

No. ICT-1/1/2022-(Email)
Government of Pakistan
Ministry of Foreign Affairs
Islamabad

Tender Notice

Ministry of Foreign Affairs invites sealed bids from experienced and well reputed firms registered with Income Tax and Sales Tax authorities of Government of Pakistan for “**Renewal of Email communication Software (Zimbra Network Edition) Licenses**”.

2. The Bidders should be registered on the e-Pak acquisition Disposal System (E-PADS) in order to participate in the subject tender. Interested bidders can register themselves electronically on E-PADS through <https://eprocure.gov.pk#supplier/registration>. Bidding documents, containing detailed terms and conditions can be access through the E-PADS.

3. “**SINGLE STAGE TWO ENVELOPE PROCEDURE**” will be followed. Firms should mark both the envelopes separately with the words **TECHNICAL PROPOSAL** and **FINANCIAL PROPOSAL**, and then seal the two envelopes in a single package.

4. The tender is also available on PPRA Website as well as E-PADS.

5. Bids prepared in accordance with the instructions provided in the bidding documents, must be submitted electronically through E-PADS only and original Bids security must be submitted in (in hard form) through legally authorized representatives on the address given hereunder on or before **on 08 June 2026 at 1130 hours i.e.** the closing of bid time and will be open on the same day **at 1200 hours**.

6. Amount of Bid Security @ **5%** of the total quoted amount in favor of Ministry of Foreign Affairs.

7. The Ministry of Foreign Affairs reserves the right to accept or reject all bids in accordance with PPRA Rules.

(Ehsan Kareem)

Deputy Director (C&S)

Room No. 251, 2nd Floor, SYKB,

051-90569075



Bidding Documents for Renewal of Email communication Software (Zimbra Network Edition) Licenses

**Communication & Security Section
2nd Floor – SYKB
Ministry of Foreign Affairs Islamabad
Ph:051- 90569075**

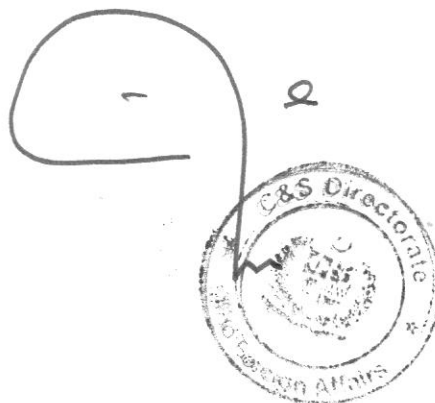
Dated: 19 May, 2026

A handwritten signature in black ink is written over a circular official stamp. The stamp contains the text "C&S Directorate" at the top and "Ministry of Foreign Affairs" at the bottom, with a central emblem featuring a crescent moon and star.

Contents of Bidding Documents:

The set of Bidding Documents comprises the sections listed below:

Section I	Invitation to Bid
Section II	Instructions for Preparation of Bid
Section III	Technical Specifications
Section IV	Bill of Quantities/Schedule of Prices
Annexure-A	Minimum Eligibility Criteria
Annexure-B	Technical Evaluation Criteria
Annexure-C	Financial Evaluation Criteria& Final Evaluation Criteria
Annexure-D	Form of Bid
Annexure-E	Undertaking



SECTION I

Invitation to Bid

The Ministry of Foreign Affairs, Islamabad hereby invites sealed bids from well reputed, experienced and software/IT companies and firms registered with Income Tax and Sales Tax Departments and who are on the Active Taxpayers List of the FBR, having office in Islamabad / Rawalpindi for “**Renewal of Email communication Software (Zimbra Network Edition) Licenses**”, to participate in the Tender.

2. A completed set of **bidding documents** may be download from **e-PADS website** by an interested eligible Bidder. The tender is also available on **PPRA Website**.
3. All Bids must be accompanied by a bid security of an amount **5% of the total quoted amount**.
4. For bids “**SINGLE STAGE TWO ENVELOPE PROCEDURE**” will be followed. Firms should mark both the envelopes separately with the words “**TECHNICAL PROPOSAL**” and “**FINANCIAL PROPOSAL**”, and then seal the two envelopes in a single package.
5. Bids, prepared in accordance with the instructions provided in the bidding documents, must be submitted **electronically through e-PADS** only. The **original bid security (in hand form)** must be submitted through a legally authorized representative to the address given below on or **before 08 June at 1130 hours (closing time of bids)**. The bids will be opened at 1200 hours on the same day in the presence of bidders or their authorized representatives who may wish to attend.
6. The Ministry of Foreign Affairs reserves the right to accept or reject all bids in accordance with PPRA Rules.

