

RETENDER (RFP)

For

**RENEWAL OF NETBACKUP SOLUTION & SUPPORT SERVICES FOR (03)
THREE YEARS FOR DGIP (HQ), ISLAMABAD**

SINGLE STAGE TWO (02) ENVELOPE PROCEDURE

Tender Notice. 01/03/26/SLA/NTBK/LOG/Retender



**Directorate General Immigration & Passports, G-8/1, Mauve
Area (HQ), Islamabad**



Directorate General Immigration & Passports
G-8/I Mauve Area,
Islamabad

Ph: +92-51-9107075

Email: logistics@dgip.gov.pk

INVITATION OF BIDS

Tender Notice: 01/03/26/SLA/NTBK/LOG/Re-tender

Renewal of Netbackup Solution & Support Services For (03) Three Years For DGIP (HQ), Islamabad

The Directorate General, Immigration & Passports (DGIP), Ministry of Interior, Government of Pakistan, invites electronic bids through PPRA's e-Pak Acquisition & Disposal System (EPADS) from eligible and authorized firms for renewal of Netbackup solution & support services for (03) three years for DGIP (HQ), Islamabad. Detailed Scope of Work is provided in **Annexure-I**.

- i. Bidders must be registered with Federal Board of Revenue (FBR) /respective Revenue Boards for Income Tax and Sales Tax and must appear on Active Taxpayers List (ATL) for the both taxes.
- ii. **Background:-** This Invitation of Bids follows Tender Notice No.01/03/26/SLA/NTBK/LOG/Retender published on the PPRA,DGIP website and in two national daily newspapers regarding the annual maintenance and support for Data Center at DGIP (Headquarters), Islamabad.
- iii. **Bid Security:-** All bids must be accompanied by a **Bid Security** amounting to **Rs. 837,000/-**. The original bid security must be submitted to DGIP (HQ), Islamabad **before the bid submission deadline**, failing which the bid shall be rejected. The Bid Security shall be in the form of a Bank Guarantee, Banker's Cheque, Pay Order or Bank Draft, issued by a scheduled bank in Pakistan, and must remain valid for thirty (30) days beyond the bid validity period.
- iv. **Bidding Procedure:** - The bidding shall be conducted in accordance with the *Single Stage Two-Envelop* prescribed in the Public Procurement Rules 2004, and any other applicable regulations or guidelines issued by PPRA.
- v. **Availability of Bidding Documents:-** complete Bidding documents, including Terms and conditions, Scope of Work, Instruction to Bidders, Bid Evaluation Criteria, Bid Validity, submission requirement, and details specification at **Annexure-I**, are available on EPADS at <https://eprocare.gov.pk/>.
- vi. **Submission and Opening of Bids:-** Bids must be submitted **electronically through EPADS only**, in accordance with instructions provided in the bidding document. The Original Bid security must be delivered to the address below on or before **03:00PM on June 29, 2026**. Electronic bids will be opened on the **same day at 03:30 PM** through EPADS.
- vii. **Technical Assistance:-** for any technical related to EPADS, bidders may contact PPRA through its Official website <https://www.ppra.org.pk>.
- viii. **Grievance Redressal:-** In accordance with Rules 48 of Public Procurement Rules, 2004, a Grievance Redressal Committee (GRC) notified on the EPADS portal.

Director (NW/F & Logistics)
Directorate General Immigration & Passport, Mauve Area,
Sector G-8/1, Islamabad
Tel:+92-51-9107075



1. INTRODUCTION OF ORGANIZATION:-

- i. The Directorate General of Immigration & Passports (DGIP), Islamabad, is an attached department of the Ministry of Interior, Government of Pakistan. It is mandated to manage and administer matters pertaining to the issuance of passports, visas, and Pakistan citizenship, as assigned under the relevant laws, rules, and governmental directives.
- ii. DGIP (HQ) is located in Sector G-8/1, Islamabad, and the department operates a nationwide network of 177 Regional Passport Offices (RPOs), including thirteen (13) Executive Passport Offices (EPOs) and above 40 Passport Processing Counters (PPCs). In addition, Machine Readable Passport (MRP) facilities have been established at ninety-two (92) Pakistan Missions abroad, ensuring global access to passport services for overseas Pakistanis.

2. OBJECTIVE:-

The Directorate General, Immigration & Passports (DGIP), Islamabad, through this invitation of bids intends renewal of Netbackup solution & support services for (03) three years for DGIP (HQ), Islamabad.

3. SCOPE OF WORK:-

- i. The successful bidder shall renew Netbackup solution & support services for (03) three years for DGIP (HQ), Islamabad, as per details attached at Annexure-I.
- ii. **Training and certificate:** the successful bidder shall provide 03 person's local base training backup and Recovery product certificate.
- iii. The scope includes comprehensive on-site support, troubleshooting, preventive and corrective maintenance and said product patching wherever required to ensure uninterrupted and smooth functioning of the Netbackup solution.
- iv. The successful bidder shall ensure 24/7/365 on-site support services. All necessary requirements for maintaining the equipment in fully operational condition shall be provided and replaced by the vendor at no additional cost. *In case the vendor fails to respond and report at site within twenty-four (24) hours of lodging of complaint/intimation, a penalty equivalent to ten percent (10%) of the respective quarterly payment shall be deducted from the due payment.*
- v. The vendor shall be responsible for maintaining the equipment in optimal working condition throughout the contract period and shall update the software time to time in order to minimize downtime.
- vi. Quarterly preventive maintenance visits shall be conducted, along with emergency visits as and when required.
- vii. The payment for the software licenses shall be made in full (100%) upon successful delivery, installation, activation, and acceptance of the licenses by DGIP. The said license will be valid for a period of three (3) years from the date of Installation.
- viii. The vendor shall provide relevant documentation, service reports, and technical support records during the contract period.



