# NATIONAL TELECOMMUNICATION CORPORATION

**HEADQUARTERS G-5/2, ISLAMABAD**

# e-Bidding documents

## FOR

**Procurement of Secure Access Management Solution for NTC Data Center at Islamabad and Lahore**

**Through EPADS ([www.eprocure.gov.pk](www.eprocure.gov.pk))**

e-Tender Notice # HQ/ADV-31/2025-26

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# SECTION-I

## INSTRUCTIONS TO THE BIDDERS

### 1 INVITATION TO e-BIDS

**Tender Notice No. HQ/ADV-31/ 2025-26**

National Telecommunication Corporation (NTC), invites electronic bids from the contractor's / service providers, registered with Income Tax and Sales Tax Department having relevant experience for supply of following:

| Tender No. | Description | Last Date & Time of Bid Submission | Bid Opening Date & Time |
|---|---|---|---|
| 31 | Procurement of Secure Access Management Solution for NTC Data Center at Islamabad and Lahore | 06-03-2026 @ 1000 Hrs | 06-03-2026 @ 1030 Hrs |

Bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at (www.eprocure.gov.pk).

Electronic bids must be submitted through EPADS on or before the bid closing date and time, as specified in the table. Manual bids will not be accepted. Electronic bids will be opened on the same day, at least 30 minutes after the bid closing time, as indicated in the table.

Note: Notification of the GRC constituted in terms of Rule-48 of PPRA rules, 2004 is provided on EPADS at www.eprocure.gov.pk and on www.ntc.net.pk.

## Director (Procurement)

Room # 05, Ground Floor, NTC HQs, Sector G-5/2 Islamabad
**Phone:** 051-9245833, 9245975 **Fax:** 051-9245719
www.ntc.net.pk

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## 2    GENERAL INTRODUCTION

National Telecommunication Corporation (NTC) was established on 1st January 1996 through Pakistan Telecommunication (re–organization) Act 1996 Under section 5 (2) (a) of the subject Act. NTC provides Telecommunication Services to its designated customers in accordance with the rights and privileges granted to the Corporation vide Pakistan Telecommunication (re-organization) Act 1996 and the license issued by the Pakistan Telecommunication Authority (PTA). NTC is registered with Federal and all Provincial Sales Tax Authorities like Punjab Revenue Authority, Sindh Revenue Board, Baluchistan Revenue Authority and Khyber Pakhtunkhwa Revenue Authority.

## 3    SCOPE OF WORK

3.1    National Telecommunication Corporation (NTC) intends to procure Secure Access Management (SAM) For NTC Data Centers at Islamabad and Lahore as detailed in the Bill of Quantity (**Annex-A**) and Technical Specifications (**Annex-B**);

3.2    The selected bidder(s) shall be responsible for supply, installation, integration, and operationalization of the required SAM solution to ensure full functionality and operability in accordance with the prescribed specifications. The bidder shall also provide all necessary documentation and support services to ensure smooth implementation and future operation.

3.3    The selected bidder(s) shall be responsible for delivering all components whether or not explicitly mentioned in **Annex-A** that are necessary to meet the technical and functional requirements specified in **Annex-B**, without claiming any additional cost to NTC.

3.4    The scope of work shall include, but not be limited to, the following:

   a) **Privileged Access Management (PAM):** This includes supply and implementation of a Privileged Access Management (PAM) solution for 150 users, designed to centrally control, monitor, and secure privileged access to NTC network devices, physical servers, virtualization platforms, systems, and applications. It covers the provisioning of all necessary components, professional services, and 3-year support.

   b) **Microsoft Active Directory (AD) Platform:** This includes supply and implementation of an on-premises Microsoft Active Directory (AD) platform capable of authenticating up to 150 users, with high availability and disaster recovery capability at a remote site. This AD deployment will streamline authentication, authorization, and accounting processes, while ensuring seamless integration with the PAM solution. It covers the provisioning of all necessary components, professional services, and 3-year support.

   c) **Secure Access Management from Endpoint to DC Infrastructure and Biometric Devices**: Supply and Implementation of 50x biometric devices and Secure Access Management from endpoint to data center infrastructure through licensed terminal access tools (e.g., SecureCRT, MobaXterm or equivalent) to support SSH, Telnet/SSL, RLogin, Serial/COM, TAPI, and Raw access protocols with 3-year support

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d) **Resident Engineer**: Provision of services of a skilled resident engineer for one year to support PAM and Active Directory operations.

e) **Training**: Provision of OEM-certified expert-level training for the PAM solution, certification vouchers, and awareness workshops for relevant users to ensure smooth adoption and operational readiness

## 4 QUALIFICATION CRITERION OF BIDDERS

Invitation to submission of sealed bids is open to all firms in Pakistan who meet following conditions: -

4.1 The firm must be registered with relevant Tax Authorities and have active status for Income Tax and Sales Tax.

4.2 The firm must have relevant experience i.e. Supplying Software to Government/reputable private sector organizations.

4.3 The firm must be authorized by Original Equipment Manufacturer (OEM) for the quoted items at BoQ Serial No. 1 & 3.

4.4 The firm must demonstrate an average annual turnover of at least PKR 30 million during the last three (3) financial years.

4.5 The firm must provide undertaking on at-least PKR 200/- Judicial Paper that:

a) The firm is not black listed from any government organization.

b) The firm does not have any linkage with India and/or Israel regarding ownership, sponsoring, IT support and operations.

4.6 The bidder must fully comply to the tender clauses as per **Annex-E**.

**Note:** *Prospective Bidder Must Provide Valid Documentary Proof against serial # (4.1 to 4.6) along with the bid. Non-Submission of any of above document will lead to Consideration of a firm as NON-RESPONSIVE & Sub-sequent NON-CONSIDERATION for the evaluation.*

## 5 COST OF TENDERING

The bidder shall bear all costs associated with the preparation and submission of its bid and the NTC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

## 6 CLARIFICATIONS OF TENDER DOCUMENTS

6.1 A prospective bidder requiring any clarification(s) regarding technical and commercial aspects of the tender document may notify to NTC on EPADS platform only, however, in case of further clarification/understanding are required, the bidder may contact following NTC Officers:

| Divisional Engineer (Procurement)-I | Director (Procurement) |
|---|---|
| Tel: 051-9245864, Fax: 051-9245977 | Tel: 051-9245833, Fax: 051-9245977 |
| Email: shaukat.ali@ntc.org.pk | Email: kashif.nawaz@ntc.org.pk |

6.2 The concerned NTC officer will respond to any request for clarification on EPADS, which receives well before (approximate 05 working days or more) to the deadline for the submission of bids.

## 7 AMENDMENT OF TENDER DOCUMENTS

7.1 At any time prior to the deadline for submission of bids, the NTC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify or amend the tender documents by issuing an amendment on EPADS.

7.2 Any amendment thus issued shall be part of the tender documents. To afford bidders reasonable time in which to take an amendment into account in preparing their bids, the NTC may at its discretion extend the deadline for submission of bids if deemed necessary.