(Ehsan Kareem)
Deputy Director (C&S)
Room #251, 2nd Floor, SYKB
Ministry of Foreign Affairs,
Islamabad



SECTION II**Instructions for Preparation of Bid****6. Scope of procurement:**

Ministry of Foreign Affairs as the purchaser invites Bids for “**Renewal of Email communication Software (Zimbra Network Edition) Licenses**” as described in the Technical Specifications attached hereto. All bidders should fully understand and know the exact nature, type and quantum of the work before submitting their Tender/Quotation. If the bidder needs any clarification/ information he should contact the ministry before the date of opening of quotations.

7. Eligibility to Bid:

Suppliers who are authorized dealers and duly registered with tax authorities may be eligible to participate only if they fulfill the Minimum Eligibility Criteria given at Annex-A.

8. Documents Comprising the Bid:

The bid submitted by the supplier shall comprise the following documents:

i) Technical Bid:

- a. Documentary proof of Minimum Eligibility Criteria as given in **Annex-A**
- b. Documentary proofs of all criteria as required in the Technical Evaluation (**Annex-B**)
- c. Documentary proof of compliance with Technical Specifications as given in **Section-III**.
- d. Duly filled in Form of Bid as given in **Annex-D** (without mentioning financial data)
- e. Undertaking (Annex-E)
- f. Compliance certificate of Technical Specifications as mentioned in **Section-III**

ii) Financial Bid:

- a. Duly filled in Form of Bid as given in **Annex-D** (with financial data)
- b. Bid Security
- c. Duly filled in Bill of Quantities as given in **Section-IV**.

9. Validity of the Bid and Bid Security:

The price quoted in the financial bids shall remain valid for the period of sixty (60) calendar days counted from the date of submission of the bids. The purchaser may request the suppliers to extend the period of validity for a specified additional period. The purchaser's request and the supplier's responses shall be made in writing or by fax or by email. A supplier may refuse the request for extensions of Bid validity in which case he may withdraw his bid without any penalty. A supplier agreeing to the request will not be permitted to otherwise modify its bid.

The image shows a handwritten signature in black ink on the left. To its right is a circular official stamp. The stamp contains the text 'Ministry of Foreign Affairs' at the top and 'Government of India' at the bottom. In the center, there is a smaller circular emblem with a star and some text, likely the national emblem of India. The stamp is partially obscured by the signature.

Bid Security for the above tender is mandatory and should be **5% of the total quoted amount** payable of the contract, in shape of demand draft/pay order in favor of Ministry of Foreign Affairs, Islamabad. Bid Security must be attached with the Financial Bid, to be submitted in a sealed cover duly marked as the "**Financial Proposal**" and without this no Tender will be accepted.

10. **Language of the Bid:**

All documents relating to the Bid and contract shall be in the English Language.

11. **Preparation and Sealing of Bid:**

The supplier shall prepare one original of the documents comprising the price bid as described in Clause 8 above. All pages of the bid where shall be numbered, initialed by the person or persons signing the bid and stamped. Sealed bids shall be addressed to the purchaser at the address provided above and shall provide a warning not to open before the specified time and date for bids opening as defined in Clause 4 of Invitations to Bid. If the envelope is not sealed and marked as above, the bid will be rejected. The Ministry reserves the right to reject all bids as per Public Procurement Rules 2004.

12. **Place and Deadline for submission of Bid:**

Bids, prepared in accordance with the instructions provided in the bidding documents, must be submitted **electronically through e-PADS** only. The **original bid security (in hand form)** must be submitted through a legally authorized representative to the address given below on or **before 08 June 2026 at 1130 hours (closing time of bids)**. The bids will be opened at 1200 hours on the same day in the presence of bidders or their authorized representatives who may wish to attend.

