Standard Bidding Document

Supply of Microsoft Office 365 licenses, Operations Support, and Migration Services
(Goods)

National

Single Stage-Two Envelope

September 10, 2026

Higher Education Commission - HEC (Higher Education Commision (HEC)),Assistant Director
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REQUEST FOR BIDS

PROCUREMENT OF GOODS

1. The **Higher Education Commission - HEC (Higher Education Commision (HEC))** has reserved Funds for the procurement planned for FY **2026-27**. The **Higher Education Commission - HEC (Higher Education Commision (HEC))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**Supply of Microsoft Office 365 licenses, Operations Support, and Migration Services**" with the reference of **"P115171"**

2. The **Higher Education Commission - HEC (Higher Education Commision (HEC))** invites sealed Bids from eligible Bidders for procurement of goods described in the bidding documents on **EPADS v2.0**.

3. **Single Stage-Two Envelope** will be used by adopting **Least Cost Based Selection (LCBS)** Technique for the subject procurement, in line with the Public Procurement Rules, 2004 and any Regulations, Regulatory Guides, Procurement Guidelines or Instructions issued by the Authority from time to time.

4. All Bids must be accompanied by a Bid Security amounting described in Bid Security Section in Bidding Document in the form of or all bids must be accompanied by bid securing declaration in the format specified in the Bidding documents

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **https://epads.gov.pk/opportunities/federal/procurements/115171** for all the interested bidders registered on **EPADS v2.0**. Bidders are required to get themselves registered on **EPADS v2.0** to participate in Bidding process.

6. The e-bids, prepared in accordance with the instructions in the e-Bidding Documents, must be submitted through **EPADS v2.0** on or before **Tuesday, September 29, 2026 11:30 AM**. E-bids will be opened using **EPADS v2.0** on the same day at **Tuesday, September 29, 2026 12:00 PM**. Manual

submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0,** may register themselves on https://vendors.epads.gov.pk/. A tutorial to explain the registration process is available at https://www.youtube.com/watch?v=MNW6T38v7tc

In terms of Rule 48 of Public Procurement Rules, 2004 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and on Authority's website at (www.ppra.org.pk).

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Instructions to Bidders

A. Introduction

1.Scope of Bids

1.1 The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids **through EPADS v2.0** for the provision of Goods for as specified in the BDS and **in Section V – Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. The successful Bidders will be expected to provide the goods within the specified period and timeline(s) as stated in the **BDS**.

2. Source of Funds

2.1 Source of funds is referred in Clause-1 of Invitation for Bids.

3. Eligible Bidders

3.1 A Bidder may be natural person, company or firm or public or semi-public agency of Pakistan or any foreign country**,** or any combination of them with a formal existing agreement (on Judicial Papers) in the form of a joint venture, consortium, or association. In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the Contract in accordance with the terms and conditions of the Contract. The joint venture, consortium, or association shall nominate a Lead Member as nominated in the BDS, who shall have the authority to conduct all business for and on behalf of any and all the members of the joint venture, consortium, or association during the Bidding process, and in case of award of contract, during the execution of the contract.

3.2 Verifiable copy of the agreement that forms a joint venture, consortium or association shall be required to be submitted as part of the Bid.

3.3 The appointment of Lead Member in the joint venture, consortium, or association shall be confirmed by submission of a valid Power of Attorney to the Procuring Agency.

3.4 Any bid submitted by the joint venture, consortium or association shall indicate the part of proposed contract to be performed by each party and each party shall be evaluated (or post qualified if required) with respect to its contribution only, and the responsibilities of each party shall not be substantially altered without prior written approval of the Procuring Agency and in line with any instructions issued by the Authority.

(The limit on the number of members of JV or Consortium or Association may be prescribed in BDS, in accordance with the guidelines issued by the PPRA).

3.5 The invitation for Bids is open to all prospective suppliers, manufacturers, or authorized agents / dealers subject to any provisions of incorporation or licensing by the respective national incorporating agency or statutory body established for that particular trade or business. Procuring agencies shall specify the registration/licensing requirements for the foreign bidders keeping in view the requirement of that business.

3.6 A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:

1. are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consulting services for the preparation of the design, specifications and other documents to be used for the procurement of the Goods to be purchased under this Invitation for Bids.

2. have controlling shareholders in common; or

3. receive or have received any direct or indirect subsidy from any of them; or

4. have the same legal representative for purposes of this Bid; or

5. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bids of another Bidder, or influence the decisions of the Procuring Agency regarding this Bidding process; or

6. Submit more than one Bid in this Bidding process.

3.7 A Bidder may be ineligible if –

1. he is declared bankrupt or, in the case of company or firm, insolvent;

2. payments in favor of the Bidder is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting (in accordance with the national laws) in the total or partial loss of the right to administer and dispose of its property;

3. the Bidder is convicted, by a final judgment, of any offence involving professional conduct;

4. the Bidder is blacklisted locally or by international organizations and hence debarred due to involvement in corrupt and fraudulent practices, or performance failure or due to breach of Bid securing declaration.

3.8 As and when required, bidders shall provide to the Procuring Agency evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.

3.9 Bidders shall submit Bids relating to the nature, conditions and modalities of sub-contracting wherever the sub-contracting of any elements of the contract amounting to more than ten (10) percent of the Bid price is envisaged.

4. Eligible Goods and Related Services

4.1 All goods and related services to be supplied under the contract shall have their origin in eligible source countries, and all expenditures made under the contract will be limited to such goods and services. For purpose of this Bid, ineligible countries are the countries declared ineligible by the Federal Government.

5. One Bid per Bidder

5.1 A bidder shall submit only one Bid, in the same bidding process, either individually as a Bidder or as a member in a joint venture or any similar arrangement.

5.2 The Bidder shall not engage a subcontractor for any portion of the contract if the value of such subcontracting exceeds thirty percent (30%) of the total contract amount.

6. Cost of Bidding

6.1 Any cost incurred by the bidder relating to the preparation and submission of its Bid shall be borne by the bidder, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. Bidding Documents

7. Contents of Bidding Document

7.1 The Goods required, Bidding procedures, and terms and conditions of the contract are prescribed in the Bidding Documents. In addition to the Invitation for Bids, the Bidding documents which should be read in conjunction with any addenda issued in accordance with **ITB 9.1** include:

Section I -Invitation to Bids

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Evaluation Criteria, Specifications, Schedule of Requirements

Section V Bid Forms

Section VI General Conditions of Contract (GCC)

Section VII Special Conditions of Contract (SCC)

Section VIII Contract Forms

7.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding documents. Failure to furnish all the information required in the Bidding documents through **EPADS v2.0** will be at the Bidder's risk and may result in the rejection of his Bids.

8. Clarification of Bidding documents

8.1 A prospective Bidder requiring any clarification of the Bidding documents may notify the Procuring Agency through **EPADS v2.0.**

8.2 The Procuring Agency will within three (3) working days after receiving the request for clarification, respond to any request for clarification through **EPADS v2.0** provided that such request is received not later than three (03) days prior to the deadline for the submission of Bids as prescribed in **ITB 22**

8.3 Copies of the Procuring Agency's response will be forwarded to all identified Prospective Bidders through **EPADS v2.0**, including a description of the inquiry, but without identifying its source.

8.4 Should the Procuring Agency deem it necessary to amend the Bidding document as a result of a clarification, it shall do so following the procedure under **ITB 9.**

8.5 If indicated **in the BDS**, the Bidder's designated representative is invited at the Bidder's cost to attend a pre-Bid meeting at the place, date and time mentioned **in the BDS**. During this pre-Bid meeting, prospective Bidders may request clarification of the schedule of requirement, the Evaluation Criteria or any other aspects of the Bidding document.

8.6 Minutes of the pre-Bid meeting, if applicable, including the text of the questions asked by Bidders, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be uploaded on **EPADS v2.0**. Any modification to the Bidding documents that may become necessary as a result of the pre-Bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to **ITB 9**. Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a Bidder.

9. Amendment of Bidding documents

9.1 Before the deadline for submission of Bids, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder or Pre-Bid meeting may modify the Bidding documents by issuing addenda through **EPADS v2.0**.

9.2 The Procuring Agency shall promptly publish the addendum through **EPADS v2.0**.

9.3 Any addendum issued including the notice of any extension of the deadline shall also be communicated through EPADS v2.0 to all the bidders who have already submitted their bids. Such bidders shall have the right to withdraw their already submitted bid and re-submit the revised bid prior to the original or extended bid submission deadline.

9.4 To give prospective Bidders reasonable time in which to take an addendum/corrigendum into account in preparing their Bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of Bids through **EPADS v2.0**:

Provided that the Procuring Agency shall extend the deadline for submission of Bids, if such an addendum is issued within last three (03) days of the Bids submission deadline.

C. Preparation of Bids

10. Language of Bid

10.1 The Bid prepared by the bidder, as well as all correspondence and documents relating to the Bids exchanged by the Bidder and the Procuring Agency shall be written in the English language unless otherwise specified in the BDS**.** Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in the English language unless otherwise specified in the **BDS**, in which case, for purposes of interpretation of the Bidder, the translation shall govern.

11. Documents and samples Constituting the Bid

11.1 The Bid prepared by the Bidder shall constitute thedocuments required in the **BDS**.

Details of sample(s) where applicable and requested in the BDS.

1. Documentary evidence established in accordance with ITB that the Bidder is eligible and/or qualified for the subject bidding process;

2. Documentary evidence establish that the Bidder has been authorized by the manufacturer to deliver the goods into Pakistan, where required and where the supplier is not the manufacturer of those goods;

3. Documentary evidence establish that the goods and related services to be supplied by the Bidder are eligible goods and services, and conform to the Bidding Documents;

4. Bid security or Bid Securing Declaration furnished in accordance with **ITB 18.**

12. Documents Establishing Eligibility of the Goods and Conformity to Bidding documents

12.1 To establish the conformity of the bidder to the Bidding document, the Bidder shall furnish as part of its Bids the documentary evidence that Goods provided conform to the technical specifications and standards.

13. Documents Establishing Eligibility and Qualification of the Bidder

13.1 The Bidder shall furnish, as part of itsBid, all those documents establishing the Bidder’s eligibility to participate in the Bidding process and/or its qualification to perform the contract if its Bid is accepted.

14. Form of Bids

14.1 The Bidder shall fill the Form of Bid furnished in the Bidding documents.The Bids Form must be completed without any alterations to its format and no substitute shall be accepted.

15. Bids Prices

15.1 The Bids Prices quoted by the Bidder in the Form of Bid and in the Price Schedules shall conform to the requirements specified below or exclusively mentioned hereafter in the Bidding documents.

15.2 All items in the Schedule of Requirement must be listed and priced separately in the Price Schedule(s). If a Price Schedule shows items listed but not priced and neither explicitly denied, their prices shall be construed to be included in the prices of other items.

15.3 Items not listed in the Price Schedule shall be assumed not to be included in the Bid, and provided that the Bid is still substantially responsive in their absence or due to their nominal nature, the corresponding average price of the respective item(s) of the remaining substantially responsive Bidder(s) shall be construed to be the price of those missing item(s)

15.4 The Bid price to be quoted in the Form of Bid in accordance with **ITB 14.1** shall be the total price of the Bid.

15.5 The Bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total Bid price of the Goods it proposes to provide under the contract.

15.6 Prices quoted by the Bidder shall be fixed during the Bidder’s performance of the contract and not subject to variation on any account. A Bid submitted with an adjustable price will be treated as non-responsive and shall be rejected.

16. Bids Currencies

16.1 Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS in accordance with Rule 30 (2) of the Public Procurement Rules, 2004.

17. Bids Validity Period

17.1 Bids shall remain valid for the period specified in the **BDS** after the Bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive**.** The period of Bid validity will be determined from the complementary Bid securing instrument, i.e. the expiry period of Bid Security or Bids Securing Declaration as the case may be.

17.2 The procuring agency shall ordinarily be under an obligation to process and evaluate the bid and to issue letter of award within the stipulated bid validity period.

17.3 Under exceptional circumstances, prior to the expiration of the initial Bid validity period, the Procuring Agency may request the Bidders' consent to an extension of the period of validity of their Bids only once through **EPADS v2.0**, for the period not more than the period of initial bid validity. The Bid Security provided under **ITB 18** shall also be suitably extended. A Bidder may refuse the request without forfeiting its Bid security or causing to be executed its Bid Securing Declaration. A Bidder agreeing to the request will not be required nor permitted to modify its Bid, but will be required to extend the validity of its Bid Security or Bid Securing Declaration for the period of the extension.

18. Bid Security or Bid Securing Declaration

18.1 The Bidder shall furnish as part of its Bid, a Bid Security in accordance with Rule 25 of the Public Procurement Rules, 2004.

18.2 The original Bid Security shall be enclosed within the sealed envelope and to be submitted physically before closing time for submission of bids. Whereas, scanned copy of bid security shall be uploaded electronically through EPADS v2.0 before closing hours for submission of bids.

18.3 The Bidder who failed to submit the original Bids security before the submission deadline shall be disqualified straightaway.

18.4 The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to **ITB 18.7.**

18.5 The Bid Security shall be denominated in the local currency, and it shall be a Bank Draft in the name of the Procuring Agency and valid for twenty-eight (28) days beyond the end of the validity of the Bid. This shall also apply if the period for Bids/Bid Validity is extended. In either case, the form must include the complete name of the Bidder.

18.6 The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in **ITB 18** are invoked.

18.7 Unsuccessful Bidders' Bid Security will be discharged or returned as promptly as possible, however in no case later than thirty (30) days after the expiration of the period of Bids Validity prescribed by the Procuring Agency pursuant to **ITB 17**. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, after whichever of the following that occurs earliest:

a. the expiry of the Bid Security;

b. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the Bid documents;

c. the rejection by the Procuring Agency of all Bids;

d. the withdrawal of the Bids prior to the deadline for the submission of Bids, unless the Bids documents stipulate that no such withdrawal is permitted.

18.8 The successful Bidder's Bids Security will be discharged upon the Bidder signing the contract**,** or furnishing the Performance Guarantee.

18.9 The Bid Security may be forfeited or the Bid Securing Declaration executed:

a. if a Bidder:

b. withdraws its Bid during the period of Bid Validity as specified by the Procuring Agency, and referred by the Bidder on the Form of Bids except as provided for in **ITB 17.2**; or

c. does not accept the correction of errors**;** or

d. in the case of a successful Bidder, if the Bidder fails:

e. to sign the contract; or

f. to furnish Performance Guarantee**.**

19. Withdrawal, Substitution, and Modification of Bid

19.1 Before Bid submission deadline, any Bidder may withdraw, substitute, or modify its Bid after it has been submitted through EPADS v2.0. Bids requested to be withdrawn, shall be returned unopened to the Bidders through **EPADS v2.0**.

20. Format and Signing of Bid

20.1 The Bidder shall prepare and submit Bids with due diligence after carefully reading all the terms and condition **before bid submission deadline** through EPADS v2.0.

D. Submission of Bids

21. Submission of Bids through EPADS v2.0

21.1 The Technical and Financial Bids if required to submitted, shall be submitted on **EPADS v2.0**.

22. Deadline for Submission of Bids

22.1 Bids shall be received by the Procuring Agency through **EPADS v2.0** before bid submission deadline.

22.2 The Procuring Agency may, under exceptional circumstances, extend the deadline for the submission of Bids, after recording reasons in writing and in an equal opportunity manner.

In such case, all rights and obligations of the Procuring Agency and the Bidders that were previously governed by the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

23. Opening of Bids

23.1 The Bid Evaluation Committee of the Procuring Agency shall open all Bids through the EPADS v2.0, on the date and time specified in the Bid Data Sheet (BDS).

23.2 The Bid Evaluation Committee **shall generate minutes through EPADS v2.0 containing brief details of bid opening process.** The record of the Bid opening shall include, as a minimum: the name of the Bidder, the Bid price if applicable, and the presence or absence of a Bid Security or Bid Securing Declaration.

23.3 The procuring agency shall live broadcast the opening of bids on national media or on their website or digital channels, if the volume of procurement exceeds five hundred million rupees in case of goods and services and one thousand million rupees in case of works.

23.4 In case the date of opening of bid has been declared as public holiday or the procuring agency fail to open bid due to any EPADS v2.0 related issues, the submission and opening of bids shall be shifted to the next working day on the same time.

23.5 In case of Single Stage One Envelope Procedure, the Bidders names, the Bid prices, the total amount of each Bid and, the presence or absence of Bid Security, Bid Securing Declaration and such other details as the Procuring Agency may consider appropriate, will be announced by the Bid Evaluation Committee.

24. Clarification of Bids

24.1 To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its Bid including breakdown of prices.

24.2 The request for clarification and the response shall be sought through EPADS v2.0 before **three days prior to the deadline for submission of bids.** No change in the prices or substance of the Bids shall be sought, offered, or permitted.

24.3 The alteration or modification in the BIDS which in any way affect the following parameters will be considered as a change in the substance of a Bids:

1. evaluation & qualification criteria;
2. required scope of work or specifications;
3. all securities requirements;
4. tax requirements;

5. terms and conditions of Bidding documents.

6. change in the ranking of the Bidder

24.4 From the time of Bids opening to the time of Contract award if any Bidder wishes to contact the Procuring Agency on any matter related to the Bids it should do so through **EPADS v2.0**.