## 8 PREPARATION OF BID

8.1 Bid should be prepared in accordance with **"Single Stage-One Envelope"** procedure.

    a. Bid documents and all correspondence will be in English language.

    b. The scanned copy (PDF) of the bid along with bid security shall only be submitted online on EPADS. No hard copies of the bid shall be entertained.

    c. All pages of the bid must be sequentially numbered and the bidder is required to create a clear table of contents referencing the relevant page numbers and mark each supporting document with corresponding page numbers.

    d. All pages of the bid shall be initialed/signed and official seal be affixed by the person(s) authorized to sign. This shall be indicated by submitting a written Power of Attorney authorizing the signatory of the bid to act for and on behalf of the bidder.

8.2 Following documents shall be submitted with the proposal:

    a. Duly filled Bill of Quantity as per **Annex-A**;

    b. Duly filled Technical Compliance Statement as per **Annex-B**;

    c. Duly filled Commercial compliance statement as per **Annex-E**;

    d. Valid Bid Security.

    e. Documentary evidence and certificates as per Qualification Criteria.

    f. Company Profile.

**NOTE:** *Every participant bidder shall submit all above mentioned documents. Non-submission of any of above documents will lead to declaration of bidder as non-responsive & non- consideration for further evaluation.*

## 9 LANGUAGE OF BID DOCUMENTS

9.1 Bid documents and all correspondence will be in English language.

9.2 The bid should have a covering letter on printed and scanned letter pad of the firm. All pages of the bid shall be initialed/signed and official seal be affixed by the person(s) authorized to sign.

## 10 PRICE

10.1 Prices should be quoted in Pak Rupees on DDP Site basis as per **Annex-A** on Turnkey basis.

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10.2 The price should be inclusive of all supply, Installation and commissioning, training.

10.3 The price quoted should be firm, final, and clearly typed without any ambiguity.

10.4 The price should include all the applicable government taxes, duties, freight etc.

10.5 The bidder shall be deemed to have obtained all information as to all the requirements thereto which may affect the bid price.

10.6 Price of any or all items quoted in a currency other than PKR shall be converted into PKR and for calculation purpose conversion rate (i.e. selling) prevailing on the date of tender opening (Financial Proposal) shall be applied.

## 11 BID SECURITY

11.1 The bidder shall furnish tender security amounting to **PKR. 1,000,000/- (Pak Rupees One Million Only)** in the form of Pay Order or Deposit at Call or a Bank guarantee as per **Annex-F** issued by a scheduled bank of Pakistan in favor of Managing Director NTC valid for a period 120 days from the date of tender opening.

11.2 The Original Bid Security for the lot(s) being quoted shall be delivered in person or sent by the registered mail which should reach the office of Director (Procurement) Room # 05, Ground Floor, NTC HQ, G-5/2 Islamabad on or before **1000 Hours on March 06, 2026.** Any online bid for which original bid security does not reach before deadline of the bid shall be rejected by the NTC as non-responsive

11.3 Scanned Copy of bid security shall be uploaded by the bidder on EPADS before deadline of bid submission. Any bid not accompanied by bid security shall be rejected by the NTC as non-responsive.

11.4 The bid securities / earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of tender security whichever is earlier. The bid securities of bidders, who are not in competition, can be returned earlier at NTC discretion upon receiving a request.

11.5 The tender security of the successful bidder will be returned when the bidder has furnished the required Performance Security and signed contract agreement.

11.6 All correspondence regarding release/extension of bid security shall be made with Director (Procurement) NTC HQ.

11.7 The bid security may be forfeited:

    a. If a bidder withdraws his bid during the period of bid validity.

    b. If the bidder does not accept the correction of their bid price.

    c. In the case of successful bidder, if bidder fails to furnish the required performance security or sign the contract agreement.

    d. If bidder does not respond timely to the clarifications called by NTC.

## 12 VALIDITY OF BIDS

Bid shall remain valid for a period of 120 days from the date of tender opening.

## 13 DEADLINE FOR SUBMISSION OF BID

13.1 The bid shall be uploaded in PDF format on PPRA EPADS website i.e. www.eprocure.gov.pk on or before **1000 Hours on March 06, 2026.**

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13.2 The bidders are required to follow procedure of EPADS and for any clarification/assistance regarding EPADS they may contact PPRA Helpline UAN: 051-111-137-237.

13.3 Bid received other than EPADS i.e. hard/Soft copy delivery in person or through e-mail or fax or registered mail will be not accepted by NTC.

## 14   OPENING OF BID

14.1 The NTC tender committee will open/download the bids at **1030 hours on dated March 06, 2026** in the presence of bidders' representatives who choose to attend, at NTC HQ G-5/2 Islamabad.

14.2 The bidder's name, bid prices, any discount, the presence or absence of tender security, and such other details as the committee at its discretion may consider appropriate, will be announced at the tender opening.

14.3 The tender committee will resolve any issue raised by the bidders, on the spot.

14.4 NTC reserves the right to reject any one or all bids prior acceptance of a bid / proposal.

14.5 NTC reserves the right to reject any one or all bids as per Public Procurement Rules, 2004 33(1).

## 15   RESPONSIVENESS OF BIDDERS

15.1 The bid is valid till required period.

15.2 The bid prices are firm during its validity and inclusive of all taxes, duties & freight charges etc.

15.3 The bidder has furnished valid tender security.

15.4 The bidder is eligible to tender and possesses the requisite qualification.

15.5 The bid does not deviate from basic tender requirements.

15.6 The bid is generally in order.

15.7 The bidder promptly responds to queries sought by NTC.

15.8 The bidder has complied to the tender clauses.

**NOTE: "*Any bidder found non-compliant in any of above mentioned conditions will be declared as non-responsive and will not be considered for further Evaluation proceedings. A bidder once declared "Non-responsive" shall not subsequently be made responsive by the NTC.*"**

## 16   EVALUATION CRITERION FOR MOST ADVANTAGEOUS BIDDER

16.1 The tender evaluation committee will evaluate and compare only the bids previously determined to be substantially responsive.

16.2 Evaluation of each lot will be carried out separately on **Qualification, Quality and Cost basis**.

16.3 The **Most advantageous bidder** shall be the one fully complaint to **qualification criteria**, complaint to **quality evaluation criteria** and **highest ranked** in cost evaluation criteria as defined below:

16.4 **Qualification Evaluation Criteria:**
In first step, the received bids shall be evaluated on qualification criteria mentioned above. The bidders fully compliant to qualification criteria shall be declared as qualified. **Any firm found non-compliant in any of these conditions**

**will be declared disqualified and will not be considered for further evaluation proceedings.**

16.5 **Quality Evaluation Criteria**:

After determining the qualification, the bids will be examined in detail whether the quoted solution by the bidder complies the respective technical specification as enunciated in **Annex-B**. For this purpose, the bidder's data submitted with the bid will be compared with terms and conditions set forth in the tender documents; supported documents & clarification will be sought in case compliance is not evident from the literature / documents. Bidders obtaining minimum 90% marks in the quality evaluation criteria besides fully complying to mandatory clause will be considered technically qualified. **Any bidder obtaining less than 90% marks against above Quality Evaluation Criteria or noncomplying any mandatory clause in the criteria will be rejected by NTC.**

16.6 **Cost Evaluation Criteria**:

Cost evaluation of the bids shall be carried out by comparison of bids evaluated prices as per bill of quantity at **Annex-A.** The bidder with lowest financial price will be declared as **highest ranked** and so on.

