

Standard Bidding Document

Procurement of IT Equipment, Equipment Support, IT Enabled Services
(Goods)

National

Single Stage-Two Envelope



September 18, 2026

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REQUEST FOR BIDS

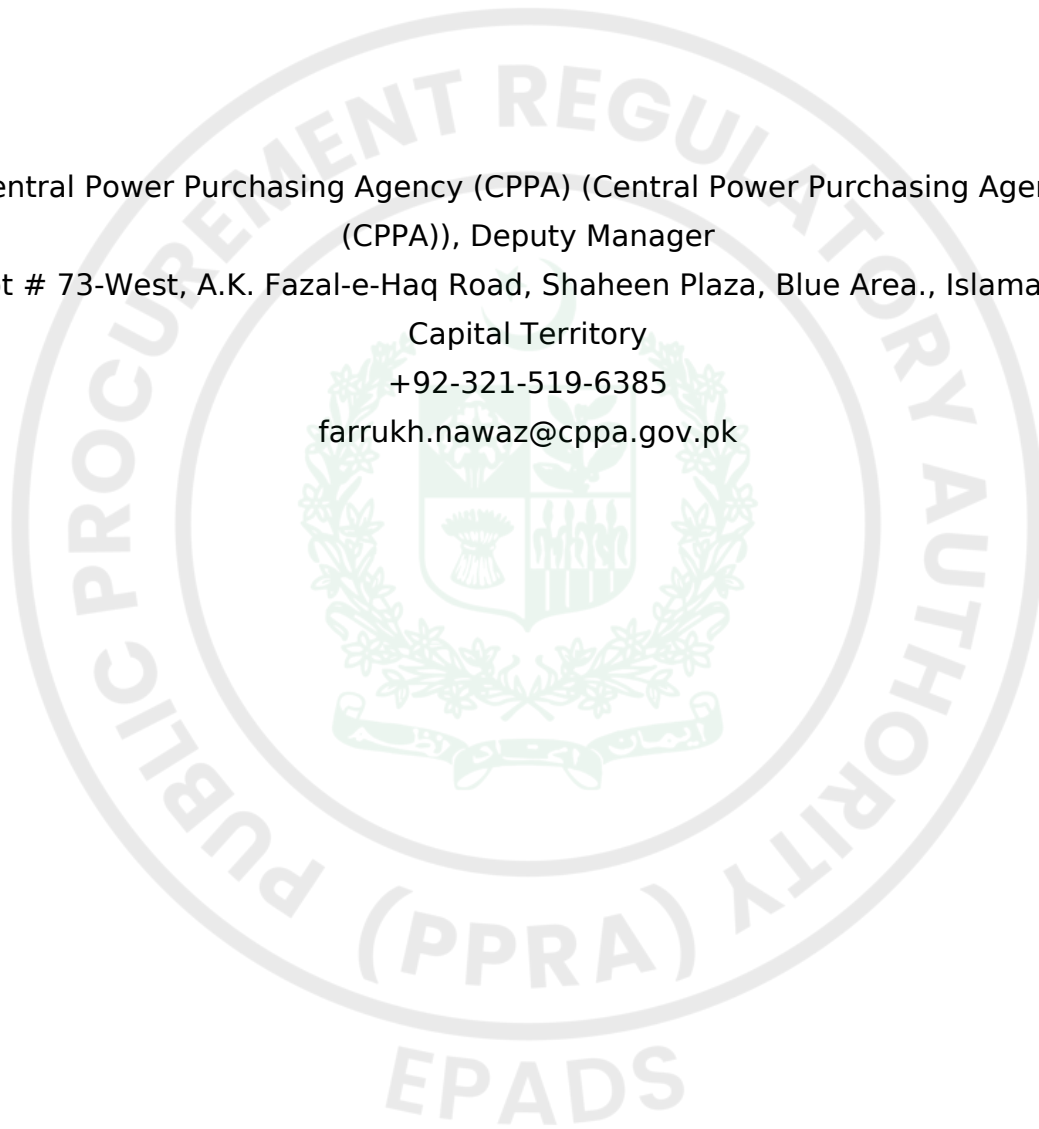
PROCUREMENT OF GOODS

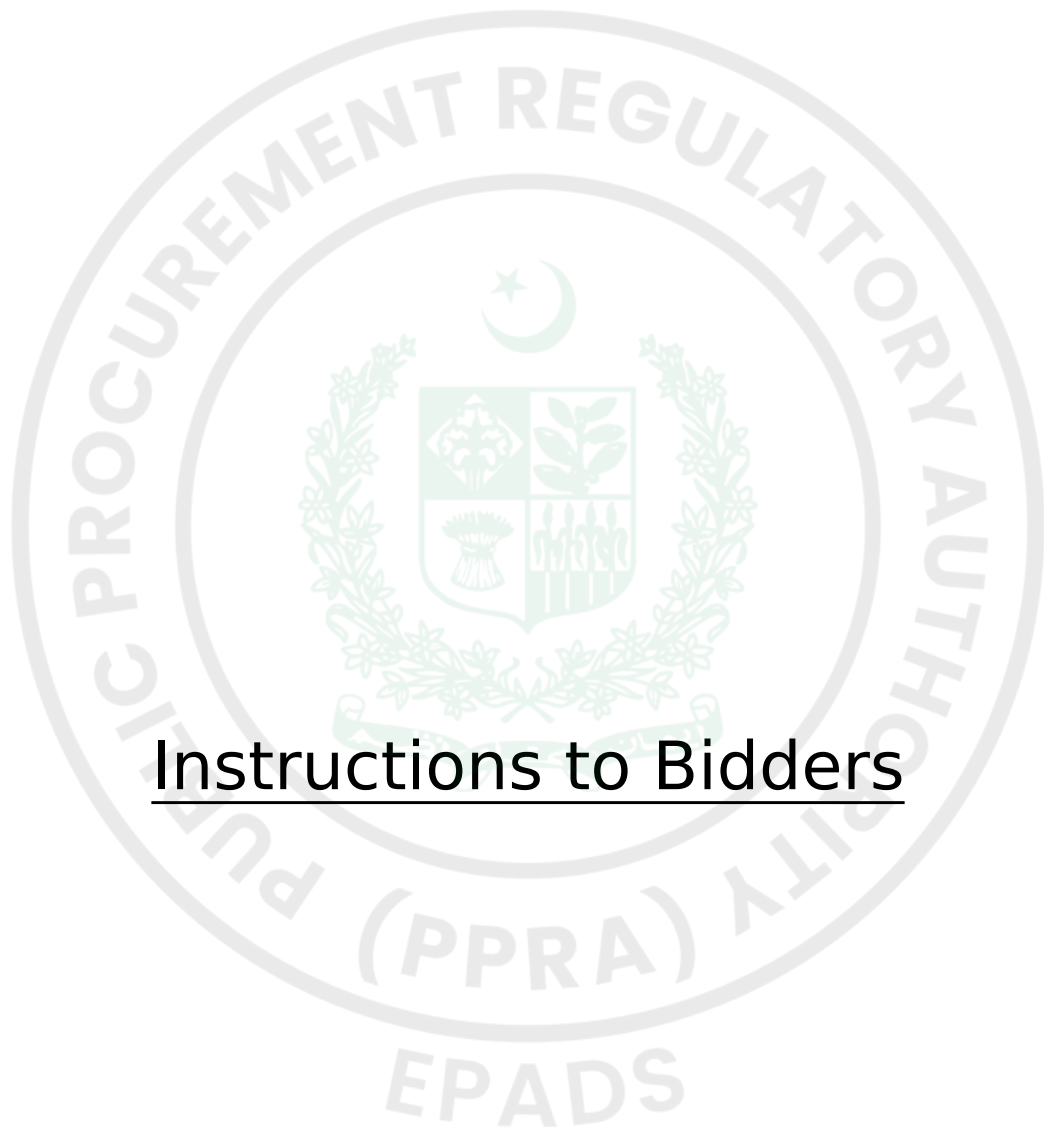
1. The **Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA))** has reserved Funds for the procurement planned for FY **2026-27**. The **Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**Procurement of IT Equipment, Equipment Support, IT Enabled Services**" with the reference of "**P107311**"
2. The **Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA))** 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 **Pay Order, Demand Draft** 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/107311>** 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 **Thursday, October 15, 2026 11:00 AM**. E-bids will be opened using **EPADS v2.0** on the same day at **Thursday, October 15, 2026 11:30 AM**. 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 the documents 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 its Bid, 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)

After 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

32.1 Where 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.

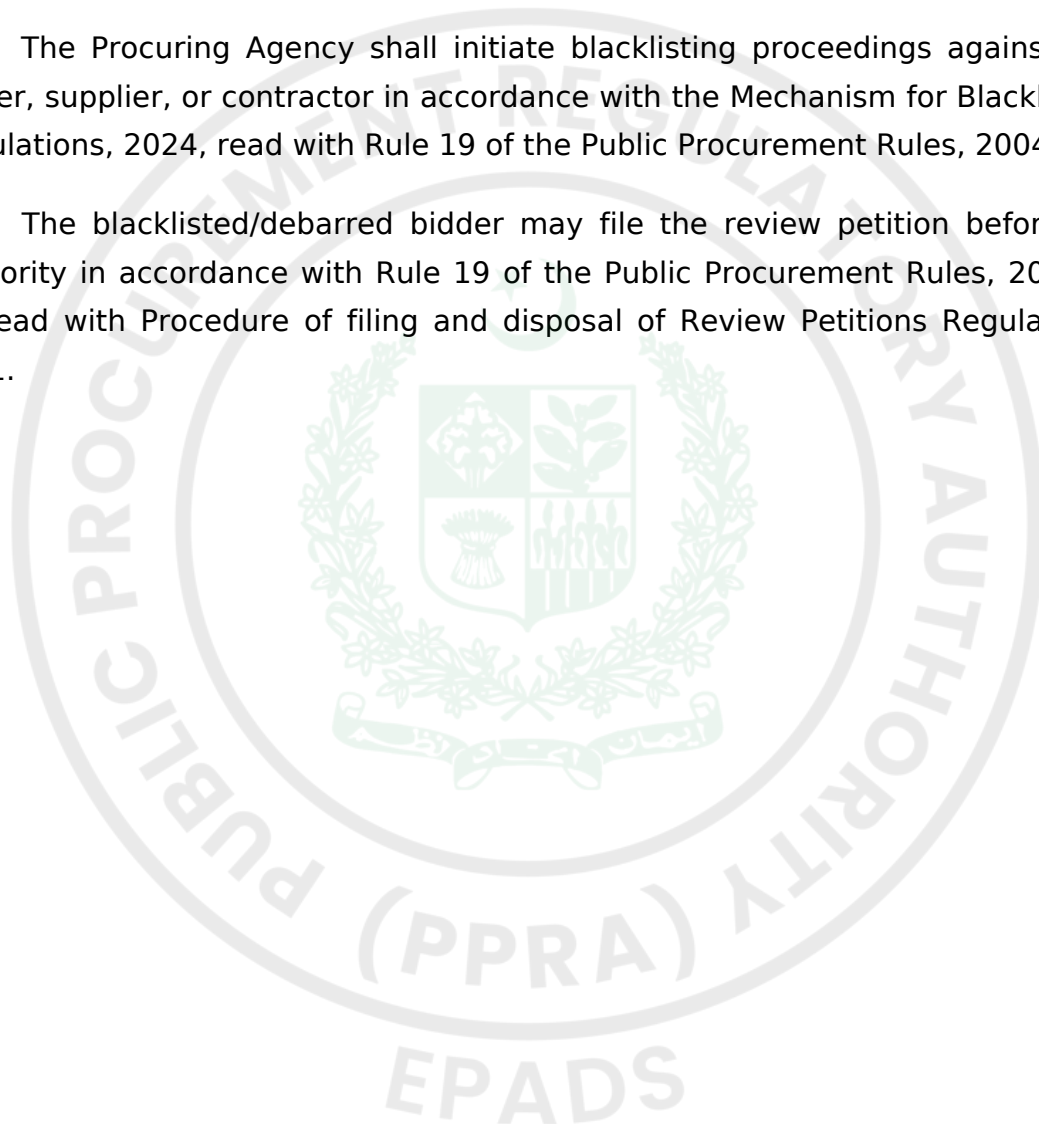
40.2 In case if any party or the bidder is not satisfied with the decision of the GRC or if it fails to decide within ten days, the bidder or the party may file an appeal before the Appellate Committee of the Authority in accordance with Rule 48 of the Public Procurement Rules, 2004 to be read with Redressal 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: **Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA))**

The subject of procurement is: **Procurement of IT Equipment, Equipment Support, IT Enabled 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: **P107311**

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 30, 2026

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. Registration/Incorporation/Business Certificate and at least three business years in Pakistan
2. Valid Income Tax Registration (Active with FBR)
3. Valid General Sales Tax Registration (Active with FBR)
4. Affidavit on legal stamp paper of at least Rupees fifty (50), issued in the name of CPPA-G to the effect that the bidder is not blacklisted and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public-sector organization/Division/Ministry (Annexure-A) Original Affidavit must be submitted to CPPA-G before closing date and time of technical bid
5. Compliance with the schedule of supplies and technical specifications on the company's letterhead
6. Must have average annual turnover of at least PKR fifty (50) million for FY 2022-23, FY 2023-24 & FY 2024-25. Note: Income Tax Returns for FY 2022-23, FY 2023-24 & FY 2024-25 must be attached
7. For Rack Space Hosting, the bidder must have its own data center in Islamabad/Rawalpindi only, where the CPPA server will be hosted. No third-party Pakistani data center (or one having a colocation data center), reseller/partnership/JV is allowed
8. For Rack Space Hosting, the bidder must have its own deployed fiber for P2P connectivity; no third-party Pakistani ISP provider/reseller/partnership/JV/interconnect or collaboration is allowed

9. For Rack Space Hosting, for management and support, the bidder must have its own Network Operation Center (NOC). A complete structural document along with a local 24/7 support document is required

10. For Rack Space Hosting, the data center must be Tier-III certified. Evidence required

11. For Rack Space Hosting and Managed SOC Services Solution, the bidder must have a certified SOC team (minimum two team members' certifications required)

12. Office in Islamabad/Rawalpindi

13. Principal's valid partnership certificate for Laptops, Core Switches, SLA for Datacenter, Managed SOC Services, Recursive DNS Security Solution & Office 365 Additional Storage only

14. Principal's authorization certificate for Core Switches, SLA for Datacenter, Managed SOC Services, Recursive DNS Security Solution, and SolarWinds NPM only

15. A list of clients for whom the bidder has done or is doing business of a similar nature to the item(s) being bid, since 01st July 2022 to date, must be provided along with their names, addresses, and phone numbers. Verifiable documentary evidence (P.Os, contracts, agreements) must be attached. If verifiable documentary evidence is not attached, the bidder will be declared ineligible

16. staff list with certified principal residing in Islamabad/Rawalpindi; CVs, employment cards, and certificates are also required for Datacenter SLA, Managed SOC, Recursive DNS Security, and SolarWinds NPM/Core Switches. Staff qualified in Laptops (at least DAE), Historical Record Preservation/Digitization (at least FA/DAE), and Rack Space Hosting (at least Computer Graduate), residing in Islamabad/Rawalpindi; CVs, employment cards, and degrees required. if not attach will result ineligible

BDS Clause Number 6

ITB Number 11.1

Items/Lots and therrre 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: **Pay Order, Demand Draft**

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;

Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., 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: **Thursday, October 15, 2026 11:00 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 : **Thursday**

Date: **Thursday, October 15, 2026**

Time : **11:30 AM**

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

Grievance 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
Individual / Individual Consultant	FBR (NTN)
Sole Proprietorship	FBR (GSTN)
Partnership Firm	SECP
Company (Private Limited)	
Company (Public Limited)	
Company (Holding Company)	
Company (Limited by Guarantee)	
State Owned Enterprise (Private Limited)	
State Owned Enterprise (Public Limited)	

Eligibility Criteria	Document
Registration/Incorporation/Business Certificate and at least three business years in Pakistan	Yes
Valid Income Tax Registration (Active with FBR)	Yes
Valid General Sales Tax Registration (Active with FBR)	Yes

Affidavit on legal stamp paper of at least rupees fifty (50), issued in the name of CPPA-G to the effect that bidder is not blacklisted and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public-sector organization/Division/ Ministry (Annexure-A) Original Affidavit must be submitted to CPPA-G before closing date and time of technical bid	Yes
Compliance with the schedule of supplies & Technical Specifications on companies letter head	Yes
Must have Average annual turnover at least PKR three (50) million for FY 2022-23, FY 2023-24 & FY 2024-25 note: income Tax Returns for FY 2022-23, FY 23-24, FY 2024-25 Must be attached	Yes
For Rack space hosting, bidder must have its own data center in Islamabad/Rawalpindi only, where CPPA server will be hosted. No third-party Pakistani data center (or having Co-location data center), reseller/partnership/JV is allowed.	Yes
For Rack space hosting, bidder must have its own deployed fiber for P2P connectivity; no third-party Pakistani ISP provider/reseller/ partnership/JV/Interconnect or collaboration is allowed.	Yes
For Rack space hosting,, for Management and support bidder must have its own Network operation center (NOC). Complete structural document along with local support 24/7 document required.	Yes
For Rack space hosting, the data center must be Tier-III certified-Evidence required	Yes
For Rack space hosting and Managed Security Operation Center (SOC) Services, bidder must have certified SOC team. (Minimum 2 team members certifications required)	Yes
Office in Islamabad/Rawalpindi	Yes
List of Projects to whom the bidder has done or been doing business of Similar Nature for Item the bidder is submitting Bid, Since January 2023 to date along with their Names, Addresses, Phone Numbers. Documentary evidence Mandatory (Copies of Agreements, Purchase Orders, Completion Certificates) must be attached	Yes