25. Preliminary Examination of Bids

25.1 Prior to the detailed evaluation of Bids, the Procuring Agency will determine whether each Bid:

1. meets the eligibility criteria defined in **ITB 3**;
2. has been prepared as per the format and contents defined by the Procuring Agency in the Bidding documents;
3. is accompanied by the required securities; and
4. is substantially responsive to the requirements of the Bidding documents.

25.2 The Procuring Agency's determination of a Bid's responsiveness will be based on the contents of the Bid itself.

25.3 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the Bidding documents, without material deviation or reservation. A material deviation or reservation is one that: -

1. affects in any substantial way the scope, quality, or performance of the Goods;
2. limits in any substantial way, inconsistent with the Bidding documents, the Procuring Agency's rights or the Bidders obligations under the Contract; or
3. if rectified, would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

25.3 If a Bids is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be evaluated for complete technical responsiveness.

26. Examination of Terms and Conditions; Technical Evaluation

26.1 The Procuring Agency shall examine the Bids to confirm that all terms and conditions specified in the **GCC** and the **SCC** have been accepted by the Bidder without any material deviation or reservation.

26.2 The Procuring Agency shall evaluate the technical aspects of the Bids submitted, to confirm that all requirements specified in Schedule of Requirements and Technical Specifications of the Bidding documents have been met without material deviation or reservation.

26.3 If after the examination of the terms and conditions and the technical evaluation, the Procuring Agency determines that the Bid is not substantially responsive in accordance with **ITB 25.2,** it shall reject the Bid.

27. Correction of Errors

27.1 Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the Procuring Agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Bids, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

27.2 The amount stated in the Bid will, be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, its Bid will then be rejected, and the Bid Security may be forfeited or the Bids Securing Declaration may be executed.

28. Conversion to Single Currency

28.1 To facilitate evaluation and comparison, the Procuring Agency will convert all Bids prices expressed in the amounts in various currencies in which the Bids prices are payable. For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents. The rate of exchange shall be the selling rate prevailing on the date of opening of financial bids specified in the bidding documents, in accordance with weighted average customer exchange rates list issued by the State Bank of Pakistan on that day.

29. Evaluation of Bids

29.1 The Bids, quotations, or proposals shall be evaluated by the respective evaluation committees as per evaluation criteria described in the Bidding Documents in accordance with Rule 29 and 30 of the Public Procurement Rules, 2004.

1. Least Cost Based Selection (LCBS)

After meeting the requirements of eligibility, qualification and substantial responsiveness, the bid in compliance with all the mandatory (technical) specifications/requirements and/or requisite quality threshold (if any), and having lowest evaluated cost (or financial proposal) shall be considered Successful Bid.

2. Quality and Cost Based Selection (QCBS)

In such combination, there shall be some specific weightage of both the technical features and financial aspects of the proposal. The financial marks shall be awarded on the basis of inverse proportion calculations. The successful bid shall be declared, on the basis of combined evaluation.

3. Quality Based Selection (QBS)

Atter meeting the requirements of eligibility, qualification and substantial responsiveness the bid in compliance with all the mandatory (technical) specifications/requirements and attaining highest marks in the Technical Evaluation considering all other qualitative and/or quantitative parameters (or point rated criteria) for technical proposal(s) such as working methodology, implementation plan, resource allocation, additional functionalities, risk management approach, knowledge transfer techniques, post implementation methodology etc. shall be treated as highest ranked bid. Later on, the financial proposal of highest ranked bidder shall be opened, however, in case of failure to proceed further with such a bidder, the procuring agency may resort to second highest bidder and so on.

29.2 In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS v2.0. However, in no case the rates shall be higher than the original financial bids.

30. Domestic Preference

30.1 The procuring agency shall evaluate and compare bids, allow for preference to domestic bidders, while competing with the international bidders in accordance with the policies of Federal Government.

The percentage of preference, to be accorded shall be clearly mentioned in the bidding documents under the bid evaluation criteria.

31. Determination of Successful Bid

31.1 Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the BDS or prescribed in the separate section titled as Evaluation Criteria.

31.2 In case where the Procuring Agency adopts the Cost Based Evaluation Technique and, the Bid with the lowest evaluated price from amongst those which are eligible, compliant and substantially responsive shall be the Successful Bid.

31.3 The Procuring Agency may adopt the Quality & Cost Based Selection Technique due to the following two reasons:

1. Where the Procuring Agency knows about the main features, usage and output of the products; however not clear about the complete features, technical specifications and functionalities of the goods to be procured and requires the bidders to submit their proposals defining those features, specifications and functionalities; or

2. Where the Procuring Agency, in addition to the mandatory requirements and mandatory technical specifications, requires parameters specified in Evaluation Criteria to be evaluated while determining the quality of the goods.

31.4 In such cases, the Procuring Agency may allocate certain weightage to these factors as a part of Evaluation Criteria, and may determine the ranking of the bidders on the basis of combined evaluation in accordance with provisions of Rule 2(1)(h) of the Public Procurement Rules, 2004.

32. Abnormally Low Financial Bids

32.1Where the Bid price is considered to be abnormally low, the Procuring Agency shall perform price analysis either during determination of Successful Bids or as a part of the post-qualification process.

32.2 The Procuring Agency may reject an Abnormally low financial bids.

32.3 In order to identify the Abnormally Low Bids (ALB) following approaches can be considered to minimize the scope of subjectivity:

1. Comparing the Bids price with the cost estimate;
2. Comparing the Bids price with the Bids offered by other Bidders submitting substantially responsive Bids; and
3. Comparing the Bids price with prices paid in similar contracts in the recent past either government- or development partner-funded.

32.4 The Procuring Agency will determine to its satisfaction whether the Bidder that is selected as having submitted the successful bid is qualified to perform the contract satisfactorily.

32.5 The determination will take into account the Bidder's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Procuring Agency deems necessary and appropriate. Factors not included in these Bidding documents shall not be used in the evaluation of the Bidders' qualifications.

32.6 Procuring Agency may seek "Certificate for Independent Price Determination" from the Bidder and the results of reference checks may be used in determining an award of contract.

Explanation: The Certificate shall be furnished by the Bidder. The Bidder shall certify that the price is determined keeping in view of all the essential aspects such as raw material, its processing, value addition, optimization of resources due to economy of scale, transportation, insurance and margin of profit etc.

32.7 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's Bids, in which event the Procuring Agency will proceed to the next ranked Bidder to make a similar determination of that Bidder's capabilities to perform satisfactorily.

F. Award of Contract

33. Criteria of Award

33.1 The Procuring Agency will award the Contract to the Bidder whose Bids has been determined to be substantially responsive to the Bidding documents and who has been declared as Most Advantageous Bidder.

34. Negotiations

34.1 The procuring agency shall not engage in negotiations with respect to scope and price with the bidder except when the procuring agency conducts a procurement using direct **or negotiated** contracting or a request for proposals with evaluation based on quality alone.

34.2 The procuring agency may negotiate with the most advantageous bid with a view to streamline the work or task execution, at the time of contract finalization on methodology, work plan, staffing, finalizing payment arrangements, delivery arrangements, minor amendments to the special conditions of the contract.

35. Procuring Agency Right to reject all bids

35.1 The Procuring Agency reserves the right to reject all bids or proposals at any time prior to the issuance of the Letter of Award, without incurring any liability, in accordance with Rule 33 of the Public Procurement Rules, 2004.

36. Procuring Agency's Right to Vary Quantities at the Time of Award

36.1 The Procuring Agency reserves the right at the time of contract award to increase or decrease the **quantity of** Goods originally specified in these Bidding documents provided this does not exceed **by** 15%, without any change in unit price or other terms and conditions of the Bids and Bidding documents.

37. Notification of Award

37.1 Prior to the award of contract, the procuring agency shall announce and publish the result of bid evaluation on **EPADS v2.0** in accordance with Rule 35 of the Public Procurement Rules, 2004.

37.2 The Bidder whose Bids has been accepted will be notified of the award by the Procuring Agency prior to expiration of the Bids/Bid Validity period. The Letter of Award will state the sum that the Procuring Agency will pay the successful Bidder in consideration for the delivery of Goods as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

37.3 The Letter of award will constitute the formation of the Contract, subject to the Bidder furnishing the Performance Guarantee and signing of the contract.

38. Signing of Contract

38.1 Promptly after issuance of Letter of award, Procuring Agency shall send the successful Bidder the draft Contract, incorporating all terms and conditions as agreed by the parties to the contract.

38.2 Immediately after the Redressal of grievance by the GRC (if any), mandatory standstill period in accordance with Rule 35 of the Public Procurement Rules, 2004 and **after fulfillment of all condition's precedent** of the Contract Form, the successful Bidder and the Procuring Agency shall sign the Contract.

39. Corrupt & Fraudulent Practices

39.1 Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

F. Grievance Redressal & Complaint Review Mechanism

40. Constitution of Grievance Redressal

40.1 The Grievance Redressal Committee shall address the grievance, if any submitted by any party, including the bidder, in accordance with Rule 48 of the Public Procurement Rules, 2004 to be read with Redressal of Grievances Regulations, 2021.

40.2 In case if any party or the bidder is not satisfied with the decision of the GRC or if it fails to decide within ten days, the bidder or the party may file an appeal before the Appellate Committee of the Authority in accordance with Rule 48 of the Public Procurement Rules, 2004 to be read with Redressal of Grievances Regulations, 2021.

G. Mechanism of Blacklisting

41. Mechanism of Blacklisting

41.1 The Procuring Agency shall initiate blacklisting proceedings against any bidder, supplier, or contractor in accordance with the Mechanism for Blacklisting Regulations, 2024, read with Rule 19 of the Public Procurement Rules, 2004.

41.2 The blacklisted/debarred bidder may file the review petition before the Authority in accordance with Rule 19 of the Public Procurement Rules, 2004 to be read with Procedure of filing and disposal of Review Petitions Regulations, 2021.

Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number
ITB Number
Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1
ITB Number 1.1

Name of Procuring Agency: **Higher Education Commission - HEC (Higher Education Commision (HEC))**

The subject of procurement is: **Supply of Microsoft Office 365 licenses, Operations Support, and Migration Services**

Expected commencement date: **Friday, October 30, 2026**

BDS Clause Number 2
ITB Number 2.1

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P115171**

BDS Clause Number 3
ITB Clause Number 3.1

JV/Consortium or Association Allowed: **No**
Number of JV/Consortium Members: **Nil**
see section of eligibility criteria.

B. Bidding Documents

BDS Clause Number 4
ITB Number 8.1

The Bidders may seek clarifications through **EPADS v2.0** : Clarification Date: Wednesday, September 23, 2026
Pre-Bid Meeting: Thursday, September 17, 2026 11:00 AM
Venue: PERN Secretariat, New Datacenter, HEC H-9, Islamabad
Meeting Link: https://us04web.zoom.us/j/77839203582?pwd=B3e4ovNboe7NgnZEsew9T3m1DYNuKD.1

C. Preparation of Bids

BDS Clause Number 5
ITB Number 10.1

The Language of all correspondences and documents related to the Bids shall be in: **English**

List of documents required along with the bid:

1. The bidder must provide evidence of at least five(05) active SLA or Software Subscription contracts involving large-scale, multi-tenant Microsoft Cloud environments. Each submitted contract/PO must have a minimum value equivalent to USD 1.5 Million (or equivalent PKR). Copies of contracts/POs along with client references must be attached.

2. The Bidder must be a valid Microsoft Authorized Licensing Solution Partner (LSP) holding relevant advanced specializations and certifications for Modern Workplace and Security. Crucially, the Bidder must possess verified authorization and active standing from Microsoft to provision, execute, and support licenses specifically under the Microsoft Enrollment for Education Solutions (EES) framework.

3. Average Annual Financial Turnover of at least PKR 1,000 Million in the domain of Cloud Services, Microsoft Licensing, or General ICT over the last three financial years (2022-23, 2023-24, 2024-25).

BDS Clause Number 6
ITB Number 11.1
Items/Lots and threre related documents:
See section items and Lots

BDS Clause Number 7
ITB Number 12.1

Items / Lots Specifications:

see section of items specifications.

BDS Clause Number 8
ITB Number 15.6

The price shall be **Fixed**.

BDS Clause Number 9
ITB Number 16.1

Currency of the Bids shall be : **PKR**

BDS Clause Number 10
ITB Number 17.1

The Bids/Bid Validity period shall be: **120 Days**

BDS Clause Number 11
ITB Number 18.1

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given in **BDS 6**
The Bid Security shall be in the form of:

D. Submission of Bids

BDS Clause Number 12
ITB Number 20.1

Bid shall be submitted online on EPADS v2.0 whereas hard copy of the bid security should be submitted to the following;

H-9, Islamabad Capital Territory before bid submission deadline.

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Tuesday, September 29, 2026 11:30 AM**

E. Opening and Evaluation of Bids

BDS Clause Number 13
ITB Number 23.1

The Bids opening shall take place on **EPADS v2.0**.

Day : ***Tuesday***

Date: ***Tuesday, September 29, 2026***

Time : ***12:00 PM***

BDS Clause Number 14
ITB Number 31.1

Selection technique adopted will be: **Least Cost Based Selection (LCBS)**
see Evaluation Criteria

F. Review of Procurement Decisions

BDS Clause Number 15
ITB Number 41.1

Grievence against this procurement shall be submitted online on EPADS v2.0.

Arbitrator shall be appointed by mutual consent of the both parties.

Eligibility Criteria

Bidder's Type	Required Registration
Sole Proprietorship	FBR (NTN)
Partnership Firm	FBR (GSTN)
Company (Private Limited)	SECP
Company (Public Limited)	
Company (Holding Company)	
Company (Limited by Guarantee)	
State Owned Enterprise (Private Limited)	
State Owned Enterprise (Public Limited)	

Evaluation Criteria

Eligibile bidder(s) with substantially responsive bid(s) offering **Least Cost Based Selection (LCBS)** shall be consider for the award of contract(s).

Least Cost Based Selection (LCBS)

Weightage

Technical Evaluation %
100

Technical Marks	100
Passing Marks	70
Technical Evaluation – 100 Marks (Qualifying Marks: 70)	

Experience of the Firm: Proven track record in deployment, licensing, and managed operations of Microsoft Cloud / Enterprise ICT projects in Public, Corporate, or Education sectors. 2 Marks per Project (Max 10 Marks) Projects must be valued at PKR 100 million or above and completed within the last 5 years Copies of Contracts, Purchase Orders, and Completion Certificates. (Quantitative)(Doc Required) Company with 5 or more similar projects **(10)** Company with 4 similar Projects **(8)** Company with 3 similar Projects **(6)** Company with 2 similar Projects **(4)** Company with a single similar project **(2)**	10
Bidder Financial Strength Assessment of average annual financial turnover over the last three financial years (2022-23, 2023-24, 2024-25). (Average Annual Turnover of Bidder Under Consideration. 1-1.5 Billion = 2 marks. > 1.5 -2 Billion = 3 marks. > 2 billion =5 marks. (Quantitative)(Doc Required) The average annual turnover of the Bidder for the last three years is > 2 billion PKR **(5)** The average annual turnover of the Bidder for the last three years is > 1.5 -2 Billion **(3)** The average annual turnover of the Bidder for the last three years is from 1-1.5 Billion **(2)**	5
Technical Staff Capability Availability of qualified technical and project management staff relevant to the proposed Microsoft 365 solution. 1. Project Manager (Cloud/M365 Experience) 2. M365 Solution Architect (Certified Ent. Admin Expert) 3. L2 Support Engineer (Certified Messaging/Security) 4. Migration Specialist (Tenant-to-Tenant Exp.) 5. L1 Helpdesk Lead (Service Desk Exp.) 2 Marks per Resource. Attach valid CVs and Microsoft Certifications of nominated resources. (Qualitative)(Doc Required)	10

Service Transition & Onboarding Timeline: Ability to ensure service continuity and rapid activation. (Quantitative)(Doc Required) Time to Go-Live (X): X ≤ 2 Weeks **(5)** Time to Go-Live (X): X > 2 weeks and = 4 weeks **(3)** Time to Go-Live (X): X >4 weeks and = 6 weeks **(2)** Time to Go-Live (X): X > 6 weeks and =8 weeks **(1)**	5
Technical Strategy & Methodology (70 Marks)	

The technical evaluation will be based on the quality, depth, and HEC-specific relevance of the Technical Methodology Statement submitted by the bidder. Bidders must provide a detailed approach for each of the following five (5) strategic pillars. Scoring Guidelines The evaluation committee will assign marks based on the following criteria for each pillar: • Exceptional (85% - 100% Marks): Highly detailed plan, includes HEC-specific diagrams and clear risk mitigation. • Compliant (50% - 84% Marks): Standard professional methodology. Clear and logical, but lacks specific tailoring to the HEC/PERN environment. • Deficient (0% - 49% Marks): Generic "copy-paste" from manuals, vague descriptions, or failure to address the core requirement. Infrastructure, Delegation & Platform Upgrade Plan: Methodology for migrating PERN AD Forest from Windows Server 2012 R2 to the latest stable version with zero service disruption, deploying an Enterprise Active Directory delegation tool (Adaxes or equivalent) for university OU administration, upgrading Microsoft Entra Connect sync servers, executing website migration from SharePoint Server 2019 to SharePoint Server Subscription Edition (SE), and enabling modern authentication for HEC on-premises exchange server 2019. (Qualitative)(Doc Required) Detailed technical SOP, roll-back plans, and high-availability design (Min mark : 12 and Max mark: 15) **(15)** General implementation plan. (Min mark 7 and max mark : 11) **(11)** Poor / generic / no detail (Min mark :0 and max mark: 6) **(6)**	15
Tenant Separation & Migration Plan Strategy for Tenant-to-Tenant migration (Mail, OneDrive, Teams, SharePoint) using automated tools. (Qualitative)(Doc Required) Automated tooling architecture, defined milestone SLAs, and proven capacity for concurrent tenant migrations (Min mark 12 and max mark: 15) **(15)** Manual / semi-automated migration approach. (Min mark 7 and Max mark 11) **(11)** Vague or deficient methodology (Min mark 0 and Max mark 6) **(6)**	15