14. **Opening of Bids:**

Only the Technical bids will be opened initially on **08 June 2026 at 12:00 hrs** at Media Centre of Agha Shahi Block at the Ministry of Foreign Affairs, Islamabad. While financial bids of technically qualified firms only, will be opened later on a date and time conveyed in advance to the bidders. No Tender documents shall be issued on the date fixed for opening of tender.

15. **Process to be confidential:**

Information relating to the examination, clarification, evaluation and comparison of bids and recommendation for the contract award shall not be disclosed until the award to the successful supplier has been announced.

16. **Evaluation and Comparison of Bids:**

The bids will be evaluated as per the Technical & Financial Evaluation Criteria as given in **Annex-B& Annex-C**. All the bidders must submit bids for the services in compliance with the specifications as per Bidding Documents. Where there is a discrepancy between amounts in figures and in words, the amount in words will govern. Where there is a



discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern. If a supplier refuses to accept the correction, his bid will be rejected.

In first step Technical Evaluation will be carried out. In second step financial bids of the technically qualified firms will only be opened.

17. **Purchaser's right to accept any bid and to reject any or all bids:**

The Purchaser reserves the right to accept or reject any bid, and to cancel the process of competition and reject all bids at any time prior to the award of the contract, without thereby incurring any liability to the affected suppliers or any obligation to inform the affected supplier of the grounds for the purchaser.

18. **Purchasers right to increase or decrease quantities:**

The purchaser, reserves the right to increase or decrease quantities of supplies (Licenses).

Subletting

The successful bidder shall not sublet the contract to any other Firm, in case of any type of subletting, the contract shall be cancelled and damages will be paid by the bidder and firm will be blacklisted in future.

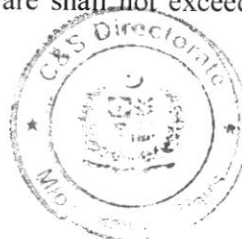
19. **Notification of award and signing of Contract:**

Results of evaluation would be known by the specified time, suppliers are instructed not to approach the Purchaser after opening of bids until the finalization of award. The supplier whose bid has been accepted will be notified of the award by the Purchaser prior to the expiration of the validity period of the bid, by registered Work Order letter. This letter will state the sum that the Purchaser will pay the supplier in consideration of the supply, installation and commissioning of the supplies by the supplier as prescribed by the contract. The written notification of award will constitute the formation of the contract. The successful Bidder will be awarded the contract for the work and shall be liable to sign a Contract Agreement with detailed work assignment and Specific Conditions of the contract within 14 days of issuance of Work Order.

20. **Assignment Duration**

The duration for the supply of licensed software shall not exceed **10 days** from the issuance of Purchase Order.

The deployment for the supply of licensed software shall not exceed **10 days** after license.



21. **Penalty**

If deployment is not completed within **10 days** after issuance of work order by the successful bidder, penalty amounting to **Rs 10,000/- per day** may be charged.

If the vendor/supplier does not provide support within **24 hours** of notification from purchaser by email/phone call/letter, the penalty amounting to **Rs 10,000/- per day** may be charged.

22. **Payment Terms:**

The payment will be released only after completion of Project verified by the Technical Committee or Engineer in Charge. The following is the schedule for release of payments.

Software

85% payment of the Tender amount will be released after the complete deployment including migration activity. Remaining **15% payment** will be released according to the following schedule.

Remaining Payment

5% payment of the project amount will be released after completion of 1 Year from the date of completion of deployment.

5% payment of the project amount will be released after completion of 2 Year from the date of completion of deployment.

5% payment of the project amount will be released after completion of 3 Year from the date of completion of deployment.

Bid Security

5% Bid Security the project will be released after completion of 1 Year from the date of completion of deployment

A handwritten signature in black ink is written over a circular official stamp. The stamp contains the text "C&S Directorate" at the top and "Ministry of Foreign Affairs" at the bottom, with a central emblem. The signature is a stylized, cursive name.