Principal Valid Partnership certificate for (Laptops, Core Switches, SLA for datacenter, Managed SOC Services, Recursive DNS Security Solution & Office 365 Additional storage) only	Yes
Principal Authorization certificate for (Core Switches, SLA for datacenter, Managed SOC Services, Recursive DNS Security Solution and SolarWinds NPM) only	Yes
For Managed Security Operation Center (SOC) Services Local Presence (SOC in Pakistan): Vendor must have a 24/7 Security Operations Center within Pakistan, with redundant model. [An undertaking/affidavit on the vendor's letterhead confirming round-the-clock (24x7x365) SOC operations must be attached]	Yes
A list of clients for whom the bidder has done or is doing business of a similar nature to the item(s) being bid, since 01st July 2022 to date, must be provided along with their names, addresses, and phone numbers. Documentary evidences (P.Os, contracts, agreements) must be attached. If verifiable proofs are not attached, the bidder will be declared ineligible.	Yes
Qualified staff list with certified principal residing in Islamabad/Rawalpindi; CVs, Employment card, certificates are also required for Datacenter SLA, Managed SOC, Recursive DNS Security, and SolarWinds NPM/Core Switches. Staff qualified in Laptops (DAE), Historical Record Preservation/Digitization (FA/DAE), and Rack Space Hosting (Computer Graduate), residing in Islamabad/Rawalpindi; CVs, employment card and degrees required. Non-submission = ineligibility.	Yes

Evaluation Criteria

Eligible 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 Criteria	

A List of Clients (other than CPPA-G) has done or been doing business of Similar Nature for Item the bidder is submitting Bid, Since 01st July 2022 to date i.e from along with their Names, Addresses, Phone Numbers. Documentary evidence required. List is to be provided bifurcating in following slabs: · Equals or more than 1 million and less than 3 million (10 marks) · Equals or more than 3 million and less than 5 million (20 marks) · Equals or more than 5 million and less than 7 million (30 marks) · Equals or more than 7 million (40 marks) (Quantitative)(Doc Required)

40

40 Marks — any one of the following: · One project of value equal to or more than 7 million; or · Two projects, each of value between 5 million and 7 million; or · Two projects, each of value between 3 million and 5 million; or · Four projects, each of value between 1 million and 3 million; or · One project of value between 3 million and 5 million, and one project of value between 5 million and 7 million; or · One project of value between 5 million and 7 million, and one project of value between 1 million and 3 million **(40)**

30 Marks — any one of the following (draft): · One project of value equal to or more than 5 million and less than 7 million; or · Two projects, each of value between 3 million and 5 million; or · Three projects, each of value between 1 million and 3 million; or · One project of value between 1 million and 3 million, and one project of value between 3 million and 5 million **(30)**

20 Marks — any one of the following (draft): · One project of value equal to or more than 3 million and less than 5 million; or · Two projects, each of value between 1 million and 3 million **(20)**

"10 Marks: · One project of value equal to or more than 1 million and less than 3 million" **(10)**

Technical Evaluation Criteria

Category A. Certified Staff – Attach list + certificates + CVs (Datacenter SLA, SOC, Recursive DNS, SolarWinds NPM, Core Switches). 15 marks/certified resource. Category B. Support Staff – Attach list + CVs: Laptops (DAE), Digitization (FA/DAE), Rack Hosting (Graduate). 15 marks/resource. Conditions: Payroll staff only; residency proof via CNIC/utility bill; Agency may verify/interview; one category per resource; marks capped per category (max 60). (Quantitative)(Doc Required)

60

For bidders participating under Category A (Certified Staff): · Four certified resources — 60 Marks For bidders participating under Category B (Support Staff): · Four support staff resources — 60 Marks **(60)**

For bidders participating under Category A (Certified Staff): · Three certified resources — 45 Marks For bidders participating under Category B (Support Staff): · Three support staff resources — 45 Marks **(45)**

For bidders participating under Category A (Certified Staff): · Two certified resources — 30 Marks For bidders participating under Category B (Support Staff): · Two support staff resources — 30 Marks **(30)**

For bidders participating under Category A (Certified Staff): · One certified resource — 15 Marks For bidders participating under Category B (Support Staff): · One support staff resource — 15 Marks **(15)**

Items/Lots

Items Without Lots :

Item	UNSPSC	Delivery Schedule	Quantity	Bid Security	Warranty
Laptops	Notebook computer	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 30 Days Quantity: 76/Qty	76/Qty	1600000 PKR	1095 Days
Core Switches	Network switches	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 120 Days Quantity: 4/Qty	4/Qty	1200000 PKR	1095 Days
SLA for Datacenter active equipment	Data center services	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 30 Days Quantity: 1/job	1/job	800000 PKR	--
SLA for Rack Space Hosting	Data center services	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 30 Days Quantity: 1/job	1/job	60000 PKR	--

Item	UNSPSC	Delivery Schedule	Quantity	Bid Security	Warranty
Solarwinds NPM Supports	Network application software maintenance	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 30 Days Quantity: 1/job	1/job	18000 PKR	--
Managed Security Operation Center (SOC) Services	Security and protection software maintenance	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 120 Days Quantity: 1/job	1/job	400000 PKR	--
Recursive DNS Security Solution	Security and protection software maintenance	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 180 Days Quantity: 1/job	1/job	700000 PKR	--
Data Scanning and uploading into RMS	Document scanning service	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 210 Days Quantity: 1/job	1/job	120000 PKR	--
Office 365 E3 Additional Organizational Storage	Office suite software	Address: Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory Schedule: 30 Days Quantity: 1/job	1/job	40000 PKR	--

Related Services of Goods:

Yes

Item	UNSPSC	Related Services
Laptops	Notebook computer	1095
Core Switches	Network switches	1095

Items/Lot Specification

Items Without Lots :

Item: Laptops

UNSPSC: Notebook computer

Specifications / Requirementss:

Lot 1:	LAPTOP COMPUTERS (Professional Series)
Brands	Business Series: (High-end Business Series) Lenovo ThinkBook, ThinkPad, HP Elite Book, HP Probook or Equivalent Internationally top recognized brands
Specification	DESCRIPTION
Processor	Intel® Core Ultra 7 processor (255H / 200V Series or latest), 16C (6P+8E+2LPE) / 22T, Max Turbo ≥4.8 GHz or better
Chipset	Intel® SoC Platform
Display	15.6" diagonal FHD (1920×1080) Anti-glare, Wide Viewing, 300 nits or higher
Memory (RAM)	32 GB DDR5 (1×16 GB + 1×16 GB or 1 x 32 GB), upgradeable up to 64 GB
Storage	512 SSD NVMe PCIe® 4.0 (M.2)
Graphics	Integrated Intel® Iris® Xe Graphics (functions as UHD Graphics)
Camera	Integrated FHD 1080p with Privacy Shutter

Lot 1:	LAPTOP COMPUTERS (Professional Series)
Brands	Business Series: (High-end Business Series) Lenovo ThinkBook, ThinkPad, HP Elite Book, HP Probook or Equivalent Internationally top recognized brands
Specification	DESCRIPTION
Keyboard & Mouse	Spill-resistant, Backlit Keyboard (English), OEM Wired Mouse
Communication	Wi-Fi 7 (802.11be), Bluetooth® 5.3 or above, Gigabit Ethernet
External Ports	1× RJ-45 Ethernet, 1× HDMI® 2.1, 1× Headphone/Microphone combo (3.5mm), 1× Thunderbolt™ 4 / USB4® (40Gbps), 1× USB 2.0, 1× USB 3.2 Gen 1, 1× USB-C® 3.2 Gen 2
Power	65W AC Adapter or higher, Battery ≥48 Whr, Minimum 6 hours backup
Operating System	Genuine Windows 11 Pro OEM License
Carrying Case	OEM Original Briefcase

Item: Core Switches

UNSPSC: Network switches

Specifications / Requirementss:

Specification / Feature	Details
1. Hardware	
Switch Type	Purpose-built, enterprise-class, fixed-configuration Layer-3 Ethernet switch

Specification / Feature	Details
Ports	24 x 1G/10G ports supporting 1G SFP optical/RJ45 and 10G SFP+ optical/Electrical transceivers
25G Support	Must support 25G operation on same ports
Uplink Expansion	Modular uplink expansion slot for future 10G, 25G, 40G and 100G Ethernet uplinks without base switch replacement; 4 x 10G modules provided in proposed solution
Switching Architecture	Non-blocking architecture, minimum switching capacity 1.5 Tbps, forwarding performance 1 Bpps
Interface Operation	All interfaces shall operate simultaneously at line rate
Capacity	At least 32K MAC addresses, 4K VLANs, 32 MB shared packet buffer, 9 KB jumbo frames
Transceiver Module Compatibility & Optional Line Items	Bidders must provide separate per-unit line-item pricing for the following optional transceiver modules (to be procured as needed):
	1G Multimode Optical Module: 1000BASE-SX SFP (850nm, LC connector).
	10G Multimode Optical Module: 10GBASE-SR SFP+ (850nm, LC connector).
	10G Copper Module: 10GBASE-T SFP+ (RJ-45 connector).
2. High Availability	
Power Supplies	Dual hot-swappable AC power supplies, 1+1 redundancy
Fan Modules	Hot-swappable fan modules
Redundancy	Control-plane redundancy, forwarding resiliency, non-disruptive software upgrades
Power Supply Failure	Failure of a single power supply shall not interrupt forwarding operations
3. Stacking	

Specification / Feature	Details
Stacking Type	Hardware-based stacking, Dedicated Data Stacking Cable per switch (to form a complete stack ring).
Power Stacking	Dedicated StackPower Cable per switch (to form a complete power ring)
Stack Bandwidth	Not less than 1 Tbps
Logical Device	Multiple switches operate as a single logical device with centralized configuration and management
Master Election	Automatic master election and seamless failover
4. Layer-2 Features	
VLAN	IEEE 802.1Q VLAN
Spanning Tree	IEEE 802.1D, 802.1w and 802.1s Spanning Tree
Link Aggregation	IEEE 802.3ad Link Aggregation
Link Discovery	Link discovery protocol
Multicast Snooping	IPv4 and IPv6 multicast snooping
Storm Control	Storm control
Loop Prevention	Loop prevention and protection
Jumbo Frames	Jumbo frame support
5. Layer-3 Features	
Static Routing	Static routing
Dynamic Routing	Dynamic IPv4 and IPv6 routing

Specification / Feature	Details
Gateway Redundancy	Virtual gateway redundancy
Policy-Based Routing	Policy-based routing
BFD	Bidirectional Forwarding Detection (BFD)
ECMP	Equal-Cost Multi-Path (ECMP)
Dual Stack	IPv4/IPv6 dual-stack operation
6. Security	
802.1X	IEEE 802.1X Network Access Control
MAC Authentication	MAC-based authentication
DHCP Snooping	DHCP Snooping
ARP Inspection	Dynamic ARP Inspection
IP Source Guard	IP Source Guard
Authentication Protocols	RADIUS and TACACS+ authentication
Secure Boot	Secure boot and secure image verification
Link Encryption	Hardware-based Ethernet link encryption
Administration	Role-based administration
Control-Plane Protection	Control-plane protection
7. Quality of Service	
Hardware Queues	Minimum eight hardware queues per port

Specification / Feature	Details
Traffic Classification	Based on IEEE 802.1p and DSCP
Policing	Traffic policing and rate limiting
Priority Queuing	Priority queuing
Scheduling	Weighted scheduling
ACL-Based QoS	ACL-based QoS
8. Management & Automation	
CLI	Command Line Interface
SSH	Secure Shell (SSH)
SNMP	SNMP v1/v2c/v3
Syslog	Syslog
NTP	NTP
Port Mirroring	Local and remote
NETCONF	NETCONF
RESTCONF	RESTCONF
YANG	YANG data models
Streaming Telemetry	Streaming telemetry
ZTP	Zero Touch Provisioning (ZTP)
Device Onboarding	Automated device onboarding and provisioning

Specification / Feature	Details
Open APIs	Open APIs for integration with third-party network management platforms
9. Software-Defined Campus Readiness (Future Use)	
SD-Campus Hardware Readiness	The proposed platform shall be hardware-ready to support a software-defined enterprise campus architecture through future software licensing without hardware replacement
Centralized Policy	Support centralized policy enforcement, network automation, network assurance and network segmentation through the manufacturer's centralized management platform.
Overlay Fabric	Support overlay-based enterprise network fabric technologies through future software activation.
Integration	The proposed switch shall seamlessly integrate with the existing enterprise network infrastructure and shall be capable of integration with a centralized network management, automation, assurance, and policy orchestration platform for future software-defined campus deployments.
11. Warranty & Support	
OEM Warranty	Minimum three (3) years OEM warranty
Technical Support	24x7 OEM technical support
Software Updates	Software updates and maintenance during the support period
Hardware Replacement	Advance hardware replacement (Next Business Day or better)
Training	

Specification / Feature	Details
OEM-Certified Training	Official OEM-certified training of quoted product for three (3) personnel on premises of global authorized OEM training facility, along with Professional level certification for (1) Person with online training.

Item: SLA for Datacenter active equipment

UNSPSC: Data center services

Specifications / Requirementss:

Sr #	Product	Description	Qty	Support Duration-Year
1st Agreement Year				
OEM DELL Support				
1	14BDWC3	POWEREDGE R740	1	1
2	910DWC3	POWEREDGE R740	1	1
3	7J4VB33	DELL COMPELLENT SCv3020	1	1
OEM-NETWORK-CISCO				
4	FCW2050B17D	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
5	FCW2050B16Y	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1

Sr #	Product	Description	Qty	Support Duration-Year
6	FOC1906S1L5	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
7	FCW2050B0BW	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
8	FCW2050B0CA	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
9	FCW2052F016	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
10	FCW2052F00Y	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
11	FCW2052F00Z	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
12	FOC2052X01B	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
13	FDO2101A2BA	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
14	FDO2101A2B5	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1

Sr #	Product	Description	Qty	Support Duration-Year
15	Implementation of Cisco Duo Multi-Factor Authentication (MFA) for Cisco Secure Client VPN supply and implementation of Cisco Duo Multi-Factor Authentication (MFA) to secure Remote Access VPN connectivity for users accessing organizational resources through Cisco Secure Firewall FTD 2120 managed by vFMC, while utilizing the existing on-premises Microsoft Active Directory infrastructure as the primary user authentication source. I. Supply, configure, and implement Cisco Duo MFA solution for 50 VPN users. II. Integrate Cisco Duo with the existing Cisco Secure Firewall FTD 2120 managed through vFMC. III. Implement MFA using Duo Push, One-Time Password (OTP), and other supported authentication methods. IV. Maintain the existing on-premises Active Directory as the primary identity authentication source. V. Integrate the the purpose solution on our local Active Directory. VI. Create and configure a separate VPN Connection Profile in FMC for MFA-enabled users, while keeping the existing VPN profile operational for production users. VII. One (01) Year Subscription and Support Services. VIII. Perform solution testing, user acceptance testing (UAT), pilot rollout, and production deployment. IX. Provide complete implementation, integration, configuration, and commissioning services. X. Provide administrative training, knowledge transfer, and deployment documentation.			
LOCAL SUPPORT-NETWORK				
15	FOC2311V0BR	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
16	FOC2311V09V	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
17	FCW2311A1L4	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
18	FJC2314W1CE	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1

Sr #	Product	Description	Qty	Support Duration-Year
19	FCW2305B02G	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
20	FCW2306B07Z	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
21	FCW2311A1QR	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
LOCAL SUPPORT - SYSTEM				
23	48PM6Q2	Dell POWEREDGE R740	1	1
24	BH1XVV2	Dell POWEREDGE R740	1	1
2nd Agreement Year				
Sr #	Product	Description	Qty	Support Duration-Year
OEM DELL/H3C Support				
1	14BDWC3	DELL POWEREDGE R740	1	1
2	910DWC3	DELL POWEREDGE R740	1	1
3	210235A4HDH251000020	H3C-1/H3c Uniserver 4900 G6	1	1
4	210235A4HDH251000021	H3C-1/H3c Uniserver 4900 G6	1	1
5	210235A4HDH251000024	H3C-1/H3c Uniserver 4900 G6	1	1
6	210235A4HDH251000022	H3C-1/H3c Uniserver 4900 G6	1	1

Sr #	Product	Description	Qty	Support Duration-Year
7	210235A4HDH251000023	H3C-1/H3c Uniserver 4900 G6	1	1
8	210235A4HDH251000019	H3C-1/H3c Uniserver 4900 G6	1	1
OEM Sangfor HCI				
9	Sangfor HCI - Enterprise Edition- Software & Support Renewal for Existing Sangfor Cluster		6 Sockets	1
10	Sangfor HCI - Enterprise Edition- Software & Support Renewal for Existing Sangfor Cluster		12 Sockets	1
OEM-NETWORK-CISCO				
11	JMX2120L0XM	Cisco Smart Net Total Care (SNTC) Support for Cisco Firepower 2120 SNTC 8X5XNBD	1	2
12	JMX2646X0K3	Cisco Smart Net Total Care (SNTC) Support for Cisco Firepower 2120 SNTC 8X5XNBD	1	2
13	NIL	Cisco Secure Firewall TMC Subscription Renewal (Threat Protection, Malware Protection, URL Filtering) for Cisco Firepower 2120	2	2

Sr #	Product	Description	Qty	Support Duration-Year
14	FDO2101A2BA	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
15	FDO2101A2B5	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
16	Renewal of Cisco Duo MFA solution for 50 VPN usersOne (01) Year Subscription and Support Services.			
LOCAL SUPPORT - NETWORK-CISCO				
17	FOC2311V0BR	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
18	FOC2311V09V	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
19	FCW2311A1L4	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
20	FJC2314W1CE	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
21	FCW2305B02G	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
22	FCW2306B07Z	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1