4) BID SUBMISSION INSTRUCTION / REQUIREMENT:-

The purpose of these instructions is to guide bidders in preparing and submitting their bids strictly in accordance with the specifications and conditions provided in this Tender Document. All bidders are required to carefully review the Tender Document before preparing their proposals.

- i. Bidders must thoroughly read all terms and conditions and submit their proposals strictly in accordance with the requirements of this Tender Document. The Company Evaluation Proforma provided at **Annex-II** must be duly filled and uploaded.
- ii. The procurement shall be processed under the **Single Stage Two Envelope procedure**, as per the Public Procurement Rules, 2004.
- iii. Both Technical and Financial Proposals shall be submitted electronically through **EPADS** only.
 - In addition, bidders are required to submit one (01) hard copy of the **Technical Proposal only**, along with original bid security at DGIP (HQ), Islamabad, on or before the prescribed closing date and time. No hard copy of the **Financial Proposal** shall be submitted.
- iv. The hard copy of the Technical Proposal must be **duly signed, stamped, and page-numbered on each page** by the authorized representative of the bidder.
- v. No other physical submission of bids, envelopes, or documents shall be accepted.
- vi. At the bid opening stage, EPADS shall open only the **“Technical Proposal”** submitted by the bidders.
- vii. The **“Financial Proposal”** shall remain electronically locked and inaccessible to DGIP until completion of the technical evaluation.
- viii. The Technical Proposals will be evaluated by the **DGIP Internal Technical Evaluation Committee** strictly in accordance with the criteria and specifications prescribed in this Tender Document. Any proposal failing to meet the Mandatory Eligibility Criteria shall be rejected.
- ix. Only the Financial Proposals of the technically qualified bids will be opened electronically on EPADS within the bid validity period. Financial bids of technically non-responsive bidders shall remain locked and inaccessible.
- x. The lowest evaluated financial bid among the technically qualified bidders shall be declared successful.
- xi. Bidders must upload a signed and stamped cover letter, as per the format provided at **Annex-IV**.
- xii. Bidders must upload valid Income Tax / Sales Tax Registration Certificates and a duly signed Affidavit of Non-Blacklisting.
- xiii. All Financial Proposals must be quoted in Pak Rupees (PKR) and must be inclusive of all applicable taxes.
- xiv. Bidders must submit a Bid Security of **Rs. 837,000/-** in the form and manner specified in the Advertisement as under:



- xv. The original Bid Security instrument must be submitted physically to DGIP (HQ), Islamabad before the bid submission deadline, otherwise, the bid shall be rejected. (Only the Bid Security is allowed to be submitted physically.)
- xvi. DGIP reserves the right to reject any or all bids in accordance with the Public Procurement Rules, 2004.
- xvii. Any bid submitted after the deadline prescribed on EPADS shall not be entertained.
- xviii. Complete tender documents are available only through EPADS. No physical issuance or purchase of tender documents is required.
- xix. Any change in the information furnished by the bidder that may affect delivery, performance, or contract execution must be immediately communicated to DGIP. Failure to do so may lead to cancellation of the contract.
- xx. Bidders providing false, misleading, or fraudulent information shall be disqualified.
- xxi. Although due care has been taken in preparing this document, inadvertent typographical or clerical errors may occur, for which DGIP shall not be held responsible.
- xxii. Bidders must upload a complete copy of the tender document along with signed Terms & Conditions and clearly typed rates. Rates must be legible, without overwriting or correction.
- xxiii. Conditional, incomplete, altered, or revised bids submitted after the deadline or in deviation from the tender conditions shall be rejected.
- xxiv. EPADS will open the bids through its electronic system. Bidders or their authorized representatives may attend the bid opening session virtually (if EPADS facilitates) or physically at DGIP (HQ), if allowed.

5) MANDATORY ELIGIBILITY CRITERIA:

Technical proposal must contain following documents. Preliminary scrutiny (initial screening) of technical bids will be done on the basis of following parameters which are pre-requisites for this tender. **Non Compliance of any of the following clause shall disqualify the Vendor straight away. (Technical proposal must contain following documents).**

- i. Company profile / brochures.
- ii. Bidder must possess valid NTN / ATL & GST registration. (Copies of valid NTN/ATL and Income Tax / Sales Tax Registration Certificates must be provided).
- iii. Proof of membership of the Chamber of Commerce for at least the last one (01) year.
- iv. Proof of registration with SECP / Registrar of Firms.
- v. Client list, Equipment brochure / Data sheet and other relevant documents.
- vi. Bidder must have an established service / support mechanism. (Provide list of qualified technical staff). The bidder shall be responsible for delivery and after-sales support services at DG I&P Headquarters, Islamabad.
- vii. Proof of minimum five (05) years of experience in supplying related products. The bidder must have successfully completed at least three (03) IT Equipment, involving supply / installation / support of similar equipment to Government / Semi-



Government Departments or reputable Autonomous Bodies. (Copies of Purchase Orders / Work Orders must be provided as evidence).

