Nature** of projects in hand and projects completed, in tabular form as per format given at serial number 35 below.

35. Relevant Experience & Cliental:

RO should have experience of at least three (03) similar projects in value, size and clientele. RO should provide the details of experience in similar projects (category) according to the following format along with necessary documentation.



Establishment of WAN

1	2	3	4	5	6	7	8
Sr. No.	Nature of Project (Brief)	Value of Project	Size of Project (Ex: no of links and sites on the WAN, trained staff, and nature of Training provided)	Name of the Customer with Contact Details	Length of success of the project with commissioning date	Standard(s) and methods applied for the design, development, & commissioning	Grade(good/ok/bad) also project finished within deadline (in case of lapsed deadlines, please state reasons)

36. *Technology Roadmap*

Keeping in view the timeline of this project, the RO should clearly mention the roadmap for the products that are quoted as part of the solution. A detailed chapter covering at least the following aspects of equipment quoted should be given

- Support of various data network, power, internet, software consortium, security organization (like IEEE, IETF, etc) standards
- Support of various Information Security (ITIL, COBIT, ISO27001) standards
- Commitment on Research & Development by the manufacturer towards solving IT Security and reliability issues

Any other supporting documents, graphs or charts which describe the technology roadmap of equipment quoted may also be provided.

All the products quoted and/or assembling facilities should preferably be ISO certified.

37. *Staff assigned to the Project*

RO should list the personnel who will be working on this project. Their names and roles should be provided. Particular focus should be on core skills set required for implementation of project of this nature.

EOBI requires the resumes of skilled and key staff, expected to be assigned to this project as per format given in *Annexure-F*, in the following three areas.

1. Total Staff assigned to the project (Please specify role of each person)
2. Total Staff assigned to this project for Support purposes

38. *Project Management Plan*

The RO shall provide a detailed and meaningful project management plan and **timeline and staff scheduling** in accordance to the milestones of other deliverables of the whole project, which should describe exactly what **equipment will be delivered/installed in what Timeframe** during the course of the project. This plan should cover **the tasks assigned and the resource allocation** during the course of the project. **The plan should be provided in tabular form and in detail mentioning asks, sub tasks with description, start date, finish date, resources and milestones along with the person responsible and contact details.**

39. *Deliverables*

The RO should clearly mention and list all the deliverables to be provided under the proposed project as given in the **Annexure-C**. Project deliverables should at least include **descriptions of supplied equipments, model numbers, version numbers**, along with their **detailed technical specifications, the way these equipments are configured as per requirements of this Bidding Document, user manuals, technical specifications of the modules** within the supplied equipment, training schedule, **proposed course material** and testing/benchmark reports etc.



40. *Support Capabilities specific to this project*

The RO should indicate the support capabilities for active/passive equipment supplied and specifically the Operating Systems, Application Software and device OS and number, qualifications, relevant certifications and true skills of support personnel must be indicated. The selected vendor will provide **maintenance & support service for removal of problems/defects for the Deliverables/Services during the contract period.**

The chapter on Support plan should cover following categories in detail:

1. Summary Support plan
2. Complaint Management Plan.
3. Support Staff Assigned with Expertise

41. *Compliance to Specifications*

The RO should provide information as per items mentioned in the Annexure. RO should not propose any kind of refurbished equipment/components in their technical proposals. RO should provide this information in the following tabular form.

Sr. No	Item Quoted	Requirement as per Bidding Document	Details of item quoted (Modules within an item)

42. *OEM relationship and Warranties*

RO is required to provide details of relationships with original manufacturers of 'Deliverables components and attach copies of relevant certificates received from the original manufacturers. **RO should also mention the details of warranties quoted for all the Deliverables components in a separate sheet.**

43. *Responsibilities of Resident Engineer*

a) *Tenure*

RO will provide the Resident Engineer for complete tenure as per **Annexure-J**

b) *Qualification*

Resident Engineer should have **completed 16 years of computer engineering degree** from HEC recognized university with related experience in managing Network devices with expertise in network monitoring and reporting tools.