Sr #	Product	Description	Qty	Support Duration-Year
23	FCW2311A1QR	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
24	FCW2050B17D	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
25	FCW2050B16Y	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
26	FOC1906S1L5	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
27	FCW2050B0BW	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
28	FCW2050B0CA	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
29	FCW2052F016	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
30	FCW2052F00Y	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
31	FCW2052F00Z	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
32	FOC2052X01B	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1

Sr #	Product	Description	Qty	Support Duration-Year
LOCAL SUPPORT- SYSTEM-DELL				
33	48PM6Q2	POWEREDGE R740	1	1
34	BH1XVV2	POWEREDGE R740	1	1
35	7J4VB33	DELL COMPELLENT SCv3020	1	1
3rd Agreement Year				
Sr #	Product	Description	Qty	Support Duration-Year
OEM DELL/H3C Support				
1	2BMKVP3	DELL POWEREDGE R740	1	1
2	GYTYRR3	DELL POWEREDGE R750	1	1
3	9Y8WFF4	DELL/DD6410 Appliance	1	1
4	210235A4HDH251000020	H3C-1/H3c Uniserver 4900 G6	1	1
5	210235A4HDH251000021	H3C-1/H3c Uniserver 4900 G6	1	1
6	210235A4HDH251000024	H3C-1/H3c Uniserver 4900 G6	1	1
7	210235A4HDH251000022	H3C-1/H3c Uniserver 4900 G6	1	1
8	210235A4HDH251000023	H3C-1/H3c Uniserver 4900 G6	1	1
9	210235A4HDH251000019	H3C-1/H3c Uniserver 4900 G6	1	1
OEM-Sangfor HCI				

Sr #	Product	Description	Qty	Support Duration-Year
10	Sangfor HCI - Enterprise Edition- Software & Support Renewal for Existing Sangfor Cluster		6 Sockets	1
11	Sangfor HCI - Enterprise Edition- Software & Support Renewal for Existing Sangfor Cluster		12 Sockets	1
OEM-NETWORK-CISCO				
12	NIL	Firepower Management Center Virtual (FMCv) Support and Software Upgrade Entitlement	NIL	1
13	Renewal of Cisco Duo MFA solution for 50 VPN usersOne (01) Year Subscription and Support Services.			
LOCAL SUPPORT - NETWORK-CISCO				
14	FDO2101A2BA	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
15	FDO2101A2B5	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
16	FOC2311V0BR	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
17	FOC2311V09V	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1

Sr #	Product	Description	Qty	Support Duration-Year
18	FCW2311A1L4	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
19	FJC2314W1CE	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
20	FCW2305B02G	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
21	FCW2306B07Z	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
22	FCW2311A1QR	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
23	FCW2050B17D	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
24	FCW2050B16Y	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
25	FOC1906S1L5	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
26	FCW2050B0BW	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
27	FCW2050B0CA	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1

Sr #	Product	Description	Qty	Support Duration-Year
28	FCW2052F016	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
29	FCW2052F00Y	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
30	FCW2052F00Z	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
31	FOC2052X01B	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
LOCAL SUPPORT- SYSTEM-DELL				
32	48PM6Q2	POWEREDGE R740	1	1
33	BH1XVV2	POWEREDGE R740	1	1
34	14BDWC3	POWEREDGE R740	1	1
35	910DWC3	POWEREDGE R740	1	1
36	7J4VB33	DELL COMPELLENT SCv3020	1	1

Item: SLA for Rack Space Hosting

UNSPSC: Data center services

Specifications / Requirementss:

Lot 4: Rack Space Hosing	__EMPTY	__EMPTY_1
ITEM	Description	Duranton of Agreement
Specifications for Rack Hosting:	• No of U's: 2 • Power consumption: 4 AMPs Ac • No of server/device allocation: 1 • Redundant Power Supply • Redundant Cooling System • 24 x 7 Physical security of data center • Fire detection and suppression system	Initially for one agreement year extendable annually upto two more agreement years after satisfactory performance evaluation by CPPA at the end of each agreement year
Note:	Fiber Connectivity link will be used independent contract signed with M/S Nayatel (Pvt) Limited. Bidder to check if the connectivity is available at its Datacenter as per below specification: • 8 Mbps P2P Connectivity (Point A: CPPA-G Office, Mezzanine Floor Shaheen Plaza Fazl-ul-Haq Road, Blue Area, Islamabad • Point B: Bidders proposed Datacenter for RACK Hosted Server)	

Item: Solarwinds NPM Supports

UNSPSC: Network application software maintenance

Specifications / Requirementss:

Solar Wind NPM Support Renewal			
S/No	Item	Customer ID	Support Duration

Solar Wind NPM Support Renewal			
1	OEM Based Maintenance renewal of SolarWinds Network Performance Monitor for (100 Nodes) (Principal support and supplier On Site Support)	SW22623195	Initially for one agreement year extendable annually upto two more agreement years after satisfactory performance evaluation by CPPA at the end of each agreement year

Item: Managed Security Operation Center (SOC) Services

UNSPSC: Security and protection software maintenance

Specifications / Requirementss:

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
1. SOC-SIEM Deployment & Licensing Model	Note	The vendor should propose no open-source solution
	1.1	The proposed SIEM/SOC platform shall be deployed on-premises within CPPA-G's own Data Center infrastructure, with the vendor providing a full-time, on-site Resident Engineer at CPPA-G premises & remote 24x7x365 monitoring, management, and administration as a Managed SOC service.
	1.2	The vendor shall specify the on-premises hardware/virtual infrastructure sizing (compute, storage, OS, networking) required to host the SIEM/SOC platform.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	1.3	Logs from on-premises sources (network devices, servers, applications, and security tools) shall be collected directly by the on-premises SIEM platform via native agents, syslog, or API integrations, without requiring an intermediate cloud log collector.
	1.4	For cloud-hosted platforms and services already in use at CPPA-G (e.g., Azure-hosted applications, SharePoint-based systems, externally hosted websites), the on-premises SIEM platform shall support secure outbound API-based integration to pull logs from these cloud services into the on-premises platform.
	1.5	The vendor's Security Operations Center (SOC) team shall access the on-premises SIEM/SOC platform via a secure, dedicated remote access channel (e.g., site-to-site VPN with MFA), with all vendor access logged and auditable; the on-premises platform shall continue local log ingestion, correlation, and alerting even during any temporary loss of the vendor's remote connectivity.
	1.6	The proposed SIEM/SOC platform shall be sized for a minimum log ingestion capacity of 2,000 Events Per Second (EPS), or a minimum coverage of 150 assets, depending on the licensing model proposed by the vendor.
	1.7	The vendor shall bid on either an EPS-based licensing model or an Asset-based licensing model
	1.8	As the SIEM/SOC platform and all data reside on CPPA-G premises within Pakistan, the vendor shall specify the physical and logical security controls applied to protect the platform (e.g., encryption at rest, access control, system hardening) at CPPA-G's Data Center.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
2. Managed SOC Services	2.1	The vendor shall provide 24×7×365 Security Operations Center services with Level-1, Level-2, and Level-3 SOC analysts.
	2.2	The SOC shall perform continuous monitoring, alert triage, incident validation, threat analysis, client notification, and proactive threat hunting.
	2.3	Dynamic baselining shall be used to identify deviations from normal behavior.
	2.4	The SOC shall monitor events from firewalls, routers, switches, IDS/IPS, servers, endpoints, EDR, NDR, DNS Security, web servers, application servers, databases, cloud platforms, identity services, VPNs, email security, proxy servers, WAF, and PAM solutions.
	2.5	The solution shall support centralized log storage with encryption, compression, archiving, configurable retention policies, and real-time log ingestion.
	2.6	The vendor shall provide Pakistan-specific and global Threat Intelligence feeds, including commercial and open-source intelligence with IOC enrichment.
	2.7	All security incidents shall be analyzed using MITRE ATT&CK and Cyber Kill Chain methodologies and prioritized according to risk and business impact.
	2.8	The vendor shall develop, tune, and continuously optimize SIEM use cases and correlation rules.
	2.9	Use cases shall be reviewed periodically based on threat intelligence and emerging attack techniques.
	2.10	The vendor shall develop and maintain manual, automated, and hybrid incident response playbooks.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	2.11	The vendor shall integrate supported infrastructure devices and applications into the SIEM platform.
	2.12	Custom log parsers for unsupported log sources shall be developed within thirty (30) calendar days.
	2.13	The vendor shall perform log normalization, parser validation, and tuning to minimize false positives.
	2.14	The vendor shall coordinate incident containment, eradication, recovery guidance, evidence preservation, and digital forensic activities where required.
	2.15	The vendor shall provide administrator training, SOC analyst training, operational documentation, knowledge transfer sessions, and periodic technical awareness sessions.
	2.16	The vendor shall deploy a full-time, on-site Resident Engineer at CPPA-G premises at a minimum of Level-2 (L2) technical competency to support, coordinate, and administer the managed SOC services.
	2.17	Resident Engineer's Qualification: minimum bachelor's degree in computer science/IT or equivalent, with at least three (3) years of relevant SOC/SIEM operations experience; industry certifications (e.g. CompTIA Security+, relevant SIEM certification) shall be an advantage.
	2.18	The vendor shall conduct Vulnerability Assessment (VA) scans on quarterly basis.
	2.19	The vendor shall conduct Penetration Testing on a yearly basis.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	2.20	The commercial proposal shall clearly separate cost components for the on-premises SIEM/SOC platform/licensing, resident engineer, 24x7x365 L1/L2/L3 remote SOC monitoring resources, vulnerability assessment and penetration testing.
3. NG-SIEM	3.1	The proposed SIEM platform shall provide centralized collection, correlation, analysis, visualization, and long-term storage of security events generated from infrastructure, applications, cloud services, and security solutions.
	3.2	The system shall align detections and incidents with both the Cyber Kill Chain and MITRE ATT&CK frameworks.
	3.4	The system shall include pre-built detection rules based on industry best practices and continuously updated by the vendor.
	3.5	The system shall support real-time event correlation across multiple log sources.
	3.6	The system shall support IOC-based detection and retrospective IOC searches.
	3.7	The system shall support historical event search and forensic investigations.
	3.8	The system shall provide timeline-based incident investigation.
	3.9	The system shall automatically enrich alerts using integrated Threat Intelligence feeds.
	3.10	The system shall support STIX/TAXII standards for Threat Intelligence exchange.
	3.11	The system shall display associated IOCs, threat actors, malware families, and MITRE ATT&CK techniques within alerts.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	3.12	The system shall support masking or tokenization of sensitive information (e.g., passwords, API keys, confidential business information) before storage where applicable.
	3.13	The system shall encrypt logs both in transit and at rest.
	3.14	The system shall ensure log integrity to prevent unauthorized modification.
	3.15	The system shall provide asset-centric and user-centric investigation capabilities.
	3.16	The system shall provide Role-Based Access Control (RBAC), Multi-Factor Authentication (MFA), and audit logging of administrative activities.
	3.17	The solution shall support direct querying, searching, analytics, and report generation from archived security data without requiring restoration, re-indexing, or rehydration into the primary/active storage.
4. Threat Detection, Investigation and Response Capabilities	4.1	The platform shall provide integrated Threat Detection, Investigation & Response Capabilities.
	4.2	The platform shall support automated incident response with Fully Automated Responses/Actions.
	4.4	The platform shall support automated case creation and escalation workflows.
	4.5	The platform shall support version-controlled fully automated responses/actions with testing and rollback capabilities.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	4.6	The platform shall integrate with firewalls, Active Directory, EDR, NDR, email systems, ticketing systems, servers, databases, endpoints, security solutions, switches, routers and Threat Intelligence platforms.
	4.7	The platform shall support REST APIs and Webhooks for orchestration.
	4.8	The platform shall support automated, scheduled, IOC-based, and AI-assisted threat hunting.
	4.9	The platform shall support automated execution of approved response actions.
5. File Access Control & Audit	5.1	The solution shall provide file access control and audit.
	5.2	The solution should have the capability of file sharing audit and should have separate rules for file access control, sharing and audit.
	5.3	The solution shall provide compliance reporting for monitored assets.
	5.4	FIM capabilities shall be available via agentless (log-based) or agent-based deployment methods; where agents are required, agent deployment, management, and updates shall be included as part of the vendor's managed service.
6. User & Entity Behavior Analytics (UEBA)	6.1	The solution shall provide User and Entity Behavior Analytics.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	6.2	The solution shall support privileged account monitoring, service account monitoring, insider threat detection, peer group analysis, behavioral baselining, risk scoring, and impossible travel detection.
	6.3	UEBA capabilities shall be available via agentless (log-based) or agent-based deployment methods; where agents are required, agent deployment, management, and updates shall be included as part of the vendor's managed service.
7. Intrusion Detection	7.1	The solution shall provide native IDS capabilities or integrate seamlessly with Network IDS and Host IDS solutions. Cisco Firewall FTD, Vectra NDR, Sophos XDR.
9. Case Management	8.1	The solution shall provide integrated incident lifecycle management.
	8.2	The solution shall support case assignment, SLA tracking, escalation workflows, evidence management, investigation notes, Root Cause Analysis documentation, audit history.
9. Network Visibility & Traffic Analytics	9.1	The solution shall provide real-time and historical network traffic visibility.
	9.2	The solution shall display application discovery, application performance, server performance, network performance statistics, asset discovery, throughput, HTTP statistics, DNS statistics, SSL certificate visibility, top sources, top destinations, top protocols, Geo-location, operating system identification, IP addresses, first seen, last seen, asset tags etc.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	9.3	Network Detection & Response (NDR) data from CPPA-G's existing Vectra NDR deployment shall be routed to the on-premises SIEM platform using Vectra's native API/connector (not generic syslog), to preserve full detection context (behavioral scores, entity correlation, MITRE ATT&CK mapping). Vectra shall not require direct outbound internet access.
10. Dashboard & Reporting	10.1	The solution shall provide role-based dashboards for Executive Management, SOC Analysts, SOC Managers, Compliance Teams, and Threat Hunting Teams.
	10.2	The solution shall provide Executive, Risk, Compliance, MITRE ATT&CK, Cyber Kill Chain, Asset Risk, and Real-Time SOC dashboards.
	10.3	Native visualizations shall include tables, line charts, time charts, area charts, bar charts, pie charts, heat maps, and geographic maps.
	10.4	The solution shall provide Executive Reports, Incident Reports, Threat Intelligence Reports, Compliance Reports, Asset Coverage Reports, Threat Hunting Reports, Use Case Reports, and SOC Performance Reports.
	10.5	Reports shall support PDF, Excel, CSV, scheduled delivery, email delivery, and on-demand generation.
	10.6	Weekly and monthly security monitoring reports shall, at minimum, include: incident title, incident information, severity, action taken, MTTD and MTTR, Root Cause Analysis (RCA), playbook status (manual and automated), action taken on false positives, assets coverage onboarding status and plan, and use case status summary; reports shall be reviewed periodically with the CPPA-G IT team.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	10.7	The vendor shall provide authorized CPPA-G technical resources with access to a web-based SOC portal for on-demand, real-time dashboards and incident records based on their job area.
11. Integration Requirements	11.1	The solution shall support integration through REST APIs, STIX/TAXII, Syslog, SNMP, NetFlow, JSON, XML, LDAP, SAML, and Webhooks.
	11.2	The solution shall be compatible with existing infrastructure, applications, and third-party security technologies.
12. Service Level Agreements (SLA)	12.1	The vendor shall provide 24×7×365 SOC service availability.
	12.2	Critical alerts shall be notified within 15 minutes.
	12.3	High severity alerts shall be notified within 30 minutes.
	12.4	Medium-severity alerts shall be notified within 2 hours.
	12.5	Low severity alerts shall be notified within 4 hours.
	12.6	Incident acknowledgement shall be completed within 15 minutes.
	12.7	Initial incident investigation shall commence within 30 minutes.
	12.8	Weekly reports shall be submitted every Monday.
	12.9	Monthly reports shall be submitted within the first five (5) working days of each month.
	12.10	SIEM use cases shall be reviewed and tuned on a monthly basis.

Managed Security Operation Center (SOC) Services — Technical Requirements		
Section	Clause No.	Requirement
	12.11	Threat hunting activities shall be conducted at least weekly.
	12.12	The SOC portal shall maintain a minimum availability of 99.9%.
	12.13	The availability commitment shall apply to the full detection and alerting pipeline (log ingestion, correlation, alerting) in addition to the SOC portal/dashboard interface; the vendor shall clarify if these are measured and reported separately.
	12.14	The selected vendor will provide Local Support + International Support (robust and available support in the form of tiered support, phone communication, web resources and onsite) initially for one-year extendable upto three years annually. Provide detailed SLAs with the bids.
13. Training	13.1	The selected vendor will provide local training/knowledge transfer to Six CPPA-G Personnel for all the components of the solution. The training should cover the deployment, configuration, management, upgrade and reporting aspects of solution.
	13.2	Vendor should propose international training at the OEM office for 2x CPPA personnel's.