- viii. An Affidavit on Rs. 100 Stamp Paper confirming that the bidder is:
- Not blacklisted by any Government/Semi-Government/Autonomous Body; and
 - Not involved in litigation with any client.
 - (If involved in any ongoing litigation, full details must be disclosed.)
- ix. Provide a Certificate that Equipment / Items must be in compliance with the Technical Requirements / specifications as mentioned at Annex-I of this tender document. Equipment quoted must be of good market repute and must not be refurbished or used.
- x. Financial soundness of the company (Minimum 30 Million credit amount). Provide last one year of bank statements or bank letter confirming the 30 million credit amount or above in last one year w.e.f. 01-01-2025 to 31st-12-2025. Or Audit Report last three (3) years.
- xi. Copy of Bid Bond / Earnest Money as specified in the Tender Document must be uploaded with the Technical Proposal. The original bid security shall be submitted physically at DGIP before the bid submission deadline.
- xii. The bidder shall submit a minimum of five (05) satisfactory performance certificates/sign off document issued by Government / Semi-Government Departments / Autonomous Bodies for the supply of relevant IT equipment.
- xiii. Reliability, warranty, and after-sales support certificates relevant to the quoted equipment.
- xiv. Copies of at least three (03) Work Orders/Purchase Orders executed for IT-related supply/installation for Government, Semi-Government, Autonomous Bodies or private institutions.
- xv. Bidders are required to clearly confirm compliance with the desired technical specifications as mentioned in Annexure-I. The bidder shall provide a detailed compliance sheet against each specification, duly signed and stamped, along with supporting technical documents/brochures where applicable. A valid manufacturer's authorization certificate or vendor certification (where applicable) must be provided to confirm that the bidder is authorized and technically competent to provide maintenance and support services for the specified equipment. Any bid submitted without proper compliance documentation, required certifications, or not meeting the prescribed specifications shall be rejected. The contract shall be awarded to the bidder whose proposal is found technically compliant and financially responsive in accordance with the evaluation criteria defined in the tender document.



Note:- All document should be properly signed and stamp. The documentary proof of all above requirement is mandatory. The non-compliance will lead to disqualification (if any document is missing in mandatory eligibility criteria, the firm will stands disqualified).

6. BID SECURITY:

- a) All bids must be accompanied by a Bid Security amounting to **Rs 837,000/-**. The original bid security must be submitted to DGIP (HQ), Islamabad before the bid submission deadline, failing which the bid shall be rejected. The Bid Security shall be in the form of a Bank Guarantee, Banker's Cheque, Pay Order or Bank Draft, issued by

a scheduled bank in Pakistan, and must remain valid for thirty (30) days beyond the bid validity period.

- b) For submission on EPADS, bidders must upload a scanned copy of the Bid Security with the technical Proposal. In addition, the original Bid Security must be submitted physically along with the Tender Form to DGIP (HQ), Islamabad before the bid submission deadline.
- c) Failure to submit the original Bid Security in time will result in rejection of the bid.
- d) The Bid Security of the successful bidder shall be forfeited in case of any default, violation of tender conditions, and withdrawal of the bid during validity, or refusal to accept the Purchase Order/Contract.
- e) The Bid Security shall be returned after submission of the required Performance Security as per Clause-12 of this Tender Document.
- f) Any Financial Proposal not supported by the Bid Security (both scanned copy on EPADS and original instrument (BID Security) submitted physically) shall be rejected outright. Personal cheques or undertakings in lieu of Bid Security will not be accepted.

7. EVALUATION CRITERIA:

1. Only those bidders who meet all Mandatory Eligibility Criteria will be considered for Technical Evaluation. Bidders failing to meet any mandatory requirement shall be rejected and will not proceed to the technical evaluation stage.
2. The DGIP Technical Evaluation Committee shall examine all Technical Proposals submitted on EPADS, including the quoted equipment/items, to assess compliance with the technical specifications, standards, and requirements provided in this Tender Document. Evaluation shall be based solely on the documents uploaded on EPADS.
3. Only the bidders who are declared Technically Qualified shall be considered for the opening of their Financial Proposals on EPADS. Financial Proposals of technically non-responsive bidders shall remain unopened.
4. The contract shall be awarded to the bidder whose Financial Proposal is the Lowest Evaluated Bid (LEB) among the technically qualified bidders, in accordance with the Public Procurement Rules, 2004.

8. TECHNICAL ASSESSMENT / CAPABILITY DEMONSTRATION:

- i. After the opening and evaluation of Technical Proposals, the technically responsive bidders may be required to present their service delivery methodology, support framework, escalation matrix and maintenance plan for the existing solution.
- ii. The bidder may also be required to conduct a site visit and assess the currently installed equipment to demonstrate technical understanding and capacity to provide comprehensive maintenance and support services under the SLA.
- iii. The DGIP Internal Technical Evaluation Committee shall evaluate the bidder's technical capability, availability of qualified technical staff, response mechanism and overall preparedness to meet the 24/7/365 support requirements.
- iv. Failure to satisfactorily demonstrate technical capability or compliance with the SLA requirements may result in disqualification.



9. INSPECTION, SERVICE VERIFICATION AND TESTING:

- i. The designated Inspection / Supervision Committee of DGIP shall monitor and verify the maintenance and support services provided under the SLA. This shall include review of preventive maintenance reports, corrective maintenance actions and overall operational status of the Netbackup solution.
- ii. After any repair, replacement, or maintenance activity, the equipment shall be jointly tested by the vendor and the concerned technical representatives of DGIP to ensure proper functionality and compliance with the required operational standards.
- iii. The Inspection Committee shall have the authority to reject any defective service found not in conformity with the agreed specifications for SLA requirements. In such cases, the vendor shall replace or rectify the same within seven (07) days at no additional cost.
- iv. Regular performance evaluation may also be conducted to ensure compliance with the agreed 24/7/365 support obligations and service standards defined under the SLA.