c) *Rotational Duty Compliance*

The Resident Engineer (RE) must perform duties on a **24/7 rotational shift basis**, which includes **day/night shifts, weekends, and public holidays**. Duty schedules will be defined by the data center operations management and are non-negotiable.

d) *Emergency Coverage & Reliever Provision*

In case of emergencies, **the vendor is responsible for ensuring a qualified reliever is present onsite** from starting the leave of RE. The engineer must provide **reasonable flexibility** in case of shift changes due to unexpected leave, maintenance windows, or critical incidents. Advance notice will be provided whenever possible, but emergency reassessments may occur. In case absence of RE, EOBI has the right to impose the penalty and deduct the **amount in the head of RE** as per clause 44-b (i) from the next submitted bill by vendor.



e) Exclusive Deployment for EOBI

The RE shall be exclusively deployed for **Employees' Old-Age Benefits Institution (EOBI)** operations and **must not be assigned to work for any other client or organization** by the vendor during the term of the contract. In case of any breach of this clause, EOBI has the right to impose the penalty and deduct the **20% of billed amount in the head of RE** from the next submitted bill by vendor.

f) Onsite Availability & Compliance

The RE must maintain continuous presence during assigned shifts and **strictly adhere to onsite protocols, security policies, and data center operating procedures**. Unauthorized absences or early departures without approval may result in penalties or contract review.

g) Documentation & Shift Handover

The RE shall maintain accurate and timely **shift logs, incident reports, and handover notes**. These documents must be submitted at the end of each shift and reviewed periodically by both EOBI and vendor representatives for operational compliance.

44. Penalties

a) WAN Link

- i. Down time of any link more than **24 hours**, EOBI has the rights to deduct the **5% of the amount**, mentioned against said links from next bill submit by RO. If RO fails to resolve the issue within **48 hours**, penalty will be increased up to **10%**. EOBI has the right to deduct it from next submitted bill by the vendor.
- ii. EOBI has the rights to deduct the **5% of the amount**, if RO not responding on the complaint of Remote Location of EOBI for performance degraded.

b) Resident Engineer

- i. In case absence of RE the following penalties will be applicable:

Leave days	Penalty
<= 10 days	10%
<= 20 days	20%
<= 30 days	100%

EOBI has the right to impose the above mentioned penalties from the **billed amount in the head of RE** from the next submitted bill by vendor.

- ii. In case of any breach of the **clause 43 (e)**, EOBI has the right to impose the penalty and deduct the **amount in the head of RE** from the next submitted bill by vendor.



Annexes to Bidding Document

Annexure-A

Format for Technical Proposal

In addition to the format given, the technical proposal should be concisely presented and structured in the **form of chapters/sections** to include, but not necessarily be limited to, the following information. Support material should not be part of the main proposal but should be placed in annexes. The format of the technical proposal should also be in line with the Instructions to bidders.

- Project Title
- One page brief on bidder's information especially the contact information
- Table of contents
- Executive Summary
- Documentary evidence / Certificates relating to Minimum Eligibility Criteria
- Check-list of the requirements asked in this RFP
- All the documents asked in this RFP
- Proposed support & maintenance plan
- Proposed Complaint management Plan
- Client feedback with contact details from at least three clients who have been served by the bidder
- The language of the bid must be English and alternative bids shall not be considered
- CVs of atleast three (03) engineers having OEM certifications required in **Annexure-F**



Annexure B:

Bid Application Form

Reference No. EOBI/IT/ /2018-19 Dated: _____

Name of Contract: **Establishment of WAN, EOBI Head Office, Karachi**

The Director
GA Department
EOBI Head Office,
190/1/B, Block-2, PECHS,
Nursery, Shahrah-e-Faisal,
Karachi.