16.7 Any effort by a bidder to influence NTC in the tender evaluation, bid comparison or order award decision may result in the rejection of his bid.

16.8 Any minor informality or non-conformity or irregularity in the bid which does not constitute a material deviation may be waived by NTC, provided such waiver does not prejudice or affect the relative ranking of any other bidders.

## 17 CLARIFICATIONS / CORRECTIONS OF BID

17.1 To assist in the examination, evaluation and comparison of the bids the committee at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing (i.e. letter or email etc.) and no change in the price or substance of the bid shall be sought, offered or permitted.

17.2 Arithmetical errors will be rectified on the following basis:

"If there is a discrepancy between unit price and total price that is obtained by the multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail. If there is a mistake in addition / totaling that can be corrected."

17.3 If the bidder does not accept the corrected amount of bid, their bid will be rejected and their bid security forfeited.

## 18 COMMERCIAL COMPLIANCE STATEMENT

The bidder will furnish a compliance certificate with the bid as per enclosed format as per **Annex-E (duly signed along with company seal).**

## 19 VARIATION ORDER

NTC reserves the right to place variation order (increase or decrease or annul in the quantities of BoQ. The bidder shall be bound to accept the variation order by NTC.

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## 20    AWARD CRITERIA & NTC'S RIGHT

20.1    The contract will be awarded to Most Advantageous Bidder on as-a-whole basis.

20.2    The NTC reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids, at any time prior to award of order, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the NTC's action.

## 21    NOTIFICATION OF AWARD & SIGNING OF CONTRACT AGREEMENT

21.1    Prior to expiration of the period of tender validity prescribed by NTC, the NTC will notify the successful bidder in writing "Letter of Intent" through EPADs that their bid has been accepted. The bidder shall accept the LOI through EPADS.

21.2    The contract shall be signed with the successful bidder upon furnishing of acceptable performance security.

# SECTION-II

## TERMS & CONDITIONS OF CONTRACT

### 1   PERFORMANCE SECURITY

1.1   The successful bidder shall furnish to the NTC a performance security equivalent 05% of contract value in the shape of Pay order or CDR or bank guarantee valid for a period of 39 months **(as per [Annex-G](#))** at the time of signing of contract.

1.2   Failure of the successful bidder to furnish performance security shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security.

1.3   All the correspondence regarding release of performance guarantee shall be made with Director (Procurement) NTC HQ.

1.4   Performance security against the contract shall be released upon successful issuance of Final Acceptance Certificate (FAC).

### 2   CONTRACTOR RESPONSIBILITIES

2.1   **Solution Deployment & Configuration:** Install, configure, and integrate the solution (hardware/software) on provided VMs and NTC environment according to best practices and OEM guidelines.

2.2   **OEM Authorization & Compliance:** Ensure all supplied products, licenses, and services are OEM-authorized, genuine, and eligible for OEM technical support and warranty.

2.3   **Project Documentation:** Provide design documents, implementation plans, configuration guides, user manuals, and handover documentation.

2.4   **Testing & Validation:** Conduct PAT, functional, integration, and performance testing; resolve issues before final acceptance.

2.5   **Training:** Deliver end-user and administrator-level training for NTC teams.

2.6   **Compliance with Standards:** Adhere to NTC's ISMS, security policies, data protection rules, and DC operational guidelines.

2.7   **Project Management:** Assign qualified resources, provide progress updates, and ensure timely completion of deliverables.

2.8   The contract shall not subcontract the whole of the works. The contractor shall not subcontract any part of the works without consent of NTC.

### 3   NTC RESPONSIBILITIES

3.1   **Provisioning of Virtual Machines (VMs):** NTC will provide the required VMs with base operating systems, resource allocation, and access privileges as mutually agreed.

3.2   **Network Connectivity & Access:** NTC will ensure network connectivity between relevant environments, including required VLANs, IP allocations, routing, and security policies to allow solution deployment and integration.

3.3   **Access Coordination:** NTC will facilitate necessary access to data centers, network segments, and infrastructure components required for deployment, testing, and configuration activities.

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## 4    TIME FOR COMPLETION

4.1    The contractor shall supply, install, test and configure the hardware and software including training within 12 to 16 x weeks from the date of signing of contract.

4.2    Date of successful completion shall be the license activation date which shall be considered as the date when licenses are successfully activated for usage on NTC live system by the contractor.

## 5    WARRANTY / SERVICES

5.1    The contractor will warrant that the solution provided incorporates all recent improvements in software and design.

5.2    This warranty shall remain valid for 36 x months from the date of Provisional Acceptance Certificate (PAC) till issuance of Final Acceptance Certificate (FAC) by PD NTC.

5.3    During the warranty period the contractor shall render service as per Service Level Agreement at Annex-D: SERVICE LEVEL AGREEMENT.

5.4    The contractor will arrange to provide valid license / certificate from the principal firm (Original Software Manufacturer) having duration and warranty of 03 x Years from license activation date which entitles NTC for free software version upgrades as well as email/phone/portal support. During warranty period, the contractor shall be responsible to provide any patches/upgrades available.

5.5    The contractor shall provide 24x7 support to resolve the fault occurrence/disruption in service during the period of warranty.

5.6    The contractor shall also submit a warranty certificate on judicial paper with undertaking that the software provided / installed are genuine.

5.7    The warranty shall remain valid until the completion of 03 years warranty / support services period.

5.8    NTC shall promptly notify the supplier in writing of any claims arising under this warranty and the supplier will resolve/ repair / fix the defective items/Software within reasonable time without any cost to NTC.

5.9    If the Contractor, having been notified, fails to remedy the defect(s) within a reasonable period, NTC may proceed to take such remedial actions as may be necessary, at the Contractor's risk and expense and without prejudice to any other rights which NTC may have against the Contractor under the contract.

5.10    Without prejudice to any other clauses of this contract, the Contractor shall promptly correct at no cost to NTC, any defect in any work of correction executed previously, upon receipt of written notice of defect within warranty period from the acceptance of the corrected defect.

5.11    If no discrepancy is reported within the warranty period, then the performance security submitted against the Contract shall be released by Director (Procurement) NTC HQs.

## 6    LIQUIDATED DAMAGES

Unless the failure to complete the completion of work is caused by force majeure or delay is not on part of NTC, the contractor shall pay to NTC Headquarters as liquidated damages a sum up equivalent to @ 1% per week to a maximum of 10% of delayed portion of contract value (excluding Resident Engineer) and the same

will be recovered from the Contractor at the time of payment. In case of force majeure the LD charges may be waived off by NTC on receipt of request from contractor with documentary evidences. If the delay is on the part of NTC, and agreed by NTC, then for that time no liquidated damages will be paid to NTC. NTC shall the have discretion to impose/waive off LD Charges based on the performance of contractor.