10. MODE OF ISSUANCE OF CONTRACT / SERVICE ORDER:

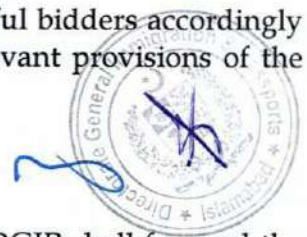
- i. Upon finalization of the tender, a formal Service Level Agreement (SLA) / Contract Agreement shall be executed with the successful bidder for provision of comprehensive maintenance and support services for the Netbackup solution.
- ii. The contract shall remain valid for the agreed period as specified in the tender document. The services shall commence from the date of signing of the agreement or issuance of formal commencement letter by DGIP.
- iii. DGIP reserves the right to increase or decrease the scope of services, including addition or removal of software component under the SLA, depending upon operational requirements of the Department, on mutually agreed terms and conditions.
- iv. Any extension of the contract period, if required, shall be subject to satisfactory performance of the vendor and approval of the competent authority.

11. LETTER OF INTENT (LOI)

- i. DGIP shall notify the successful bidder in writing, through issuance of a Letter of Intent (LOI), sent via registered mail, courier service, or official email, confirming acceptance of the bid.
- ii. The issuance of the Letter of Intent shall not constitute a legally binding contract. A binding agreement shall come into effect only upon signing of the formal Service Level Agreement (SLA) / Contract by both parties.
- iii. The successful bidder shall furnish the prescribed Performance Security within the stipulated time mentioned in the LOI. Upon receipt and acceptance of the Performance Security, DGIP shall proceed with execution of the formal contract.
- iv. After execution of the contract, DGIP shall notify the unsuccessful bidders accordingly and shall release their Bid Security in accordance with the relevant provisions of the tender document.

12. SIGNING OF CONTRACT

- i. Upon issuance of the Letter of Intent / Notification of Award, DGIP shall forward the formal Service Level Agreement (SLA) / Contract document to the successful bidder, incorporating all agreed terms and conditions between the parties.



- ii. The successful bidder shall sign and return the Contract to DGIP within ten (10) working days from the date of receipt. DGIP shall countersign the Contract within ten (10) working days after receiving the duly signed document from the successful bidder.
- iii. The Contract shall become effective from the date of signing by DGIP (Effective Date). The Effective Date, along with the agreed contract duration, service commencement date, and performance timelines, shall be clearly mentioned in the Contract.
- iv. Failure of the successful bidder to sign and return the Contract within the stipulated period may result in cancellation of the award and forfeiture of the Bid Security, subject to approval of the competent authority.

13. DURATION OF CONTRACT / WARRANTY PERIOD:

1. The SLA shall be effective for a period of **three (03) years** from the date of signing the agreement, during which the Contractor shall provide comprehensive maintenance and support services for all installed IT equipment under this SLA. The contract may be **extended for an additional period of one (01) year** upon mutual agreement and satisfactory performance of the Contractor.
2. The Contractor guarantees that all IT equipment under this SLA shall continue to operate in accordance with the specifications set forth in Annexure-I of the Tender Document. Any equipment or part found defective, substandard, or non-functional during the SLA period shall be **repaired or replaced by the Contractor at no additional cost.**
3. The Contractor warrants that all equipment covered under this SLA shall be **brand new, unused, of the latest or current model, and incorporate all recent improvements,** unless otherwise specified by DGIP. The equipment shall be free from defects in design, material, or workmanship and shall perform reliably under normal operating conditions prevailing in Pakistan.
4. The Contractor shall provide a **manufacturer's certificate or vendor certification** confirming continuous backup support, after-sales service, and availability of spare parts for all equipment and associated services for the SLA duration.
5. DGIP shall promptly notify the Contractor in writing of any defects or issues covered under this SLA. Upon notification, the Contractor shall **take immediate corrective action** in accordance with the SLA terms to ensure uninterrupted operation of the Netbackup solution.

14. TERMS OF PAYMENT:

1. Bill in triplicate, along with duly receipted challan / service completion report, shall be submitted to the Assistant Accounts Officer (Logistics), DGIP. The payment shall be processed by the Accounts Officer (B&R), DGIP, Islamabad, upon receipt of a satisfactory performance certificate issued by the designated Technical Team of DGIP confirming that the services have been rendered in accordance with the agreed SLA terms and specifications.
2. No advance payment or mobilization advance shall be made to the firm/company under any circumstances. Payment shall be released strictly in accordance with the terms and conditions of the contract upon satisfactory completion of services.
3. The payment for the software licenses shall be made in full (100%) upon successful delivery, installation, activation, and acceptance of the licenses by DGIP. The said license will be valid for a period of three (3) years from the date of Installation.



4. All applicable taxes, duties, and levies shall be deducted at source from the payments due to the vendor in accordance with the prevailing Government rules and regulations at the time of payment.

15. PERFORMANCE SECURITY:

1. In accordance with Clause 39 of PPRA Rules, the successful bidder shall furnish a Performance Security equivalent to 05% of the total contract value in the form of a Bank Guarantee, Pay Order, or Demand Draft from any scheduled bank, in favor of Directorate General, Immigration & Passports (DGIP), Sector G-8/1, Mauve-A-Area, near Peshawar More, Islamabad.
2. The Performance Security shall remain valid for the entire duration of the SLA, including any extension period, and for at least three (03) years beyond the end of the current financial year. In case of an amendment to the SLA scope, extension, or increase in the quantity of services, the Performance Security shall be revalidated accordingly, ensuring at least one (01) year validity beyond the revised SLA period.
3. The Performance Security shall be released/refunded upon satisfactory completion of all obligations under the SLA and after issuance of a completion certificate by the Technical Team of DGIP. The Performance Security shall be forfeited in full or in part in the event of any default, non-performance, or breach of SLA terms by the vendor.