Security & Identity Governance Configuration plan for Conditional Access, MFA, and securing Administrative accounts (RBAC). (Qualitative)(Doc Required) Strong policy baseline. (Min mark 6 and max mark 10) **(10)** Basic features only (Min mark 0 and max mark 6) **(6)**	10
Managed Support & SLA Delivery Operations plan for 24/7/365 L1/L2/L3 support, 30-minute critical response SLA, and dedicated pool management of Premium Support Hours (Qualitative)(Doc Required) Clear team structure (Min mark 6 and max mark 10) **(10)** Vague helpdesk plan (Min mark 0 and max mark 6) **(6)**	10
ETA Coordination, Adoption & Global Programs Execution 5-Year Plan for managing local Microsoft events like Imagine Cup, Roadshows, Certifications, and University workshops. Comprehensive 5-year execution strategy aligned with the national theme "AI for Research and Research for AI". (Qualitative)(Doc Required) Evaluation based on the 6 standard ETA parameters (20 Marks total): 1. Understanding of ETA & National Theme (20% = 4.0 M) 2. Annual Activity Calendar & Regional Coverage (25% = 5.0 M) 3. Team Composition & Microsoft Participation (20% = 4.0 M) 4. Digital Presence & ETA Portal Platform (15% = 3.0 M) 5. Innovation, Certifications & Imagine Cup (10% = 2.0 M) 6. Monitoring, Reporting & Impact KPIs (10% = 2.0 M) **(20)**	20

Items/Lots

Items Without Lots :

Item	UNSPSC	Delivery Schedule	Quantity	Bid Security	Manufacturer / Dealer Authorization	Warranty
M365 A3 Unified Edu Sub Per User	Computer software licensing service	**Address:** H-9, Islamabad Capital Territory **Schedule:** 27 Days **Quantity:** 65000/Qty	65000/Qty	1800000 PKR	Manufacturer Authorization form	5 Years
Additional Products	Computer software licensing service	**Address:** H-9, Islamabad Capital Territory **Schedule:** 27 Days **Quantity:** 6314/Qty	6314/Qty	1000000 PKR	Manufacturer Authorization form	5 Years
On-Demand University Migration Service Tiers	Human resources consulting service	**Address:** H-9, Islamabad Capital Territory **Schedule:** 27 Days **Quantity:** 3001/Qty	3001/Qty	100000 PKR	Manufacturer Authorization form	5 Years
Dedicated Premium Expert Support Hours Pool	Temporary human resources services	**Address:** H-9, Islamabad Capital Territory **Schedule:** 27 Days **Quantity:** 600/hr	600/hr	100000 PKR	Manufacturer Authorization form	5 Years

Related Services of Goods:

Yes

Item	UNSPSC	Related Services
M365 A3 Unified Edu Sub Per User	Computer software licensing service	Operations, Configurations & Migration Support
Additional Products	Computer software licensing service	Operations, Configurations & Migration Support
On-Demand University Migration Service Tiers	Human resources consulting service	Operations, Configurations & Migration Support
Dedicated Premium Expert Support Hours Pool	Temporary human resources services	Operations, Configurations & Migration Support

Items/Lot Specification

Items Without Lots :

Item: M365 A3 Unified Edu Sub Per User

UNSPSC: Computer software licensing service

Specifications / Requirementsss:

Part Number	Description	Quantity
Enterprise Products		
AAD-38391	M365 A3 Unified Edu Sub Per User	65000
	Microsoft 365 A3 for students use benefit	1:25 of 65K
	All 65,000 M365 A3 Faculty/Staff licenses must include full Student Use Benefit (SUB) entitlement (at the ratio of up to 1:25) to provide students across all participating HEIs with eligible Microsoft 365 student licenses at no additional licensing fee.	

Item: Additional Products

UNSPSC: Computer software licensing service

Specifications / Requirementsss:

Part Number	Description	Quantity
AAU-89322	Microsoft 365 Copilot EDU Add-on	400
7NQ-00302	SQL Server Standard Core ALng LSA 2L	5
9EN-00494	System Center Standard Core ALng LSA 2L	1
9EM-00562	Win Server Standard Core ALng LSA 2L	3,000
6QK-00001	Azure prepayment	269
W76-00001	Defender O365 P1 Edu Sub Per User	65
D75-01979	Defender O365 P1 Edu Sub Per User	1
QLU-00002	Defender Endpoint P2 Edu Sub Per User	5
9EP-00037	System Center DC Core ALng LSA 2L	2
9EA-00039	Win Server DC Core ALng LSA 2L	1
6VC-01251	Win Remote Desktop Services CAL ALng LSA DCAL	23
H21-00419	Project Server CAL ALng LSA Device CAL	1
H22-00479	Project Server ALng LSA	1
D87-01057	Visio Professional ALng LSA	4
P4U-00001	Visio P2 Edu Sub Per User	24
NK5-00001	Power BI Pro Edu Sub Per User	424
B1B-00007	Power BI Premium USL Edu a Sub Per User	40

Part Number	Description	Quantity
MTN-00001	D365 Team Members Edu Sub Per User	1,627
GHL-00001	D365 Operations Activity Edu Sub Per User	182
SFW-00001	D365 Finance Edu Sub Per User	150
S3R-00001	D365 Supply Chain Management Edu Sub Per User	40
SAN-00001	D365 SCM Attach Edu Sub to D365 Base SKU Per User	20
DEG-00003	D365 Customer Service Edu Sub Per User	2
UUG-00001	D365 Human Resources Edu Sub Per User	8
DGU-00003	D365 Sales Edu Sub Per User	11
8UH-00001	D365 Customer Insights Edu Sub	1
77D-00110	Visual Studio Pro MSDN ALng LSA	5
7MA-00001	Planner & Project P3 Edu Sub Per User	2

Item: On-Demand University Migration Service Tiers

UNSPSC: Human resources consulting service

Specifications / Requirementsss:

Service Tier	User Bracket	Locked-In Unit Rate (PKR/User)
Tier 1	1 – 500 Users	

Service Tier	User Bracket	Locked-In Unit Rate (PKR/User)
Tier 2	501 – 1,500 Users	
Tier 3	1,501 – 3,000 Users	
Tier 4	Above 3,000 Users	
Offboarding	PST/IMAP Data Export Service	

Item: Dedicated Premium Expert Support Hours Pool

UNSPSC: Temporary human resources services

Specifications / Requirementsss:

Title	Description
Additional Expert Support Rate (beyond baseline 200 hrs/yr)	[Bidder to quote PKR/Hour]

Price Schedule

For Individual Items

#	Item Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		

General Conditions of Contract

A. General

1. Definitions

1.1 Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

a. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

b. “Procuring Agency” means:-

 a. any Ministry, Division, Department or any Office of the Government;

 b. any authority, corporation, body or organization established by or under a Law or which is owned or controlled by the Government;.

c. “The Contract” means an agreement enforceable by law;

d. “The Contract Price” means the price payable to the Bidder under the Contract for the full and proper performance of its contractual obligations;

e. “Ancillary Services” means those services ancillary to the provision of Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Bidder covered under the Contract;

f. “GCC” means the General Conditions of Contract contained in this section;

g. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

h. **“**Day” means calendar day unless indicated otherwise.

i. “Effective Date” means the date on which this Contract comes into force and effect.

j. The Bidder” means the individual or corporate body whose Bids to provide the Goods has been accepted by the Procuring Agency;

k. “The Project Site,” where applicable, means the place or places named in Bids Data Sheet and technical Specifications;

l. “Government” means the Government of Pakistan;

m. “Subcontractor” means any entity to which the Bidder subcontracts any part of the Goods.

n. "Service" means any object of procurement other than goods or works;

o. “Party” means the Procuring Agency or the Bidder, as the case may be, and “Parties” means both of them;

p. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

q. “Completion Date” means the date of completion of the contract by the Bidder as certified by the Procuring Agency;

r. “In Writing” means communicated in written form with proof of receipt;

s. “Local Currency” means the currency of Pakistan;

2. Application and Interpretation

2.1 These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.

2.2 In interpreting these Conditions of Contract headings and marginal notes are used for convenience only and shall not affect their interpretations unless specifically stated; references to singular include the plural and vice versa; and masculine include the feminine. Words have their ordinary meaning under the language of the Contract unless specifically defined.

3. Applicable Law

3.1 The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

4. Governing Language

4.1 The Contract as well as all correspondence and documents relating to the Contract exchanged between the Bidder and the Procuring Agency, shall be written in the **English language** unless otherwise stated in the **SCC**. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

5. Notices

5.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the **SCC**.

6. Delivery/Location

6.1 The Goods shall be delivered to such locations as the Procuring Agency may approve and as specified in SCC.

7. Authorized Representatives / Authority of Member in charge

7.1 Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Bidder may be taken or executed by the officials specified in the **SCC**.

B. Commencement, Completion, Modification, and Termination of Contract

8. Effectiveness of Contract

8.1 This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the SCC.

9. Commencement of Services

9.1 The Bidder shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.

10. Program

10.1 Before commencement of the Services, the Bidder shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

11. Starting Date/Expiration Date

11.1 The Bidder shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the **SCC.**

11.2 Unless terminated earlier pursuant to Clause **GCC 15** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.

12. Entire Agreement

12.1 This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

13. Modification

13.1 Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any Bids for modification or variation made by the other Party.

13.2 In cases of any modifications or variations, the prior written consent of the Procuring Agency is required.

14. Force Majeure

14.1 Definition

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

14.2 No Breach of Contract

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

14.3 Extension of Time

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

14.4 Payments

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Bidder shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

15. Termination

15.1 By the Procuring Agency

The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Bidder in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e);

a. If the Bidder fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

b. If the Bidder becomes (or, if the Bidder consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;

c. If the Bidder fails to comply with any final decision reached as a result of arbitration proceedings;

d. If, as the result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

e. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

15.2 By the Bidder

The Bidder may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

a. If the Procuring Agency fails to pay any money due to the Bidder pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Bidder that such payment is overdue.

b. If, as the result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days.

c. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration.

d. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Bidder's notice specifying such breach.

C. Obligations of the Bidder

16. General

16.1 Standard of Performance

1. The Bidder shall deliver the product and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Bidder shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties.

16.2 Law Applicable to Goods

The Bidder shall deliver the goods in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-Bidders, comply with the Applicable Law.

17. Conflict of Interests

17.1 Bidder Not to Benefit from Commissions and Discounts.

The remuneration of the Bidder shall constitute the Bidder's sole remuneration in connection with this Contract or the Services, and the Bidder shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Bidder shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

17.2 Bidder and Affiliates Not to be Otherwise Interested in Project

The Bidder agree that, during the term of this Contract and after its termination, the Bidder and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Goods for any project resulting from or closely related to the Services.

17.3 Prohibition of Conflicting Activities

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

a. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;

b. during the term of this Contract, neither the Bidder nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

18. Confidentiality

18.1 Except with the prior written consent of the Procuring Agency, the Bidder and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.

19. Insurance to be Taken Out by the Bidder

19.1 The Bidder(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, loss or damage, and for the coverage, as shall be specified in the SCC; and (b) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums have been paid.

20. Bidder's Actions Requiring Procuring Agency's Prior Approval

20.1 The Bidder shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

(a) appointing such members of the Personnel not provided by the Bidder;

(b) changing the Program of activities; and

(c) any other action that may be specified in the SCC.

21. Reporting Obligations

21.1 The Bidder shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

22. Liquidated Damages

22.1 If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Procuring Agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in **SCC** of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the performance security (or guarantee) specified in **SCC**. Once the said maximum is reached, the Procuring Agency may consider termination of the Contract pursuant to **GCC Clause 15.**

22.2 Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Bidder by adjusting the next payment certificate. The Bidder shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in SCC.

22.3 Lack of performance penalty

If the Bidder has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Bidder. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the SCC.

23. Performance Guarantee

23.1 Within Seven (07) days from the issuance of acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape of ------- at the discretion of the PA in the amount **specified in SCC.** In case the amount of Bids security is equal or greater than

23.2 The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

23.3 The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in SCC.

23.4 The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC.**

24. Fraud and Corruption

24.1 The Procuring Agency requires the Supplier to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the Bidding process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

25. Sustainable Procurement

25.1 The Bidder shall conform to the sustainable procurement contractual provisions, if and as specified in the SCC.

D. Bidder's Personnel

26. Description of Personnel

26.1 The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Bidder's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

27. Removal and/or Replacement of Personnel

27.1 Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Bidder, it becomes necessary to replace any of the Key Personnel, the Bidder shall provide as a replacement a person of equivalent or better qualifications.

27.2 If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Bidder shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

27.3 The Bidder shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

28. Assistance and Exemptions

28.1 The Procuring Agency shall use its best efforts to ensure that the Government shall provide the Bidder such assistance and exemptions as specified in the SCC.

29. Change in the Applicable Law

29.1 If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the related Services rendered by the Bidder, then the remuneration and reimbursable expenses otherwise payable to the Bidder under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the SCC.

30. Services and Facilities

30.1 The Procuring Agency shall make available to the Bidder and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described , at the times and in the manner specified in the SCC or terms of reference.

30.2 In case that such services, facilities and property shall not be made available to the Bidder, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Bidder for the performance of the Services, (ii) the manner in which the Bidder shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Bidder as a result thereof.

F. Payments to the Bidder

31. Contract Price

31.1 The price payable shall be in Pakistani Rupees unless otherwise specified in the SCC. Prices charged by the Supplier for Goods delivered under the Contract shall not vary from the prices quoted by the Supplier in its Bid.

32. Terms and Conditions of Payment

32.1 Payments will be made to the Bidder according to the payment schedule stated in the SCC and as per actual invoice submitted by the Bidder.

32.2 Unless otherwise stated in the SCC, the advance payment shall be made against the provision by the Bidder of a bank guarantee for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Bidder have submitted an invoice to the Procuring Agency specifying the amount due.

33. Currency of Payment

33.1 Any payment under this Contract shall be made in the currency(ies) specified in the SCC.

G. Quality Control

34. Identifying Defects

34.1 The principle and modalities of Inspection of the Goods by the Procuring Agency shall be as indicated in the SCC. The Procuring Agency shall check the Bidder's performance and notify him of any Defects that are found. Such checking shall not affect the Bidder's responsibilities. The Procuring Agency may instruct the Bidder to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the SCC.

35. Correction of Defects,and

Lack of Performance Penalty

35.1 The Procuring Agency shall give notice to the Bidder of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

35.2 Every time notice a Defect is given, the Bidder shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

35.3 If the Bidder has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the Bidder will pay this amount, and a Penalty for Lack of Performance.

36. Taxes and Duties

36.1 A Supplier shall be entirely responsible for all taxes, duties, fees, etc., incurred until delivery of the contracted Goods to the Procuring Agency.

H. Settlement of Disputes

37. Alternate Dispute Resolution

37.1 The disputes between the parties to the contract may be settled in accordance with Public Procurement Rules, 2004.

37.2 The procuring agency shall refer the matter to the Chief Justice Islamabad High Court or Managing Director PPRA or the Secretary Ministry of Law & Justice for appointment of Arbitrator.

37.3 The fee for the Arbitrator shall be specified in Pak Rupees as determined by the appointing authority which shall be borne and shared equally by the contracting parties.

Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Number of GC Clause 1

Definitions

The Procuring Agency is: Higher Education Commission - HEC (Higher Education Commision (HEC)), Assistant Director H-9, Islamabad Capital Territory

The Supplier is:

The title of the subject procurement is: Supply of Microsoft Office 365 licenses, Operations Support, and Migration Services

Number of GC Clause 3

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 4

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English.**

Number of GC Clause 5

Notices:

The addresses for the notices are:

Procuring Agency:

Higher Education Commission - HEC (Higher Education Commision (HEC)), Assistant Director
H-9, Islamabad Capital Territory
+92-336-998-6669
saashah@hec.gov.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder’s Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 7.1

The Authorized Representatives are:

For the Procuring Agency:

Higher Education Commission - HEC (Higher Education Commision (HEC)), Assistant Director
H-9, Islamabad Capital Territory
+92-336-998-6669
saashah@hec.gov.pk

For the Bidder:

Name: ………………………

Designation: ……………..

Address: ……………………………..

Number of GC Clause 8

Effectiveness of the contract

Number of GC Clause 9

Commencement of Contract:

Number of GC Clause 11.2

Expiration of Contract:

Number of GC Clause 15

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Goods till the time of alternate arrangements.

Number of GC Clause 17

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing goods or services due to a conflict of a nature described in Clause GCC 17**.**

Number of GC Clause 22

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **0.14%** to **10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the

Authority.