SECTION III**Technical Specifications, Deployment & Support****Technical Specifications**

Required features of Email Solution to be deployed		
Must have features		Compliance
1	Enterprise-grade email system with web and desktop/mobile access	
2	The proposed solution must include Anti-Spam and Anti-Virus protection capabilities or A fully supported third-party Anti-Spam and Anti-Virus solution integrated with the Solution.	
3	Secure mail transport (TLS), authentication controls, and policy-based security	
4	The proposed solution must have data protection features such as backup/restore	
5	Support for SMTP gateway/email security gateway solutions	
6	OEM/vendor-backed technical support and defined escalation mechanism	
7	Technical support as per Zimbra licensing/support policies or the proposed solution	
8	The proposed solution should be of 3-Year subscription	
9	The proposed solution must have a classic interface, and a modern responsive interface.	
11.	The proposed solution must have standard GAL/ Address Book Features. Along with Attachment search	

Deployment & Support 24/7

	Description	Compliance
1.	Installation of software on all servers will be carried out by the bidder	
2	Bidder will be responsible for smooth/ error free running of the solution for efficient & secure operation.	
3	Bidder will be responsible to arrange recourses/team for deployment of software on all servers.	
4	Software upgrades/patch management support must be provided free of cost	
5	Bidder will provide operational manual of proposed solution.	
6	Bidder will be responsible to resolve any issue within four hours.	
7	Bidder must provide 24*7 support including public holidays.	
8	Software upgrade support must be provided free of cost	
9	Bidder will responsible to provide training to IT support staff.	
10	Compliance with respect to the support matrix mentioned below	



Support Escalation Metric:

For Timely addressing of complaints given support escalation matrix will be utilized/followed

LEVEL 1	Name/Designation (Support Staff)	
First Complain if the call is not resolved *within specified Response time* (6 Hours)	Landline Phone	
	Email	
	Cell	
LEVEL-2	Name/Designation (Regional Head/Manager/GM)	
Second Complain, if the call is attended within *Specified Response Time* and not attended / or the problem still unresolved even after complaining at Level-1 (24 hours)	Landline Phone	
	Email	
	Cell	
LEVEL-3	Name/Designation (CEO or IT head of the firm)	
Second Complain, if the call is attended within *Specified Response Time* and not attended / or the problem still unresolved even after complaining at Level-2	Landline Phone	
	Email	
	Cell	
Note: Ensure that no column above Is left blank		



SECTION IV**Renewal of Email communication Software (Zimbra Network Edition) Licenses
Bill of Quantities (BoQ)**

S/No.	Description	Qty	Total Cost
1	Renewal of Three Years Zimbra Collaboration Suite - Professional Edition (per mailbox, perpetual - Premier Support) 3 Years Support which must include the following 3 years support from the principal which must include; <ul style="list-style-type: none"> • 2 hours initial response time • Regular software updates/upgrades and installation of security patches 3 years local support from the vendor which must include; <ul style="list-style-type: none"> • Email, phone and on-site (24/7) • Monthly Health Check of the complete system 	1600 users	
2	Subscription of Three Years of Licenses of Zimbra Collaboration Suite - Professional Edition (per mailbox, perpetual) including Premium Support. 3 Years Support which must include the following 3 years support from the principal which must include; <ul style="list-style-type: none"> • 2 hours initial response time • Regular software updates/upgrades and installation of security patches 3 years local support from the vendor which must include; <ul style="list-style-type: none"> • Email, phone and on-site (24/7) Monthly Health Check of the complete system	250 users	
	Total Cost		

Quotation should be inclusive of all Income tax and general sales/services tax as applicable.

*Work should be done in professional manner and complete in all respects, deployments per instructions of Engineer-in-Charge, payment will be made on the basis of satisfactory work done report submitted by the Engineer- in-charge

5% Earnest Money of Total Amount: _____

Bank Draft /Pay Order No. _____

Name of the firm:

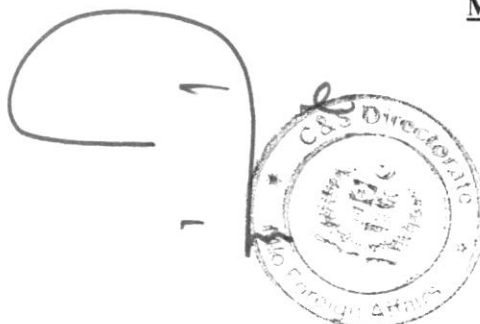
Authorized person:

Signature:

Contact Details:

Contractors Seal with Signature

**Ministry of Foreign Affairs,
Islamabad**



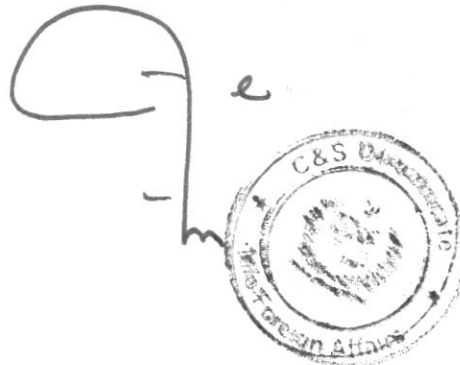
{ANNEX-A}
Minimum Qualification Criteria

Minimum Eligibility Criteria:

In continuation of instructions to bidders initial assessment/ scrutiny of Bidders will be done on the basis of following parameters:-

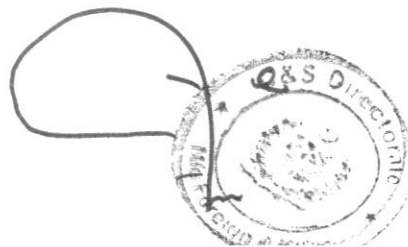
1. NTN & GST Certificate.
2. On Active Tax Payers List of FBR.
3. Registration/Incorporation/Business Certificate and number of business years in Pakistan.
4. Complete Company profile.
5. The bidder should be a company/firm having an operational office in Islamabad/ Rawalpindi.
6. Affidavit on legal paper to the effect that not blacklisted and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public sector organization organization/Division/ Ministry.

In case of any missing documents from the above mentioned list the Bid shall be deemed nonresponsive


A handwritten signature in black ink is written over a circular official stamp. The stamp contains the text 'C&S Division' at the top and 'Ministry of Foreign Affairs' at the bottom, with a central emblem.

{ANNEX-B}**Technical Evaluation Criteria:**

Category	Description	Marks	Reference
OEM Partnership	Partner with OEM Partnership Please attach a valid partnership letter Must	10 Points (break-up) Yes = 10 Marks, No = 0 Marks	Placed at Page No ____ of Bid. (Relevant attach a valid partnership letter)
MAL Letter	Manufacturer Authorization letter. OEM Authorization Letter certifying that Fresh order shall be placed for the Software tools and no ex-stock Software shall be provided.	5 Points (break-up) Yes = 5 Marks, No = 0 Marks	Placed at Page No ____ of Bid. (Relevant attach a valid participation letter from the principal)
Project Details	Relevant Projects completed in last 3 years related to Zimbra Email solution with documentary proof be provided i.e. completion certificates issued by the clients etc.)	10 Points (break-up) 10 or more projects = 10 7 to 9 projects = 7 3 to 6 Projects = 3	Placed at Page No ____ of Bid. (Relevant documents attached)
Pakistan Security Standards (PSS)	Pakistan Security Standards (PSS) compliance	10 Points (break-up) Yes = 15 Marks, No = 0 Marks	Placed at Page No ____ of Bid. (Relevant compliance certificate attached)
Certificate of conformance	The bidder must provide a certificate of conformance that there are no backdoors, eavesdropping, or remote access mechanisms in their offered product/solution. NOTE: Any identified avenues for unauthorized access or data leakage may result in contract cancellation and blacklisting of the firm.	5 Points (break-up) Yes = 5 Marks, No = 0 Marks	Placed at Page No ____ of Bid. (Relevant Certificate of conformance on stamp paper required)
Certificate of Satisfactory/good performance	Firms must attach verifiable certificates of good/satisfactory performance from clients in projects of email solution.	5 Points (break-up) 1 marks for each certificate from client(s). Max = 5 Marks	Placed at Page No ____ of Bid. (Attach relevant certificates/letters)
Support	Proposal provides 24x7x365 helpdesk/TAC/onsite support as per compliance sheet	5 Points (break-up) Attached = 5 Not Attached = 0	Placed at Page No ____ of Bid. (Affidavit on stamp paper required)
Certified Engineers	Zimbra Technical Engineers and Red Hat Linux with Certified Zimbra certification and Red Hat Linux certification	10 Points (break-up) 3 x Zimbra Certified Engineer (5 Marks) 3 x Linux Certified engineer (5 Marks)	Placed at Page No ____ of Bid. (Attach the certification)
Compliance	Compliance with the technical BOQ.	Mandatory 5 Points (break-up) Yes = 5 No = 0	Placed at Page No ____ of Bid. (Compliance on letter head of the company)