16. LIQUIDATED DAMAGES / PENALTIES:

1. In the event of delay, non-performance, or unsatisfactory service delivery under this SLA, including failure to comply with the agreed preventive and corrective maintenance obligations, the Performance Security / Retention Money may be forfeited in whole or in part, and DGIP reserves the right to take further action, including recommending the vendor for blacklisting by the relevant authority.
2. A penalty of 10% of the quarterly SLA payment shall be levied for each instance of delayed response, failure to provide on-site support within the stipulated 24-hour period, or non-compliance with SLA terms, subject to verification by the Technical Team of DGIP.
3. DGIP reserves the right to recover any penalties directly from the vendor's invoices or pending payments under this SLA.
4. Any request for exemption from penalties due to force majeure or extraordinary circumstances must be submitted in writing at least 15 days before the scheduled service period or due date. Requests submitted after this period shall not be considered, and the vendor shall remain liable for applicable penalties.

17. PRICE / SERVICE CHARGES:

1. The quoted service charges under this SLA shall be firm and final for the entire contract period and shall include all applicable taxes, duties, and levies, including Sales Tax, Income Tax, and any other Government charges, as admissible from time to time. No additional charges shall be payable beyond the agreed SLA fees.
2. The service charges shall cover all costs for providing comprehensive maintenance and support services, including on-site visits, preventive and corrective maintenance and any other services required to meet the SLA obligations.



3. No request for increase in service charges for any reason, including escalation of operational costs, inflation, or any unforeseen circumstances, shall be entertained during the contract period.
4. The quotation / financial proposal shall be submitted in printed form on the official letterhead of the company/firm. Handwritten submissions shall not be accepted.

18. REJECTED SUPPLY:

- i. Any software component rejected by DGIP due to non-compliance with specifications, defects, or substandard quality shall be returned and replaced at the supplier's own risk and cost.
- ii. The supplier shall bear all expenses related to the handling of rejected software items without any financial liability to DGIP.

19. FORCE MAJEURE:

- i. Force Majeure refers to any unforeseeable event or circumstance beyond the reasonable control of the Contractor or DGIP, including but not limited to government restrictions, war, hostilities, invasion, acts of foreign enemies, rebellion, revolution, riot, industrial disputes, civil commotion, natural disasters, or any other similar events that prevent the performance of contractual obligations.
- ii. The determination of the existence and applicability of Force Majeure conditions, including any extension of the delivery or performance schedule, shall be at the sole discretion of the Director General, DGIP, Islamabad.

20. PROFESSIONAL TAX:

- i. The supplier shall provide valid National Tax Number (NTN) and Sales Tax Registration Number (GST) certificates.
- ii. In the event the supplier does not submit a valid Tax Exemption Certificate issued by the Federal Board of Revenue (FBR), all applicable taxes, duties, and levies as prescribed by the Government of Pakistan shall be deducted at source from the supplier's invoices/bills.

21. GENERAL TERMS AND CONDITIONS:

- a. In case of import of any items under this tender, the Contractor/Vendor shall be responsible for customs clearance of all goods through New Islamabad International Airport or Margalla Dry Port. All applicable customs duties, taxes, and charges arising from importation shall be borne by the Contractor/Vendor.
- b. Authorized agents nominated by the respective company must provide a letter of authority from their principal/manufacturer.
- c. DGIP, Islamabad, reserves the right to reject or accept any or all bids, in part or in full, without assigning any reason. DGIP may also distribute the tendered quantity among multiple bidders, and the lowest bidder shall have no claim to the full quantity.
- d. DGIP may waive any condition of the tender in the public interest.
- e. Suppliers must ensure that all supplies, installation, and commissioning strictly conform to the specifications provided in the tender document.



- f. DGIP shall not provide import licenses or any facility for the import or procurement of software; the contractor shall be fully responsible for compliance.
- g. The decision of the Director General, DGIP shall be final and binding on all matters related to this tender.
- h. Bids that do not comply with the terms, conditions, and specifications of the tender shall be rejected.
- i. DGIP may request clarifications regarding submitted bids, but no change in price or substance of the bid shall be allowed after submission.
- j. Earnest money of unsuccessful bidders will be refunded upon submission of a written request after tender finalization.
- k. Incomplete or conditional bids shall not be entertained.
- l. All requests for clarification and responses must be in writing or via email; however, no alterations to price or substance will be permitted after bid submission.
- m. Any disputes arising after issuance of the work order shall be referred to the Director General, DGIP, whose decision shall be final and binding.
- n. Bids submitted via email/physical or fax shall not be accepted.
- o. In case of a public holiday on the bid opening date, bids will be opened on the next working day.
- p. The bidder must ensure the availability of services for at least three (03) years for the quoted brand/model/solution.
- q. DGIP reserves the right to increase or decrease the requirement of software as per applicable rules.
- r. It is the bidder's responsibility to ensure that all bid documents are submitted through EPADs before the closing date and time. Late bids shall not be considered.
- s. The bidder shall be responsible for the supply, delivery, installation, and commissioning of software.
- t. The Service Level Agreement (SLA) shall become effective from the date of its signing by both parties. The bidder's obligations, including delivery, installation, commissioning, support, and maintenance services, shall commence from the date of signing of the SLA. The bidder shall ensure timely delivery and installation of all items in accordance with the mutually agreed implementation schedule defined in the Contract/SLA.
- u. Joint ventures or consortiums are not eligible for this tender.
- v. All decisions of DGIP shall be final, binding, and not challengeable in any forum or court of law.
- w. **Bid Validity:** Bids submitted under this tender shall remain valid for 180 days from the date of opening of Technical Proposals. DGIP may request an extension of bid validity for an **additional 90 days**, if deemed necessary.
- x. Bids must be submitted electronically through EPADS only. In accordance with instructions provided in the bidding document. The Original Bid security must be delivered to the address below on or before 03:00PAM on June 29, 2026. Electronic bids will be opened the same day at 03:30 PM through EPADs.