Number of GC Clause 23

Performance Guarantee:

The amount of performance guarantee shall be **10.00%** of the contract price in acceptable form of **Bank Guarantee**

Number of GC Clause 32

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause 33

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause 34

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Inspections & Tests Requirements

Inspections (License & Tenant Verification)The following inspections will be conducted upon contract signing1. License Activation: Verification that the correct number and type of licenses (e.g., A3) procured under the Microsoft EES framework are visible and active in the HEC Microsoft 365 Admin Portal.

Inspections (License & Tenant Verification)The following inspections will be conducted upon contract signing:2. Support Access: Confirmation that the Supplier has established a "Partner Admin Link" (GDAP) or support access without taking unnecessary Global Admin privileges.

Inspections (License & Tenant Verification)The following inspections will be conducted upon contract signing:Documentation Review: Inspection of the "Migration Playbook" and "Security Configuration Plan" submitted by the vendor.

Pre-commissioning Tests (Service Readiness)Before declaring the system "Live" or starting any migrations, the following tests must be passed:1. Sync Health Check: Validation that the upgraded Microsoft Entra Connect servers are successfully syncing user attributes (Department, University Name) from the PERN AD to the Cloud without errors.

2. Security Policy Test: Verification that MFA is enforced (i.e., attempting to log in as an Admin without MFA should fail).3. Mail Flow Validation: Sending

Operational Acceptance Tests (OAT)The Service will be formally accepted upon completion of:1. License Activation2. Helpdesk Drill: Simulation of a "Critical Incident" (e.g., User Lockout) to verify that the Supplier's support team responds within the SLA timeframes.3. Reporting Validation: Generation of a "License Utilization Report" and "Secure Score Report" from the admin dashboard.

Delivery & Documents

Copies of the Supplier’s invoice showing Goods’ description, quantity, unit price, and total amount;

Insurance Certificate;

Manufacturer’s or Supplier’s Valid Warranty Certificate;

Certificate of Origin.

The above documents would be required even if the equipment has already been imported and is available with the supplier ex-stock

The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:Payment for Goods supplied from abroad:Payment of foreign currency portion shall be made in PKR. For goods manufactured from abroad the quoted price shall be in USDor within Pakistan the price quoted shall be in PKR , in the followingmanner:The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

Advance Payment:• No Advance Payment is permissible.b) Component No. 1: Microsoft 365 Licenses• 100% Payment of the Yearly Subscription Cost shall be made upon successful Activation of the licenses in the HEC Tenant and verification by the Technical team annually.• Future annual renewals (Year 2,3,4 &5) will be paid at the start of each subscription year upon satisfactory service performance

c) Component No. 2: Hybrid Infrastructure & Platform Upgrades (One-Time Services / Licenses)• Payment for one-time professional services (PERN AD Forest upgrade, Entra Connect upgrade, Exchange HMA, SharePoint SE migration, and AD delegation setup if awarded) shall be made upon complete technical delivery, successful operational testing, and formal sign-off / issuance of FAC by HEC

(d): Component No. 3: Managed Support & Hybrid Infrastructure Operations• Since these are continuous annual managed services, payments shall be made on a Quarterly Basis (in arrears). • Milestone Retention: 20% of the first two quarterly payments for Managed Support shall be withheld until the successful completion and sign-off of the hybrid infrastructure upgrades under Component 2A. • The Supplier shall submit an invoice at the end of each quarter along with the Quarterly Service Report

e) Component No. 4: ETA Training & Capacity Building• The cost of this component is inclusive and aligned with the Microsoft EES subscription; payment shall be released alongside the annual subscription payment of Component No. 1• The bidder must leverage all training entitlements, certification vouchers, academic workshops, and program benefits available under the HEC Microsoft Education Transformation Agreement (ETA) and Microsoft education portfolio at no additional cost to HEC

f) Component No. 5: On-Demand University Migrations & Price Locking• University Liability: HEC shall not be liable for any financial costs associated with university separations or offboarding. • Locked-In Unit Rates: The Supplier is bound by the Unit Rates for migration tools and services provided in their Financial Bid (Part B). These rates shall remain fixed and firm for the 5-year duration of the contract for any university wishing to engage the Supplier directly.

• Direct Settlement: All costs shall be settled directly between the respective University and the Supplier. HEC's responsibility is limited to administrative approvals

g) Component No. 6: Premium Expert Support Hours PoolPayment for utilized Premium Support Hours shall be invoiced quarterly in arrears against actual verified and signed-off Task Completion Sheets / Work Orders issued by HEC or the participating HEI. Unutilized committed baseline hours shall roll over to subsequent quarters within the respective contract year

Payments shall be made in accordance with the terms and conditions as outlined above.

Performance Guarantee: The amount of performance security (or guarantee), as a percentage of the Contract Price, shall be 10% of the Contract Price. The 10% Bank Guarantee will be released after one year and after submission of Bank Guarantee equal to 10% of the support services/ professional services for subsequent years (Years 2 to 5). After delivery and acceptance of the deliverables as per supply and installation table, 100% percent of the Performance Security (or guarantee) equal to 10% of

support services/ professional services cost shall be withheld to cover the Supplier's warranty obligations as specified in the document.

The initial term of the Contract shall be three (03) years, extendable for an additional period of up to two (02) years (on an annual basis) subject to satisfactory performance, mutual consent, and availability of funds. The quoted unit prices shall remain locked and firm for the entire five (05) year period.

Number of GC Clause 37

Following is the guidance for Dispute Resolution

i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Contract – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard**.**

ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties**.**

iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties**.** The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.

iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute**.**

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Bidder any monies due to the Bidder.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.

Place of Arbitration and Award:

The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.

Bid Securing Declaration

Form 9: Bid Securing Declaration

Date: *[insert date (as day, month and year)]*

Bid No.:***P115171***

To: **Higher Education Commission - HEC (Higher Education Commision (HEC)), Assistant Director H-9, Islamabad Capital Territory**

We, the undersigned, declare that:

We understand that, according to your conditions, Bids must be supported by a Bid Securing Declaration.

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;
2. Disagreement to arithmetical correction made to the Bid price; or
3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of __________ 20_____ between **Higher Education Commission - HEC (Higher Education Commision (HEC)), Assistant Director H-9, Islamabad Capital Territory**

(hereinafter called "the Procuring Agency") of the one part and *[name of Bidder]* of *[city and country of Bidder]* (hereinafter called "the Bidder") of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **Supply of Microsoft Office 365 licenses, Operations Support, and Migration Services (*P115171*)** and has accepted a Bids by the Bidder for the provision of Goods in the sum of *[contract price in words and figures]* (hereinafter called "the Contract Price").

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

   1. This form of Contract;
   2. the Form of Bids and the Price Schedule submitted by the Bidder;
   3. the Schedule of Requirements;
   4. the Technical Specifications;
   5. the Special Conditions of Contract;
   6. the General Conditions of the Contract;
   7. the Procuring Agency's Letter of Acceptance; and
   8. [*add here: any other documents*]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the

provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by __________________the ________________ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

………………………………………………

Signed, sealed, delivered by __________________the ________________ (for the Procuring Agency)

Witness to the signatures of the Bidder: …………………………………………………

Integrity Pact

Integrity Pact

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

Contract Number: Contract Value: Contract Title:

Dated:

[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan 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 [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee 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 consultations fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

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

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

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

Performance Guarantee Form

Performance Guarantee Form

To: **Higher Education Commission - HEC (Higher Education Commision (HEC)), Assistant Director H-9, Islamabad Capital Territory**

WHEREAS *[name of Bidder]* (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Goods(hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

____

[name of bank or financial institution]

____

[address]

[date}

Annexure

Bill of Quantities

The detailed Bill of Quantities (BOQ) required under the bidding is attached to the document.

Information (Read-Only)

See Form Under Additional Forms and Documents: **Bill of Quantities** (page number: 78)

Technical Feature Checklist

Technical Feature Checklist

Information (Read-Only)

See Form Under Additional Forms and Documents: **Technical Feature Checklist** (page number: 80)

Implementation Schedule

Implementation Schedule

Information (Read-Only)

See Form Under Additional Forms and Documents: **Implementation Schedule** (page number: 82)

Price Schedule Forms

Pricing Schedule Forms

Information (Read-Only)

See Form Under Additional Forms and Documents: **Price Schedule Forms** (page number: 88)

Supply and Installation Cost Table

Supply and Installation Cost Table

Information (Read-Only)

See Form Under Additional Forms and Documents: **Supply and Installation Cost Table** (page number: 91)

Schedule of Requirements

Schedule of Requirements

Information (Read-Only)

See Form Under Additional Forms and Documents: **Schedule of Requirements** (page number: 104)

System Inventory Table

System Inventory Table

Information (Read-Only)

See Form Under Additional Forms and Documents: **System Inventory Table** (page number: 106)

Technical Requirement

Technical Requirement

Information (Read-Only)

See Form Under Additional Forms and Documents: **Technical Requirement** (page number: 108)

Procurement Forms

Past Experience and Completed Contracts

Valid registration with SECP (or relevant equivalent authority). The firm must have been actively operating in the IT sector in Pakistan for a minimum of **ten (10) years**.	The Bidder should be in Operations in Pakistan	**Copy of Certificate of Incorporation** or Registration document showing legal status in Pakistan.

Registration with FBR and active status on ATL	The Bidder must be registered with FBR for Income Tax and Sales Tax and must appear on the Active Taxpayer List (ATL).	**Copies of NTN and GST Certificates**, and a current **ATL printout**.

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 128)

Historical Contract Non-Performance, and Pending Litigation and Litigation History

Not blacklisted by any government or international agency (Undertaking on legal stamp paper)	Bidder shall not be eligible to participate in this project if the firm has been blacklisted/ debarred by any Government/ Semi Government organization in Pakistan in participating in any procurement activities for fraudulent or corrupt practices, or in litigation.	**An affidavit on legal stamp paper** legally notarized stating non-blacklisting status.

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 129)

Current Contracts and Their Progress

The bidder must provide evidence of at least five(05) active SLA or Software Subscription contracts involving large-scale, multi-tenant Microsoft Cloud environments. Each submitted contract/PO must have a minimum value equivalent to USD 1.5 Million (or equivalent PKR). Copies of contracts/POs along with client references must be attached.	At least five (05) active SLA or Software Subscription contracts involving large-scale, multi-tenant Microsoft Cloud environments. Each contract/PO must have a minimum value equivalent to USD 1.5 Million (or equivalent PKR).	**Copies of Contracts / Purchase Orders** along with **Client Reference / Completion Certificates**.

The Bidder must be a valid Microsoft Authorized **Licensing Solution Partner (LSP)** holding relevant advanced specializations and certifications for Modern Workplace and Security. **Crucially, the Bidder must possess verified authorization and active standing from Microsoft to provision, execute, and support licenses specifically under the Microsoft Enrollment for Education Solutions (EES) framework.**	**Valid Microsoft Partner Certificate** and an **Authorization Letter / EES Standing Proof** from Microsoft.	**Valid Microsoft Partner Certificate** and an **Authorization Letter / EES Standing Proof** from Microsoft.

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 131)

Financial Capacity and Net Worth Evaluation Form

The bidder must provide evidence of at least five(05) active SLA or Software Subscription contracts involving large-scale, multi-tenant Microsoft Cloud environments. Each submitted contract/PO must have a minimum value equivalent to USD 1.5 Million (or equivalent PKR). Copies of contracts/POs along with client references must be attached.	At least five (05) active SLA or Software Subscription contracts involving large-scale, multi-tenant Microsoft Cloud environments. Each contract/PO must have a minimum value equivalent to USD 1.5 Million (or equivalent PKR).	**Copies of Contracts / Purchase Orders** along with **Client Reference / Completion Certificates**.

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 132)

Average Annual Turnover

Average Annual Financial Turnover of at least **PKR 1,000 Million** in the domain of Cloud Services, Microsoft Licensing, or General ICT over the last three financial years (2022-23, 2023-24, 2024-25).	Documentary evidence (Audited Financial Statements) must be provided with the bid.	Documentary evidence must be providedwiththe bid. **Audited Financial Statements** for the respective three years.

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 134)

Additional Forms and Documents

Annexure-1: Detailed Bill of Quantities (BOQ)

Part A: Microsoft 365 & Infrastructure Licenses (Component 1)

Bidders must provide annual subscription and license pricing for a 5-year term based on the following SKUs. Quantities are indicative and may be adjusted at the time of PO issuance.

Part Number	Description	Quantity
Enterprise Products		
AAD-38391	M365 A3 Unified Edu Sub Per User	65000
	Microsoft 365 A3 for students use benefit All 65,000 M365 A3 Faculty/Staff licenses must include full Student Use Benefit (SUB) entitlement (at the ratio of up to 1:25) to provide students across all participating HEIs with eligible Microsoft 365 student licenses at no additional licensing fee.	1:25 of 65K
Additional Products		
AAU-89322	Microsoft 365 Copilot EDU Add-on	400
7NQ-00302	SQL Server Standard Core ALng LSA 2L	5
9EN-00494	System Center Standard Core ALng LSA 2L	1
9EM-00562	Win Server Standard Core ALng LSA 2L	3,000
6QK-00001	Azure prepayment	269
W76-00001	Defender O365 P1 Edu Sub Per User	65
D75-01979	Defender O365 P1 Edu Sub Per User	1
QLU-00002	Defender Endpoint P2 Edu Sub Per User	5
9EP-00037	System Center DC Core ALng LSA 2L	2
9EA-00039	Win Server DC Core ALng LSA 2L	1
6VC-01251	Win Remote Desktop Services CAL ALng LSA DCAL	23
H21-00419	Project Server CAL ALng LSA Device CAL	1
H22-00479	Project Server ALng LSA	1
D87-01057	Visio Professional ALng LSA	4
P4U-00001	Visio P2 Edu Sub Per User	24
NK5-00001	Power BI Pro Edu Sub Per User	424
B1B-00007	Power BI Premium USL Edu a Sub Per User	40
MTN-00001	D365 Team Members Edu Sub Per User	1,627
GHL-00001	D365 Operations Activity Edu Sub Per User	182
SFW-00001	D365 Finance Edu Sub Per User	150
S3R-00001	D365 Supply Chain Management Edu Sub Per User	40
SAN-00001	D365 SCM Attach Edu Sub to D365 Base SKU Per User	20
DEG-00003	D365 Customer Service Edu Sub Per User	2
UUG-00001	D365 Human Resources Edu Sub Per User	8
DGU-00003	D365 Sales Edu Sub Per User	11
8UH-00001	D365 Customer Insights Edu Sub	1
77D-00110	Visual Studio Pro MSDN ALng LSA	5
7MA-00001	Planner & Project P3 Edu Sub Per User	2

Part B: On-Demand University Migration Service Tiers (Component 5)

These locked-in unit rates shall be used for on-demand migrations requested by individual institutions. Rates must include all necessary migration tooling licenses and professional labor.

Service Tier	User Bracket	Locked-In Unit Rate (PKR/User)
Tier 1	1 – 500 Users	[Bidder to Fill]
Tier 2	501 – 1,500 Users	[Bidder to Fill]
Tier 3	1,501 – 3,000 Users	[Bidder to Fill]
Tier 4	Above 3,000 Users	[Bidder to Fill]
Offboarding	PST/IMAP Data Export Service	[Bidder to Fill]

Migration Scope for Part B:

Each "Full Migration" unit rate MUST include the successful transfer of:

- **Exchange Online:** All mailboxes, archives, and calendar data.
- **OneDrive for Business:** All personal files and folder structures.
- **Microsoft Teams:** Chat history, channel structures, and shared files.
- **SharePoint Online:** All departmental sites and document libraries.

Part C: Component 6

Dedicated Premium Expert Support Hours Pool

Additional Expert Support Rate (beyond baseline 200 hrs/yr)	[Bidder to quote PKR/Hour]

Technical Feature Checklist

Technical Feature Checklist

S#	Category	Requirement Description	Compliance (Yes/No)	Reference Page in Proposal
1	Licensing	Bidder confirms they can supply and provision Microsoft Academic Licenses (A3) directly into the HEC Tenant **under the Microsoft Enrollment for Education Solutions (EES) framework**.		
2	Licensing	Bidder confirms the ability to seamlessly transfer/shift licenses from the Central Tenant to Independent University Tenants upon separation.		
3	Architecture	Bidder confirms they will manage the Hybrid Identity setup, including the full OS-level upgrade of the PERN Active Directory (from Windows Server 2012 R2 to the latest version), the continuous maintenance and upgradation of Microsoft Entra Connect servers, the deployment and configuration of an enterprise Active Directory delegation tool (Adaxes or technically equivalent) for university OU management, the configuration of Hybrid Modern Authentication (HMA) for on-premises Exchange servers, and the migration of the HEC website from SharePoint Server 2019 to SharePoint Server Subscription Edition (SE).		
4	Security	Bidder commits to implementing Zero Trust Security, including enforcing MFA for all Admin accounts and configuring Conditional Access Policies.		
5	Security	Bidder confirms they will configure Microsoft Defender policies (Safe Links, Anti-Phishing) to protect the central tenant.		
6	Migration	Bidder confirms capability to perform **on-demand** Tenant-to-Tenant Migrations (Mailbox, OneDrive,		

		SharePoint) for universities requesting separation, **and agrees that all associated costs/tools will be billed directly to the requesting university at the locked-in rates provided in the financial bid.**		
7	Migration	Bidder confirms they can provide Data Export Services (PST/IMAP) for universities moving to other Microsoft tenant or Open Source solutions, **billed directly to the requesting university.**		
8	Support	Bidder confirms 24/7/365 Support availability with a 30-minute response time for Severity A (Critical) incidents.		
9	Support	Bidder has a direct Premier/Unified Support Contract (or equivalent) with Microsoft for backend escalation.		
10	Team	Bidder confirms the deployment of Microsoft Certified Staff (Enterprise Admin Expert / Security Associate) as per Section 08.		
11	ETA/Training	Bidder confirms readiness and capability to coordinate and execute the complete Education Transformation Agreement (ETA) and Global Microsoft Programs portfolio (including Imagine Cup management, ECIF/MCI funding, Founders Hub, GitHub Education, ESI, MSLE, LinkedIn GenAI, Azure for Students, and MLSA) under the national theme 'AI for Research and Research for AI'.		
12	Reporting	Bidder agrees to provide Quarterly License Optimization Reports to identify and remove unused/dormant accounts.		