## 7 PROVISIONAL ACCEPTANCE CERTIFICATE

7.1 Upon satisfying itself that installation and commissioning of the solution, software, configuration and activation of licenses undertaken by the contractor is complete in all respects, the contractor will inform in-writing to Project Director to detail a team for Acceptance Testing. PD shall constitute a team to conduct the Acceptance Testing with the approval of GM (Data & IT) NTC HQs. The solution provided will be verified with the contract. The Contractor will arrange to provide the PAT documents within 10 days of the signing of contract and will arrange to conduct the tests as per PAT Documents. The PAT will be conducted in accordance with approved/vetted PAT documents processed by the PD for approval. After successful conduct of testing, PD NTC will issue Provisional Acceptance Certificate (PAC).

7.2 In case Provisional Acceptance Certificate is not issued within one (01) week of PAT (Provisional Acceptance Testing), PD NTC shall inform in-writing of the specific reason(s) for the delay within one (01) week after receipt of request from the contractor. Furthermore, PD will notify the contractor that the work is not fully complete and contractor will rectify the discrepancies. PAT Report will be issued after successful commissioning & testing of solution at site.

7.3 The Provisional Acceptance Certificate (PAC) will be valid for warranty period of 36 months.

7.4 Date of successful completion shall be the date of Provisional Acceptance Certificate .

## 8 TRAINING

8.1 The Contractor will provide OEM-certified expert-level training for the PAM solution to 08 x NTC Officers as described in BoQ **Annex-A** Serial No. 7 for at least five (05) days covering strategies, technologies, and processes for controlling, monitoring, and securing privileged accounts, which have elevated access to sensitive data and critical systems through OEM Certified Trainer at contractor's premises. The training must be comprehensive and shall be of such level that the NTC personal trained should be able to install, configure, commission manage, maintain and operate the system ordered. Lunch and tea shall be arranged by the contractor at their own expenses.

8.2 The contractor shall provide the complete course detail / material within 02 x weeks of the signing of the contract to Project Director NTC for approval of the same.

8.3 Project Director will nominate officers / officials from Data Center Directorate. The nominations will be submitted for approval of GM (Data & IT), and the same will be conveyed to the contractor.

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8.4  The contractor shall provide 08x certification vouchers at the end of training.

8.5  Upon successful conduct of training and provision of certification vouchers, Project Direct shall issue Training Acceptance Certificate.

## 9   PAYMENT

9.1  **Hundred percent (100%)** payment of contract value (except training and Resident Engineer) will be made on successful delivery, installation, commissioning and testing of software solution, configuration and activation of Licenses subject to issuance of Provisional Acceptance Certificate by Project Director.

9.2  **Hundred percent (100%)** payment of training will be made on successful conduct of training and provision of certification vouchers subject to issuance of Training Acceptance Certificate by Project Director.

9.3  **Monthly** payment of Resident Engineer will be made on successful performance subject to issuance of Service Acceptance Certificate by Project Director.

9.4  All payments (except Resident Engineer) will be made by Finance Wing NTC HQs through Director (Procurement) NTC HQs.

9.5  Monthly payment against Resident Engineer will be made by Finance Wing NTC HQs through Director (Data Center) NTC HQs.

9.6  The Contractor will submit commercial invoices & sales tax invoices in triplicate along with verifiable FBR Annex-C to Project Director. The Contractor will clearly mention NTN & GST number of both supplier & purchaser on the invoice (NTC NTN # 1218153-6, NTC GST # 07-01-9802-013-64).

9.7  All the payments shall be made through cross cheque in the Pak Rupees.

9.8  Taxes will be deducted as per government rules at the time of payment.

## 10   FINAL ACCEPTANCE CERTIFICATE

10.1  The contractor may notify the NTC concerned officer at-least 15 days before the expiry of warranty period for the issuance of final acceptance certificate (FAC). Upon such notification from contractor, the Project Director NTC will issue Final Acceptance Certificate in favor of contractor subject to satisfactory completion of 36 x months warranty period.

10.2  Alternatively, the NTC concerned officer will notify the contractor for the discrepancies that still remain un-resolved and contractor will rectify the discrepancies. Performance security against contract shall be released upon after issuance of FAC.

10.3  If the contractor fails to provide the store and/or services, refuses or fails to comply with a valid instruction of the NTC, the NTC may give notice and stating the default.

10.4  If the contractor has not taken all practicable steps to remedy the default within 14 working days after receipt of NTC notice, the NTC may by a second notice cancel the contract and performance security will be confiscated.

## 11   ARBITRATION AND APPLICABLE LAW

11.1  The Contract will be construed under and governed by THE LAWS OF THE ISLAMIC REPUBLIC OF PAKISTAN and the Courts at Islamabad shall have

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exclusive jurisdiction over any matter that may be referred to a Court under this Agreement.

11.2 NTC and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

11.3 In the event that any dispute arises between the Parties under this Agreement, one Party shall issue notice to the other Party to mutually negotiate a resolution to the dispute. If the negotiations fail to resolve the dispute within seven (7) days of receipt of the notice, the dispute shall be referred to the Managing Director, National Telecommunication Corporation ("MD") or his nominee who shall provide a personal hearing to Contractor and render a decision thereon within a period of thirty (30) days. In the personal hearing conducted pursuant to this clause, the Contractor shall not be represented by a legal practitioner within the meaning of the Legal Practitioners and Bar Councils Act, 1973.

11.4 If the Contractor is aggrieved of the decision of the MD or his nominee rendered under clause (ii) hereof, the Contractor may refer the dispute to arbitration within thirty (30) days of the date of the decision of the MD or his nominee under the Arbitration Act, 1940 or any law that the Arbitration Act, 1940 is repealed, amended, or modified by at the time of referral of the dispute to arbitration. The arbitration shall be conducted before a Sole Arbitrator to be appointed by the consent of the Parties. The seat and venue of arbitration shall be at the National Telecommunication Corporation Headquarters, Sector G-5/2, Islamabad. The arbitration and the award thereof shall be conducted in the English language.

11.5 Each party shall bear the cost of its own arbitrator and the cost of the third arbitrator shall be borne equally by both parties.

11.6 The costs and fees of the Sole Arbitrator shall be shared by the Parties equally. A Party shall bear the costs and fees of its legal practitioners and other personnel that a Party engages for the arbitration unless otherwise awarded by the Sole Arbitrator.

11.7 The arbitration shall initiate arbitration proceedings at Islamabad. In case the arbitration does not reach on conclusion, then case would be referred to the court of Law.

## 12 FORCE MAJEURE

12.1 The Contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

12.2 If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such Force majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for not longer period and such cause shall as for as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure.

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12.3 The terms "Force Majeure" as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions (to be supported by a letter from the relevant Authority and verified by the Diplomatic Mission in Pakistan), Government actions/restrictions due to economic and financial hardships, change of priorities and any other cause similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome.

12.4 The term of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 12 (twelve) months from performing or accepting performance, the party concerned shall have the right to terminate this contract immediately giving notice with full particulars for such Force Majeure in writing to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement.

12.5 If a Force Majeure situation arises, the Contractor shall promptly notify NTC in writing of such conditions and the cause thereof. Unless otherwise directed by NTC in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## 13 TERMINATION FOR INSOLVENCY

The NTC may at any time terminate the contract by giving written notice to the contractor, without any compensation to contractor. If the contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to action to the NTC.