22. SPECIAL CONSIDERATIONS FOR THE BIDDERS:-

- a. Bidders are strongly advised to visit and inspect the site of delivery and its surrounding areas to obtain, on their own responsibility, all information necessary for the preparation of their bids and for entering into a contract for the supply, installation, and commissioning of goods.
- b. All costs incurred in connection with such site visits, inspections, or information gathering shall be borne solely by the bidder.

23. CLARIFICATION:

- i. Any queries or requests for clarification regarding this Tender Document shall be submitted in writing to the Director (NW F&L), Directorate General, Immigration & Passports, Mauve Area, G-8/1, Islamabad.
- ii. DGIP may provide clarifications or responses in writing to all prospective bidders, and such clarifications shall form an integral part of the Tender Document.


24. APPLICABLE LAW & DISPUTE RESOLUTION

In the event that any dispute arises between the procuring agency and the successful bidder in connection with the Agreement or services provided pursuant to the Agreement, the Parties shall attempt in good faith to resolve such dispute promptly by negotiation. If the matter has not been resolved within thirty (30) calendar days of a Party's request for negotiation, then all such dispute(s) shall be settled through arbitration by a sole arbitrator to be appointed with mutual consent of Parties. The arbitration shall be held under the provisions of the Arbitration Act 1940 as amended. The arbitration shall be held in Islamabad in English language. The award of the arbitration shall be binding on the Parties. As there is sole arbitrator fee will be paid by both the parties equally.

25. CAUTION:

- i. Entry to DGIP Headquarters is strictly restricted for the general public. The successful bidder must submit full details of all personnel responsible for the delivery, installation, and commissioning of the goods prior to the issuance of the Purchase Order. Any subsequent changes in personnel must be promptly communicated to DGIP during the execution of the contract.
- ii. Access to the premises shall be granted only to authorized personnel whose details have been submitted and verified, and only during official working hours. Unscheduled or frequent visits without a valid purpose shall not be permitted.




*Director (NW/F & LOGISTICS),
DG (I & P), Islamabad.*

I / We have carefully read and understood all the instructions, terms, and conditions outlined in this Tender Document and agree to fully comply with them in the submission and execution of this tender.

Signature of Proprietor / Authorized Agent / Owner: _____

Name of Firm: _____

Official Stamp / Seal: _____

Date: _____



ANNEXURE - I
TECHNICAL SPECIFICATION

1/3 P/A PR

DGIP Existing Core Backup & Recovery Solution

1. Scope of Work

The successful bidder shall provide **renewal of backup software licenses** along with **associated support and maintenance services & increased existing 03-TB to 10-TB software license** for the DGIP existing backup and recovery solution.

The scope includes continuous entitlement to software updates, security patches, technical support & local support services for the duration of the SLA.

2. Licensing & Renewal Requirements

2.1 The bidder shall renew all existing (Net-backup) backup and recovery software licenses as detailed in the Bill of Quantities (BoQ).

2.2 The renewal shall cover all currently deployed workloads, including but not limited to:

- Physical servers / Bare metal server
- Virtual machines (VMware, Hyper-V, HCI, Linux, Windows Server, AIX and Unix environments)
- Supported databases (e.g, Oracle, Microsoft SQL Server, Post-gre, Maria DB, Mongo DB and SAP Hana)

2.3 The bidder shall quote renewal for:

- Three (03) years support period and post live support.

2.4 The renewal shall be subscription-based and must include full software support and maintenance without reduction of existing licensed features.

3. Software Updates & Entitlements

3.1 The bidder shall ensure uninterrupted access to:

- Latest Net-Backup software versions
- Security patches and bug fixes released during the support period

3.2 The renewal shall include continued entitlement to all currently licensed features, including but not limited to:

- Deduplication and compression
- Encryption of data at rest and in transit
- Role-Based Access Control (RBAC)
- Backup Anomaly Detection

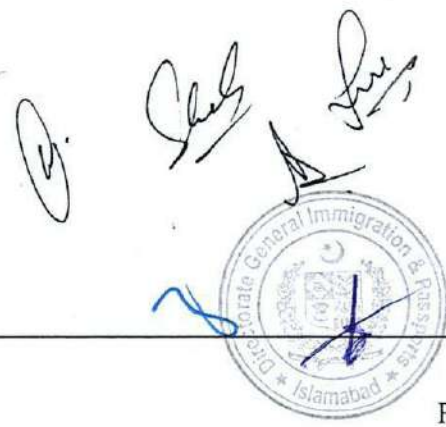
3.3 The solution shall support Multi-Factor Authentication (MFA) for administrative access.