Item: Recursive DNS Security Solution

UNSPSC: Security and protection software maintenance

Specifications / Requirementss:

BoQ - Recursive DNS Security Solution — Technical Specifications

Section	No.	Requirement
General Requirements	1	The solution should be hybrid in nature with provisioning of deploying the solution, On-Prem or On Cloud or both at the same time.
	2	Proposed Solution should provide both On-Net and Off-Net protection.
	3	The proposed solution must have provisioning of local VM for conditional forwarding.
	4	Solution should support the API sharing and API based integration.
	5	The solution should have unified policy management across on-prem, roaming and remote offices.
	6	Solution should support role-based access control and Multi Factor Authentication to the management portal.
	7	The solution should highlight the configurational loopholes (if any) to address them as per best practices.
	8	The proposed solution should have the capability to be deployed as an Authoritative DNS Server in Future.
	9	The proposed solution should be SaaS based and should have the capability of delivering the DDI (DNS, DHCP & IPAM) Services.
	10	The solution should have the capability to manage the other DNS infrastructures including GCP, Azure and AWS.
DNS Security	1	The proposed solution should offer DNS Firewall capabilities for automated malware mitigation.
	2	The proposed solution should be able to offer DNS firewalling with threat intelligence with more than 20 million IOCs in their threat feeds.

Section	No.	Requirement
3		DNS Firewall should provide policy override with default redirect, custom redirect, allow with log and allow with no log.



Section	No.	Requirement
5		The proposed solution should detect and prevent DGA (Domain Generation Algorithm) and other means of APT based on DNS.



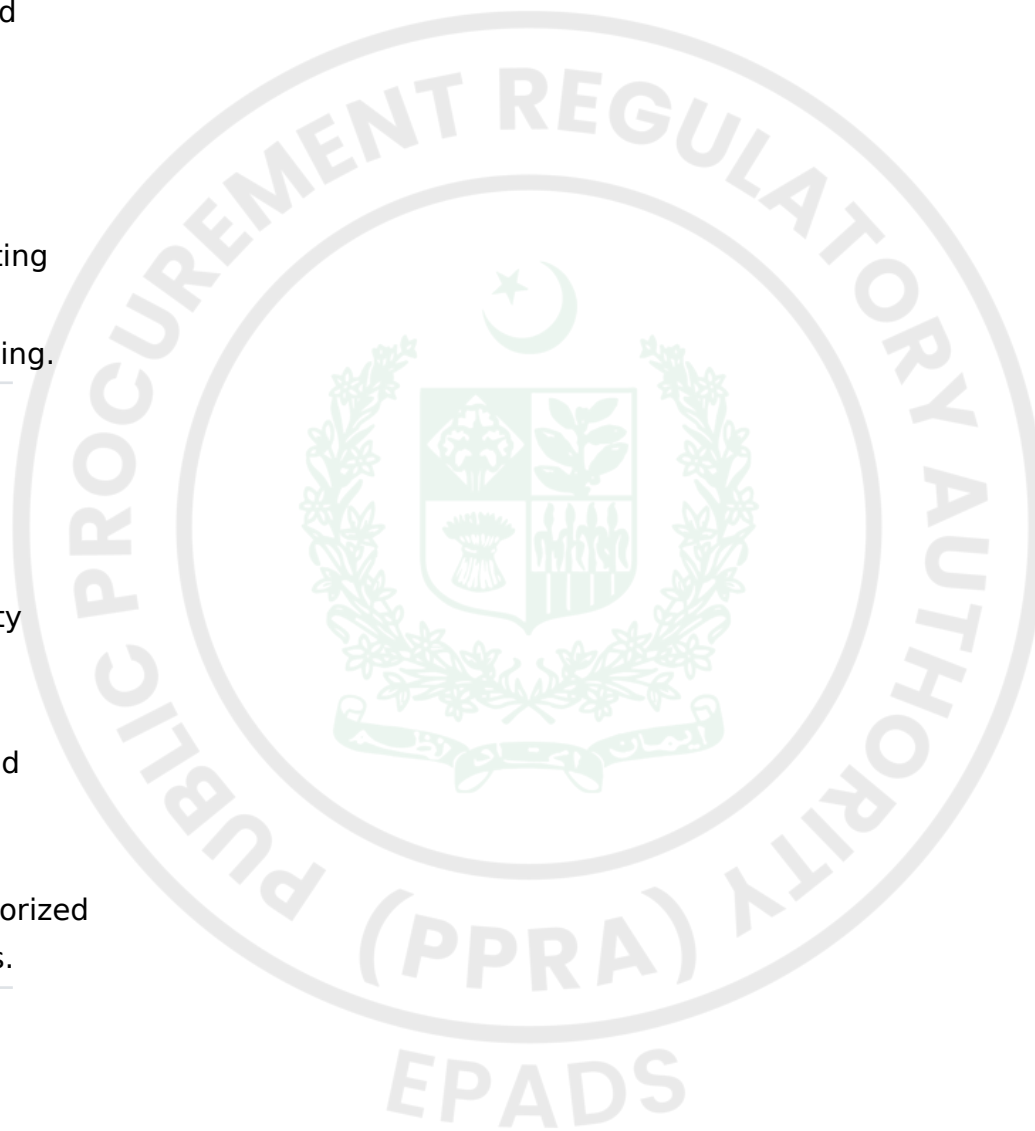
Section	No.	Requirement
6		The DNS Firewall should be able to categorize suspicious domains, including newly registered domains, and perform predictive analysis to detect potential malicious artifacts.



Section	No.	Requirement
7		The proposed solution should provide adequate visibility with the reason behind why this domain deems to suspicious or risky.



Section	No.	Requirement
8		The proposed solution should provide custom whitelisting / blacklisting.
9		Solution should have the capability to block outbound queries to uncategorized domains.



Section	No.	Requirement
10		Solution should support custom RPZ to block the geographical based responses.



Section	No.	Requirement
11		Solution should block malware communication with CnC and rogue domains on all records including A, AAA, MX, NS and SOA records.



Section	No.	Requirement
12		The proposed solution should detect and block exploits, phishing, ransomware and other modern malwares.



Section	No.	Requirement
13		The proposed solution should have machine learning and behavioral analytics engine to block sophisticated DNS based attack.



Section	No.	Requirement
14		The proposed solution must detect and stop DNS Malware Tunnelling.
15		The proposed solution should support prevention on data exfiltration / tunnelling / DGA & Fast flux attacks.

Section	No.	Requirement
16		The proposed solution must detect and stop DNS Messenger (file less malware).



Section	No.	Requirement
17		The proposed solution should be able to Restrict user access to web content categories and track activity.



Section	No.	Requirement
18		Solution should support discovery of applications and web categories and mark their risk ratings.



Section	No.	Requirement
19		The proposed solution should have a mechanism to discover the applications running in the organization and should have the capability to approve or disapprove it to prevent IT Shadowing.

Section	No.	Requirement
20		The proposed solution should control the risks of rising DoH use by blocking DoH (DNS over HTTPS) domain access and revert DoH requests to existing trusted DNS.



Section	No.	Requirement
21		Solution should have capability of visibility on active threat groups in organization.
22		The proposed solution should have the capability to detect lookalike domains.

Section	No.	Requirement
23		The proposed solution should support submission of custom lookalike domains and common lookalike domains.



Section	No.	Requirement
24		The proposed solution should have the capability to report if any detected lookalike is suspicious or part of any phishing domains.



Section	No.	Requirement
25		The proposed solution should provide Threat Categorization and Prioritization.



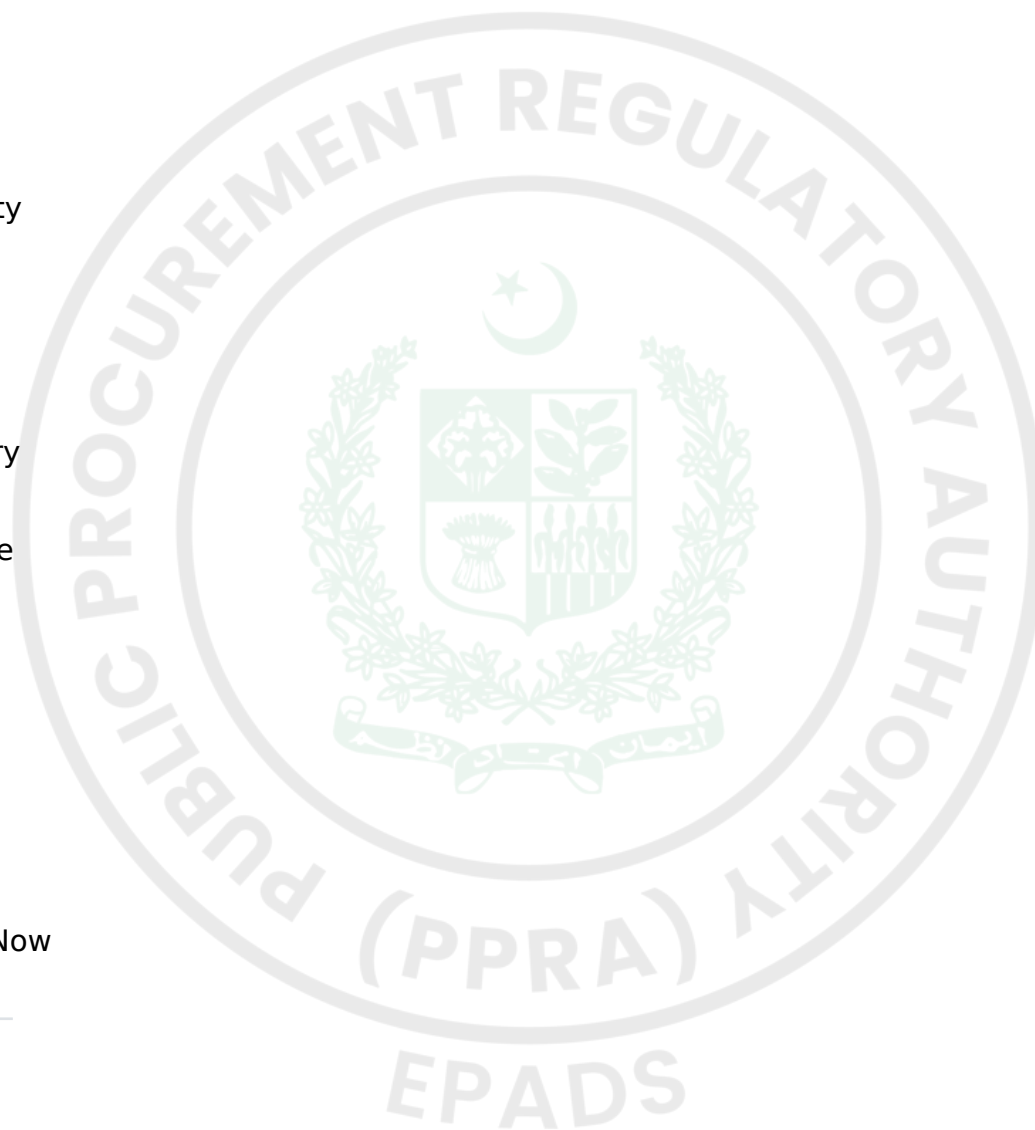
Section	No.	Requirement
26		The proposed solution should be able to reduce response times through automated blocking and sharing of incident details to 3rd party ecosystem solutions through public APIs or on-premises integrations.

Section	No.	Requirement
27		Solution should provide context around threats.
28		The proposed solution should have the capability of predictive threat intelligence.



Section	No.	Requirement
29		The solution should have the capability to correlate DNS queries with contextual information by leveraging discovery methods such as SNMP, CLI, Ping Sweep, ARP etc.

Section	No.	Requirement
30		The solution should have the capability to deploy the VM for discovery or integrate via API or using generic ITOps tools like ServiceNow etc.



Section	No.	Requirement
31		The solution should have the dashboard that shows the total Bandwidth Savings.



Section	No.	Requirement
32		The proposed solution should have AI driven threat analytics to share the key insights to reduce overall MTTD and MTTR.
Threat Investigation	1	The proposed solution should have threat investigation platform to perform Threat investigation on IOCs.
	2	The proposed threat investigation platform should have the capability of API based integrations.

Section	No.	Requirement
3		The solution should provide Threat Research Portal that help analysts with Threat Severity, Risk Level, TLD Reputation etc.



Section	No.	Requirement
4		The threat investigation platform should provide the complete visibility into threat actor group associated with the searched IOC.



Section	No.	Requirement
5		The threat investigation platform should have the capability to show the impact of IOC in the organization in terms of the heatmap.



Section	No.	Requirement
6		The threat investigation platform should provide the detailed visibility into the Passive DNS information against the searched IOC.



Section	No.	Requirement
7		The threat investigation platform should have the capability to demonstrate the complete history / timeline for the IOC.



Section	No.	Requirement
8		The solution should have the capability to associate the MITRE Attack mapping against the IOC.

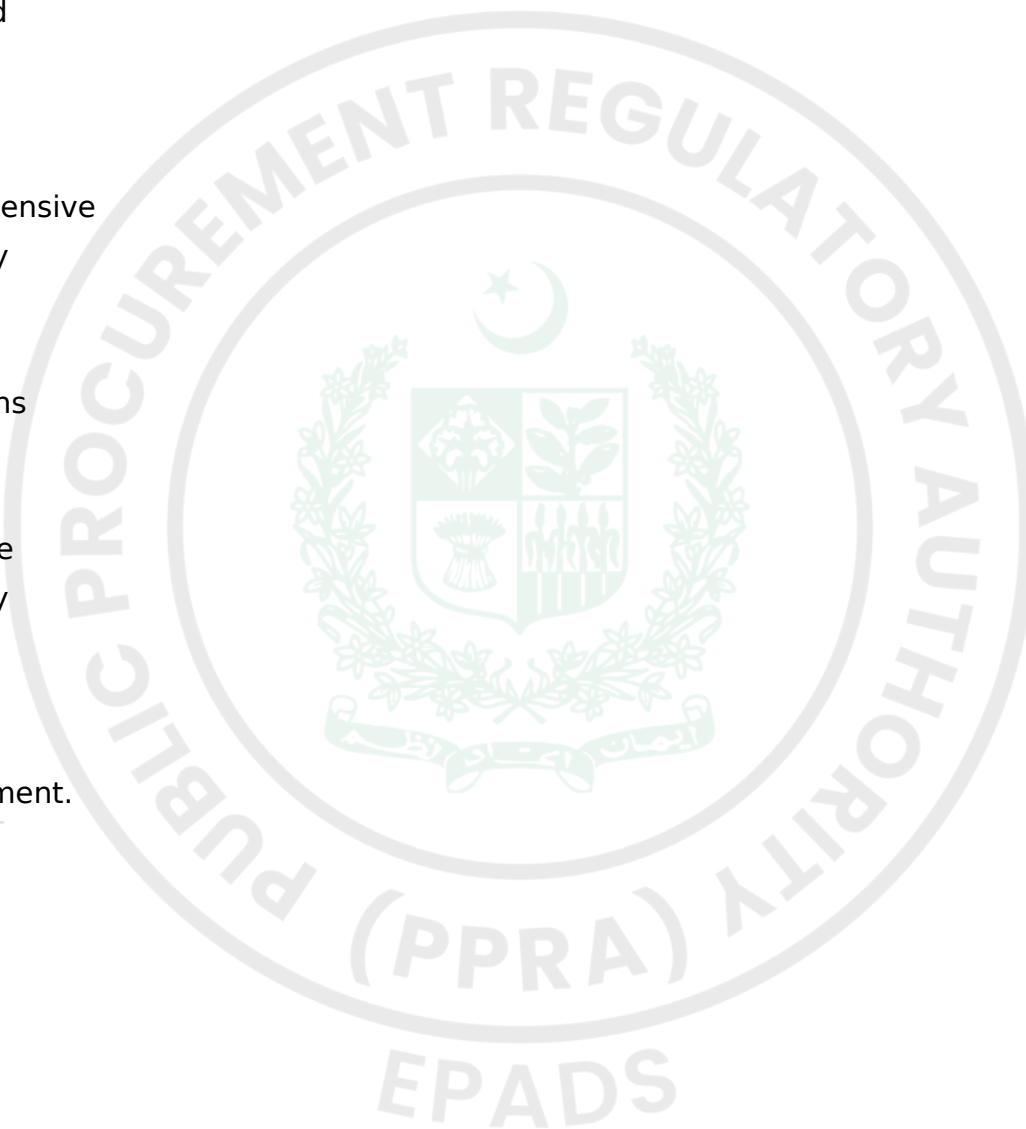


Section	No.	Requirement
9		The solution should be capable of having AI based engine to share the unique insights from the security events to reduce overall DNS MTTR.
Reporting & Analytics	1	The proposed solution should have pre-build reports to point top hits on malicious domains.

Section	No.	Requirement
2		The proposed solution should provide reporting, analytics, statistics, alerting, and logging (CSV/PDF) for the DNS status.



Section	No.	Requirement
3		The proposed solution should have comprehensive summary reports for operations team and executive summary report for C-Suite, Management.



Section	No.	Requirement
4		The solution should have the reports to compares your organization's DNS traffic patterns to those of peer companies within your industry and across all sectors.

Section	No.	Requirement
5		The solution should have support of scheduling the reports.
6		The solution should support shipping of cloud logs towards On-Prem SIEM solution.
Training & Support	1	The selected vendor will provide assistance in deployment and configuration of all the components of the product.

Section	No.	Requirement
2		The selected vendor has to suggest and implement new policies in line of standard best practices according to Customer Environment.