A. Implementation Schedule

Implementation Schedule Table

System, Subsystem, or lot number: *[if a multi-lot procurement, insert:* ***lot number,*** *otherwise state* ***"entire System procurement"****]*
[Specify ***desired installation and acceptance dates for all items in Schedule below, modifying the sample line items and sample table entries as needed.****]*

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
0	**Mobilization & Licensing** (Team Onboarding & Activation of Licenses in HEC Tenant)	N/A	HEC/ Microsoft Cloud	Week 1	Week 1	Week 2	YES
1	**Service Transition** (Takeover of Support Operations & L1/L2 Team Deployment)	N/A	HEC/ Remote	Week 2	Week 2	Week 4	YES

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
2	**Tenant Configuration** (Implementation of MFA, Defender, and Zero Trust Policies)	N/A	Microsoft Cloud	-	Week 4	Week 6	-
3	**Hybrid Infrastructure & Platform Upgrades (AD 2012 R2 Migration, Entra Sync, AD Delegation Tool, Exchange HMA & SharePoint SE Migration)**		HEC DCs		Week 5	Week 7	-
4	**ETA Training & Playbooks** (Admin Workshops & Submission of Documentation/Playbooks)	N/A	HEC/ Microsoft Cloud	-	Week 8	Week 9	-

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
5	**Final Operational Acceptance — Initial 3-Year Milestone Go-Live & Annual Sign-off Framework**	N/A	HEC/ Microsoft Cloud	-	Week 10	Week 12	YES
6	**On-Demand University Migration (Locked-in Rate Contract Basis)**	N/A	HEC/ Microsoft Cloud	On-Demand	On-Demand	On-Demand	

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
7	**Dedicated Premium Expert Support Hours Pool** **(Committed baseline pool of 200 hours/year for Advanced Workloads: Copilot, Fabric, Power Platform, D365, BizTalk)**	N/A	HEC / Cloud / Remote	Continuous / On-Demand	Within 4 Weeks (Pool Activation)		

System Inventory Table (Recurrent Cost Items) [*insert:* ***identifying number*** *]*

System, Subsystem, or lot number: *[if a multi-lot procurement, insert:* ***lot number,*** *otherwise state* ***"entire System procurement"*** *]*

Line item number: *[specify:* ***relevant line item number from the Implementation Schedule (e.g., z.1)*** *]*

*[As necessary for the supply and installation of the System, specify****: the detailed components and quantities in the System Inventory Table below for the line item specified above, modifying the sample components and sample table entries as needed.*** *Repeat the System Inventory Table as needed to cover each and every line item in the Implementation Schedule that requires elaboration.]*

Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3	Y4	Y5	Yn
1	**Microsoft 365 EES Licenses (as per BOQ, Annexure-1)**	Section VII (Technical Specifications)						
2	**Managed Support Services (Annual Fee for Resident Engineers, L1/L2 Support & Helpdesk)**	Section VII (Technical Specifications)						
3	**Tenant & Hybrid Infrastructure Operations (Annual Fee for Security optimization + On-Prem AD/Entra Sync Maintenance, AD Delegation Tool Administration & Exchange HMA Support)**	Section VII (Technical Specifications)						
4	**On-Demand Migration Services (Unit Rate) (Locked-in Price Per User/Mailbox for Tenant Separation)**	Section VII (Technical Specifications)	***Locked Rate***	***Locked Rate***				

Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3	Y4	Y5	Yn
5	**ETA Training & Capacity Building (Annual workshops, certifications, and adoption materials)**	Section VII (Technical Specifications)						
6	**Dedicated Premium Expert Support Hours Pool** (Committed baseline pool of 200 hours/year for Advanced Workloads: Copilot, Fabric, Power Platform, D365, BizTalk)	Section VII (Technical Specifications, Clause 1.1.5)	200 Hrs	200 Hrs	200 Hrs	200 Hrs	200 Hrs	
7	Any Other Recurring Charges							
8								

Price Schedule Forms

[The Bidder shall fill in these Price Schedule Forms in accordance with the instructions indicated. In information systems procurement, the Contract Price (and payment schedule) should be linked as much as possible to achievement of operational capabilities, not just to the physical delivery of technology

Preamble:

Procuring agency should highlight any special requirements of the Information System and Contract in a Preamble to the Price Schedules. The following is an example of one such preamble;

1. The Price Schedules are divided into separate Schedules as follows:
    i. Supply and Installation Cost Sub-Table(s)
    ii. Recurrent Cost Sub-Tables(s)
    iii. Grand Summary Cost Table
    iv. *[insert: **any other Schedules as appropriate**]*
2. The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Bidders shall have read the Technical Requirements and other sections of these Bidding Documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
3. If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Bidders in the Bidding Documents prior to submitting their bid.

Pricing

1. Bidders must read the Technical Requirements and other sections of these Bidding Documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements.
2. If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Bidders in the Bidding Documents prior to submitting their bid.
3. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Bidder. As specified in the Bid Data Sheet, prices shall be fixed and firm for the duration of the Contract.
4. No Advance shall be issued.
5. All prices must be provided in PKR including all applicable taxes, along with the USD equivalent for the foreign/imported components. The initial rate of exchange for bid evaluation and contract signing shall be the selling rate (notified by the State Bank of Pakistan / National Bank of Pakistan), prevailing on the date of bid opening.
6. **Contract Period & Purchase Order Issuance:** The Contract shall be executed for an initial term of three (03) years, extendable annually for up to two (02) additional years based on satisfactory vendor performance and HEC

operational requirements. Quoted unit rates and pricing shall remain locked for the entire five (05) years. Purchase Orders (POs) shall be issued on an annual anniversary basis reflecting verified active license counts and support requirements for each respective year. HEC reserves the right to terminate or not extend the contract beyond the initial 3-year term without any financial penalty or liability for unperformed future years.

7. Purchase Orders (POs) shall be issued or revised on an annual basis to account for verified changes in BOQ license quantities (scaling up or down under EES growth rules) and applicable foreign exchange fluctuations as stipulated in the contract. In instances where no revision in licensing quantities or foreign currency pricing is required for a subsequent subscription year, the existing Purchase Order shall continue to govern without requiring fresh administrative tendering, ensuring administrative efficiency while preserving full flexibility for annual Microsoft EES licensing adjustments.
8. The licenses or specialized software components mentioned in the BOQ may be increased, decreased, or dropped as per actual requirement of HEC at the time of issuance of Purchase Order / signing the contract.

9. Payment terms and conditions:

The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

a) Advance Payment:

- No Advance Payment is permissible.

b) Component No. 1: Microsoft 365 Licenses

- **100% Payment** of the Yearly Subscription Cost shall be made upon successful **Activation** of the licenses in the HEC Tenant and verification by the Technical team annually.
- Future annual renewals (Year 2,3,4 &5) will be paid at the start of each subscription year upon satisfactory service performance.

c) Component No. 2: Hybrid Infrastructure & Platform Upgrades (One-Time Services / Licenses)

- Payment for one-time professional services (PERN AD Forest upgrade, Entra Connect upgrade, Exchange HMA, SharePoint SE migration, and AD delegation setup if awarded) shall be made upon complete technical delivery, successful operational testing, and formal sign-off / issuance of FAC by HEC.

d) **Component No. 3: Managed Support & Hybrid Infrastructure Operations**

- Since these are continuous annual managed services, payments shall be made on a Quarterly Basis (in arrears).
- Milestone Retention: 20% of the first two quarterly payments for Managed Support shall be withheld until the successful completion and sign-off of the hybrid infrastructure upgrades under Component 2A.

- The Supplier shall submit an invoice at the end of each quarter along with the Quarterly Service Report (demonstrating uptime SLA, security score trends, and ticket resolution status).

e) **Component No. 4: ETA Training & Capacity Building**

- The cost of this component is inclusive and aligned with the Microsoft EES subscription; payment shall be released alongside the annual subscription payment of Component No. 1
- The bidder must leverage all training entitlements, certification vouchers, academic workshops, and program benefits available under the HEC Microsoft Education Transformation Agreement (ETA) and Microsoft education portfolio at no additional cost to HEC.

f) **Component No. 5: On-Demand University Migrations & Price Locking**

- **University Liability:** HEC shall not be liable for any financial costs associated with university separations or offboarding.
- **Locked-In Unit Rates:** The Supplier is bound by the Unit Rates for migration tools and services provided in their Financial Bid (Part B). These rates shall remain fixed and firm for the 5-year duration of the contract for any university wishing to engage the Supplier directly.
- **Direct Settlement:** All costs shall be settled directly between the respective University and the Supplier. HEC's responsibility is limited to administrative approvals.

g) **Component No. 6: Premium Expert Support Hours Pool**

Payment for utilized Premium Support Hours shall be invoiced quarterly in arrears against actual verified and signed-off Task Completion Sheets / Work Orders issued by HEC or the participating HEI. Unutilized committed baseline hours shall roll over to subsequent quarters within the respective contract year.

10. Bid prices shall be quoted in the manner indicated and, in the currencies, specified in ITB Clauses 15. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these Bidding Documents.
11. The Bidder must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of bids has passed. A single error in specifying a unit price can therefore change a Bidder's overall total bid price substantially, make the bid noncompetitive, or subject the Bidder to possible loss. The HEC will correct any arithmetic error.
12. Payments will be made to the Supplier in Pakistan Rupees.
13. The quoted prices must include OEM support and warranty for the initial 3-year term and subsequent renewal/extension years.
14. The total bid value shall be considered in PKR only. However, bidders do mention the prices in USD as well against the items being imported, so the HEC may have reference prices available in USD. On the date of issuance of PO, if the exchange rate (the selling rate of the published rate sheet of State Bank of Pakistan/ National Bank of Pakistan) between US Dollar and Pakistan Rupees fluctuates more than ±5% from that exchange rate applicable on bid submission date, then the current exchange rate shall be applicable for the PO (Only for the items quoted in USD – imported).

Price Schedule Forms

[The Bidder shall fill in these Price Schedule Forms in accordance with the instructions indicated. In information systems procurement, the Contract Price (and payment schedule) should be linked as much as possible to achievement of operational capabilities, not just to the physical delivery of technology

Preamble:

Procuring agency should highlight any special requirements of the Information System and Contract in a Preamble to the Price Schedules. The following is an example of one such preamble;

1. The Price Schedules are divided into separate Schedules as follows:
   i. Supply and Installation Cost Sub-Table(s)
   ii. Recurrent Cost Sub-Tables(s)
   iii. Grand Summary Cost Table
   iv. *[insert:* ***any other Schedules as appropriate*** *]*
2. The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Bidders shall have read the Technical Requirements and other sections of these Bidding Documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
3. If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Bidders in the Bidding Documents prior to submitting their bid.

Pricing

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2. If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Bidders in the Bidding Documents prior to submitting their bid.
3. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Bidder. As specified in the Bid Data Sheet, prices shall be fixed and firm for the duration of the Contract.
4. No Advance shall be issued.
5. All prices must be provided in PKR including all applicable taxes, along with the USD equivalent for the foreign/imported components. The initial rate of exchange for bid evaluation and contract signing shall be the selling rate (notified by the State Bank of Pakistan / National Bank of Pakistan), prevailing on the date of bid opening.
6. **Contract Period & Purchase Order Issuance:** The Contract shall be executed for an initial term of three (03) years, extendable annually for up to two (02) additional years based on satisfactory vendor performance and HEC operational requirements. Quoted unit rates and pricing shall remain locked for the entire five (05) years. Purchase Orders (POs) shall be issued on an annual anniversary basis reflecting verified active license counts and support requirements for each respective year. HEC reserves the right to terminate or not extend the contract beyond the initial 3-year term without any financial penalty or liability for unperformed future years.
7. Purchase Orders (POs) shall be issued or revised on an annual basis to account for verified changes in BOQ license quantities (scaling up or down under EES growth rules) and applicable foreign exchange fluctuations as stipulated in the contract. In instances where no revision in licensing quantities or foreign currency pricing is required for a subsequent subscription year, the existing Purchase Order shall continue to govern without requiring fresh administrative tendering, ensuring administrative efficiency while preserving full flexibility for annual Microsoft EES licensing adjustments.
8. The licenses or specialized software components mentioned in the BOQ may be increased, decreased, or dropped as per actual requirement of HEC at the time of issuance of Purchase Order / signing the contract.

9. **Payment terms and conditions:**

The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

a) Advance Payment:

- No Advance Payment is permissible.

b) Component No. 1: Microsoft 365 Licenses

- **100% Payment** of the Yearly Subscription Cost shall be made upon successful **Activation** of the licenses in the HEC Tenant and verification by the Technical team annually.
- Future annual renewals (Year 2,3,4 &5) will be paid at the start of each subscription year upon satisfactory service performance.

c) Component No. 2: Hybrid Infrastructure & Platform Upgrades (One-Time Services / Licenses)

- Payment for one-time professional services (PERN AD Forest upgrade, Entra Connect upgrade, Exchange HMA, SharePoint SE migration, and AD delegation setup if awarded) shall be made upon complete technical delivery, successful operational testing, and formal sign-off / issuance of FAC by HEC.

d) **Component No. 3: Managed Support & Hybrid Infrastructure Operations**

- Since these are continuous annual managed services, payments shall be made on a Quarterly Basis (in arrears).
- Milestone Retention: 20% of the first two quarterly payments for Managed Support shall be withheld until the successful completion and sign-off of the hybrid infrastructure upgrades under Component 2A.
- The Supplier shall submit an invoice at the end of each quarter along with the Quarterly Service Report (demonstrating uptime SLA, security score trends, and ticket resolution status).

e) **Component No. 4: ETA Training & Capacity Building**

- The cost of this component is inclusive and aligned with the Microsoft EES subscription; payment shall be released alongside the annual subscription payment of Component No. 1
- The bidder must leverage all training entitlements, certification vouchers, academic workshops, and program benefits available under the HEC Microsoft Education Transformation Agreement (ETA) and Microsoft education portfolio at no additional cost to HEC.

f) **Component No. 5: On-Demand University Migrations & Price Locking**

- **University Liability:** HEC shall not be liable for any financial costs associated with university separations or offboarding.
- **Locked-In Unit Rates:** The Supplier is bound by the Unit Rates for migration tools and services provided in their Financial Bid (Part B). These rates shall remain fixed and firm for the 5-year duration of the contract for any university wishing to engage the Supplier directly.

- **Direct Settlement:** All costs shall be settled directly between the respective University and the Supplier. HEC's responsibility is limited to administrative approvals.

g) **Component No. 6: Premium Expert Support Hours Pool**

Payment for utilized Premium Support Hours shall be invoiced quarterly in arrears against actual verified and signed-off Task Completion Sheets / Work Orders issued by HEC or the participating HEI. Unutilized committed baseline hours shall roll over to subsequent quarters within the respective contract year.

10. Bid prices shall be quoted in the manner indicated and, in the currencies, specified in ITB Clauses 15. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these Bidding Documents.
11. The Bidder must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of bids has passed. A single error in specifying a unit price can therefore change a Bidder's overall total bid price substantially, make the bid noncompetitive, or subject the Bidder to possible loss. The HEC will correct any arithmetic error.
12. Payments will be made to the Supplier in Pakistan Rupees.
13. The quoted prices must include OEM support and warranty for the initial 3-year term and subsequent renewal/extension years.
14. The total bid value shall be considered in PKR only. However, bidders do mention the prices in USD as well against the items being imported, so the HEC may have reference prices available in USD. On the date of issuance of PO, if the exchange rate (the selling rate of the published rate sheet of State Bank of Pakistan/ National Bank of Pakistan) between US Dollar and Pakistan Rupees fluctuates more than ±5% from that exchange rate applicable on bid submission date, then the current exchange rate shall be applicable for the PO (Only for the items quoted in USD – imported).

Supply and Installation Cost Table

As necessary for supply, installation, and achieving Operational Acceptance of the System, specify items in the Table below, modifying, deleting, or expanding the sample line items and sample table entries as needed. Costs MUST reflect prices and rates quoted in accordance with ITB Clauses 14 and 15. All items mentioned at the table below are inclusive of necessary licenses renewal, warranty and support for 5 years.