3.4 The solution shall comply with applicable enterprise security policies and regulatory requirements.

4. Backup & Recovery Capabilities

4.1 The solution shall support:

- Image-level and file-level backups
- Granular file and application recovery
- Bare-metal recovery



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- 4.2 The solution shall provide proven recovery workflows for:
- Disaster Recovery (DR) scenarios
 - Restoring individual files, emails or database records.
- 4.3 Centralized monitoring, management and reporting capabilities shall be maintained.

5. Compatibility & Integration

- 5.1 The renewed software shall remain compatible with the DGIP existing:
- Operating systems
 - Hypervisors
 - Storage targets
 - Exsi
 - HCI
- 5.2 The solution shall support integration with DGIP existing backup solution:
- Existing disk-based and tape-based backup infrastructure.
 - Cloud or S3-compatible objects storage platforms where applicable.

6. Documentation & Deliverables

- 6.1 The bidder shall provide the following deliverables:
- Official renewal confirmation
 - License certificates
 - Support entitlement details
- 6.2 The DGIP shall retain access to said product official documentation, knowledge base, and support portals throughout the contract period.

7. Support Services & Service Level Agreement (SLA)

- 7.1 The bidder shall provide **24x7x365 technical support** for the Net-Backup environment/solution.
- 7.1.1 Support services shall be provided through:
- OEM Global Technical Support.
 - An authorized local partner acting as a single point of contact.

8. Incident Severity & Response Times

Severity Level	Description	Maximum Response Time	Resolution Target
P1 – Critical	Complete service outage, backup failure, data loss risk. or ransomware incident	within 01 hour	Continuous effort until resolution
P2 – High	Partial degradation of backup or recovery services	within 4 hours	1 business day
P3 – Medium	Non-critical operational issues	1 business day	2 business days
P4 – Low	General inquiries or configuration guidance	2 business days	until resolution/ Fixing

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8.1 Local Support Requirements

- 8.1.1 The authorized local partner shall provide onsite support when required within:
- Four (04) hours for metro locations
 - Next business day for non-metro locations
- 8.1.2 Local support services shall include:
- Troubleshooting of backup and restore failures
 - Assistance during restore and recovery operations
 - Coordination and escalation with said product Technical Assistance Center (TAC)
- 8.1.3 Periodic health checks may be conducted upon DGIP Request.

8.2 Escalation Management

- 8.2.1 The bidder shall provide a documented escalation matrix covering:
- Level-1, Level-2, and Level-3 technical support
 - Partner management contacts
 - Net-Backup escalation points
- 8.2.2 Defined escalation timelines shall be adhered to for unresolved incidents.

9. Compliance, Reporting & Audit Support

- 9.1 The bidder shall provide periodic support reports including:
- Summary of incidents logged
 - Response and resolution timelines
 - Root Cause Analysis (RCA) for critical incidents
- 9.2 The bidder shall provide assistance during internal, external, or regulatory audits related to backup and data protection systems.

10. Renewal Continuity & Service Assurance

- The bidder shall ensure **no disruption of services** during the renewal period.
- In case of administrative delays the bidder shall provide support continuity during the renewal processing period.

11. Training and Certificate.

- Successful bidder shall provide 03 person's local base Training, Backup and Recovery product certification.

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ANNEXURE – II
COMPANY EVALUATION PROFORMA
 DIRECTORATE GENERAL, IMMIGRATION & PASSPORTS

Total Marks		100			
Minimum Qualifying marks		70			
S.No	Criteria for evaluation (Principle parameter)	Total Marks	Detail parameter	Detail to be Provided by the bidder	Marks awarded
1	Chamber of Commerce Membership, in one (01) year valid member ship	05			
2	Proof of registration of SECP/Registrar of firms	05			
3	Service/Support Mechanism & Technical Staff	20	10 or more employees=20 Marks		
			6 to 9 employees= 15 Marks		
			5 or below employees= 10 Marks		
			Less than 5 employees= 0 Marks		
4	Experience in Supply of Related Product (Minimum: 05 Years' experience required.)	15	above 10 Years= 15 Marks		
			5-7 Years=12 Marks		
			3-5 Years=10 Marks		
5	Similar Assignments (Work Orders): Minimum three (03) IT Equipment from five different organizations required.	15	2-3 work order =15 Marks		
			1-2 Work Order= 10 Marks		
6	(a) Bank Statement / Bank Certificate showing minimum PKR 30 Million credit facility during the period 01-01-2025 to 31-12-2025. (b) Audit Report for the last three (3) years	20	40-50 Million= 20 Marks		
			31-40 Million= 16 Marks		
			21-30 Million= 12 Marks		
			Less than 20 Million= 0 Marks		
7	Satisfactory Performance Certificates/ sign off document (Minimum five (05) performance certificates/ sign off document from five different organizations required.)	20	9 or More Certificate= 20 Marks		
			6-8 Certificate= 16 Marks		
			5 Certificate= 12 Marks		
			Less than 5= 0 Marks		
Total Marks		100			

Bidders obtaining 70 or more marks shall qualify for opening of financial proposal.



Signature of Owner / Authorized representative

ANNEXURE - III
PROPOSAL SUBMISSION FORM

The Director (NW/F&L),
Directorate General, Immigration & Passports,
G-8/1, Mauve Area, Islamabad.

Sir,

We, the undersigned offer to provide renewal of Netbackup solution in Directorate General, I&P, Islamabad, being genuine and in accordance with your tender document dated _____ through our proposal. We are hereby submitting our Financial Proposal along with Technical proposal, sealed in envelopes as desired.

We have submitted a bid bond / earnest money in the fix amount **Rs,837,000/-** of the bid value as required in the tender document along with our financial bid.