Dear Sir:

1. Having examined the Bidding Documents including Instructions for to ROs, Specifications, Drawings, Milestones & Schedule of Payments and Addenda for the execution of the above-named Contract, we, the undersigned, being a company doing business under the name and address and being duly incorporated under the laws of Pakistan hereby offer to execute and complete such contract and remedy any defects therein in conformity with the said documents including Addenda thereto with prices mentioned in the Financial Proposal (in figures and words) or such other sum as may be ascertained in accordance with the said documents.
2. We understand that all the Schedules attached hereto form part of this Bid.
3. As security for due performance of the undertakings and obligations of this Bid, we submit herewith a Bid Bond referred, **Bid Bond and Performance Bond**, drawn in favor of or made payable to Employees' Old-Age Benefits Institution, Head Office, Karachi and valid for a period of 180 days.
4. We undertake if our bid is accepted, to complete the whole of the work comprised in the above-named Contract within the time stated in **Implementation and Payment Schedule**.
5. We agree to abide by this bid for the period of 180 days beyond the date of opening of the Financial Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of this period.
6. Unless and until a formal Contract Agreement is signed, this bid, together with your acceptance thereof, shall constitute a binding contract between us.
7. We undertake if our bid is accepted, to execute the Performance Bond.
8. We do hereby declare that this Bid is made without any collusion, comparison of figures or arrangement with any other person or persons making a Bid for the above-named Contract.
9. We Confirm, if our Bid is accepted, that all partners of the joint venture shall be liable jointly and severally for the execution of the Contract and the composition or the constitution of the joint venture shall not be alternate without the prior consent of the EOBI. (Please delete this clause if bid is from a single firm)

Dated this _____ of _____ 2025
signature _____ In the capacity of _____

Authorized to sign Bid on behalf of _____
(name of Bidder in Block Capitals)



Address

Witness1

Name:

Address:

Witness2

Name:

Address:



Annexure-C

List of Deliverables

Establishment of WAN

S. No.	Item Description	Details	Quantity
1	Aggregated Link at Head Office, Karachi and DR-Site, Lahore (cumulative of all branches) (with backup)	Aggregated link on Fiber at Head Office, Karachi and DR-Site, Lahore with Backup over other fiber route.	1
2	100 Mbps link at DR-Site, Lahore (with backup)	Replication link on Fiber between Head Office, Karachi and DR-Site, Lahore.	1
3	2 Mbps link at remote locations	2 Mbps CIR , its monitoring for Quality of Service (QoS), limited or less jitter, delay should not be more than 100ms and in case of satellite solution not more than 650ms	42
4	Managed WAN Devices as a service for 42 EOBI Remote Branches	Managed Wan Device already installed at Remote Locations (specification at Annexure-D)	42
5	Resident Engineer	Resident Engineer at Head Office, Karachi	1

Note: Proper Dash Board must be provided, other than Cacti

* Aggregated Link must cater the traffic of all Regional Office.



Annexure-D

Technical Specification

Managed WAN Devices already installed Fortinet 50-E at Branch Offices:

<i>Hardware Specifications</i>	
<i>GE RJ45 Switch Ports</i>	<i>5</i>
<i>GE RJ45 WAN Ports</i>	<i>2</i>
<i>USB Ports</i>	<i>1</i>
<i>Console Ports</i>	<i>1</i>
<i>Security Bundles / Subscription</i>	<i>Nil</i>



Annexure-E

Format for Financial Proposal

Summary of Financial Proposal

Information must be provided media of the remote location

Media	Numbers of Location
Fiber	
WIMAX	
Radio	

	Fixed Cost	Recurring Cost	Cost of Resident Engineer (RE)
<i>Total bid amount (one year) (with all taxes) for Managed WAN Connectivity</i>	<i>Figure</i>	<i>Figure</i>	<i>Figure</i>
	<i>Words</i>	<i>Words</i>	<i>Words</i>
<i>Total amount (million Rs.) Fixed + Recurring + RE (one year)</i>			
	Fixed Cost	Recurring Cost	Cost of Resident Engineer (RE)
<i>Total bid amount (Three years) (with all taxes)</i>	<i>Figure</i>	<i>Figure</i>	<i>Figure</i>
	<i>Words</i>	<i>Words</i>	<i>Words</i>
<i>Amount (million Rs.) Fixed + Recurring + RE (Three years)</i>			
<i>Cost of proposal with suggested changes (if any)</i>			
<i>Total contract amount (million Rs.) Including cost of proposal (if any)</i>			
<i>Cost of additional bandwidth</i>	<i>with Details of equipment (if any) with unit cost and Taxes</i>		
<i>Earnest money</i>	<i>Name of bank and amount</i>		