Section	No.	Requirement
3		The selected Vendor to provide the following documentation: 1. Deployment documentation & Network diagram (HLD & LLD). 2. Detail about how to handle day-to-day administrative activities & good practices

Section	No.	Requirement
4		The selected vendor will provide Local Support + International Support (robust and available support in the form of tiered support, phone communication, web resources and onsite) initially for one-year

Section	No.	Requirement
5		The selected vendor will provide local training/knowledge transfer to Four Customer Personnel for all the components of the solution. The training should cover the deployment, configuration, management, upgrade and reporting aspects

Item: Data Scanning and uploading into RMS

UNSPSC: Document scanning service

Specifications / Requirementss:

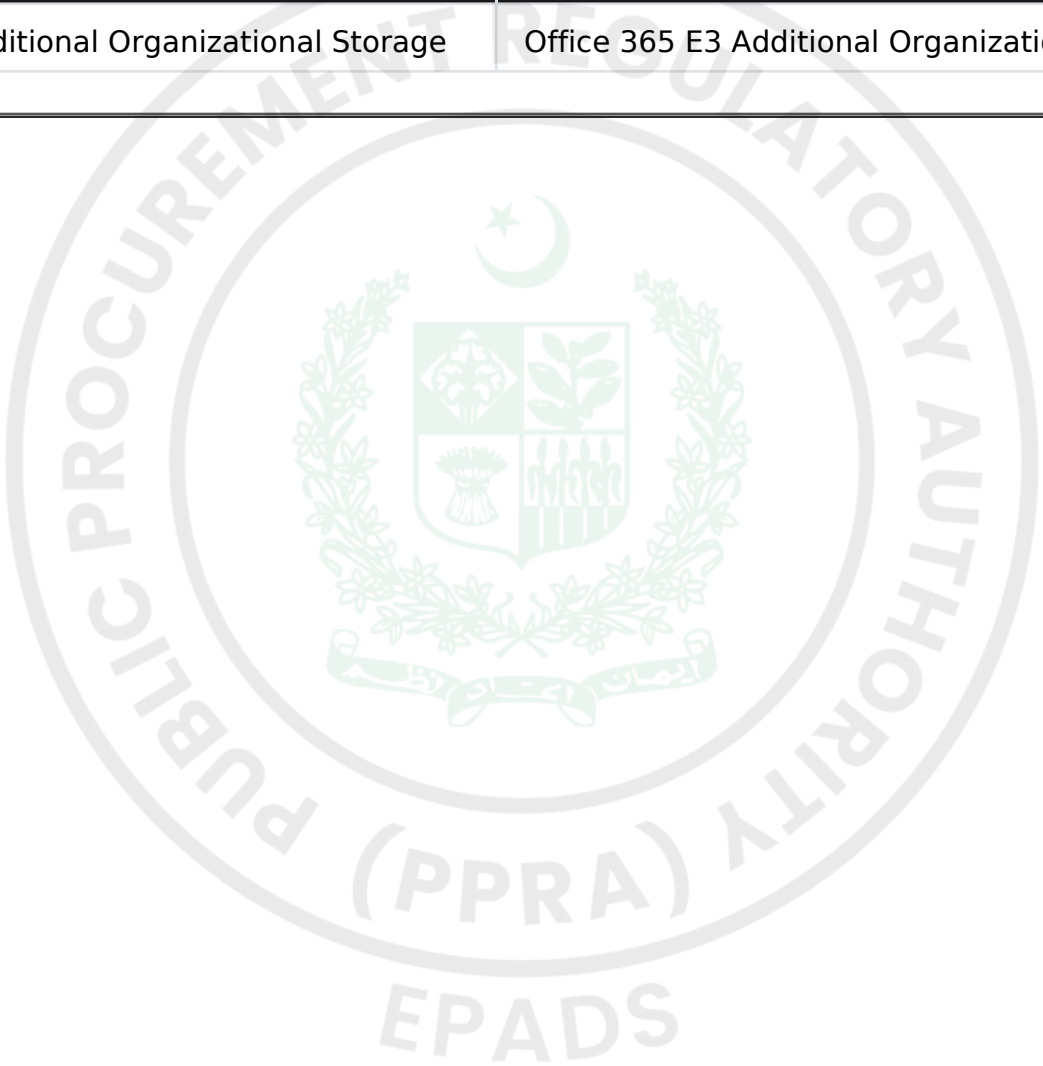
Data Scanning and Uploading in Record Management System			
Sr #	Items	Description	Est Quantity
1	Data Scanning & Uploading (RMS)	Record Digitization Cycle as per SOP for RMS including Following Steps: 1. Sorting 2. Scanning 3. Meta Data Preparation 4. Meta Data Entry and File Uploading (RMS) 5. Quality Assurance 6. Physical Placement of Record in Labelled Files and Boxes (as proposed by RMS) 7. Physical Placement of Record in Racks (Record Room as Proposed by RMS) Quality Assurance at each step ensuring proper document selection and document entry.	0.8 million
2	Hardware	Computer hardware such as printer, scanners, toners	Successful bidder
3	Stationary	File Separators, Box Files, Boxes and Racks	Provided by CPPA-G

Item: Office 365 E3 Additional Organizational Storage

UNSPSC: Office suite software

Specifications / Requirementssss:

Office 365 E3 Additional Organizational Storage			
Sr #	Items	Description	Est Quantity
1	Office 365 E3 Additional Organizational Storage	Office 365 E3 Additional Organizational Storage	650 GB



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: Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA)), Deputy Manager Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory

The Supplier is:

The title of the subject procurement is: Procurement of IT Equipment, Equipment Support, IT Enabled 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:

Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA)), Deputy Manager Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory
+92-321-519-6385
farrukh.nawaz@cppa.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:

Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA)), Deputy Manager
Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., Islamabad Capital Territory
+92-321-519-6385
farrukh.nawaz@cpga.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 **1.00%** 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 **5.00%** of the contract price in acceptable form of **Pay Order, Bank Guarantee, Demand Draft**

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

For being Brand New, bearing relevant reference numbers of the equipment (Certificate from supplier)

For Physical Fitness having No Damages (Certificate from supplier)

For the Country of Origin as quoted by the Supplier (Certificate from manufacturer)

For conformance to specifications and performance parameters, through Prior to delivery inspection (Inspection Report by Procurement Committee / Inspection Team)

For successful operation at site after complete installation, testing and commissioning of the equipment (Installation, Testing and Commissioning Report by Procurement Committee / Inspection Team)

Delivery & Documents

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

Manufacturer's or Supplier's Valid Warranty Certificate for laptops and switches only;

Inspection Certificate issued by CPPA-G;

Import documents would be required even if the equipment has already been imported and is available with the supplier ex-stock for Laptops and Core Switches

Delivery Challan

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.: **P107311**

To: **Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA)), Deputy Manager Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., 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 **Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA)), Deputy Manager Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., 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., **Procurement of IT Equipment, Equipment Support, IT Enabled Services (P107311)** 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.

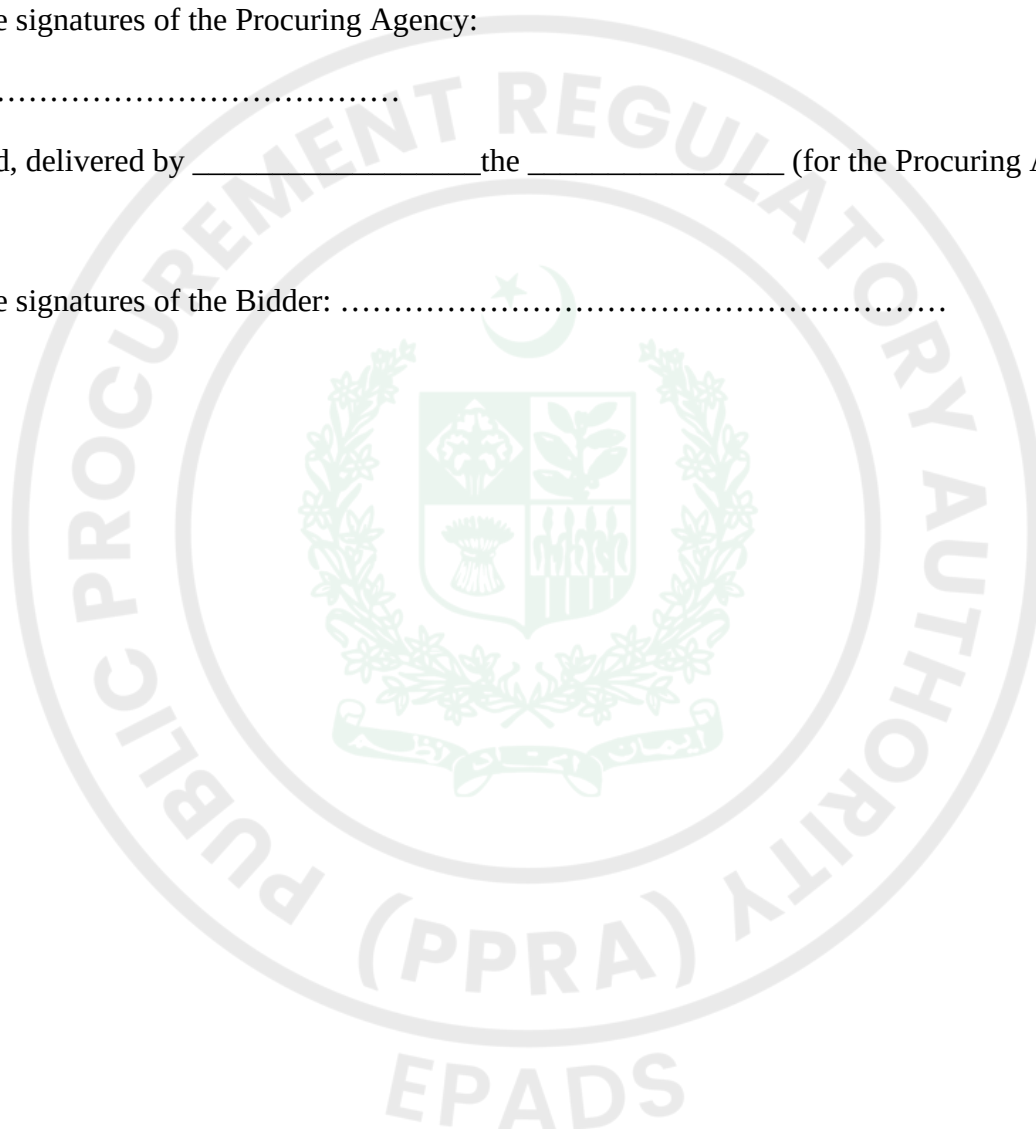
Signed, sealed, delivered by _____ the _____ (for the Procuring Agency)

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 BY THE 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 times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.



Performance Guarantee Form

Performance Guarantee Form

To: **Central Power Purchasing Agency (CPPA) (Central Power Purchasing Agency (CPPA)), Deputy Manager Plot # 73-West, A.K. Fazal-e-Haq Road, Shaheen Plaza, Blue Area., 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

Annexure A

Affidevit of Non Black Listing format

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure A** (page number: 145)

Annexure B

Letter of Intention format

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure B** (page number: 146)

Annexure C

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure C** (page number: 147)

Annexure D

SLA for active datacenter Equipment

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure D** (page number: 160)

Annexure E

SLA for Rackspace hosting

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure E** (page number: 180)

Annexure F

Contract for Solarwinds NPM

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure F** (page number: 189)

Annexure G

Agreement for Recursive DNS Security

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure G** (page number: 203)

Annexure H

Ageement for Managed SOC

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure H** (page number: 217)



Procurement Forms







Additional Forms and Documents

ANNEXURE-A: AFFIDAVIT OF LEGITIMATE BIDDER

Undertaking

We, [Name and Address of Bidder], do hereby declare on solemn affirmation that:

- I. We have not been blacklisted from any Government Department/Agency
- II. We have not been involved in litigation with any client during the last three (3) years
- III. We acknowledge that we have read, understood and accepted the Tender Document along with all terms and conditions specified above in the tender document
- IV. We understand that CPPA-G shall have right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Bidder(s)
- V. We have read CPPA-G's SOP for blacklisting
- VI. We have no objection If being trialed in case of breach of contract
- VII. We have no objection If being trialed in case of forged documents provided to CPPA-G against Supply of Software for which we are participating.
- VIII. We understand that CPPA-G shall have right, at his exclusive discretion, to increase/decrease the quantity of any or all item(s), accept/reject any or all tender(s), cancel/annul the Tendering process at anytime prior to award of Contract, without assigning any reason or any obligation to inform the Bidders of the grounds for the CPPA-G's action, and without thereby incurring any liability to the Bidder and the decision of the CPPA-G shall be final

Dated_____.

BIDDER:

Signature_____

CNIC # _____

Designation_____

Address_____

WITNESSES:

Signature_____ Signature_____

CNIC # _____ CNIC # _____

Name_____ Name_____

Designation_____ Designation_____

Address_____ Address_____

ANNEXURE-B: BID FORMS

Bid-Form: 1 – Letter of Intention

Bid Ref No. {Add Tender No}

Letter of Intention

{Add Date of Technical Bid Opening}

Name of the Contract: *{Add name}*

To: *[Chief Information Officer, CPPA-G, Shaheen Plaza, Blue Area, Islamabad.]*

Dear Sir,

Having examined the bidding documents, including Addenda Nos. [insert numbers & Date of individual Addendum], the receipt of which is hereby acknowledged, we, the undersigned, offer to supply and deliver the Goods/Services under the above-named Contract in full conformity with the said bidding documents and at the rates/unit prices described in the price schedule provided in Financial Bid or such other sums as may be determined in accordance with the terms and conditions of the Contract. The above amounts are in accordance with the Price Schedules attached herewith and are made part of this bid.

We undertake, if our Financial Bid is accepted, to deliver the Goods/Services in accordance with the delivery schedule specified in the schedule of requirements.

If our Financial Bid is accepted, we undertake to provide a performance security/guarantee in the form, in the amounts, and within the times specified in the bidding documents.

We agree to abide by this bid, for the Bid Validity Period specified in the bidding documents and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Financial Bid you may receive. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Pakistan.

We confirm that we comply with the eligibility requirements as per sub-section 2.3 of the bidding documents and have duly provided bid security 300,000/-, in the shape of pay order/demand draft/call deposit in the name of **Central Power Purchasing Agency (Guaranty) Ltd (CPPA-G) Islamabad** with our Financial Bid.

Dated this [insert:number] day of [insert:month], [insert:year].

Signed:

In the capacity of [insert: title or position]

Duly authorized to sign this bid for and on behalf of [insert: name of Bidder]

CENTRAL POWER PURCHASING AGENCY (CPPA)



SOP FOR BLACKLISTING

(As on 17.04.2019)

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CHAPTER NO.1

1.1 INTRODUCTION

The main objectives of any procurement process are transparency, economy, fairness and efficiency so that value for money is achieved.

Blacklisting is one of the most effective tools used in the struggle against inefficiencies and corruption in connection with public procurement. In addition, it serves as a major deterrent against any material breach of contract and further ensures the timely execution of projects by holding delinquent persons accountable.

Rule-19 “Blacklisting of suppliers and contractors” of the Public Procurement Rules, 2004 (hereinafter “**PPRA Rules**”) stipulates that;

“The procuring agencies shall specify a mechanism and manner to permanently or temporarily bar, from participating in their respective procurement proceedings, suppliers and contractors who either consistently fail to provide satisfactory performances or are found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the Authority: Provided that any supplier or contractor who is to be blacklisted shall be accorded adequate opportunity of being heard.”

In the light of the Clause above, this SOP has been drafted for procurements made by CPPA.

Any capitalised terms and abbreviations used in this SOP which are not defined herein shall have the meanings given to them in Public Procurement Regulatory Authority Ordinance, 2002 (hereinafter “**PPRA Ordinance**”) and PPRA Rules.

1.2 EXTENT OF APPLICATION

- i. The procedure shall be applicable and remain in force, along with any amendments thereto, within CPPA until any clear instructions or guidelines are imparted by the Government through PPRA, PEC, or any other competent forum.
- ii. The procedure shall also be applicable on the pre-qualified firms.
- iii. The procedure shall be applicable on any “Person”, which for the purposes of this SOP shall *interalia* include suppliers, bidders, contractors, consultants, firms, individuals, and organizations transacting business with CPPA.
- iv. Wherever any provision of this SOP shall be in conflict with provisions of any applicable guidelines of donor agencies, or any other applicable Statute / Law or Rule enforced at the time in Pakistan, the provisions of such applicable guidelines, laws, or rules shall prevail.

- v. This SOP shall become a part of the future Bidding Documents and the person(s) will submit an Undertaking along-with his bid that he has read and accepts the provisions of this SOP. Non-submission of an Undertaking may result in rejection of his bid. The said Undertaking will subsequently become part of the Contract Agreement as well.



CHAPTER NO. 2

2. REASONS OF BLACKLISTING

- 2.1 The causes and reasons to be taken into consideration for Debarment / Blacklisting of any person are given as under:

2.1.1 Pre- Award Stage:

The following shall be considered, *interalia*, the causes / reasons for initiating proceedings under this SOP at the Pre-Award Stage:

- i. Indulging in Corrupt, Fraudulent as well as Collusive practices.
- ii. Submission of false and spurious documents, making false statements, making frivolous complaints and allegations to gain undue advantage.
- iii. Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration, giving false evidence, furnishing of false information of serious nature.
- iv. Submission of false bid security or infringement of documents to get undue monetary or any other benefit.
- v. Breach of confidentiality of evaluation process as mentioned in Appendix-1 based on illegal access or in any way to get undue benefit or to provide benefit or to frustrate the bidding/evaluation process. This will also include attempts to sabotage the bidding process directly or indirectly.

2.1.2 Post- Award Stage:

The following shall be considered, *interalia*, the causes / reasons for initiating proceedings under this SOP at the Post-Award Stage:-

- i. Extraordinary delay in signing or refusal to accept the Notification of Award and/or the contract without any cogent reason.
- ii. Misconduct, i.e., failure to proceed with the signed contract, withdrawal of commitments, quoting an unreasonably and unfairly low financial offer and subsequently withdrawing such an offer, frustrating the evaluation/bidding process and not responding to written communication in a reasonable time.
- iii. Causes mentioned in Clause 2.1.1 (i, ii & iii) above.
- iv. Submission of fake / frivolous or mutilated Performance Guarantee or Advance Payment Guarantee etc.