Component No.	Description of Goods (List subcomponents underneath as per product package)	Country of Origin Code	Description	Quantity & Physical Unit ([insert number of units to be supplied and name of the physical unit])	Unit Prices/ Rates			Total Prices		
					Locally Supplied Items Price (PKR)	Abroad Supplied Items Price (PKR)	Abroad Supplied Items Price (USD)	Locally Supplied Items Price (PKR)	Abroad Supplied Items Price (PKR)	Abroad Supplied Items Price (USD)
					The prices shall be DDP (in case of abroad) and include all applicable Freight, Custom Duties, Insurance, Import Taxes, Sales and other Taxes					
1	**Microsoft 365 EES Academic Subscription & Infrastructure Licenses** ***(Refer to Annexure-1 for complete license requirements, quantities, and technical tiers)***			1 Lot						
2A	**Hybrid Infrastructure & Platform Upgrades (One-Time Professional Services)** *(PERN AD*			1 Job						

	Forest upgrade from 2012 R2 to latest version, Microsoft Entra Connect sync upgrade, configuration of Exchange Hybrid Modern Authentication (HMA), and HEC Website migration from SharePoint 2019 to SharePoint Server Subscription Edition)										
2B	**Enterprise Active Directory Delegation Tool Licenses (Optional / Droppable Line Item)** *(Supply of enterprise AD delegation tool software licenses e.g., Adaxes or technically equivalent, including 1st-year OEM maintenance/support for university OU management)*			1 Lot Unlimited AD objects							
3	**Managed Support Services and Zero Trust/Security Management**			36 Months (Initial Term)							

	(24/7 L1/L2 Engineers + Resident Engineer)									
4	**ETA Training Coordination & Events** (Facilitating yearly certification paths for 3 HEC staff, organizing Imagine Cup awareness, and university workshops via Microsoft ETA benefits)		**[Inclusive / No Cost]**	1 Lot 36 Months (Initial Term)						
5	**On-Demand University Migration & Separation Services** *(Refer to **Annexure-1** for tiered per-user rates and scope of work)*			1 Lot						
6	**Dedicated Premium Expert Support Hours** *(Committed baseline hours per year for Advanced Workloads: Copilot, Fabric, Power*			200 Hours/ Year (1,000 Hours Total for 5 Years)						

	Platform, D365, BizTalk)										
7	Any Other Recurring Charges										
							Total Price PKR (All Inclusive)				

Note: - - indicates not applicable.

Name of Bidder:	
Authorized Signature of Bidder:	

Recurrent Cost Sub-Table ***[insert: identifying number]***

The detailed components and quantities in the Sub-Table below for the line item specified above, modifying the sample components and sample table entries as needed. *Repeat the Sub-Table as needed to cover each and every line item in the Recurrent Cost Summary Table that requires elaboration.* Costs MUST reflect prices and rates quoted in accordance with ITB Clauses 14 and 15.

		Maximum all-inclusive costs (for costs in *[insert:* ***currency*** *]*)						
Component No.	Component	Y1	Y2	Y3	Y4	Y5		Sub-total for *[insert:* ***currency*** *]*
1	**Microsoft 365 EES Academic Subscription & Infrastructure Licenses** ***(Refer to Annexure-1 for complete license requirements, quantities, and technical tiers)***	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive		
2	**Hybrid Infrastructure & Platform Upgrades (One-Time - N/A for recurring years)**	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive		

		Maximum all-inclusive costs (for costs in *[insert: **currency**]*)						
Component No.	Component	Y1	Y2	Y3	Y4	Y5		Sub-total for *[insert: **currency**]*
3	**Managed Support Services and Zero Trust/Security Management** *(24/7 L1/L2 Engineers + Resident Engineer)*	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive		
4	**ETA Training Coordination & Events** (Facilitating yearly certification paths for 3 HEC staff, organizing Imagine Cup awareness, and university workshops via Microsoft ETA benefits)	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive		

		Maximum all-inclusive costs (for costs in *[insert:* ***currency*** *]*)						
Component No.	Component	Y1	Y2	Y3	Y4	Y5		Sub-total for *[insert:* ***currency*** *]*
5	**On-Demand University Migration & Separation Services** *(Refer to* ***Annexure-1*** *for tiered per-user rates and scope of work)*	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive		
6	**Component 6: Dedicated Premium Expert Support Hours** (200 Hours / Year baseline commitment)	Inclusive	Inclusive	Inclusive	Inclusive	Inclusive		
	Annual Subtotals:							- -
Cumulative Subtotal (to *[insert:* ***currency***] entry for *[insert:* ***line item*** *]* in the Recurrent Cost Summary Table)								

Name of Bidder:	
Authorized Signature of Bidder:	

Grand Summary Cost Table

		*[insert: **Local Currency**]* Price	*[insert: **Foreign Currency*** Price
1. Supply and Installation Costs			
15. Recurrent Costs			
3.	Grand Totals (to Bid Submission Form)		

Name of Bidder:	
Authorized Signature of Bidder:	

Schedule of Requirements

The delivery schedule expressed as weeks/months stipulates hereafter a delivery date which is the date of delivery

(i) at EXW premises, or
(ii) to the carrier at the port of shipment when the contract is placed on FOB or CIF terms, or
(iii) to the first carrier when the contract is placed on FCA or CIP terms.

In order to determine the correct date of delivery hereafter specified, the Procuring Agency has taken into account the additional time that will be needed for international or national transit to the Project Site or to another common place.

The delivery schedule expressed below stipulates the date by which the Cloud Services must be activated, and the Operational Support Team must be deployed and ready to serve HEC.

Since this is a **SaaS (Software-as-a-Service)** and **Managed Services** project, "Delivery" is defined as the successful provisioning of licenses and the operational readiness of the support team.

Component No.	Description	Quantity	Delivery schedule (shipment) in weeks / months
1	**Microsoft 365 License Provisioning** Activation of purchased licenses (A3) into the HEC Central Tenant. As per BOQ Within 1 Week of Contract Signing	**As per BOQ**	**Within 1 Week** of Contract Signing
2	**Service Transition & Team Onboarding** Deployment of Technical Team (Project Manager, Architects, Engineers) and takeover of Tenant Support.	**1 Job**	**Within 4 Weeks** of Contract Signing
3	**Tenant Configuration & Security Implementation** Completion of Zero Trust configuration (MFA, Defender, Sync Rules) as per Section V.	**1 Job**	**Within 6 Weeks** of Contract Signing

4	**Migration Readiness Assessment** Submission of the detailed report on PERN AD Health, Delegation & Migration Strategy (including Active Directory delegation architecture, Exchange On-Premises Hybrid Modern Authentication readiness, and SharePoint Server Subscription Edition migration roadmap).	**1 Report**	**Within 8 Weeks** of Contract Signing
5	**Managed Support Services** Provision of L1/L2/L3 Support and Quarterly Reporting.	**36 Months**	**Continuous Service** (Starting immediately after Team Onboarding)
6	**On-Demand Migration Services** Execution of University Tenant Separations.	**As Requested**	**Per Agreed Schedule (upon request by HEC/University)**
7	**Dedicated Premium Expert Support Hours Pool** Advisory, deployment, and troubleshooting pool for advanced workloads (Copilot, Fabric, Power Platform, D365, BizTalk).	**200 Hours/Year** (1,000 Hours Total for 5 Years)	**On-Demand consumption**

System Inventory Table (Recurrent Cost Items) [*insert: **identifying number**]*

System, Subsystem, or lot number: *[if a multi-lot procurement, insert: **lot number,** otherwise state **"entire System procurement"**]*

Line item number: *[specify: **relevant line item number from the Implementation Schedule (e.g., z.1)**]*

*[As necessary for the supply and installation of the System, specify**: the detailed components and quantities in the System Inventory Table below for the line item specified above, modifying the sample components and sample table entries as needed.** Repeat the System Inventory Table as needed to cover each and every line item in the Implementation Schedule that requires elaboration.]*

Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3	Y4	Y5	Yn
1	**Microsoft 365 EES Licenses (as per BOQ)**	(Technical Specifications)						
2	**Managed Support Services (Annual Fee for Resident Engineers, L1/L2 Support & Helpdesk)**	(Technical Specifications)						
3	**Tenant & Hybrid Infrastructure Operations (Annual Fee for Security optimization + On-Prem AD/Entra Sync Maintenance, AD Delegation Tool Administration & Exchange HMA Support)**	(Technical Specifications)						
4	**On-Demand Migration Services (Unit Rate) (Locked-in Price Per User/Mailbox for Tenant Separation)**	(Technical Specifications)	***Locked Rate***	***Locked Rate***				

Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3	Y4	Y5	Yn
5	**ETA Training & Capacity Building (Annual workshops, certifications, and adoption materials)**	(Technical Specifications)						
6	**Dedicated Premium Expert Support Hours Pool** (Committed baseline pool of 200 hours/year for Advanced Workloads: Copilot, Fabric, Power Platform, D365, BizTalk)	(Technical Specifications,)	200 Hrs	200 Hrs	200 Hrs	200 Hrs	200 Hrs	
7	Any Other Recurring Charges							
8								

TECHNICAL REQUIREMENT

Technical Requirement

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A. Background	
01.	**The Procuring Agency;** *The Higher Education Commission (HEC) of Pakistan is a statutory body established by the Government of Pakistan to oversee, regulate, and support higher education institutions across the country. Its mandate includes enhancing the quality of higher education, promoting research and innovation, and facilitating digital transformation across academia. HEC supports over 300 public and private sector universities and research institutions through policy, funding, and centralized IT services.* The Procuring Agency has reserved the funds for the procurement planned during the financial year 2026 - 2027. It is intended that part of the proceeds of the fund will be used to cover eligible payment under the contract for the **Supply of Microsoft Office 365 licenses, operations support, and migration services**
02.	**Business Objectives of the Procuring Agency** The primary objective of the Higher Education Commission (HEC) is to modernize and optimize the digital collaboration infrastructure for the higher education sector in Pakistan. HEC aims to transition from a strictly centralized model to a **flexible, federated tenant architecture** that empowers universities with digital autonomy. To achieve this, the project entails the continuous management of HEC's existing centralized Microsoft 365 tenant (currently hosting 200+ institutions), while providing **on-demand** strategic separation and migration services for universities **that explicitly request to transition** into their own independent tenants or other selected solutions. This initiative aims to empower institutions with full administrative control (Global Admin rights) over their digital estate at their own pace. The successful bidder will be responsible for: • **EES License Supply & Provisioning:** Acting as the fulfillment partner to supply, provision, and shift Microsoft 365 licenses across the higher education sector under the EES framework. • **Centralized Operations:** Managing, monitoring, and securing the central HEC tenant and its underlying identity infrastructure. • **Strategic Separation:** Executing seamless tenant-to-tenant migrations to separate universities into their own independent tenants upon demand, giving them full Global Admin control. • **ETA Activities & Training:** Delivering specialized training, workshops, and adoption activities across universities to drive digital transformation under the ETA framework. This approach ensures seamless service delivery, centralized cost control, and decentralized management autonomy across the higher education sector.
03.	**Acronyms Used in These Technical Requirements**

[compile: a table of organizational and technical acronyms used in the Requirements. This can be done, for example, by extending the following table]

Term	Explanation
ISO	International Standards Organization
LAN	Local area network
NOS	Network operating system
OS	Operating system
SQL	Structured Query Language
TCP/IP	Transmission Control Protocol / Internet Protocol
HEIs	Higher Education Institutions
FIM	Federated Identity Management
SSO	Single Sign On
NREN	National Research & Education Networks
PERN	Pakistan Education & Research Network
HEC	Higher Education Commission
RFP	Request for Proposal
LSP	Licensing Solution Partner
SLA	Service Level Agreement
DC	Data Center
ICT Services	Information and Communication Technology services. It includes software systems, Data centers & servers, Cloud computing, Database management, VoIP / video conferencing (Teams, Zoom), Network infrastructure (LAN/WAN, WiFi), Cyber Security and Helpdesk / IT support.

B. Business Functions and Performance Requirement

01. **Business Requirements to Be Met by the Information System**

1. Business Function Requirements to be met by the Microsoft Solution:

The Higher Education Commission (HEC) aims to sustain and optimize the digital collaboration infrastructure for the higher education sector in Pakistan. The primary objective of this project is the **comprehensive management, support, and optimization of HEC's centralized Microsoft 365 Tenant**, which currently serves faculty, staff, and students across 200+ institutions. The selected partner will be responsible for ensuring 24/7 service availability, security, and license administration for this central estate. Additionally, to accommodate the evolving needs of the sector, the partner must provide **flexible migration capability**, enabling universities to establish their own independent tenants and transfer their data **on an on-demand basis**, ensuring a scalable approach to digital autonomy.

HEC's objectives in implementing this project are:

i. Centralized Operations & Service Delivery (Primary Scope):

a. Tenant Administration: Complete management of the HEC Central Tenant, including user lifecycle management, domain health monitoring, and configuration of global policies (Teams, Exchange, SharePoint).

b. License Management: Efficient allocation and revocation of Microsoft licenses (M365 A3, etc.) to universities within the central tenant under the Microsoft EES framework, ensuring optimal utilization and audit readiness.

c. Service Continuity: Proactive monitoring to ensure 99.9% uptime for email and collaboration services for all hosted universities.

d. Identity Infrastructure Management: Continuous management, monitoring, and upgradation of the existing hybrid identity infrastructure. This includes maintaining the on-premise Active Directory (PERN AD) integration and keeping the Microsoft Entra Connect (formerly Azure AD Connect) servers updated to the latest stable versions to ensure seamless identity synchronization.

e. Student Use Benefit (SUB) Provisioning: The Partner/LSP shall ensure the provisioning and activation of student licenses for all participating Higher Education Institutions (HEIs) under the Microsoft Student Use Benefit (SUB) framework at the eligible ratio (1:25 as applicable per Microsoft Education licensing guidelines) at zero additional license cost.

ii. On-Demand Tenant Separation & Migration:

a. Flexible Migration Services: The partner must possess the technical capability to migrate specific universities from the central HEC tenant to their own independent tenants or selected solutions **upon request**.

b. Scalable Architecture: Support a hybrid environment where some universities remain on the central tenant while others operate independently, without disrupting service for either group.

c. Data Integrity: For universities opting to separate, ensure secure migration of mailboxes and OneDrive data with zero data loss.

d. Financial Liability & Price Locking: HEC shall act solely as a facilitator for tenant separation. All financial costs associated with the migration (including third-party migration tools and professional services) shall be borne directly by the requesting university. To ensure transparency and protect universities from price fluctuations, the bidder must provide a fixed, locked-in unit rate for migration services/tools in their financial bid, which shall remain valid for the entire duration of the contract.

iii. Security & Compliance:

a. Centralized Security Posture: Implementation of Microsoft Defender and threat protection policies to secure the shared central environment against phishing and identity attacks.

	b. Identity Management: Managing secure authentication (MFA) and Conditional Access policies for users accessing the central tenant. **iv. User Support & Helpdesk:** **a. Technical Support:** Provision of a centralized Helpdesk to handle L2/L3 technical issues (login errors, service disruptions) for institutions hosted on the central tenant. **b. Microsoft Escalation:** Managing the escalation matrix with Microsoft Engineering for unresolved high-severity incidents. **v. Reporting & Visibility:** **a. Utilization Dashboards:** Monthly reporting on license usage, active users, and storage consumption within the central tenant to assist HEC in capacity planning.
02.	**Functional Performance Requirements of the Information System** HEC requires a comprehensive **Microsoft 365 Managed Services Framework** to support the digital infrastructure of higher education institutions across Pakistan. The solution must ensure the robust operation of the **HEC Centralized Tenant** while providing the technical capability to decouple and migrate universities to their own **Independent Tenants or selected solution on demand**. The proposal must cover licensing supply, operational management, security enforcement, and migration services. The solution MUST include the following functional components: **1. Centralized Tenant Administration & Management** Comprehensive management of the HEC Central Tenant (currently hosting 200+ institutions). This includes domain management, DNS configuration, health monitoring of Exchange/SharePoint/Teams services, and global policy configuration to ensure service availability. **2. Microsoft Identity & Access Management (Entra ID)** Management of identities within the Microsoft cloud environment. This involves user provisioning/de-provisioning, group management, and synchronization of identities (where applicable). It includes the continuous management **and upgradation of the existing hybrid infrastructure (Active Directory and Azure AD Connect servers) to the latest stable versions**, along with the enforcement of security across the estate. **3. EES Licensing Provisioning & Optimization** A streamlined mechanism for the provisioning, assignment, and revocation of Microsoft 365 licenses (e.g., A3, E3/E5). The system must allow for the flexible shifting of licenses from the Central Tenant to Independent University Tenants as they separate, ensuring no license duplication. **4. On-Demand Migration Services** Technical capability to execute **Tenant-to-Tenant migrations or selected solution** upon request. This includes the migration of Exchange Online (Mailboxes), OneDrive for Business, and SharePoint data from the HEC Central Tenant to university-specific tenants with zero data loss and minimal downtime. **5. Security & Compliance Management** Implementation of Microsoft's security framework, including **Multi-Factor Authentication (MFA)**, **Conditional Access Policies**, and **Microsoft Defender** configuration. The solution must provide advisory services to improve the "Secure Score" of the central and satellite tenants. **6. Centralized Reporting & Analytics** Provision of monthly dashboards and reports detailing: • License utilization (Assigned vs. Active). • Service usage trends (Teams, OneDrive adoption).