Annexure-F Format for Resumes

For key management and technical staff (Please give details of only those who are relevant to this category)

Sr. No.	Name	Designation	Educational Qualification	Expert in (field of specialization)	Certifications	Experience

**Annexure - G****List of EOBI Remote Offices**

S#	Regions	Contact No.	Address
1	<i>Nazimabad</i>	(021) 36614661-2	<i>111-A, 1/12, First Floor Nazimabad No.3 Karachi.</i>
2	<i>Karimabad</i>	(021) 36243739-2	<i>C-31, Block #4, F.B. Area, Karachi</i>
3	<i>Karachi City</i>	(021) 99240862-3	<i>1st Floor, EOBI House, Ex-Awami Markaz, Shahrah-e-Faisal Karachi.</i>
4	<i>West Wharf</i>	(021) 34169534-35	<i>3rd Floor, EOBI House, Ex-Awami Markaz, Shahrah-e-Faisal Karachi.</i>
5	<i>Karachi Central</i>	(021) 34169532-33	<i>3rd Floor, EOBI House, Ex-Awami Markaz, Shahrah-e-Faisal Karachi.</i>
6	<i>Korangi</i>	(021) 35067258-9	<i>4/4 Sector 23, Korangi Industrial Area, Karachi.</i>
7	<i>Bin Qasim</i>	021-99248156 021-99248155 021-99248154	<i>Plot No. 5 /423, Darakshan Society, Main National Highway, Malir, Karachi</i>
8	<i>Kotri</i>	0223-870285 0223-870418 0223-870285	<i>P/2, SITE, National High Way, Kotri.</i>
9	<i>Hyderabad</i>	(022) 9200768	<i>58-A, G O R Colony, Hyderabad.</i>
10	<i>Sukkur</i>	(071) 9310532-3	<i>C-617/9-10, Rahuja Road, (Gadani Muhlla) Near Railway Station, Sukkur.</i>
11	<i>Muzaffargarh</i>	066-9200015 066-9200016	<i>EOBI House Social Security Hospital Street, Near Soldier Board Office Jhang Road Muzaffar Garh.</i>
12	<i>Multan</i>	061-9210162 061-9210163 061-9210164	<i>EOBI House, 306-307-B, Gulgasht Colony, Multan.</i>
13	<i>Sahiwal</i>	(040) 9200452	<i>563/B-2VII Police Lines Road, Sahiwal.</i>
14	<i>Bahawalpur</i>	(062) 9255446	<i>Bungalow #. 3, Sadiq Colony, Dubai Palace Road, Bhawalpur.</i>
15	<i>Faisalabad Central</i>	(041) 2573600-1	<i>271-A, Gulshan Colony, Jhang Road, Faisalabad</i>
16	<i>Faisalabad South</i>	041-9330841 041-9330842 041-9330843	<i>376-C, Amin Tower Near Kashmir Pull, Off Kashmir Road, Faisalabad</i>
17	<i>Faisalabad North</i>	(041) 9210317	<i>355-A, Gulistan Colony No 2, Near Millat Chowk Perfect Autos, Faisalabad.</i>
18	<i>Sargodha</i>	048-3210623 048-9230631 048-9230632	<i>Bungalow # 2, Al-Faisal Park, Sultan Colony, University road, Sargodha.</i>
19	<i>Lahore South</i>	(042) 99230235	<i>25-Tipu Block, New Garden Town, Lahore.</i>
20	<i>Mangamandi</i>	(042) 35384643	<i>Haji Park Near Gujjar Plaza, Bypass, Multan Road, Mangamandi.</i>
21	<i>Lahore Central</i>	042-36294717 042-99231381 042-99231382	<i>105-A, Second Floor, Allama Iqbal Road, Garhi Shahu, Lahore</i>
22	<i>Shahdrah</i>	(042) 37912731	<i>Bungalow # 123-R-45, Ali Village, Kot Shabu Din, G.T. Road, Shahdrah.</i>
23	<i>Lahore North</i>	042-99332298 042-99332298 042-35764013	<i>105-A, Second Floor, Allama Iqbal Road, Garhi Shahu, Lahore</i>