## 14 TERMINATION FOR CONVENIENCE

Without prejudice to the contractor, the NTC may send a written notice to the bidder, terminate the contract in whole or in part any time for its convenience. The notice of termination shall specify that the termination is for the NTC's convenience, the extent to which performance or work under the contract is terminated and the date upon which such termination becomes effective.

## 15 PROJECT DIRECTOR

**Director (Data Center) NTC HQs Islamabad**
Email: amer.shamsher@ntc.org.pk

## 16 DEBARMENT / BLACKLISTING OF FIRM

16.1 As per clause-19 of the PPRA rules 2004, NTC reserves the right of debarment 'or' blacklisting of a firm, association, corporation, joint venture, company, partnership or any other legal entity subject to any of the following acts: -
   a. Consistent failure to provide satisfactory performance.

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b. Contractor becomes insolvent.
c. Existence of judicial decision against a contractor in respect of a corrupt or collusive practice.
d. Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
e. Commission of fraud.
f. Contractor abandons the contract.
g. Contractor without reasonable excuse fails to commence the work 'or' suspends the progress of work for 14 days.
h. Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
i. Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration with sales tax authorities, Pakistan Engineering council etc, giving false evidence, furnishing of false information of serious nature.

16.2 Managing Director NTC will constitute a committee comprising of three NTC officers and they will investigate the matter in connection with allegation of corrupt, fraudulent, coercive or collusive practices or illegally harassment or threat. Moreover, the committee shall also accord adequate opportunity of being heard to the contractor who is to be debarred / blacklisted. The said committee will forward its clear recommendations for the approval of Managing Director NTC.

16.3 The debarment shall be for a reasonable specified period of time, commensurate with the seriousness of the cause. However, the debarment period shall not exceed from three years. Moreover, NTC also reserves the right of permanent blacklisting of a contractor subject to severity of the corrupt or fraudulent practices.

## 17 INTEGRITY

17.1 The Contractor hereby declares that it has not obtained or induced the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract from Government of Pakistan or any administrative subdivision or agency thereof or any other owned or controlled by it (GoP) through any corrupt business practice.

17.2 Without limiting the generality of the foregoing the Contractor 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, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

17.3  The Contractor 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 Clause.

## 18   DECLARATION OF BENEFICIAL OWNERS' INFORMATION

The "Declaration of Beneficial Owners' Information of Public Procurement Contract Awarded Regulations, 2022" require that the contractor shall be bound to provide beneficial ownership information as per Performa attached as **Annex-H**

## 03ANNEX-A: BILL OF QUANTITY

| S No. | Description | A/U | Qty | Unit Price without Tax | Unit Price with Tax | Total Price with Tax |
|---|---|---|---|---|---|---|
| 1 | PAM Solution<br>A Privileged Access Management (PAM) solution for users, to control, monitor, and secure access to NTC Data Center Systems and Information. Details in **Annex-B** | 50x Users Bundle | 3 | | | |
| 2 | Professional services for deployment and Integration of PAM solution | Job | 1 | | | |
| 3 | MS Active Directory (AD) on prem solution, highly available with DR at remote site, to provide authentication to 150 users with required integration, capable of streamline user authentication, authorization, and accounting effectively. | 50x Users Bundle | 03 | | | |
| 4 | Professional services for deployment and Integration of MS Active Directory | Job | 1 | | | |
| 5 | Resident engineer for Active Directory and PAM Solution for one year<br>Details in **Annex-C** | Resource | 1 | | | |

| S No. | Description | A/U | Qty | Unit Price without Tax | Unit Price with Tax | Total Price with Tax |
|---|---|---|---|---|---|---|
| 6 | Secure Access Management from Endpoint to Data Center Infrastructure : Solution like SecureCRT, MobaXterm or Rocket Terminal Emulator for SSH1, SSH2, Telnet/SSL, Telnet, RLogin, Serial (COM), TAPI, and Raw. | Users | 50 | | | |
| 7 | Hands on Training (OEM Authorized Training) for all the above solution along with vouchers. Awareness Seminars/ workshops for the intended users. | Job | 8 | | | |
| 8 | Biometric Devices<br>FBI PIV & FAP20 Certified – Meets global biometric standards<br>High-Resolution Scanning – 256×360 pixels image quality<br>Fast & Accurate Fingerprint Capture<br>USB Plug & Play Interface – No complex installation<br>Durable Optical Sensor – Scratch-resistant and long-lasting<br>Supports ISO 19794-2 & ANSI-378 Standards | Job | 50 | | | |
| 9 | **Grand Total amount inclusive of Taxes in Pak Rupees** | | | | | |

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## ANNEX-B: TECHNICAL SPECIFICATION

| Sr. | General Requirements | Score | Bidders Response |
|---|---|---|---|
| **1** | **Platform/Target System Support/OS** | | |
| 1.1 | Solution will be deployed On-Premise. | M | |
| 1.2 | Solution will support Vmware, Red-Hat and OpenSource/ OpenStack based platform for its installation | M | |
| 1.3 | Solution shall support agent-less architecture. No additional software agent will be required to install on devices, servers or user computers so that no additional operational burden or complexity introduced | M | |
| 1.4 | Solution GUI will run with updated version of well-known browsers (i.e. Microsoft Edge, Google Chrome, Firefox, Safari) | M | |
| 1.5 | Solution will support both CLI and web interfaces | M | |
| 1.6 | The solution should manage credentials for devices that are not frequently online on the corporate network. | 20 | |
| 1.7 | The solution must automatically rotate credentials based on a defined policy, configurable globally or per platform/policy. Solution must be able to define recurrence, period, daily starting time for these changes | M | |
| 1.8 | The solution must support SSH Key management, ensuring private keys are protected. | 20 | |
| 1.9 | The solution must enforce one-time password usage and rotate credentials after use. | M | |
| 1.10 | The solution must validate stored passwords and automatically resolve de-synchronized credentials. | 20 | |
| 1.11 | The solution must automatically reconcile passwords detected as out-of-sync or lost without external restore utilities. | 20 | |
| 1.12 | The solution should support password groups, ensuring all accounts within a group share the same password value. | 20 | |
| 1.13 | The solution must maintain a history of password versions accessible by approved users for a defined period. | M | |

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| Sr. | General Requirements | Score | Bidders Response |
|---|---|---|---|
| 1.14 | The solution must provide and bulk onboarding enrollment capability that sets all built-in accounts, privileges, rights and permissions to the standard for any Privileged Entity managed by the solution. | M | |
| 1.15 | Solution must have a built in mobile client. Mobile client must support TOTP, approvals, Geo, Fence, Vault Access based on the privileged level of the users. | 50 | |
| 1.16 | The OEM must be listed in the latest Gartner Magic Quadrant for Privileged Access Management (PAM). Scoring will be determined according to the vendor's positioning within the respective quadrant. | 20 | |
| **2** | **Solution Administration** | | |
| 2.1 | The solution must provide central administration within a unified suite (single user interface, central repository). | M | |
| 2.2 | The solution must restrict administrators from accessing or viewing passwords or approving requests outside their role. | M | |
| 2.3 | The solution should support central management across multiple time zones. | M | |
| 2.4 | Solution must support RDP/SSH/VNC/HTTP proxies. In addition to connections users must able to access Password Vault based on their privileged level. | M | |
| **3** | **System Architecture** | | |
| 3.1 | The solution should be software-based appliance. | M | |
| 3.2 | The system must be highly available and redundant to prevent hardware, application, or data failures. | 100 | |
| 3.3 | The solution should support distributed network architecture with centralized management of remote segments. | 50 | |
| 3.4 | The solution must provide a technical architecture diagram showing network communications and rules for remote systems management. | M | |
| 3.5 | Solution must have multitenancy support. | 50 | |
| 3.6 | The system shall include a Secondary Security Password feature for Password Vault access. | M | |
| 3.7 | Solution will have a break-the-glass procedure to a bypass the PAM solution in emergency situations. | M | |