- Security alerts and threat landscape summaries.

7. Technical Support & Resident Engineering Provision of a **Managed Support Service** including:

- **Remote Helpdesk:** L2/L3 support for resolving technical issues (login failures, service disruptions).
- **On-Site Resource:** Deployment of resident engineer(s) at HEC for day-to-day operations.
- **Escalation Management:** Handling critical incidents via Microsoft Premier/Unified Support.

8. Education Transformation Agreement (ETA) Activities & National Capacity Building

A structured nationwide training, research enablement, and digital transformation program under the ETA framework, unified under the national theme **"AI for Research and Research for AI"**. The program comprises:

- **University IT Tenant Management Workshops:** Practical "Train-the-Trainer" (ToT) cohorts and deep-dive technical sessions for University IT Directors and System Administrators on managing dedicated independent tenants, delegating OU administration, enforcing compliance, and handling campus-level identity security.
- **Faculty & Researcher Development:** Specialized boot camps and workshops empowering higher education faculty and academic researchers to leverage Microsoft Fabric, Azure OpenAI, Microsoft Copilot, Azure AI Services, and modern cloud workloads to accelerate academic research.
- **Student Skilling & Worldwide Program Onboarding:** Nationwide execution of student certification boot camps (targeting fundamental certifications such as AI-900, AZ-900, SC-900, PL-900), end-to-end coordination of Microsoft Imagine Cup competitions, and institutional onboarding across Microsoft global programs (including Azure for Students, Founders Hub for university incubation centers, GitHub Education, LinkedIn GenAI, and MLSA community initiatives).
- **Digital Transformation & Enterprise Workloads:** Dedicated hands-on workshops covering Power Platform low-code automation, Dynamics 365 ERP/CRM, data analytics, and API integrations across higher education administrative workflows.
- **ETA Digital Presence & Tracking:** Deployment, hosting, and continuous operation of a dedicated ETA Engagement Web Portal for centralized participant registrations, attendance logging, certification tracking, and activity impact analytics.

This is a turnkey procurement. The bidder must submit a comprehensive proposal that addresses all components and requirements specified in the RFP. Partial or incomplete bids will not be considered.

C. Technical Specification

01.

General Technical Requirements

Architecture:

The solution operates on a Hybrid Identity Architecture, bridging HEC's existing on-premises infrastructure with the Microsoft 365 Cloud. The environment consists of three core layers which the successful bidder must manage, support, and optimize:

1. **On-Premises Identity Layer (PERN Forest):**

- The identity source is the **PERN Active Directory Forest**, hosted across geo-redundant data centers in **Karachi (KHI)** and **Lahore (LHR)**.
- The infrastructure comprises **4 Domain Controllers (DCs)**, with 2 DCs located in each data center for high availability.
- **Logical Structure:** The AD is structured with **Organizational Units (OUs)** representing each university, where participating universities create and manage their own student and faculty user identities.

2. **Synchronization Layer:**
   - Identity synchronization between the on-prem PERN Forest and the Microsoft Cloud is handled by **Microsoft Entra Connect (Azure AD Connect)** servers.
   - These sync servers are currently deployed in the **Karachi Data Center**, backed by a dedicated **SQL Server** database to handle the synchronization metadata for the large user base.
   - Infrastructure Upgradation: The successful bidder is responsible for the continuous management, monitoring, and upgradation of the existing hybrid identity infrastructure (including both the on-premises PERN Active Directory and the Microsoft Entra Connect servers) to the latest stable versions to ensure seamless synchronization.
3. **Cloud Layer & Separation Strategy:**
   - **Centralized HEC Tenant:** Currently, all synchronized identities are provisioned into the central HEC Tenant, where licenses and shared services are managed.
   - **Independent University Tenants:** As part of the separation strategy, **some universities can request for their independent Office 365 tenant or some other selected service**. The solution must support the capability to migrate these specific universities to independent cloud tenants or service upon request, giving universities full autonomy over their digital estate.

1.1 Scope of Microsoft Cloud Services

1.1.1 Licensing & Provisioning

- Supply and fulfillment of Microsoft Academic/Enterprise Licenses (e.g M365 A3) under the Microsoft Enrollment for Education Solutions (EES) framework.
- Provisioning of licenses into the HEC Central Tenant.
- Mechanism to transfer/shift licenses to Independent University Tenants upon their separation.

1.1.2 Tenant Administration Services

- Configuration of Global Policies (Teams, Exchange Online, SharePoint).
- Identity Management via Microsoft Entra ID (formerly Azure AD).

	• User & Group Lifecycle Management: Execution of daily identity tasks including user provisioning, de-provisioning, password resets, and group membership management via Microsoft Entra ID (formerly Azure AD). • Domain Management (DNS verification and health checks). **1.1.3 Migration Services (On-Demand)** • Tools and services to migrate operational data (Mailboxes, OneDrive, SharePoint sites) from the Central Tenant to new Independent Tenants **upon explicit request**. • Preservation of user identity attributes during migration. • **Financial Liability & Price Locking:** HEC shall act solely as a facilitator for tenant separation. All financial costs associated with the migration (including third-party migration tools and professional services) shall be borne directly by the requesting university. To ensure transparency and protect universities from price fluctuations, the bidder must provide a fixed, locked-in unit rate for migration services/tools in their financial bid, which shall remain valid for the entire duration of the contract. **1.1.4 Tenant Health & License Optimization** • **Cost Optimization:** The Supplier must perform quarterly audits to identify "dormant" or "inactive" licenses and recommend de-provisioning to prevent license wastage. • **Security Posture:** Proactive monitoring of the **Microsoft Secure Score** to identify and remediate vulnerabilities (e.g., disabling legacy authentication, flagging risky sign-ins). **1.1.5 Dedicated Pool of Premium Expert Support Hours** The bidder shall provide a dedicated annual pool of expert support hours for advisory, architecture, deployment, migration, integration, upgrade, automation, optimization, training, and troubleshooting services across Microsoft solutions. This includes, but is not limited to: • **Core Collaboration & Infrastructure:** SharePoint Online & On-Premises, Exchange Hybrid / Online • **Enterprise Apps & Integration:** BizTalk Server, Dynamics 365 (Finance, Operations, CRM) • **Low-Code & Analytics:** Power Platform (Power Apps, Power Automate, Power BI) • **AI & Modern Data Platforms:** Microsoft Fabric, Azure OpenAI, M365 Copilot, and custom AI Agents **Utilization Mechanism:** • **Baseline Commitment:** The bidder shall commit a baseline minimum pool of **200 expert support hours per year (accumulating to a total of 1,000 hours over the 5-year contract term)** and quote a scalable per-hour unit rate for any additional hours required on demand during the contract period. • **Consumption Model:** Support hours shall be consumed strictly on a per-activity basis against verified requirements. • **Pre-Execution Agreement:** The scope of work and estimated hours for each specific assignment shall be mutually agreed in writing between the vendor and the concerned HEC Division or participating HEI prior to work commencement.

- **Deduction & Roll-Over:** Hours shall be formally deducted from the annual pool only upon verified technical sign-off. Any unutilized baseline hours at the end of a quarter shall roll over to subsequent quarters within the respective contract year.

1.2 Minimum requirements for Support Services

The selected bidder shall meet the following support service requirements during the contract period:

1. Onboarding & Configuration Support

- Assist in the configuration of security policies (MFA, Conditional Access) for the Central Tenant.
- Provide SOPs for license assignment and user lifecycle management.

2. Documentation

The supplier must deliver detailed technical documentation, including:

- **Tenant Operation Guide:** Day-to-day administrative SOPs for HEC staff.
- **Migration Playbook:** Step-by-step guide for universities moving to their own tenant.
- **Security Configuration Document:** Details of implemented Defender and Compliance policies.

3. Education Transformation Agreement (ETA) Activities & Training

- **HEC Global Admin & Infrastructure Enablement:** Advanced technical deep-dive tracks for HEC IT personnel focusing on Enterprise Tenant Administration, Zero Trust architecture, Entra ID governance, Defender threat protection, and hybrid identity operations.
- **University IT Tenant Management Workshops:** Practical "Train-the-Trainer" (ToT) cohorts and deep-dive technical sessions for University IT Directors and System Administrators on managing dedicated independent tenants, delegating OU administration, enforcing compliance, and handling campus-level identity security.
- **Faculty & Researcher Development:** Specialized boot camps and workshops empowering higher education faculty and academic researchers to leverage Microsoft Fabric, Azure OpenAI, Microsoft Copilot, Azure AI Services, and modern cloud workloads to accelerate academic research.
- **Student Skilling & Worldwide Program Onboarding:** Nationwide execution of student certification boot camps (targeting fundamental certifications such as AI-900, AZ-900, SC-900, PL-900), end-to-end coordination of Microsoft Imagine Cup competitions, and institutional onboarding across Microsoft global programs (including Azure for Students, Founders Hub for university incubation centers, GitHub Education, LinkedIn GenAI, and MLSA community initiatives).
- **Digital Transformation & Enterprise Workloads:** Dedicated hands-on workshops covering Power Platform low-code automation, Dynamics 365

ERP/CRM, data analytics, and API integrations across higher education administrative workflows.

- **ETA Digital Presence & Tracking:** Deployment, hosting, and continuous operation of a dedicated ETA Engagement Web Portal for centralized participant registrations, attendance logging, certification tracking, and activity impact analytics.

4. Technical Team Requirements

The supplier must deploy the following team structure:

Role	Responsibility
1 Project Manager	Overall contract management and migration scheduling.
1 Microsoft 365 Solution Architect	Strategy for Tenant Security, Architecture, and Migration design.
2 Microsoft 365 Support Engineers	Daily operations, health monitoring, and L2 support.
Migration Specialists	*Deployed on-demand* when a university migration is requested.

5. Quarterly Business Review (QBR)

The vendor must conduct quarterly meetings covering:

- License Utilization Reports (Assigned vs. Active).
- Microsoft Secure Score trends and improvement plan.
- Summary of completed migrations (if any).
- SLA performance review.

1.3 Service Level Requirement (SLA)

1.3.1 Service Availability

The Bidder must guarantee **99.9% uptime and availability** for their Managed Operations, the Central Tenant services, and the on-premise Hybrid Identity Synchronization (Entra Connect) infrastructure.

1.3.2 Severity-Based Incident Response Time

Severity Level	Description	Response Time	Resolution Target
Severity A (Critical)	**Critical Service Outage:** Global Admin lockout, Mail flow stopped for all users, or complete failure of Identity Synchronization (Entra Connect).	**30 Mins**	**4 Hours** (Escalate to Microsoft if backend issue)

Severity B (High)	**Major Functionality Loss:** Teams degradation, Migration failure during cutover.	**1 Hour**	**24 Hours**
Severity C (Medium)	**Minor Issues:** Single user login error, "How-to" questions.	**4 Hours**	**3 Business Days**

1.3.3 Support Channels

- **24/7/365 Support:** Availability via Phone, Email, and Ticketing Portal.
- **Microsoft Escalation:** The bidder must have a direct support contract (Premier/Unified) with Microsoft to escalate backend issues immediately.

1.3.4 Preventive Maintenance

- Monthly audit of "Idle Licenses" to optimize costs.
- Monthly review of "Risky Sign-ins" and security alerts.

1.3.5 Contract Duration

- The initial term of the Contract shall be **three (03) years**, extendable for an additional period of up to **two (02) years** (on an annual basis) subject to satisfactory performance, mutual consent, and availability of funds. The quoted unit prices shall remain locked and firm for the entire five (05) year period.
- All licenses supplied must be genuine, new, and directly provisioned from Microsoft **under the EES framework**.

02. **Solution Design & Integration Architecture**

2.1 Hybrid Identity & Directory Integration

The design must ensure seamless integration between HEC's existing on-premises environment and the Microsoft Cloud.

- **Source of Authority:** The solution must utilize the existing PERN Active Directory (AD) (hosted at HEC Data Centers in Karachi and Lahore) as the primary source of identity. **The Supplier is strictly responsible for upgrading this entire on-premises AD infrastructure from Windows Server 2012 R2 to the latest stable Windows Server version.**
- **Directory Synchronization:** The supplier must configure, maintain, and upgrade the **Microsoft Entra Connect (Azure AD Connect)** servers to the latest stable versions. These servers (currently deployed in Karachi with SQL backend) must synchronize Student and Faculty identities from the PERN Forest OUs to the Cloud Tenant.
- **Authentication Flow:** The solution must support **Password Hash Sync (PHS)** or **Pass-through Authentication (PTA)** to allow users to sign in to Office 365 using their existing university credentials without needing complex Federation hardware.

2.2 Multi-Tenant & Separation Strategy

To support the sector's decentralization:

	• **Hybrid Topology:** The architecture must support a mixed environment where some universities remain on the Central HEC Tenant while others are migrated to Independent University Tenants. • **Cross-Tenant Collaboration:** The supplier must ensure that the Global Address List (GAL) and Calendar sharing can be configured to function across tenants (using Cross-Tenant Synchronization) where required. 2.3 Migration Flexibility (**On-Demand & University-Funded**) The solution must offer a flexible "Exit Strategy" for universities. **As per HEC policy, all financial costs associated with these migration or offboarding services shall be borne directly by the requesting university at the locked-in rates provided in the financial bid**: • **Path A (Microsoft shared to dedicated tenant):** For universities establishing their own Microsoft tenant, the Supplier must perform a full **Tenant-to-Tenant migration** (Mailboxes, OneDrive, SharePoint) with zero data loss. • **Path B (Open Source / Third-Party):** For universities opting for cost-effective **Open Source alternatives** (e.g., Zimbra, Postfix, etc.), the Supplier must provide **Offboarding & Data Export Services**. This includes exporting user data in standard, non-proprietary formats (e.g., PST, IMAP sync, CSV) to facilitate their migration to the third-party service, including any efforts and tools required. 2.4 Network & Connectivity Assessment The supplier must assess the Network Readiness of the HEC Data Center for Cloud Synchronization: • Verify connectivity to Microsoft 365 endpoints. • Ensure the existing synchronization servers have sufficient bandwidth and stable internet access to handle the replication of the large PERN user base. **2.5 Subscription & Licensing Terms** • **Indirect Model:** The Supplier acts as the Microsoft Authorized **Licensing Solution Partner (LSP)** to provision licenses between Microsoft and HEC under the Microsoft Enrollment for Education Solutions (EES) framework. • **Software Assurance:** All licenses must include full upgrade rights to the latest versions of the software during subscription. • **Duration:** The contract commitment is for an initial three (3) years, extendable up to five (5) years, with locked-in pricing for the entire 5-year duration.
04.	**System Management, Administration, and Security Specifications** The Information System (Microsoft 365 Tenant) MUST be managed and secured according to industry best practices. The Supplier is responsible for the following configuration and administration activities:

	4.1 Service Activation & Provisioning • **License Activation:** The Supplier is responsible for activating the purchased licenses (M365 A3) in the HEC Central Tenant under the **Microsoft Enrollment for Education Solutions (EES)** framework within 72 hours of contract signing. • **Service Validation:** Verification that all core services (Exchange Online, Teams, SharePoint, OneDrive) are active and accessible for the HEC domain. 4.2 Tenant Configuration & Security The Supplier MUST perform the following configuration activities to secure the environment: 1. **Identity Synchronization Config:** Configure, tune, and continuously upgrade the Microsoft Entra Connect servers to the latest stable versions. Ensure sync rules correctly map attributes (e.g., Department, University Name) from the on-premise PERN AD to the Cloud. 2. **User Access Management (RBAC):** Implement **Role-Based Access Control (RBAC)**. Ensure that "Global Admin" rights are restricted to fewer than 5 authorized personnel. 3. **Security Policy Implementation:** o **MFA Enforcement:** Configure Conditional Access Policies to enforce Multi-Factor Authentication for all Admin accounts and users accessing sensitive data. o **Threat Protection:** Configure **Microsoft Defender** policies (Safe Links, Safe Attachments, Anti-Phishing) to protect email and Teams communications. 4. **Service Health Monitoring:** Instead of "load balancing" (which Microsoft handles), the Supplier must monitor the **Service Health Dashboard** and configure alerts to notify HEC of any regional outages or degradations. 5. **Integration Services:** o Configure **Exchange Hybrid Mode** (if required) for seamless mail flow between on-premise servers (if any) and the Cloud. o Integrate third-party SAML applications (e.g., Learning Management Systems) with Microsoft Entra ID (SSO) upon request. *6.* **Testing & Validation:** Perform "Migration Test Runs" (Pilot Batches) to validate that data integrity and identity attributes are maintained before executing any on-demand university migrations to independent tenants.
05.	**<u>System and Information Security and Security Policies</u>:** The system must be secured using the **Microsoft Zero Trust** framework to prevent unauthorized access and data breaches. The Supplier MUST configure the following security controls for the HEC Central Tenant (and apply them as a mandatory baseline for any newly created Independent University Tenants):

	i. Zero Trust Authentication (MFA & Conditional Access): • **Multi-Factor Authentication (MFA):** MFA must be enforced for 100% of Global Administrators and privileged roles. • **Conditional Access Policies:** The solution must restrict access based on risk signals (e.g., blocking logins from high-risk countries, requiring compliant devices for Admin access). • **Legacy Authentication:** The vendor must disable "Legacy Authentication" protocols (IMAP/POP3) to prevent password spray attacks. **ii. Threat Protection (Microsoft Defender):** • **Email Security:** Implementation of **Defender for Office 365** policies, including **Safe Links** (time-of-click protection) and **Safe Attachments** (sandboxing malware) to protect against phishing and ransomware. • **Identity Protection:** Real-time monitoring of "Risky Users" and "Risky Sign-ins" to automatically block compromised accounts. **iii. Monitoring and Auditing:** • **Unified Audit Logs:** Enable comprehensive logging for Exchange, SharePoint, and Teams. Logs must be retained for the maximum period allowed by the license to assist in forensic investigations. • **Alert Policies:** Configure automated alerts for suspicious activities (e.g., "Mass deletion of files," "eDiscovery search started," "Admin privilege granted"). **iv. Access Governance:** • **Automated Revocation:** The system must ensure that when a user is disabled in the on-premise PERN AD, their Cloud session tokens are revoked, and access is blocked immediately. • (If licenses permit) Admin access should be "Just-in-Time" (JIT), requiring approval and time-bound activation, rather than permanent standing access. **v. Domain Security:** • **Email Authentication:** The vendor must assist HEC in configuring **SPF, DKIM, and DMARC** records to prevent domain spoofing and ensure email deliverability.
06.	**Service Specifications** 6.1 Core Infrastructure Management & Security The Supplier is responsible for the health, security, and optimization of the current HEC identity infrastructure. • **PERN Active Directory Upgrade & Management:** The Supplier MUST perform a full OS-level migration and upgrade of the existing PERN Active Directory (AD) infrastructure (Forest and Domain functional levels) from Windows Server 2012 R2 to the latest stable Windows Server version. Following the upgrade, the Supplier must continuously manage its health to ensure it remains a reliable source of authority.