Staff information/ Company Structure	Technical Staff (IT/Cyber Security) workforce in Islamabad. Technical Team members details/ Hierarchical Structure of company along with degrees/professional certificates/diplomas etc	5 Points (break-up) 10 or > employees = 5 6 to 9 employees = 3 4 to 5 employees = 1	Placed at Page No ____ of Bid. (Attach team educational documents and certifications)
Years of Experience	Details with proof of number of years of Experience	5 Points (break-up) 7 to 10 years = 5 3 to 6 years = 2	Placed at Page No ____ of Bid. (Relevant documents attached)
Local Presence	Local presence is must for vendor. Attach the Islamabad/Rawalpindi office details and phone number.	Mandatory 5 Points (break-up) Yes = 5 No = 0	Placed at Page No ____ of Bid. (Attach supporting documents)
Active Tax Payers	Firm must be on the Active tax payers list of Federal board of Revenue.	Mandatory 5 Points (break-up) Yes = 5 No = 0	Placed at Page No ____ of Bid. (Attach active tax payers list verified printout)
Tax	Income Tax and Sales Tax Returns of F.Y. 2023-24 and 2024-25	5 Points (break-up) Attached both F.Y returns = 5 One return attached = 2 None = 0	Placed at Page No ____ of Bid. (Income Tax and Sales Tax Returns of F.Y. 2023-24 and 2024-25)
ISO	Relevant ISO Certification of the company	5 Points (break-up) Yes = 5 No = 0	Placed at Page No ____ of Bid. (Relevant documents attached)
Financial Strength	Financial Strength of the Company provide Financial statements/ Annual Turnover of FY 2024-25	5 Points (break-up) 30 Million or more = 5 20 to 29 Million = 2.5 10 to 19 Million = 1.5	Placed at Page No ____ of Bid. (Relevant documents attached)

Max Marks 100

Minimum Qualification Marks = 65%



{ANNEX-C}

FINANCIAL EVALUATION CRITERIA

1. Detailed Technical Evaluation will be done for bidders who clear the Minimum Eligibility Criteria given in **Annex-A**.
2. Technical Evaluation will be carried out as per Technical Evaluation Criteria given at **Annex-B**.
3. Financial bids of technically qualified firms will be opened.

FINAL EVALUATION CRITERIA

The Bidder which is technical qualified and is lowest bidder in financial bid will be successful winner of the tender.



A handwritten signature in black ink is written over a circular official stamp. The stamp contains the text "Ministry of Foreign Affairs" and other illegible details. The signature is a stylized, cursive name.

{ANNEX-D}

**Ministry of Foreign Affairs
Islamabad**

FORM OF BID

(To be attached with Financial Bid)

- a) Name of the Firm: _____
- b) Sales Tax Registration Number (copy attached): _____
- c) National Tax Number (copy attached): _____
- d) Description of the work which tender is being submitted: _____
- e) Previous Experience of work: _____
- f) Amount of Bid Security: _____
- g) Number and date of Pay Order attached: _____
- h) Cost of Tender: (if applicable): _____
- i) Cost per unit (if applicable): _____

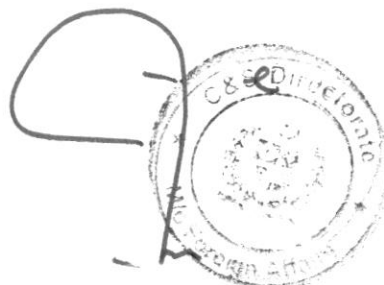
Certificate

Certified that I have read and understood terms and conditions of the tender and will Fulfill them in letter and spirit.

Authorized Signature

Dated: _____

Signature.....



{ANNEX-E}

Each bidder will submit an undertaking on stamp paper regarding accuracy of information provided. The sample is given below:


UNDERTAKING

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with.

We have gone through all the conditions of tender / bidding documents and are liable to any legal action for furnishing false information / documents.

***SIGNATURE
WITH STAMP OF THE FIRM***

Date: _____



A handwritten signature in black ink is written over a circular official stamp. The stamp is from the Ministry of Foreign Affairs, Government of India, and contains the text 'C/S Director' and 'Ministry of Foreign Affairs, Government of India'.