- v. Non-satisfactory performance as mentioned in Appendix-2 during the execution of the contract.
- vi. Non-performance or Breach of provisions / clauses of the contract agreements.
- vii. Notwithstanding the warranty/defect liability period, any defect in a product, equipment, plant, facility or services rendered that may subsequently surface during field operations within 5 years of its commissioning.
- viii. Failure to honour obligations within warranty period or defect liability period as defined in the contract.

2.1.3 Other Causes

- i. The person is blacklisted by any Government department in Pakistan, or it is established that the firm is involved in any kind of corruption or corrupt practices anywhere in the world.
- ii. Violations of provisions / instructions set down in the Bidding Documents.
- iii. Any attempt / activity to malign or bring CPPA into disrepute and harm its interest(s).
- iv. Person(s) blacklisted by International Financial Institutions (donor agencies) will be liable to be blacklisted after receipt of confirmation from the donor agencies without any further proceeding.
- v. Any other cause deemed just and appropriate by CPPA in the given circumstances.

Note:

- (1) If above mentioned causes occur either on part of the principal bidder or the local agent, both shall be considered for blacklisting / debarment.
- (2) The authorization of the foreign bidder to local agent shall contain his complete particulars including the name of the company, name of the owner, National Tax number (NTN), CNIC (Computerized National Identity Card) No. etc. In case, the said information is found to be missing, even after calling for the same within a reasonable time, the authority letter shall not be accepted.
- (3) The Bidding Documents shall be issued against original authority letter or in case of scanned copy, the email of the foreign bidder shall be enclosed. However, at the time of bidding, the original authority letter shall be attached with the bid. In the absence of the same, the bid shall be rejected.

CHAPTER NO. 3

3. FORMULATION OF “CPPA’S RIGHTS PROTECTION COMMITTEE”

3.1 A permanent Committee namely “CPPA’s Rights Protection Committee (**RPC or Committee**)” comprising of the following members shall examine the justification of the reasons given by the Project Authority prior to blacklisting / debarment of any firm/supplier/contractor/ individual.

- | | |
|--|----------|
| 1. Chief Financial Officer (Performance Assessment), CPPA. | Convener |
| 2. Chief (HR&A) Officer, CPPA. | Member |
| 3. Chief Information Officer (Reliability Assessment), CPPA. | Member |
| 4. Manager (Legal), CPPA. | Member |

Depending upon the nature of the case, the Committee may consult or appoint / nominate additional members from within CPPA with the approval of Chief Executive Officer (CPPA), provided that the Committee consists of an odd number of individuals as per spirit of Rule 48(1) of the PPRA Rules. Independence of any additional members shall be ensured while making the selection of such additional members. Furthermore, the aforementioned RPC shall also be authorized to seek external expert advice as and when required.

CHAPTER NO. 4

4.1 PROCEDURE FOR BLACKLISTING

Upon receipt of or obtaining information and/or knowledge that any person(s) is involved in practices mentioned in Chapter-2 earlier, the concerned Project Authority / formation shall promptly formulate its recommendations and submit through CEO CPPA to CPPA RPC along with its findings, details of charges and documentary evidences to initiate proceedings under this SOP.

4.2 INITIATION OF AN ACTION

- (i) Within a period of 15 days after receiving the recommendations of Blacklisting / Debarment from the concerned Project Authority, the Convener of the Committee shall issue a Show Cause Notice (“**Notice**”) thereby informing the Person about the alleged charges and shall provide an opportunity to the defend said charges within a time period of 15 (fifteen) days.
- (ii) The person(s) shall be accorded adequate opportunity of hearing in order to defend the charges within the given timelines.
- (iii) The Notice to the Person shall be sent at the mailing/postal address as provided under the Contract or any other address provided by way of subsequent written communication by the Person. The non-receipt of the Notice due to incorrect / change in mailing address without any written communication shall not be attributable to CPPA. In case of non-receipt of any reply from the accused person within the formulated time, but not less than the time given in 4.2 (i) above, the Committee shall have the right to proceed on Ex-parte basis.

4.3 DECISION

- i. The committee shall hold an independent inquiry/investigation as the case may be, and, which may include site visits and interviews with the parties concerned. The Committee shall complete the entire inquiry/investigation, preferably within a period of 30 days after receipt of response from the person against whom proceedings under this SOP have been initiated and shall present the report to the CEOCPPA.

- ii. If required, the Committee may report the case to an appropriate law enforcement agency depending upon the nature of the case for detailed investigations with the prior approval of CEO (CPPA).
- iii. The person against whom proceedings have been initiated under this SOP shall not proceed for arbitration/litigation during the proceedings for blacklisting.

4.4 COMMUNICATION OF DECISION

After recommendation for blacklisting by “CPPA’s Rights Protection Committee (RPC)”, the person concerned shall be informed within 10 days of such decision. The decision of the Committee will be notified on CPPA’s and PPRA’s websites and shall also be conveyed to Pakistan Engineering Council. Blacklisting of firms shall also be conveyed by circular to other Government Departments. All other relevant procuring agencies including PEPCO, DISCOs, and WAPDA, etc., will also be informed simultaneously.

4.5 PERIOD OF DEBARMENT FOR BLACKLISTED FIRMS

- (i) The Blacklisting on the grounds and reasons specified herein above in Chapter No. 2 shall be for a reasonable specified period of time and as a general rule of prudence, the period may not exceed three years, except in cases where debarment/blacklisting has been done by any other government department or an International Financial Institution (Donor Agency).
- (ii) In case the person has been blacklisted by the government department or the International Financial Institution (donor agency), the period of blacklisting/debarment shall be for a maximum period of 3 years or the time period for which the concerned government department/International Financial Institution (Donor Agency) debarred the contractor (whichever is higher).

4.6 ACTION AFTER PERSONS ARE PLACED ON BLACKLISTING LIST.

- i. The decision of blacklisting will be immediately circulated to all concerned as mentioned at Clause 4.4 above.
- ii. In case of a contract already awarded to a person which has been blacklisted and termination is either not possible or not feasible, the concerned Project Authority may proceed in this case to complete the contract with the approval of Competent Authority.
- iii. The blacklisted person shall stand disqualified from bidding from the date of decision against them. Any pending bids shall also stand rejected. If a contract has

already been awarded to person, it shall be voidable at the option of CPPA as per 4.6 (ii) above.

- iv. A separate register or data base will be maintained for blacklisted firms indicating reasons and period.

4.7 EFFECTIVENESS

These guidelines / SOP or any amendments thereof shall take effect immediately after its approval from Board of Directors of CPPA.



APPENDIX-1

PROCESS TO DEAL WITH FRIVOLOUS COMPLAINTS

It has been frequently observed that after opening of tenders, the bidders start to influence the evaluation process. Such attempts result in delay in finalizing of award of contract and cause financial loss to the National exchequer. The evaluation process is confidential till publication of award of contract process.

Provision of guidelines of international donor agencies and PPRA provides sufficient opportunity to bidders for redressal of their grievances. Hence, the attempts made by the bidders during evaluation process or thereafter to influence the contract award decisions fall under the definition of corrupt and fraudulent practices. Therefore, during bidding stage, the following mechanism shall be adopted in case of receipt of any frivolous complaint from the bidder.

- i. Anonymous complaints shall not be entertained.
- ii. The Procuring Agency reserves the right to call for an affidavit from the complainant verifying the truthfulness and correctness of the contents of the complaint.
- iii. The notice of displeasure and explanation will be immediately sent to those persons who lodge frivolous complaint(s) during the evaluation process.
 - iii (a) If the person itself or through its agent or any third party does not refrain from making frivolous complaints in the same tender or any other tender, an official warning will be sent and their case may be sent to “CPPA’s Rights Protection Committee” which may analyse the situation and suggest action including the rejection of the bid of the complainant. However, Project Authority may reject the bid even in first instance depending upon nature of the case or provision of the Bidding Documents.
 - iii (b) If the same person itself or through its agent or any third party lodges a frivolous complaint in another tender floating in parallel before decision of the Grievance Committee, its bid will straight forwardly be rejected by the project authority. It may also be debarred to participate in the next tender for a minimum period of six months under intimation to the Grievance Committee and CEO CPPA.
- iv. In order to monitor the record of the persons, a data base will be maintained at CPPA’s website and the offices of the project authorities regarding such persons who consistently lodge frivolous complaints during the evaluation process by making clandestine access to confidential record and hamper the award of contract process.

NOTE: It is clarified that the process provided above in Appendix 1 is to discourage anonymous and frivolous complaints only, and does not bar any person feeling aggrieved by any act of the procuring agency from lodging a genuine complaint/grievance as provided under Rule 48 of the PPRA Rules, 2004.



APPENDIX-2

GUIDELINES FOR EVALUATION OF PERFORMANCE OF CONTRACTORS

- i. After signing of the contract, the Project authority (or the Consultant / Engineer) must monitor and evaluate the Contractor's performance, that is, whether the Contractor is fulfilling his obligations based on the terms of the contract and plans that were developed and agreed upon with the Project authority at the time of signing of contract or during kick-off meetings..
- ii. Though the performance evaluation of any person is an on-going process, which takes place throughout the duration of the contract and also during the Defect Liability / Warranty Period, nevertheless, a person's Performance Evaluation Report may be prepared for the consumption and benefit of the procuring agency or for any other purpose at the completion of the project, as the case may be.
- iii. The performance evaluation report shall be prepared for all contracts of more than Rs. 100 million. When based on the Evaluation Report, the performance of a person is non-satisfactory, the procuring agency may initiate the case for blacklisting of the person in accordance with the terms of this SOP. For the avoidance of doubt, consistent failure to provide satisfactory performance shall also include performances in a single or multiple contracts executed or being executed by the same person, as the case may be.
- iv. In case of any extra-ordinary delay in performance of a single contract of vital and critical importance, the procuring agency shall have the right to initiate proceedings under this SOP and/or avail any other remedy provided under the law which may *interalia* include: termination of the contract, recovery of losses, debarring the person from participation in future tenders. The procuring agency shall be the sole judge to determine the projects of vital or critical importance.
- v. In case of ordinary delay in performance in 2 consecutive contracts within a period of 3 years, the procuring agency shall have the right to initiate proceedings under this SOP and/or avail any other remedy provided under the law which may *interalia* include: termination of the contract, recovery of losses, debarring the person from participation in future tenders.
- vi. The proceedings under this SOP shall not prejudice any other rights and/or remedies available to the procuring agency under the contract documents and/or any other law in force.

**ANNEXURE-D: SUPPORT AGREEMENT FOR THE MAINTENANCE &
RENEWAL OF SUPPORT SERVICES AND SERVICE LEVEL AGREEMENT (SLA)
FOR SERVERS, STORAGE, SOFTWARE AND NETWORK EQUIPMENT (WITH
PARTS).**

**Agreement for the
Maintenance & renewal of Support Services and
Service Level Agreement (SLA) for Servers, Storage,
Software and Network Equipment (with parts).**

**Between
Central Power Purchasing Agency Guarantee Limited
(CPPA-G)**

&

M/s SUCCESSFUL BIDDER

Dated:

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1. THE PARTIES

Contractor = SUCCESSFUL BIDDER

Central Power Purchasing Agency (Guarantee) Limited = (the “CPPA-G”)

2. BACKGROUND

The Central Power Purchasing Agency (Guarantee) Limited (hereinafter referred to as the “CPPA-G”) invited sealed quotations under the Single Stage – Two Envelope method (i.e., with technical and financial bids submitted separately) from the potential bidders for the provision of maintenance & renewal of support services and Service Level Agreement (SLA) for servers, storage, software and network equipment (with parts). Pursuant to the Tender No. [REDACTED], dated [REDACTED], wherein the tender was won by M/s SUCCESSFUL BIDDER (hereinafter referred to as the “Contractor”).

3. SCOPE OF WORK

3.1) As a consequence of the successful tender of the Contractor, this Agreement is executed *inter se* the Parties for the maintenance & renewal of support services and Service Level Agreement (SLA) for servers, storage, software and network equipment (with parts) of the CPPA-G, Islamabad by the Contractor with the full understanding and realization of the Scope of Work (detailed in Annexure: I). Products / services which are not specifically requested in this Agreement or the annexures thereto, but which are necessary to provide for the efficacious functional capabilities proposed by the Contractor through its bid shall also be included therein and shall be read into this Agreement by the Parties.

3.2) The Contractor is responsible for ensuring the completion of all the tasks delineated in the Scope of Work (hereinafter, the “Project”).

3.3) All terms and condition mentioned in the Purchase order number= [REDACTED], Dated= [REDACTED], issued by CPPA-G will be considered part of this agreement.

4. PAYMENTS & TAXES

4.1) The Contractor shall be entitled to payments by CPPA for the fulfillment of the Scope of Work, in accordance with Annexure: II. It is agreed and understood by the Contractor that liquidated damages shall be applicable for any delays in the fulfillment of the Scope of Work, and the Parties agree that any liquidated damages imposed under this Agreement are not a penalty but are a genuine pre-estimate of any losses incurred as a result of such delay(s).

4.2) The quoted unit prices and the total price (inclusive of all taxes and duties where applicable) shall be as per the price schedule in accordance with the bidding document(s), with delivery effected at the designated location(s) at CPPA-G, Islamabad specified in the purchase order. CPPA-G reserves the

right to increase / decrease the Scope of Work by up to fifteen percent (15%) at the time of the award / during the currency of this Agreement. No request for an increase in price(s) due to market fluctuation in the cost of goods and services shall be entertained.

- 4.3) If there is no mention of taxes, the offered / quoted price shall be considered to be inclusive of all prevailing and applicable taxes / duties. The Contractor shall be responsible for raising an invoice(s) separately for all new taxes, if any, levied by the Government until the completion of term of this Agreement. Any benefit of exemption from or reduction in any prevailing and applicable taxes and duties shall be passed on to CPPA-G.

5. PERFORMANCE CERTIFICATE

The performance certificate shall be issued by the CPPA-G after the satisfactory completion of each year of the Project.

6. PERFORMANCE SECURITY AND FORFEITURE THEREOF

- 6.1) The Contractor submitted a Performance Security/Bank Guarantee valid for a period until the completion of Contract upon the receipt of the last consignment, equal to five percent (5%) of the total value (inclusive of GST) of the Project. For avoidance of doubt, the Performance Security shall only be returned after the successful completion of the Project.

- 6.2) CPPA-G shall have the right to call upon the Performance Security, and the Contractor agrees to forfeit the Performance Security:

if the Contractor fails to supply the goods / services specified in the Scope of Work within the time specified

- i) if the Contractor commits any breach of this Agreement
- ii) For other reasons for forfeiting the Performance Security specified in the purchase order issued by CPPA-G.

- 6.3) If the forfeiture of the security deposit does not adequately compensate CPPA-G for any loss(es) incurred due to the non-delivery of goods / services or breach of this Agreement or for any other reasons including unfair practice(s) or misrepresentation, CPPA-G reserves the right to avail any or all remedies or actions available to it under the law.

7. RESOLUTION OF DISPUTES

In case of any dispute concerning the interpretation and / or application of this Agreement, the matter shall be settled through arbitration in accordance with the provisions of the Arbitration Act, 1940. The seat and venue of such arbitration shall be Islamabad, Pakistan.

8. CORRUPTION AND FRAUD

Indulgence in corrupt and fraudulent practices is liable to result in the termination

of this Agreement, the calling upon of the Performance Security by CPPA-G, and the debarring and blacklisting of the Contractor for a stated or indefinite period of time. CPPA-G also reserves the right to avail any or all remedies or actions available to it under the law.

9. VALIDITY & RENEWAL

9.1) The Agreement is intended for a maximum period of three (3) years.

9.2) The duration of this Agreement will initially be one (1) Agreement year, extendable for a period of one (1) Agreement year per extension, for a maximum of three (3) Agreement years, which period shall start from the renewal of support. Any extension of the duration of this Agreement shall be based on the same terms and conditions, subject to satisfactory performance by the Contractor as prescribed by CPPA-G.

9.3) Subject to clause 9.2 of this Agreement, if the Contractor is able to achieve a Satisfactory Annual Performance Certificate from the Chief Information Officer of CPPA-G (the "CIO, CPPA-G") or his duly authorized representative at the end of each Agreement year, the Agreement shall automatically be extended for a period of one (1) Agreement year.