24	Sheikhupura	056-9239118 056-9239119 056-3792841	102-Y, Housing Colony, Lahore-Sheikhura Road, Sheikhupura.
25	Gujranwala	0559-330591 0559-330592 0559-330593	Main Gill Road, Gujranwala.
26	Gujrat	(053) 9260090-1	Near Service More, Opp. Service Textile, G.T. Road, Gujrat.
27	Sialkot	(052) 3550201	EOBI House (Former Khokar House), Muradia Road Link, Gulshan Street, Model Town, Sialkot.
28	Chakwal	0543-542455	Dhakku RoadNear Baitulmall Office, Chakwal
29	Rawalpindi	051-9230726 051-9230726 051-4420995	House No. 81-C, Satellite Town, Rawalpindi.
30	Hasanabdal	057-2520412 057-4903557	Near Silver Spoon Restaurant, G T Road, Hassanabdal
31	Islamabad West	(051) 9204071	EOBI house, Block 33-34, Mauve Area, G-10/4, Islamabad
32	Peshawar	(091) 9217583	Plot # 31, Sector B-1, 3rd floor, Phase-V, Hayatabad, Peshawar.
33	Mardan	(0937) 868140-868150	A-204, Sheikh Maltoon Town, Mardan.
34	Abbottabad	0992-9310193 0992-408054 0992-9310162	Aamir Awan Shaheed Road, Jhangi, Abbottabad.
35	Gilgit	(05811)920708	Near WWF Office, Jutial, Korakoram High Way, Northeren Area, Gilgit.
36	Quetta	081-9204055 081-2833447 081-2826098	House No. 29, Phase-III, Shahbaz Town, Quetta
37	Hub	081-9204055 081-2833447 081-2826098	BC-5-11(A), BC 27-33(A) AT HITE Opp. Leida House, Lasbella, Hub.
38	Rahim Yar Khan	(068) 9230070	Eobi House # 33-A, Businessman Colony, R. Y. Khan
39	Larkana	(074) 9410011	House No. 53, Near Govt. Primary School, Sachal Colony, Larkana
40	Head Office	(021) 99225375-76	EOBI House, 190/1/B, Block-2, PECHS, Karachi.
41	DR-Site, Lahore	0344-4482752	1 st Floor, 123/4, Near Gate # 03, Quaid-e-Azam Industrial Estate, Kot Lakhpat, Lahore.
42	B&C I	(021) 99240083-84	3 rd Floor, EOBI House, Ex-Awami Markaz, Shahrah-e-Faisal Karachi.
43	B&C II	(042) 99238149	First Floor, 57/L, Gulberg-III, Lahore
44	B&C III	(051) 9267196	EOBI house, Block 33-34, Mauve Area, G-10/4, Islamabad



PERFORMANCE BANK GUARANTEE
(ON STAMP PAPER OF APPROPRIATE VALUE)

Guarantee No. _____

Dated: _____

Value Rs. _____

Expiry Date: _____

*Director (GAD)
Employees Old-Age Benefits Institution
EOBI Head Office,
Karachi.*

Dear Sirs,

*In consideration of you entering/having entered into Contract No._____ against
Tender Enquiry No._____ with M/s. _____
hereinafter called the "Contractor" and in consideration of value received from the Contractor,
we hereby agree and undertake as follows:*