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| Sr. | General Requirements | Score | Bidders Response |
|---|---|---|---|
| 3.8 | Solution will have enhanced break the glass procedure so that credentials will be restored without restoring the entire system in case of disaster recovery. | M | |
| 3.9 | Solution will support granular backup and restoration capabilities to improve disaster recovery and minimize downtime risks. | M | |
| **4** | **Application Security** | | |
| 4.1 | The solution must integrate with MFA for strong authentication (Biometric, Token, One-Time Password (OTP) Based, SMS-Based 2FA, Email-Based OTP etc). | M | |
| 4.2 | The solution must protect credentials, support encryption and HSM integration. | M | |
| 4.3 | All communication between system components must be encrypted. | M | |
| 4.4 | The system must provide fully encrypted backups with secure key management. | M | |
| 4.5 | The solution must prevent administrators from accessing credentials/sessions outside their role. | M | |
| 4.6 | The solution must include secure and tamper-proof storage for audit records and events. | M | |
| 4.7 | The solution must not contain hard-coded credentials that cannot be secured or managed. | M | |
| 4.8 | All sensitive data stored within the PAM system must be encrypted in transit and at rest. Encryption mechanism shall support SHA-256, SHA-512. | M | |
| 4.9 | The solution shall support directing users to MFA verification by activating adaptive MFA, even if the username and password are entered correctly, using AI-based keystroke anomaly detection. | 20 | |
| 4.10 | The cryptographic keys that are used to encrypt and decrypt the data within the solution must be backed-up and stored in a secure and tamper-proof location that is independent of the Solution itself. | 20 | |
| **5** | **Enterprise Integration** | | |
| | Ticketing System integration | | |
| 5.1 | The system should integrate with ticketing systems and support defined workflows. | 10 | |
| 5.2 | The system must verify the existence and status of tickets before retrieving privileged passwords. | 10 | |

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| Sr. | General Requirements | Score | Bidders Response |
|---|---|---|---|
| 5.3 | The system should automatically create new trouble tickets when retrieving privileged passwords. | 10 | |
| | SIEM Integration | | |
| 5.4 | The system should integrate with SIEM tools to forward privileged access events in real-time. | M | |
| | **Identity Management/User Provisioning Integration** | | |
| 5.5 | The system should integrate with Identity Management systems. | M | |
| 5.6 | The system should integrate with LDAP/AD directories for user entitlement management. | M | |
| **6** | **Reporting/Audit/Assessment** | | |
| 6.1 | The solution must provide full accountability for privileged account usage. | M | |
| 6.2 | The solution should allow exclusive access to accounts to prevent multiple concurrent sessions. | M | |
| 6.3 | The solution should alert if an account is non-compliant with privileged credential policies. | M | |
| 6.4 | The solution must provide detailed and scheduled reporting including entitlements, user activity, inventory, and compliance. | M | |
| 6.5 | Reports should be schedulable. | M | |
| **7** | **Regulatory Compliance** | | |
| 7.1 | The solution must support compliance with regulations such as SOX, PCI-DSS, HIPAA, Basel II, MAS TRM, NIST 800-53, FERC/NERC, and GDPR (in the context our organization in protecting sensitive data). | M | |
| **8** | **Workflow Support** | | |
| 8.1 | The system must provide approval-based workflows including "4-eyes principle" and automatic notifications. | 10 | |
| 8.2 | The system should allow privileged access requests, approvals, and retrieval from mobile devices. | 10 | |
| 8.3 | The system should support flexible workflow approval with multiple approvers. Admins have to approve requests via GUI, Mobile application and email response | 10 | |
| 8.4 | The system must support creating different workflows, policies, and approval rules depending on time-based conditions. | 10 | |

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| Sr. | General Requirements | Score | Bidders Response |
|---|---|---|---|
| 8.5 | A privileged account can be temporarily assigned to a user, and once the specified period expires, the user continues operations using their original, more limited account. | 10 | |
| **9** | **Application Credential Management** | | |
| 9.1 | The solution must eliminate, manage and protect privileged credentials in applications and scripts. | M | |
| 9.2 | The solution must automatically change hard-coded passwords in configuration files, databases, registry, Windows Services, scheduled tasks, and IIS App Pools. | M | |
| 9.3 | The solution must handle critical applications without introducing latency or reliance on remote repositories. | M | |
| 9.4 | Applications requesting credentials must be authenticated and protected against unapproved changes. | M | |
| 9.5 | Solution shall include an RPS (Request per Second) limiter, Client IP/CIDR Check, Time Limit, Usage Limit for Application Token Requests to manage server load and prevent abuse. | M | |
| **10** | **Privileged Session Management, Isolation and Monitoring** | | |
| 10.1 | The solution must monitor and record privileged sessions, specifying reliance on agents if any. | M | |
| 10.2 | The solution must provide isolation between target devices and internet-connected devices. | M | |
| 10.3 | Controls must prevent credentials from being disclosed to end users or sent to their workstations. | M | |
| 10.4 | The solution should support session recording and isolation on multiple platforms. | M | |
| 10.5 | The solution should scale to support high concurrent sessions without additional licenses or appliances. | M | |
| 10.6 | Session recording must be contextual and searchable after the event. | M | |
| 10.7 | Session management should prevent certain user actions and perform automated actions on session events. | M | |
| 10.8 | Session recordings must be stored securely with controlled access and playback capabilities. | M | |
| 10.9 | The solution should flag high-risk activity for security operations review. | M | |

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| Sr. | General Requirements | Score | Bidders Response |
|---|---|---|---|
| 10.1 | Scripts run during sessions must be monitored for all actions performed. | M | |
| 10.11 | User experience should be maintained, allowing administrators to use preferred clients and tools. | M | |
| 10.12 | The solution should provide detailed monitoring of HTTP-based sessions beyond simple video recording. | 20 | |
| 10.13 | The solution should support features like query blacklist/whitelist, dynamic data masking features with native DB clients,( without using Jump Servers)with only an additional license, without requiring any additional hardware or operating system. | 50 | |
| 11 | **Proactive Threat Analytics and Response** | | |
| 11.1 | The solution should provide intelligence-based analytics to detect suspicious privileged account activity. | M | |
| 11.2 | The solution should detect suspicious activity by privileged account users. | M | |
| 11.3 | The solution must detect attempts to circumvent privileged access controls, including backdoor accounts. | M | |
| 11.4 | The solution must prevent lateral movement by ensuring that privileged administrators can only access and view the specific authorized application on the target system | M | |
| 11.5 | The solution should detect attempts to harvest or steal credentials. | M | |
| 11.6 | The solution must take automated actions to remediate and alert on threat events. | M | |
| **Grand Total** | | 560 | |

**Note: Minimum passing criteria is 90% marks besides complying all mandatory clauses.**

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## ANNEX-C: RESIDENT ENGINEER REQUIREMENT

**Duration: 1 Year (Extendable based on performance and project requirements)**

**Location: Onsite at NTC Data Center**
**Department: NTC Data Center**

### 1    JOB PURPOSE

The Resident Engineer will be responsible for day-to-day administration, operations, and maintenance of the organization's Active Directory and Privileged Access Management (PAM) environment. The role ensures secure identity lifecycle management, privileged account control, policy enforcement, and integration of PAM with enterprise systems, while maintaining compliance with security standards and organizational policies.