10. GOVERNING LAW OF THE AGREEMENT

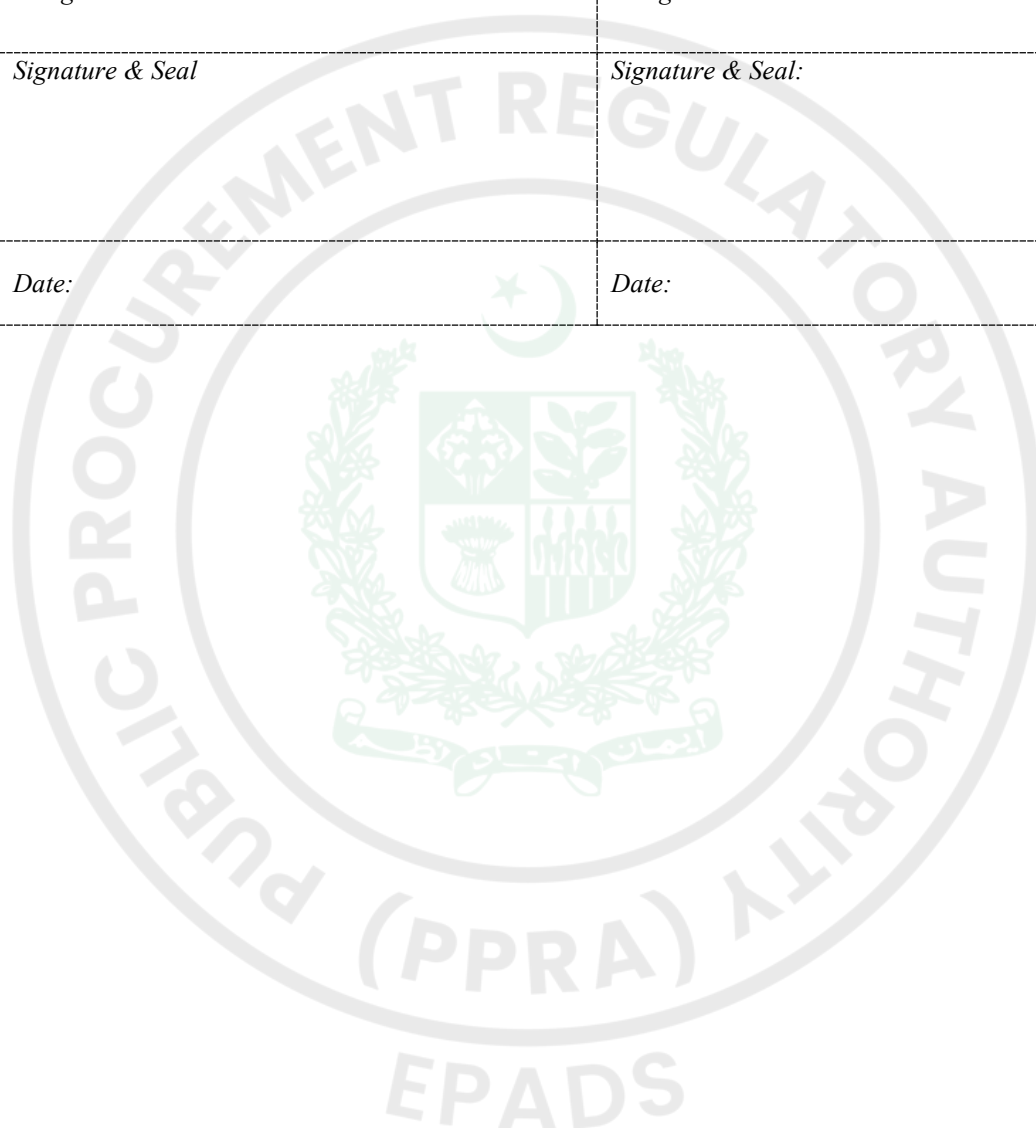
This Agreement shall be governed by the Laws of Pakistan, as may be amended from time to time.

IN WITNESS WHEREOF, the Parties through their respective representatives who are duly authorized hereto have signed and agreed to this Agreement and the Annexures: I & II thereto which form an integral part of this Agreement as of the date first written below.

CPPA-G	M/s SUCCESSFUL BIDDER
<i>Name:</i>	<i>Name:</i>
<i>Title:</i>	<i>Title:</i>
<i>Signature & Seal</i>	<i>Signature & Seal:</i>
<i>Date:</i>	<i>Date:</i>

Witnesses

<i>Name:</i>	<i>Name:</i>
<i>Address:</i>	<i>Address:</i>
<i>CNIC:</i>	<i>CNIC:</i>
<i>Designation:</i>	<i>Designation:</i>
<i>Signature & Seal</i>	<i>Signature & Seal:</i>
<i>Date:</i>	<i>Date:</i>



Annexure: I

1. SCOPE OF WORK

1.1 M/s SUCCESSFUL BIDDER (the “Contractor”) will provide the maintenance & renewal of Support Services and Service Level Agreement (SLA) for Servers, Storage, Software and Network Equipment (with parts) at the CPPA-G Islamabad Data Centre at two (2) locations, i.e., the Primary & Backup sites. The locations may get changed due to any reason and CPPA-G will inform M/s Successful Bidder about it.

1.1.1) The Primary Data Center is located at the 1st Floor, Shaheen Plaza, Fazl-e-Haq Road, Blue Area, Islamabad, Pakistan.

1.1.2) The Backup Server is currently located at Nayatel Datacenter, Islamabad, Pakistan.

2. POC AND ESCALATION MATRIX

The Contractor shall provide the information required, including the Escalation Matrix, as per the tables below. In case there is any change during the tenure of this Agreement, the Contractor shall provide the details of the same to CPPA-G without delay.

Support Contact			
Support	Name	Contact No	Email Address
First Level Support-Networks			
Second Level Support-Networks			
First Level Support -Systems			
Second Level Support-Systems			

Escalation Matrix			
Escalation Level	Name	Contact No	Email Address
First Level Escalation			
Second Level Escalation			

Helpdesk	
UAN	
Tel	
Email	
Address	

3. PROBLEM CLASSES

Depending on the effect of a problem, following are the defined three Problem Classes:

- 3.1 Critical Problem** – A problem that is critical in nature to the operations of the system and therefore requires immediate reaction. This includes *inter alia* issues such as the Complete loss of Service.
- 3.2 Major Problem** – A problem that seriously influences the performance, the operation, and maintenance of the System and therefore requires prompt reaction. The priority of Major Problems is lower than that of Critical Problems, as there are often less immediate effects on system performance, technical operations, and on the End Users. This may include *inter alia* performance degradation, system response times, and issue major category alarms.
- 3.3 Minor Problem** – A problem which does not significantly affect the function of the System and does not influence the System and service quality essentially. A Minor Problem may be tolerated during operation, though the Contractor shall address any and all extant Minor Problems once it has addressed any and all Critical and Major Problems respectively.

4. RESPONSE TIME(S)

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week.
2	Physical & Remote troubleshooting	• Available 24 hours a day, 7 days a week; • For Priority Critical, to respond within 30 minutes. • For Priority Major, to respond within 60 minutes. • For Priority Minor, to respond within 3 hours.

5. RESOLUTION TIME(S)

CPPA-G will designate the CPPA-G Point of Contact (the “POC”) and will determine the Priorities to be notified by the POC to the Contractor. The POC will requisition replies / updates from the Contractor on any outstanding Problems as and when required by CPPA-G. The resolution time for each severity is as below:

No.	Problem Severity	Resolution Time
1	Critical Problem	24 Hours
2	Major Problem	48 Hours
3	Minor Problem	72 Hours

6. SLA ONSITE SUPPORT SERVICE FEATURES:

- 6.1. The Contractor shall provide unlimited corrective maintenance twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year, including on public holidays.
- 6.2. The response times for the resolution of Problems shall be as provided in clause 4 of this Annexure: I upon receipt of notice thereof by the Support Contact of the Contractor as per clause 2 of this Annexure: I.
- 6.3. The resolution time for the repair or replacement of maintenance parts shall be according to the Problem Severity as delineated in clause 5 of this Annexure: I. However, if any part is out of stock, the Contractor shall ensure that said part shall be replaced in no more than two (2) weeks.
- 6.4. The Contractor shall conduct Preventive Maintenance on a quarterly basis and submit a report on the same to CPPA-G with recommendations (if required).
- 6.5. The Contractor shall ensure that any and all Defective System(s) will be rendered fully functional and operational in the Resolution Time(s) provided hereinabove at clause 5 of this Annexure: I as per their respective Problem Severity Level. Noncompliance by the Contractor of this obligation shall lead to the imposition of liquidated damages by CPPA-G upon the Contractor as per this Agreement and clause 6.6 of this Annexure: I.
- 6.6. In event of non-performance by the Contractor of any of its obligations under this Agreement or the Annexures thereto, CPPA-G shall be entitled to deduct one half of one percent (0.5%) of the total value of the total value (inclusive of GST) of the Project on a daily basis from the Performance Security. CPPA-G further reserves the right to avail any or all remedies or actions available to it under the law
- 6.7. Any liquidated damages imposed under this Agreement shall be capped at an amount of five percent (5%) of the total value (inclusive of GST) of the Project per year. This clause shall not prevent CPPA-G from imposing liquidated damages determined to be liable in the preceding agreement year in the subsequent agreement year.
- 6.8. CPPA-G shall ensure that Engineer designated by the Contractor is provided timely access to the resources required. The time keeping conducted by the CPPA-G Coordinator shall be consider as final. Following the occurrence of any Problem the Contractor shall submit a detailed Root Cause Analysis to

CPPA-G, along with its recommendations on how to prevent the reoccurrence of such Problem.

- 6.10. Following the occurrence and subsequent resolution of a Problem, the Contractor shall log and conduct all preventive measure(s) to be taken in order to prevent the reoccurrence of such Problem.
- 6.11. The Contractor shall maintain a reasonable Inventory, detailing the basic parts (including Disks, RAM, tools etc.) in order to meet all calls on a daily basis.
- 6.12. The Contractor shall conduct routine resolution of Problems / repair at the CPPA-G site(s). In the case of item(s) / System(s) subject to major repair, the Contractor may request the same be moved to the workshop of the Contractor at the Contractor's risk and cost, subject to the issuance by the CIO, CPPA-G of a gate pass clearly specifying the model number and delivery time of said item(s) / System(s). Should the Contractor request the relocation of such item(s) / System(s) to its workshop for repair, and the CIO, CPPA-G approve the same and issue the gate pass to this effect, the Contractor shall provide interim arrangement(s) for the item(s) / System(s) being moved in order to ensure continuous and uninterrupted operations. The CIO, CPPA-G may deny such requests for any reason.
- 6.13. During the SLA period, the Contractor shall be wholly responsible for the repair / replacement of any and all faulty equipment, including for any and all applicable labor charges.
- 6.14. During the SLA period, the Contractor shall be responsible for the installation of Configuration Management Software, Server Operating System, configuration of Virtualization software, routers, switches, firewalls, SAN configuration and providing training to those CPPA-G personnel so designated by CPPA-G for the efficient configuration, operation, and management of the same.
- 6.15. This Agreement shall also apply to software / OS / firmware upgrades, and the Contractor shall be responsible for the same. To this end the Contractor shall provide in advance an appropriate plan and rollback(s) for such upgrades, and any outages / disruption(s) caused by said upgrades shall require the prior approval of CPPA-G.
- 6.16. In the event that CPPA-G is dissatisfied with the support services of the technician(s), engineer(s), and / or other staff assigned certain responsibilities under this Agreement by the Contractor, CPPA-G has the right to submit a written complaint to the Contractor, detailing the cause of such dissatisfaction with the Contractor's personnel's performance and requiring the replacement of such personnel.

6. LOCAL SLA OF EQUIPMENT:

In case there is end of support declared by Manufacturer (in such case authentic proof will be required), the local SLA will be applicable for the part(s) / equipment

as per specified in clause 9 of this Annexure: I, the Contractor shall replace said part(s) / equipment as per the Resolution Time according to the Problem Severity in clause 5 of this Annexure: I. This includes available software installation/upgrades and resolution aswell.

7. VARIATIONS IN EQUIPMENT

During the tenure of this Agreement, and any subsequent extensions thereto, there may be addition or deletion of hardware and / or Systems/software to the list of Systems / equipment / parts. Accordingly, adjustments will be made to the overall value of the Project. The total variation in the valuation of the Project is capped at a maximum of fifteen percent (15%) of the initial value of the Project.

8. Technical Reports

The Contractor will provide all maintenance reports performed, including the routine preventive maintenance practices and fault reports, as required by CPPA-G and shared between CPPA-G's technical team and the Contractor's service teams as necessary. Reports required by CPPA-G's management regarding the status of the data center system and any issues relating thereto will be provided by the Contractor as and when required.

9. Hardware and Software Items:

1st Agreement Year				
Sr #	Product	Description	Qty	Support Duration-Year
OEM DELL Support				
1	14BDWC3	POWEREDGE R740	1	1
2	910DWC3	POWEREDGE R740	1	1
3	7J4VB33	DELL COMPELLENT SCv3020	1	1
OEM-NETWORK-CISCO				
4	FCW2050B17D	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
5	FCW2050B16Y	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
6	FOC1906S1L5	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
7	FCW2050B0BW	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
8	FCW2050B0CA	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
9	FCW2052F016	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
10	FCW2052F00Y	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
11	FCW2052F00Z	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1

12	FOC2052X01B	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
13	FDO2101A2BA	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
14	FDO2101A2B5	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
LOCAL SUPPORT-NETWORK				
15	FOC2311V0BR	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
16	FOC2311V09V	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
17	FCW2311A1L4	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
18	FJC2314W1CE	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
19	FCW2305B02G	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
20	FCW2306B07Z	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
21	FCW2311A1QR	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
LOCAL SUPPORT - SYSTEM				
23	48PM6Q2	Dell POWEREDGE R740	1	1
24	BH1XVV2	Dell POWEREDGE R740	1	1

2nd Agreement Year				
Sr #	Product	Description	Qty	Support Duration-Year
OEM DELL/H3C Support				
1	14BDWC3	DELL POWEREDGE R740	1	1
2	910DWC3	DELL POWEREDGE R740	1	1
3	210235A4HDH251000020	H3C-1/H3c Uniserver 4900 G6	1	1
4	210235A4HDH251000021	H3C-1/H3c Uniserver 4900 G6	1	1
5	210235A4HDH251000024	H3C-1/H3c Uniserver 4900 G6	1	1
6	210235A4HDH251000022	H3C-1/H3c Uniserver 4900 G6	1	1
7	210235A4HDH251000023	H3C-1/H3c Uniserver 4900 G6	1	1
8	210235A4HDH251000019	H3C-1/H3c Uniserver 4900 G6	1	1
OEM Sangfor HCI				
9	Sangfor HCI - Enterprise Edition- Software & Support Renewal for Existing Sangfor Cluster		6 Sockets	1
10	Sangfor HCI - Enterprise Edition- Software & Support Renewal for Existing Sangfor Cluster		12 Sockets	1
OEM-NETWORK-CISCO				
11	JMX2120L0XM	Cisco Smart Net Total Care (SNTC) Support for Cisco Firepower 2120 SNTC 8X5XNBD	1	2

12	JMX2646X0K3	Cisco Smart Net Total Care (SNTC) Support for Cisco Firepower 2120 SNTC 8X5XNBD	1	2
13	NIL	Cisco Secure Firewall TMC Subscription Renewal (Threat Protection, Malware Protection, URL Filtering) for Cisco Firepower 2120	2	2
14	FDO2101A2BA	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
15	FDO2101A2B5	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
LOCAL SUPPORT - NETWORK-CISCO				
16	FOC2311V0BR	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
17	FOC2311V09V	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
18	FCW2311A1L4	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
19	FJC2314W1CE	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
20	FCW2305B02G	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
21	FCW2306B07Z	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
22	FCW2311A1QR	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
23	FCW2050B17D	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
24	FCW2050B16Y	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
25	FOC1906S1L5	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
26	FCW2050B0BW	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
27	FCW2050B0CA	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
28	FCW2052F016	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
29	FCW2052F00Y	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
30	FCW2052F00Z	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
31	FOC2052X01B	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
LOCAL SUPPORT- SYSTEM-DELL				
32	48PM6Q2	POWEREDGE R740	1	1
33	BH1XVV2	POWEREDGE R740	1	1
34	7J4VB33	DELL COMPELLENT SCv3020	1	1

3rd Agreement Year				
Sr #	Product	Description	Qty	Support Duration-Year
OEM DELL/H3C Support				
1	2BMKVP3	DELL POWEREDGE R740	1	1
	GYTYRR3	DELL POWEREDGE R750	1	1
2	9Y8WFF4	DELL/DD6410 Appliance	1	1
3	210235A4HDH251000020	H3C-1/H3c Uniserver 4900 G6	1	1
4	210235A4HDH251000021	H3C-1/H3c Uniserver 4900 G6	1	1
5	210235A4HDH251000024	H3C-1/H3c Uniserver 4900 G6	1	1
6	210235A4HDH251000022	H3C-1/H3c Uniserver 4900 G6	1	1
7	210235A4HDH251000023	H3C-1/H3c Uniserver 4900 G6	1	1
8	210235A4HDH251000019	H3C-1/H3c Uniserver 4900 G6	1	1
OEM-Sangfor HCI				
	Sangfor HCI - Enterprise Edition- Software & Support Renewal for Existing Sangfor Cluster		6 Sockets	1
	Sangfor HCI - Enterprise Edition- Software & Support Renewal for Existing Sangfor Cluster		12 Sockets	1
OEM-NETWORK-CISCO				
	NIL	Firepower Management Center Virtual (FMCv) Support and Software Upgrade Entitlement	NIL	1
LOCAL SUPPORT - NETWORK-CISCO				
14	FDO2101A2BA	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
15	FDO2101A2B5	Cisco ISR 4351 (3GE,3NIM,2SM,4G FLASH,4G DRAM,IPB)	1	1
17	FOC2311V0BR	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
18	FOC2311V09V	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
19	FCW2311A1L4	Catalyst 2960-X 48 GigE PoE 740W, 4 x 1G SFP, LAN Base	1	1
20	FJC2314W1CE	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
21	FCW2305B02G	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
22	FCW2306B07Z	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1

23	FCW2311A1QR	Catalyst 2960-X 48 GigE PoE 740W, 4x 1G SFP, LAN Base	1	1
4	FCW2050B17D	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
5	FCW2050B16Y	Catalyst 2960-X 48 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
6	FOC1906S1L5	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
7	FCW2050B0BW	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
8	FCW2050B0CA	Catalyst 2960-X 24 GigE PoE 370W, 4 x 1G SFP, LAN Base	1	1
9	FCW2052F016	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
10	FCW2052F00Y	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
11	FCW2052F00Z	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
12	FOC2052X01B	Cisco Catalyst 3850 24 Port 10G Fiber Switch IP Services	1	1
LOCAL SUPPORT- SYSTEM-DELL				
28	48PM6Q2	POWEREDGE R740	1	1
29	BH1XVV2	POWEREDGE R740	1	1
1	14BDWC3	POWEREDGE R740	1	1
2	910DWC3	POWEREDGE R740	1	1
3	7J4VB33	DELL COMPELLENT SCv3020	1	1

Annexure: II

FIXED PAYMENT FORM

1st Agreement Year (All prices are in USD):

FINANCIAL PROPOSAL							
Total Price for 1 year							
Sr #	Product	Description	Qty	Unit Price	Total Price	GST	Total Price with GST (\$)
		TOTAL COST INCLUDING GST					

2nd Agreement Year (All prices are in USD):

FINANCIAL PROPOSAL							
Total Price for 1 year							
Sr #	Product	Description	Qty	Unit Price	Total Price	GST	Total Price with GST (\$)
		TOTAL COST INCLUDING GST					

3rd Agreement Year (All prices are in USD):

FINANCIAL PROPOSAL							
Total Price for 1 year							
Sr #	Product	Description	Qty	Unit Price	Total Price	GST	Total Price with GST (\$)
		TOTAL COST INCLUDING GST					

Notes:

- All rates are inclusive of the cost(s) of inspection, delivery, installation charges, services, transportation, all applicable taxes, import duties if any and other levies.
- The annual unit price in USD shall remain firm and final and shall not subject to any escalation during those three contractual years.
- In case sale tax is revised by government of Pakistan during three agreement years price inclusive of GST will be revised accordingly.
- In case of exemption of sales tax, benefit will be passed on to CPPA-G whereas in case of increase in rate of sales, CPPA-G will be liable to pay the invoice with revised sales tax rates.