We understand you are not bound to accept any proposal you receive and reserves the right to accept or reject any offer and to annul the bidding process and reject all proposals with assigning a reason.

The decision of evaluating committee shall be final and cannot be challenged on any ground at any forum, and the evaluating committee will not be liable for any loss or damage to any party acting in reliance thereon.

We remain,

Your's sincerely

Authorized Signature:

Name and Title of Signatory:

Name of Firm / Company:

Address



Annexure - IV

COMPLIANCE SHEET FOR TECHNICAL PROPOSAL

The tenderers are required to attach the following documents with their technical proposals:-

S. No.	Document required to be attached with the technical proposal	Compliance	
		Yes	No
1	Covering letter on letter head pad of the firm (Annex-III)		
2	Company Profile / Brochures		
3	Copies of valid NTN / ATL & GST		
4	Proof of member ship of Chamber of Commerce		
5	Proof of registration of SECP		
6	Client list / Equipment brochure		
7	Service / support mechanism along with list of technical staff		
8	Proof of minimum five (05) years of experience. Three (03) similar assignments, involving supply / installation / support of IT Equipment to Government / Semi-Government Departments or reputable Autonomous Bodies. (Copies of Purchase Orders / Work Orders must be provided as evidence).		
9	Affidavit on stamp paper for being not black listed ever. (Stamp Paper of Rs. 100).		
10	Provide a Certificate that Equipment / Items must be in compliance with the Technical Requirements / specifications as mentioned at Annex-I		
11	Financial soundness of the company (Minimum 30 Million credit amount). last one year w.e.f. 01-01-2025 to 31st-12-2025/audit report last three (3) years.		
12	Copy of Bid Bond / Earnest Money as specified in the Tender Document must be uploaded with the Technical Proposal. The original bid security shall be submitted physically at DGIP before the bid submission deadline.		
13	The bidder shall submit a minimum of five (05) satisfactory performance certificates/sign off document issued by Government / Semi-Government Departments / Autonomous Bodies for the supply of relevant IT equipment.		
14	Reliability, warranty, and after-sales support certificates relevant to the quoted equipment		
15	Copies of at least three (03) Work Orders/Purchase Orders executed for IT-related supply/installation for Government, Semi-Government, Autonomous Bodies or private institutions.		
16	Annex-I Technical specification		
17	Annexure-II Company evaluation proforma		
18	Annexure-III Submission form		
19	Annexure-IV Technical Compliance sheet to be filled by the bidder		
20	Annexure-V Financial Proposal		
21	Annexure-VI Performance Security		
22	Annexure-VII Integrity Pact		



**ANNEXURE-V
FINANCIAL PROPOSAL**

(Price Schedule / Financial Cost Sheet for Renewal of Netbackup Solution)

Item #	Item / Equipment / Work Description	Quantity	Unit Price (without Tax)	Unit Price with Taxes (mention tax type & %)	Total Price with Taxes
1.					
2.					
3.					
4.					
5.					
Grant Total					

NOTE:-

- i. Vendor shall determine the total bid cost for all items under this lot (NetBackup Renewal).
- ii. Prices must be quoted for all items; partial quoting may lead to disqualification.
- iii. All licenses/subscriptions must be genuine, legally sourced, and compliant with OEM (Veritas) requirements.
- iv. DG I&P reserves the right to increase or decrease quantities as per requirement.

Total Cost (in words) Rs.: _____

Date: _____

Signature of Authorized Person: _____

Name: _____

Company Seal: _____

In the capacity of: _____

Duly authorized by: _____



Important Note:

- No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

Annexure VI

Form of Performance Security

To:

Directorate General Immigration & Passports Headquarters,
Sector G-8/1, Mauve Area,
Islamabad.

Subject:

B/G AND DATE FOR _____ ON BEHALF OF _____ FOR DUE AND
FAITHFUL PERFORMANCE OF CONTRACT NO. _____ DATED _____

Whereas M/s _____ (hereinafter called the Contractor) have requested us to furnish a Bank Guarantee in your favour in the sum of Rs. _____ (Rupees _____ (IN WORDS) as Performance Security against Contract / Agreement No. _____ dated _____ to be concluded between the Contractor and Directorate General Immigration & Passports (hereinafter called the DG I & P).

WE HEREBY AGREE AND UNDERTAKE:

- i. To make an un-conditional payment of Rs. _____ (Rupees _____) to you on demand, without any further question or reference to the Contractor, upon failure of the Contractor to perform the Contract of which you shall be the sole judge.
- ii. To keep this guarantee valid and in full force and effect from this date up to the time of the due and faithful completion of the Contract under reference (the schedule of implementation shall be as described in the Contract and its subsequent amendments) or till _____ whichever date is later. The faithful completion of the Contract by the Contractor shall be intimated by the DG I & P.
- iii. To extend the period of the enforceability of this guarantee if such extension be necessary due to late issuance of Clearance Certificate from Pakistan Customs or desired by you of us. All claims hereunder must be submitted to us on or before the expiry date mentioned in this guarantee or the date mentioned in any extensions issued from time to time, after which this guarantee shall 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 _____, 2026.

Signature: _____

A Signatory Authorized To Sign Contract on
Behalf of Contractor.

Witness: _____

Sworn & Sign before me
This day of2026

By: _____



Annexure VII
INTEGRITY PACT

[the Seller/Supplier] hereby declares its intention not to obtain or induce the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Seller/Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. Paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[the Seller/Supplier] certifies that it has made and shall make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or shall not take any action to circumvent the above declaration, representation or warranty.

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

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