### 2    KEY RESPONSIBILITIES

#### 2.1    Active Directory (AD) Responsibilities

- Manage and administrate Active Directory Domain Services (AD DS), Group Policies (GPOs), and DNS/DHCP configurations.
- Perform user account management, OU structure maintenance, and AD replication health checks.
- Implement and maintain AD security baselines, password policies, and Kerberos authentication configurations.
- Monitor and troubleshoot Active Directory trust relationships, replication, and authentication issues.
- Maintain backup, recovery, and restore procedures for AD infrastructure.
- Coordinate integration of AD with other systems (email, SSO, cloud identity, etc.).
- Support implementation of Active Directory hardening measures in compliance with NIST, ISO 27001, and CIS benchmarks.

#### 2.2    Privileged Access Management (PAM) Responsibilities

- Administrate and maintain the organization's PAM platform (e.g., CyberArk, BeyondTrust, Delinea, One Identity, etc.).
- Perform onboarding and lifecycle management of privileged accounts and credentials.
- Configure and manage vaults, password rotation policies, and session monitoring.
- Implement integration with Active Directory, ticketing systems, SIEM, and MFA solutions.
- Conduct regular audits of privileged accounts and ensure compliance with access control policies.
- Investigate and resolve PAM-related incidents and ensure secure access workflows.
- Monitor privileged session recordings and alerts for suspicious activities.
- Support DevOps and API integration of PAM solution for automated credential delivery.

#### 2.3    Reporting and Documentation

- Prepare and maintain system documentation, configuration records, and change logs.
- Generate weekly/monthly operational reports for AD and PAM performance, health, and compliance.

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- Support internal and external audits by providing required logs and reports.

### 2.4 Support and Coordination
- Provide Level-1/Level-2/Level-3 support for AD and PAM issues.
- Coordinate with OEM support teams, cybersecurity, and network operations for issue resolution.
- Conduct knowledge transfer sessions for the IT operations team.

## 3 REQUIRED QUALIFICATIONS

### 3.1 Education
- Bachelor's degree in Computer Science, Information Technology, or related field.

### 3.2 Experience
- Minimum 2–5 years of hands-on experience in Active Directory administration and at least 2 years with PAM solution deployment/operation.

### 3.3 Technical Skills
- Strong understanding of AD DS, DNS, DHCP, GPOs
- Hands-on experience with PAM solutions (CyberArk, BeyondTrust, Delinea, Kron, etc.)
- Knowledge of PowerShell scripting for automation
- Experience integrating PAM with ticketing systems, SIEM, and MFA
- Familiarity with RBAC, least privilege principles, and identity lifecycle management

### 3.4 Soft Skills
- Strong analytical and troubleshooting skills
- Excellent documentation and reporting ability
- Strong communication and coordination skills
- Ability to work independently under minimal supervision

## 4 KEY DELIVERABLES
- Daily health checks and weekly reports for AD and PAM systems.
- Onboarding/offboarding of privileged accounts as per SLA.
- Quarterly PAM access review and audit compliance report.
- Incident and change management documentation.
- Continuous improvement recommendations for AD & PAM security posture.

## 5 PERFORMANCE INDICATORS (KPIS)
- AD and PAM system uptime (>99.5%).
- Mean Time to Resolve (MTTR) incidents.
- Compliance with password rotation and policy enforcement SLAs.
- Audit findings and risk reduction metrics.
- Documentation and reporting accuracy.

## ANNEX-D: SERVICE LEVEL AGREEMENT (SLA)

### 1   DURATION

Service Level Agreement (SLA) shall commence from the date of issuance of Provisional Acceptance Certificate by NTC till issuance of Final Acceptance Certificate by NTC.

### 2   PURPOSE

This SLA defines the support, performance standards, availability, and responsibilities for the PAM Solution, Microsoft Active Directory, and Secure Access Management components delivered under this project for a period of three (03) years.

### 3   SERVICE AVAILABILITY

- PAM Solution: 99.5% uptime
- Active Directory (Primary + DR): 99.7% uptime

Planned maintenance (max 4 hours/month) requires 72-hour prior notice.

### 4   SUPPORT RESPONSE AND RESOLUTION

Support must be available 24×7×365

| Sr. | Severity | Response Time | Resolution Time |
|-----|----------|---------------|-----------------|
| 01 | Critical (P1) | 30 Minutes | 04 Hours |
| 02 | High (P2) | 01 Hour | 08 Hours |
| 03 | Medium (P3) | 04 Hours | 3 Working Days |
| 04 | Low (P4) | 08 Hours | 7 Working Days |

### 5   PREVENTIVE MAINTENANCE

Quarterly preventive maintenance including system health checks, AD replication checks, credential vault verification, backups, and patching. A maintenance report must be submitted after each cycle.

### 6   RESIDENT ENGINEER (ONE YEAR)

- Day-to-day administration, operations, and maintenance of the organization's Active Directory and Privileged Access Management (PAM) environment, user creation, troubleshooting. With at least 40 hours of physical presence per week at NTC HQ office.
- Weekly reporting and documentation
- OEM based certifications as per the offered product

### 7   SECURITY REQUIREMENTS

All support activities must follow NTC policies, with all access logged. Remote access must be routed through PAM.

### 8   PENALTY CLAUSES

8.1   **SLA Breach:**

- 2% penalty per incident/ non satisfactory performance of the held performance guarantee amount throughout the currency of the SLA tenure.

8.2   **Resident Engineer:**

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- 1% deduction per absence day without replacement from the monthly charges of RE.

## 9 REPORTING

Monthly SLA reports, ticket summaries, and quarterly health reports must be submitted.