- **Active Directory Delegation & Management Solution:** The Supplier shall supply, deploy, and support an enterprise Active Directory delegation and management solution (Adaxes or technically equivalent solution). The bidder shall quote for the required software licenses and annual maintenance covering HEC's administrative and directory management scope across participating university OUs. The bidder must quote the software licensing separately as indicated in the Supply and Installation Cost Table. HEC reserves the right to drop, accept, or award this component based on evaluated cost and administrative requirement.
- **Exchange Hybrid Modern Authentication (HMA):** The Supplier shall configure and enable Hybrid Modern Authentication (HMA) for HEC's on-premises Exchange server infrastructure, ensuring all user authentications are governed via Microsoft Entra ID with Multi-Factor Authentication (MFA) and Conditional Access policies enforced.
- **Azure AD Connect Upgrade:** Update the existing Microsoft Entra Connect (formerly Azure AD Connect) servers to the latest stable version and ensure the synchronization rules are correctly configured for all university OUs.
- **Upgradation and Migration of HEC Website to SharePoint Subscription Edition:** The HEC website is currently hosted on Microsoft SharePoint Server 2019, which has reached its end-of-support lifecycle. In order to ensure a secure, supported, scalable, and sustainable platform for the continued operation of the HEC website and its associated portals/subsites, the Supplier shall upgrade and migrate the existing website infrastructure from SharePoint Server 2019 to the latest Microsoft SharePoint Server Subscription Edition (SE). The activity will include assessment of the existing SharePoint 2019 environment, compatibility analysis of custom solutions and web parts, migration of site collections, content, lists, libraries, configurations, and associated databases, remediation or redevelopment of components that are not compatible with Subscription Edition, and comprehensive testing of functionality, performance, security, and integrations prior to production cutover.
  - **Security Configuration:** Implement Microsoft "Zero Trust" security policies on the Central Tenant, specifically:
  - Enforcing Multi-Factor Authentication (MFA) for Administrators and Faculty.
  - Configuring Conditional Access Policies to block risky sign-ins and legacy protocols.
  - **Service Health Monitoring:** Proactively monitor the synchronization status and Microsoft 365 service health, resolving any sync errors (e.g., "Attribute Mismatch") immediately.

6.2 Migration Readiness & Service Integration

Before initiating any **on-demand** university separation, the Supplier MUST undertake a comprehensive "Readiness Assessment" for the specific requesting institution. **(Note: All costs associated with the actual migration execution tools/labor remain the responsibility of the requesting university).** The Supplier must configure the environment for seamless integration:

1. **Identity Audit:** Analyze the current PERN AD to identify user accounts that require cleanup (e.g., duplicate UPNs, missing attributes) before they are migrated to a new tenant.
2. **Data Volume Assessment:** Calculate the total storage volume (Mailboxes + OneDrive + Teams) for universities scheduled for separation to estimate accurate migration timelines.
3. **Network & Bandwidth Analysis:** Verify that the HEC connectivity is sufficient to support the data transfer loads for tenant-to-tenant migrations.

6.3 **Education Transformation Agreement (ETA) Execution & Governance Framework**

The Higher Education Commission (HEC), in collaboration with Microsoft under the Education Transformation Agreement (ETA), shall execute a coordinated national portfolio of activities to strengthen digital transformation, artificial intelligence, research enablement, and student employability across higher education institutions (HEIs) in Pakistan.

6.3.1 National Overarching Theme

All ETA activities must be unified under the theme: **"AI for Research and Research for AI."**

6.3.2 Minimum Annual Scope & Deliverables

The successful bidder/LSP shall act as the primary execution and coordination partner to deliver the following minimum baseline activities annually:

- AI for Research & Research for AI: Minimum 3 National Boot Camps, 10 Advanced Research Workshops, and 24 Webinars.
- Faculty & Institutional Enablement: Minimum 10 Faculty Development Workshops, 4 Train-the-Trainer (ToT) cohorts, and 6 Deep-Dive Technical Sessions for University IT Administrators.
- Digital Transformation & Cloud Enablement: 15–20 workshops annually covering Power Platform, Dynamics 365 ERP/CRM, Azure Data Platform, Security, and API integrations.
- Student Skilling & Certifications: 50 Online Learning Sessions and 12 Physical Boot Camps preparing students and faculty for Microsoft Certifications (AZ-900, AI-900, SC-900, PL-900, MS-900, DP-900).
- Innovation, Imagine Cup & Competitions: Nationwide Imagine Cup mentoring, minimum 6 Regional Competitions, 1 National Innovation Summit, and support for 150+ showcase projects.
- ETA Digital Presence & Portal: Deployment and maintenance of a dedicated ETA Engagement Web Portal, event registration/tracking system, and learning/project repositories.

Global Microsoft Programs & Partner Initiatives Portfolio

In alignment with the deliverables above, the partner shall coordinate and ensure institutional onboarding across the following global initiatives:

	ECIF & MCI Engagements: Securing Microsoft End Customer Investment Funds (ECIF) and Microsoft Commerce Incentives (MCI) to run specialized partner workshops and assessments. **Founders Hub (Microsoft for Startups)**: Enabling university incubation centers and student startups with cloud credits and mentoring. **GitHub Education Program**: Rolling out GitHub Global Campus and Student Developer Packs. **LinkedIn GenAI Skilling**: Deploying the *Career Essentials in Generative AI* learning track by Microsoft and LinkedIn. **Microsoft Learn & ESI**: Implementing campus-wide Microsoft Learn curriculums and the Enterprise Skills Initiative (ESI) for organizational skilling. **Faculty Enablement (MSLE):** Onboarding faculty to Microsoft Learn for Educators (MSLE) for integrated degree certifications. **Azure for Students**: Ensuring eligible students access their $100 annual cloud credit benefits. **Student Use Benefits (SUB):** Facilitating maximum deployment of M365, Windows 11, and Intune student entitlements. **Student Leadership & Community:** Driving the Microsoft Learn Student Ambassador (MLSA) program and organizing expert career counselling sessions led by global Microsoft employees. **6.3.3 Core ETA Coordination Team:** The bidder shall provide a dedicated core coordination unit comprising: (1) Program Lead, (1) Activity & Community Coordinator, (1) Technical/Skilling Lead, (1) Communications & Portal Coordinator, and (1) Administrative Support resource. *(Note: Trainers, speakers, judges, and Microsoft product experts may be engaged on a per-activity basis)*. **6.4 Testing & Acceptance** **Initial Service Activation (HEC Central Tenant):** The core service shall be declared "Provisionally Operational" upon the successful activation of all Microsoft 365 licenses in the HEC Central Tenant and the deployment of the vendor’s Managed Support Team as per the Implementation Schedule. Final acceptance of the core infrastructure is subject to the successful OS-level upgrade of the PERN Active Directory and Entra Connect infrastructure. ***6.4.2 Migration Tooling & Data Integrity Validation*** The Supplier must demonstrate that their proposed tools and methodology successfully migrate the following without data loss: - Exchange Online: Full mailbox content, calendars, and archives. - OneDrive & SharePoint: All files, folder structures, and permissions. - Microsoft Teams: Channel structures, chats, and shared files. ***Zero Data Loss Guarantee:*** The Supplier is 100% liable for data integrity during any on-demand migration. Successful validation is defined as a migration where the source and destination data matches 1:1, and users can log in to the new tenant using their existing institutional credentials via the upgraded hybrid sync.
07.	**Documentation Requirements**

	The Supplier must provide the following documentation to ensure knowledge transfer and operational continuity: **i. Technical & Operational Documentation:** • **Tenant Administration SOPs:** Standard Operating Procedures for daily tasks (e.g., "How to assign licenses," "How to reset MFA," "How to create a new University OU"). • **Security Configuration Document:** A detailed record of all implemented security policies, including Conditional Access rules, Defender settings, and Spam Filter configurations. • **Migration Playbook:** A step-by-step technical guide for executing a "Tenant-to-Tenant" migration. This ensures that even if the vendor leaves, HEC knows how to migrate a university. **ii. End-User Adoption Materials:** • **Quick Start Guides:** Digital one-pagers (PDF) for Faculty and Students covering key workloads (e.g., "Getting Started with Teams," "How to secure your account with MFA"). • **Knowledge Base:** A collection of FAQs and common troubleshooting steps for the L1 Helpdesk team. **iii. Service Documentation:** • **Escalation Matrix:** A document detailing the contact information and hierarchy for reporting critical incidents to the Vendor and Microsoft.

08.	**Requirements of the Supplier's Technical Team**
	
	The Supplier MUST provide a dedicated and qualified technical team to cover the **Service Transition, Ongoing Operations, and Migration Activities**. The proposed team must hold valid Microsoft Certifications relevant to their roles.
	
	a.) Project Manager
	
	• **Role:** Oversee the contract lifecycle, manage the migration schedule for universities, and serve as the primary liaison with HEC management.
	
	• **Experience:** Minimum **5 years** of experience in managing large-scale IT projects, specifically **Microsoft 365 deployments** or cloud migrations.
	
	• **Skills:**
	  o Strong knowledge of "Tenant-to-Tenant" migration workflows.
	  o Ability to coordinate with Microsoft Support for escalation management.
	  o PMP or PRINCE2 certification is desirable.
	
	b.) Microsoft 365 Solution Architect (Technical Lead)
	
	• **Role:** Responsible for the overall design of the "Strategic Separation," Security Architecture, and Hybrid Identity setup.

- **Experience:** Minimum **5 years** of deep technical experience with Microsoft Cloud technologies.
- **Required Certifications: Microsoft 365 Certified: Enterprise Administrator Expert** (or equivalent).
- **Skills:**
    - Expert-level knowledge of **Microsoft Entra Connect (Azure AD Connect)** and Hybrid Identity.
    - Experience designing **Zero Trust** security models (MFA, Conditional Access, Defender).
    - Proven track record of planning complex email and data migrations.

c.) Level 2 Support Engineers (M365 Administrators)

- **Role:** Handle complex technical issues escalated by L1, manage day-to-day tenant health, and execute migration batches.
- **Experience:** Minimum **3 years** of hands-on administration of Office 365 tenants.
- **Required Certifications: Microsoft 365 Certified: Messaging Administrator Associate** OR **Security Administrator Associate**.
- **Skills:**
    - Deep understanding of **Exchange Online** mail flow, hygiene, and troubleshooting.
    - Experience managing **Microsoft Teams** policies and SharePoint permissions.
    - Ability to use **PowerShell** for bulk user management and reporting.
    - Experience investigating security alerts in the Microsoft Defender portal.

d.) Level 1 Support Engineers (Helpdesk)

- **Role:** Serve as the first point of contact for HEC and University IT staff for basic requests (e.g., Password Resets, Login Errors, License Assignment).
- **Experience:** 1-2 years of IT Service Desk experience.
- **Skills:**
    - **Microsoft 365 Fundamentals (MS-900)** certification is preferred.
    - Familiarity with ticketing systems and SLA tracking.
    - Strong communication skills to assist non-technical faculty/staff.
    - Ability to troubleshoot basic Outlook Mobile and Teams connectivity issues.

D. Testing and Quality Assurance Requirements

01.	Inspections (License & Tenant Verification) The following inspections will be conducted upon contract signing: 1. **License Activation:** Verification that the correct number and type of licenses (e.g., A3) procured under the **Microsoft EES framework** are visible and active in the HEC Microsoft 365 Admin Portal. 2. **Support Access:** Confirmation that the Supplier has established a "Partner Admin Link" (GDAP) or support access without taking unnecessary Global Admin privileges. 3. **Documentation Review:** Inspection of the "Migration Playbook" and "Security Configuration Plan" submitted by the vendor.
02.	Pre-commissioning Tests (Service Readiness) Before declaring the system "Live" or starting any migrations, the following tests must be passed: 1. **Sync Health Check:** Validation that the upgraded **Microsoft Entra Connect servers** are successfully syncing user attributes (Department, University Name) from the PERN AD to the Cloud without errors. 2. **Security Policy Test:** Verification that **MFA is enforced** (i.e., attempting to log in as an Admin without MFA should fail). 3. **Mail Flow Validation:** Sending/receiving emails between the Central Tenant and external domains (Gmail/Hotmail) to ensure DNS records (MX, SPF, DKIM) are correct.
03.	Operational Acceptance Tests (OAT) The Service will be formally accepted upon completion of: **1. License Activation** 2. **Helpdesk Drill:** Simulation of a "Critical Incident" (e.g., User Lockout) to verify that the Supplier's support team responds within the SLA timeframes. 3. **Reporting Validation:** Generation of a "License Utilization Report" and "Secure Score Report" from the admin dashboard.

Past Experience / Contracts

Contracts over *[insert amount]* during the last three years:				
Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination

Historical Contract Non-Performance, and Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

☐ Not debarred due to deviation from commitment of Bid Securing Declaration-☐ Not debarred due to non-performance			
Year	**Non-performed portion of contract**	**Contract Identification**	**Total Contract Amount (current value, currency, exchange rate and PKR equivalent)**
[insert year]	*[insert amount and percentage]*	Contract Identification: *[indicate complete contract name/ number, and any other identification]* Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Reason(s) for nonperformance: *[indicate main reason(s)]*	*[insert amount]*
Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements			
☐ Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.			
Year of dispute	**Amount in dispute (currency)**	**Contract Identification**	**Total Contract Amount (currency), ~~US$~~ PKR Equivalent (exchange rate)**

[insert year]	*[insert amount]*	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Matter in dispute: *[indicate main issues in dispute]* Party who initiated the dispute: *[indicate "Procuring Agency" or "Supplier"]* Status of dispute: *[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]*	*[insert amount]*

☐ No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4.

☐ Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.

Year of award	**Outcome as percentage of Net Worth**	**Contract Identification**	**Total Contract Amount (currency), PKR Equivalent (exchange rate)**
[insert year]	*[insert percentage]*	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: *[insert full name]* Address of Procuring Agency: *[insert street/city/country]* Matter in dispute: *[indicate main issues in dispute]* Party who initiated the dispute: *[indicate "Procuring Agency" or "Supplier"]* Court/ arbitral award decision: *[Indicate if the award decision was against the Applicant or any member of a joint venture.]y]*	*[insert amount]*

Current Contract Commitments / Works in Progress

Bidders and each member to a JV should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

Current Contract Commitments					
No.	Name of Contract	Employer's Contact Address, Tel, Fax	Value of Outstanding Work [Current Eq. PKR]	Estimated Completion Date	Average Monthly Invoicing Over Last Six Months [Eq. PKR/month)]
1					
2					
3					
4					
5					

Financial Situation and Performance

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

1. Financial data

Type of Financial information in (currency)	**Historic information for previous _*[insert number]* years, *[insert in words]* (amount in currency, currency, exchange rate*, PKR equivalent)**				
	Year 1	Year 2	Year 3		
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

* Refer ITA 14 for the exchange rate

3. Financial documents

The Applicant and in case of JV, members of JV shall provide copies of financial statements for *[number]* years pursuant Section III, Qualifications Criteria and Requirements. The financial statements shall:

(a) reflect the financial situation of the Applicant or in case of JV member, and not an affiliated entity (such as parent company or group member).

(b) be independently audited or certified in accordance with local legislation.

(c) be complete, including all notes to the financial statements.

(d) correspond to accounting periods already completed and audited.

☐ Attached are copies of financial statements[1] for the *[number]* years required above; and complying with the requirements.

[1] If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member Name: *[insert full name]*
IFP No. and title: *[insert IFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

Annual Turnover Data			
Year	**Amount Currency**	**Exchange rate* (If applicable)**	**PKR equivalent**
[indicate calendar year]	*[insert amount and indicate currency]*		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.