1. *To make unconditional payment of Rs._____ and in such amount as you may require from time to time, as and when called upon by you to do so, being amount covering security for the due fulfillment by the Contractor of all liabilities, obligations, commitments and total and faithful performance of the above-said Contract by the Contractor or contractor's representative(s) or assignees, of which you shall be sole judge.*
2. *To accept written intimation from you as sufficient evidence of the existence of a default or breach or non-compliance as aforesaid on the part of the Contractor and to make payment immediately upon receipt of the written intimation.*
3. *To keep this guarantee in full force from the date of this guarantee till all the obligations of the Contractor under Contract are duly fulfilled by the Contractor to your satisfaction.*
4. *Your indulgence or arrangement or alteration etc. whatsoever with the Contractor in respect of performance of the Contract with or without notice to us shall in no manner discharge or affect this guarantee and our liabilities are committed hereunder.*
5. *The guarantee shall be binding on us and our successors-in-interest and shall be irrevocable. The guarantee shall not be affected by any change in composition or constitution of the guarantor bank.*
6. *The Guarantee shall remain valid up to_____.*

**For and on Behalf of the Guarantor Bank
Signature and Seal**



Annexure-I

DECLARATION OF NO BLACKLISTING AND LITIGATION

(To be submitted on non-judicial stamp paper or e-stamp paper)

I/we _____, address _____, do hereby solemnly affirm and declare as under: -

- *That our firm has not been blacklisted/ debarred from any Government/ Semi Government/ Autonomous/ Public Sector Organization or any Agency.*
- *That the firm has not been involved in any kind of litigation.*
- *That there is no litigation between partners of the firm.*

We further, affirm and declare that above is true to best of our/my knowledge and that nothing has been concealed or hidden therein.

Signature of authorized signatory

Name: _____

Designation: _____

CNIC: _____

Seal/ Stamp: _____

Date: _____

Note:

- i. *Duly signed by EOBI or authorized representative having authority letter.*
- ii. *To be submitted on non-judicial stamp paper.*



Requirements for Resident Engineer

Qualification

Resident Engineer should have completed 16 years of computer engineering degree from HEC recognized university, CCNA and Fortinet Certified with related experience in managing Network infrastructure, including routers, switches, firewall. The resident engineer must have expertise in information security, network monitoring and reporting tools.

Skills Required

- *Minimum 5 years of experience in networking field*
- *Configure, Manage and troubleshoot Cisco / Fortigate routers, switches, firewalls and access points, Setup and maintain VLANs, IP addressing and routing protocols.*
- *Implement and maintain network security features including ACL, VPNs, and firewall rules*
- *Administrative knowledge of DNS, DHCP, SNMP.*
- *Experience of System and network monitoring tools*
- *Possess good troubleshooting skills on MPLS Network.*
- *Advanced knowledge of Firewalls and MPLS Network.*

Responsibilities

- *Manage the firewalls installed at Remote Locations of EOBI.*
- *Monitor MPLS network of EOBI.*
- *Daily monitoring of bandwidth utilization, identify and restrict users over-utilizing resources.*
- *Detect the down locations and generate the tickets and escalate the issue.*
- *Generate daily and adhoc reports of incidents and responses. Write incident reports trend reports for management*
- *Implement alerts and notifications for critical performance metrics*
- *Regular monitoring of MPLS Network and ensure optimal operation*



INTEGRITY PACT

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.
PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN
CONTRACTS WORTH RS. 10.00 MILLION OR MORE**

Contract No. _____ Dated _____

Contract Value: _____

Contract Title: _____

..... [name of Supplier] 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 Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoP through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Supplier] 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 GoP, except that which has been expressly declared pursuant hereto.

[name of Supplier] 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 GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[name of Supplier] 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 rights and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Supplier] 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 GoP.

Name of Buyer:

Signature:

[Seal]

Name of Seller/Supplier:

Signature:

[Seal]