## 10 ACCEPTANCE OF SERVICES

Project Director shall issue service acceptance certificate at the end of each month for SLA and Resident Engineer. Payment of Resident Engineer shall be released on monthly basis subject to issuance of Service Acceptance Certificate

## 11 ESCALATION MATRIX

Level 1: Support Engineer
Level 2: Technical Lead
Level 3: OEM Escalation Manager
Level 4: Regional Director

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## ANNEX-E: COMMERCIAL COMPLIANCE STATEMENT

| S.No. | Description | Complied | Not Complied | Partially complied | Remarks |
|---|---|---|---|---|---|
| | **Instructions To The Bidders** | | | | |
| 1 | Invitation To E-Bids | | | | |
| 2 | General Introduction | | | | |
| 3 | Scope Of Work | | | | |
| 4 | Qualification Criterion Of Bidders | | | | |
| 5 | Cost Of Tendering | | | | |
| 6 | Clarifications Of Tender Documents | | | | |
| 7 | Amendment Of Tender Documents | | | | |
| 8 | Preparation Of Bid | | | | |
| 9 | Language Of Bid Documents | | | | |
| 10 | Price | | | | |
| 11 | Bid Security | | | | |
| 12 | Validity Of Bids | | | | |
| 13 | Deadline For Submission Of Bid | | | | |
| 14 | Opening Of Bid | | | | |
| 15 | Responsiveness Of Bidders | | | | |
| 16 | Evaluation Criterion For Most | | | | |
| 17 | Clarifications / Corrections Of Bid | | | | |
| 18 | Commercial Compliance Statement | | | | |
| 19 | Variation Order | | | | |
| 20 | Award Criteria & NTC's Right | | | | |
| 21 | Notification Of Award & Signing Of Contract Agreement | | | | |
| | **Terms & Conditions Of Contract** | | | | |
| 1 | Performance Security | | | | |
| 2 | Contractor Responsibilities | | | | |
| 3 | NTC Responsibilities | | | | |
| 4 | Time For Completion | | | | |
| 5 | Warranty / Services | | | | |
| 6 | Provisional Acceptance Certificate | | | | |
| 7 | Training | | | | |
| 8 | Payment | | | | |
| 9 | Final Acceptance Certificate | | | | |
| 10 | Arbitration And Applicable Law | | | | |
| 11 | Force Majeure | | | | |
| 12 | Termination For Insolvency | | | | |
| 13 | Termination For Convenience | | | | |
| 14 | Project Director | | | | |
| 15 | Debarment / Blacklisting Of Firm | | | | |
| 16 | Integrity | | | | |
| 17 | Declaration Of Beneficial Owners' Information | | | | |

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## ANNEX-F: BID SECURITY FORMAT

Bank Guarantee No. -----------
Dated at Islamabad, the ----------
Amount_____
Validity _____

To,

THE MANAGING DIRECTOR,
NATIONAL TELECOMMUNICATION CORPORATION
HEAD QUARTERS G-5/2
ISLAMABAD.

Dear Sir,

WHEREAS M/s _____ (hereinafter called the Tenderer) have requested us through _____ Bank Ltd., to furnish Bid Security by way of Bank Guarantee in your favour in the sum of _____ (IN FIGURE) _____ (IN WORDS) against your Tender Notice No. _____ dated _____for _____.

### WE HEREBY AGREE AND UNDERTAKE:

i.  To make unconditional payment _____ to you on demand without further question or reference to the Tenderer in case of withdrawal or modification of bid or any default or non-execution of the Contract or refusal to accept order by the Tenderer from the date of opening of bids until the expiry of the validity of their offer,

ii. To keep this guarantee in full force from (date) _____ upto _____ (date) _____ the date until which the Tenderer's offer is valid.

iii. To extend the period of guarantee if such extension be necessary beyond the date stated in para (ii) and as so desired by the tenderer.

Any claim arising out of this guarantee must be lodged with this Bank within the period the guarantee is valid and before the date of its expiry. After this date the guarantee will be considered null and void and should be returned to us.

Yours faithfully,

Name of the Bank: _____
Authorized officer's Signature & Seal:

_____

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## ANNEX-G: PERFORMANCE BOND FORMAT

<div align="right">

Bank Guarantee No. -----------
Date of Issue -------------
Valid upto ----------------
Value (Rs.) ---------------

</div>

FROM:        _____

                _____

                _____

TO,

        THE MANAGING DIRECTOR,
        NATIONAL TELECOMMUNICATION CORPORATION
        HEAD QUARTERS G-5/2
        ISLAMABAD.

SUBJECT:     B/G AND DATE FOR _____ ON BEHALF OF _____FOR DUE AND FAITHFUL PERFORMANCE ORDER NO. _____ DATED_____.

        Whereas M/s_____(hereinafter called the Supplier) have requested us to furnish a Bank Guarantee in your favour in the sum_____(IN WORDS) _____as performance security against order No.._____dated_____to be concluded between the Supplier and National Telecommunication Corporation HQs G-5/2 Islamabad.

        WE HEREBY AGREE:

1).    To make an un-conditional payment of _____ to you on demand without any further question or reference to the Supplier upon failure of the Supplier to perform the Order for which you will be the sole judge.

2).    To keep this guarantee valid in full force from this date upto the time of the due and faithful completion of the Order under reference (the schedule of implementation shall be as described in the Purchase order and its subsequent amendments) or till_____ whichever date is later. The faithful completion of the order by the Supplier will be intimated by the NTC.

3).    To extend the period of the enforceability of this guarantee if such extension be necessary or desired by you of us. All claims thereunder must be submitted to the Bank of_____ on or before the expiry date mentioned in this guarantee are the date mentioned in its extensions issued from time to time, after which this guarantee will become null and void and should be   returned to us. Irrespective of its return, we shall consider ourselves fully discharged from any obligation there under after the said expiry date.
Dated This Day of

<div align="center">

Authorized Signature:
_____
& Seal of bank

</div>

**E-Tender No. HQ/ADV-31 /2025-26**

## ANNEX-H: DECLARATION OF BENEFICIAL OWNER IFNORMATION

**Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts**

1. Name
2. Father's Name/Spouse's Name
3. CNIC/NICOP/Passport no.
4. Nationality
5. Residential address
6. Email address
7. Date on which shareholding, control or interest acquired in the business.
8. In case of indirect shareholding, control or interest being exercised through intermediary companies, entities or other legal persons or legal arrangements in the chain of ownership or control, following additional particulars to be provided:

| 1 Name | 2 Legal form (Company/Limited Liability Partnership/Association of Persons/Single Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified)) | 3 Date of incorporation | 4 Name of registering authority | 5 Business Address | 6 Country | 7 Email address | 8 Percentage of shareholding, control or interest of BO in the legal person or legal arrangement | 9 Percentage of shareholding, control or interest of legal person or legal arrangement in the Company | 10 Identity of Natural Person who ultimately owns or controls the legal person or arrangement |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |

9. Information about the Board of Directors (details shall be provided regarding number of shares in the capital of the company as set opposite respective names).

| 1 Name and surname (In Block Letters) | 2 CNIC No. (in case of foreigner, Passport No) | 3 Father's/ Husband's Name in full | 4 Current Nationality | 5 Any other Nationality (ies) | 6 Occupation | 7 Residential address in full or the registered/ principal office address for a subscriber other than natural person | 8 Number of shares taken by each subscriber (in figures and words) |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| | | Total number of shares taken (in figures and words) | | | | | |

10. Any other information incidental to or relevant to Beneficial Owner(s).


Name & signature

(Person authorized to issue notice on behalf of the company)

**E-Tender No. HQ/ADV-31 /2025-26**