SPECIAL CONDITIONS

- M/S Successful Bidder shall be responsible for completing the task(s) prescribed in the Purchase Order in accordance with the methodology and in the time period as specified in the Agreement. Should M/S Successful Bidder fail to do so it shall be liable for liquidated damages as per the Agreement.
- M/S Successful Bidder shall be responsible for all expenses for service and delivery and for any other software, license utility software, third party tool etc. required for the delivery of service(s) under the Agreement.



2.TERMS OF PAYMENT

Payment of the Support (Sangfor, H3C, CISCO, Dell) will be made directly by consignees within thirty days, from the date of receipt of invoice, on production of following documents:

- i) Payment of the Renewal of support Services will be made directly by consignees within thirty days, from the date of receipt of invoice, on production of following documents:
- ii) Currency of Invoice should be PKR.
- iii) The rate of exchange (USD to PKR) shall be the selling rate (Weighted Average Customer Exchange Rates), prevailing on the date of invoice as notified by the State Bank of Pakistan on that day.
- iv) Invoice duly verified by the CPPA-G representative having NTN/GST No of both CPPA-G and M/S Successful Bidder printed on it.
- v) Inspection/ Verification Report issued by CPPA-G.
- vi) Satisfactory Performance Report only for Second and Third Agreement Year, issued by CPPA-G.
- vii) Sales Tax Invoice (if not exempted) or attach exemption certificate.
- viii) For release of GST Payment Supplier should provide copy of submitted Annex-C from FBR Portal

3. REPAIR OR PART CHARGES PAYMENT

In case of any failure of any equipment / component, replacement / repair thereof will be performed by the Contractor and no extra payment will be made to the Contractor for such replacement / repair. Such replacement(s) / repair(s) shall be considered as the cost of parts and services etc. already provided for in the financial proposal and agreed in this Agreement.



4. LIQUIDATED DAMAGES

If any issue / problem has not been resolved as per the Resolution Time(s) specified in this Agreement, and such delay in resolution is attributable to the Contractor, the Contractor shall be liable for liquidated damages under this Agreement as per the following:

- 4.1. In event of the Contractor's failure to perform its obligations under this Agreement one half of one percent (0.5%) of the total value of the Project (inclusive of GST) will be deducted as liquidated damages on a daily basis from the Performance Security submitted by the Contractor and CPPA-G and the Contractor agree that such liquidated damages are not a penalty and represent a fair estimate without precision of the amount of damages that might be incurred by CPPA-G as a result of the Contractor's failure.
- 4.2. Any liquidated damages imposed and corresponding deductions made to the Performance Security shall be capped at a maximum of five percent (5%) of the total value of the Project (inclusive of GST). Provided that CPPA-G reserves the right to impose any liquidated damages determined to be liable in the preceding agreement year in the subsequent agreement year.

Annexure-E: Service Level Agreement (SLA) for Rack Space Hosting

SERVICE LEVEL AGREEMENT

This Service Level Agreement ("SLA") is made on **[Date]**.

BETWEEN

[Service Provider Name], a company incorporated under the laws of Pakistan having its registered office at **[Address]** (hereinafter referred to as the "**Service Provider**");

AND

Central Power Purchasing Agency (Guarantee) Limited (CPPA-G), having its registered office at Mezzanine Floor, Shaheen Plaza, Fazl-ul-Haq Road, Blue Area, Islamabad (hereinafter referred to as "**CPPA-G**" or the "**Customer**").

The Service Provider and CPPA-G are individually referred to as a "Party" and collectively as the "Parties".

1. RECITALS

WHEREAS the Service Provider is engaged in the business of providing data centre and rack space hosting services;

WHEREAS CPPA-G requires rack space hosting services for its equipment and infrastructure;

WHEREAS the Service Provider has agreed to provide such services under the terms and conditions of this Agreement.

NOW THEREFORE, the Parties agree as follows.

2. DEFINITIONS

Business Day: Any day other than Saturday, Sunday, or a public holiday in Pakistan.

Fault: Any failure by the Service Provider to meet the agreed service levels.

Planned Maintenance: Scheduled maintenance, upgrades, migrations, or configuration activities notified in advance.

Recurring Charges: Charges payable periodically under this Agreement.

Service Availability: Availability of rack space hosting facilities excluding approved maintenance windows and Force Majeure events.

3. SCOPE OF SERVICES

The Service Provider shall provide rack space hosting services at its data centre facility.

Service Specifications

- Rack Space: 2U
- Device Allocation: 1 Device/Server
- Power Capacity: 4 Amps AC
- Redundant Power Supply
- Redundant Cooling System
- 24x7 Physical Security
- Fire Detection and Suppression System
- Environmental Monitoring
- Controlled Physical Access

Service Locations

Point A: CPPA-G Office, Islamabad

Point B: Service Provider Data Centre

4. COMMERCIAL TERMS

Agreement Period

- The duration of the Agreement will initially be one (1) Agreement year, extendable for a period of one (1) Agreement year per extension, for a maximum of three (3) Agreement years, which period shall start from _____. Any extension of the duration of this Agreement shall be based on the same terms and conditions, subject to satisfactory performance certificate to Successful Bidder as prescribed by CPPA-G.
- Subject to above clause of this agreement, if Successful Bidder is able to achieve a Satisfactory Annual Performance Certificate from the Chief Information Officer of CPPA-G (the "CIO, CPPA-G") or his duly authorized representative at the end of each Agreement year, the Agreement shall automatically be extended for a period of one (1) Agreement year

Pricing

Year-wise pricing shall be inserted in the commercial schedule attached to this Agreement.

Commercial Notes

1. Prices shall remain firm and fixed during the contract term.
2. Prices shall include all applicable taxes, duties, transportation, installation, and service costs.
3. In case sale tax is revised by government of Pakistan during three agreement years price inclusive of GST will be revised accordingly.
4. Tax exemptions available to CPPA-G shall be passed on accordingly.
5. 100% advance full payment of PKR will be made after receiving the invoice on yearly basis.

5. SERVICE LEVELS

Availability Commitment

The Service Provider shall maintain a minimum monthly service availability of 99.9%.

Power Availability

Redundant power systems shall remain operational throughout the contract term.

Cooling Availability

Redundant cooling systems shall remain operational throughout the contract term.

Physical Security

The Service Provider shall maintain 24x7 monitored physical security controls.

Access

Authorized CPPA-G personnel shall be allowed access to hosted equipment subject to data centre access procedures.

6. DELIVERY AND IMPLEMENTATION

The Service Provider shall commence service provisioning within thirty (30) calendar days from the issuance of the Purchase Order.

7. LATE DELIVERY PENALTY

If the Service Provider fails to commence services within the specified delivery period:

- Liquidated damages shall apply at 1% of Contract Value per day of delay.
 - Maximum penalty shall not exceed 10% of Contract Value.
 - Continued failure may result in contract termination and forfeiture of performance security.
-

8. SERVICE INSPECTION AND ACCEPTANCE

1. The Service Provider shall notify CPPA-G once services are available.
 2. CPPA-G shall verify service delivery.
 3. CPPA-G may reject services that do not meet agreed specifications.
 4. Acceptance shall be evidenced through a verification certificate.
-

9. PAYMENT TERMS

Payment shall be made within thirty (30) calendar days following:

- Submission of invoice;
- Verification and acceptance of services; and
- Submission of required supporting documents.

Required documents may include:

- Currency of Invoice should be PKR.
 - Invoice duly verified by the CPPA-G representative having NTN/GST No of both CPPA-G and Successful Bidder printed on it.
 - Verification Certificate;
 - Satisfactory Performance Report only for Second and Third Agreement Year, issued by CPPA-G.
 - Sales Tax Invoice (if not exempted) or attach exemption certificate.
-

10. PLANNED MAINTENANCE

1. The Service Provider shall provide at least two (2) Business Days' notice of planned maintenance.
 2. Maintenance affecting service availability shall be notified at least twelve (12) hours in advance.
 3. Emergency maintenance shall not exceed one occurrence per quarter except where operationally necessary.
-

11. FAULT MANAGEMENT

Severity 1 – Critical

- Complete service outage.
- Immediate response.
- Escalation within 30 minutes.

Severity 2 – Major

- Significant service degradation.
- Response within 2 hours.

Severity 3 – Minor

- Non-critical service issue.
- Response within 8 business hours.

Customer Service Desk

Telephone: [Insert Number]

Email: [Insert Email]

Escalation contacts shall be provided by the Service Provider.

12. RESPONSIBILITIES OF THE PARTIES

Service Provider Responsibilities

The Service Provider shall:

- Maintain power and cooling systems.
- Maintain physical security.
- Maintain environmental controls.
- Facilitate authorized access.
- Provide support for facility-related faults.

CPPA-G Responsibilities

CPPA-G shall:

- Manage operating systems and applications.
 - Manage server configuration.
 - Provide accurate technical information.
 - Follow scheduled access procedures.
-

13. DATA CENTRE ACCESS

Authorized CPPA-G personnel may access hosted equipment subject to:

- Prior notification; and
- Data centre security procedures.

For emergencies, one (1) hour prior notice shall be sufficient where practicable.

14. DATA SECURITY

The Service Provider shall maintain:

- Physical access controls;
 - CCTV monitoring;
 - Visitor logging;
 - Fire suppression systems;
 - Redundant electrical systems;
 - Environmental monitoring controls.
-

15. GENERAL TERMS AND CONDITIONS

Service availability calculations shall exclude:

- Force Majeure events;
 - Customer-caused outages;
 - Authorized maintenance windows;
 - Customer equipment failures;
 - Unauthorized modifications by CPPA-G.
-

16. CONFIDENTIALITY

Each Party shall keep confidential all information received from the other Party and shall use such information only for purposes related to this Agreement.

The confidentiality obligations shall survive termination of the Agreement.

17. TERMINATION

Either Party may terminate this Agreement by providing ninety (90) days prior written notice.

CPPA-G may immediately terminate the Agreement for:

- Material breach;
- Fraudulent or corrupt practices;
- Failure to provide services;

- Blacklisting by a competent authority.
-

18. FORCE MAJEURE

Neither Party shall be liable for delay or failure resulting from events beyond its reasonable control, including war, fire, flood, epidemic, governmental action, or other Force Majeure events.

Affected Parties shall promptly notify the other Party and take reasonable steps to mitigate disruption.

19. DISPUTE RESOLUTION

The Parties shall first attempt amicable resolution.

Any dispute not resolved amicably shall be referred to arbitration under the Arbitration Act, 1940.

Venue of arbitration shall be Islamabad, Pakistan.

20. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of Pakistan.

21. PERFORMANCE CERTIFICATE

CPPA-G may issue an annual Performance Certificate upon satisfactory completion of each Agreement year.

Renewal of the Agreement shall be subject to satisfactory performance.

22. ENTIRE AGREEMENT

This Agreement constitutes the complete understanding between the Parties and supersedes all prior understandings, communications, and arrangements relating to the subject matter herein.

EXECUTION

FOR CPPA-G

Name:

Designation:

Signature:

Date:

FOR THE SERVICE PROVIDER

Name:

Designation:

Signature:

Date:

WITNESS 1

Name:

CNIC:

Signature:

WITNESS 2

Name:

CNIC:

Signature:

**ANNEXURE-F: AGREEMENT FOR THE OEM BASED MAINTENANCE
RENEWAL OF SOLARWINDS NETWORK PERFORMANCE MONITOR FOR
(100 NODES).**

**Agreement for the OEM-Based Maintenance
Renewal of SolarWinds Network Performance
Monitor for 100 Nodes. The Agreement shall be for
one (1) year initially and may be extended annually
for a maximum term of three (3) years, subject to
satisfactory performance evaluation by CPPA-G at
the end of each Agreement year.**

**Between
Central Power Purchasing Agency Guarantee Limited
(CPPA-G)**

&

SUCCESSFUL BIDDER

Dated:



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1. THE PARTIES

Contractor = **SUCCESSFUL BIDDER**

Central Power Purchasing Agency (Guarantee) Limited = (the “CPPA-G”)

2. BACKGROUND

Central Power Purchasing Agency (Guarantee) Limited (hereinafter referred to as “CPPA-G”) invited sealed quotations under the Single Stage – Two Envelope method, with technical and financial bids submitted separately, from potential bidders for the **OEM-Based Maintenance Renewal of SolarWinds Network Performance Monitor for 100 Nodes, including one (1) year on-site support**. Pursuant to Tender No. [REDACTED], dated [REDACTED], the tender was awarded to **SUCCESSFUL BIDDER** (hereinafter referred to as the “Contractor”).

3. SCOPE OF WORK

- 3.1) This Agreement is executed between the Parties for the **OEM-Based Maintenance Renewal of SolarWinds Network Performance Monitor for 100 Nodes, including one (1) year on-site support, renewable annually for a maximum period of three (3) years**, for CPPA-G, Islamabad, by the Contractor with full understanding and acceptance of the Scope of Work detailed in Annexure VII. Products or services not specifically mentioned in this Agreement or its annexures, but required for the effective delivery of the functional capabilities proposed by the Contractor in its bid, shall be deemed included in this Agreement.
- 3.2) The Contractor is responsible for ensuring the completion of all the tasks delineated in the Scope of Work (hereinafter, the “Project”).

4. PAYMENTS & TAXES

- 4.1) The Contractor shall be entitled to payments by CPPA for the fulfillment of the Scope of Work, in accordance with Annexure: VIII. It is agreed and understood by the Contractor that liquidated damages shall be applicable for any delays in the fulfillment of the Scope of Work, and the Parties agree that any liquidated damages imposed under this Agreement are not a penalty but are a genuine pre-estimate of any losses incurred as a result of such delay(s).
- 4.2) The quoted unit prices and the total price (inclusive of all taxes and duties where applicable) shall be as per the price schedule in accordance with the bidding document(s), with delivery effected at the designated location(s) at CPPA-G, Islamabad specified in the purchase order. CPPA-G reserves the right to increase / decrease the Scope of Work by up to fifteen percent (15%) at the time of the award / during the currency of this Agreement. No request for an increase in price(s) due to market fluctuation in the cost of goods and services shall be entertained.
- 4.3) If there is no mention of taxes, the offered / quoted price shall be considered to be inclusive of all prevailing and applicable taxes / duties. The Contractor shall be responsible for raising an invoice(s) separately for all new taxes, if any, levied by the

Government until the completion of term of this Agreement. Any benefit of exemption from or reduction in any prevailing and applicable taxes and duties shall be passed on to CPPA-G.

5. PERFORMANCE CERTIFICATE

The performance certificate shall be issued by Chief Information Officer CPPA-G or his duly authorized representative after the satisfactory completion of each year of the Project. The Contractor shall apply for the Performance Certificate at least thirty (30) days prior to the planned completion of the given year of the Project and shall submit a report of the progress to date specifically detailing the progress made in the given year of the Project.

6. PERFORMANCE SECURITY AND FORFEITURE THEREOF

6.1) The Contractor submitted a Performance Security valid for a period until the completion of Contract upon the receipt of the last consignment, equal to five percent (5%) of the total value (inclusive of GST) of the Project. For avoidance of doubt, the Performance Security shall only be returned after the successful completion of the Project.

6.2) CPPA-G shall have the right to call upon the Performance Security, and the Contractor agrees to forfeit the Performance Security:

- i) if the Contractor fails to supply the goods / services specified in the Scope of Work within the time specified
- ii) if the Contractor commits any breach of this Agreement
- iii) For other reasons for forfeiting the Performance Security specified in the award letter issued by CPPA-G.

6.3) If the forfeiture of the security deposit does not adequately compensate CPPA-G for any loss(es) incurred due to the non-delivery of goods / services or breach of this Agreement or for any other reasons including unfair practice(s) or misrepresentation, CPPA-G reserves the right to avail any or all remedies or actions available to it under the law.

6. RESOLUTION OF DISPUTES

In case of any dispute concerning the interpretation and / or application of this Agreement, the matter shall be settled through arbitration in accordance with the provisions of the Arbitration Act, 1940. The seat and venue of such arbitration shall be Islamabad, Pakistan.

8. CORRUPTION AND FRAUD

Indulgence in corrupt and fraudulent practices is liable to result in the termination of this Agreement, the calling upon of the Performance Security by CPPA-G, and the debarring and blacklisting of the Contractor for a stated or indefinite period of time. CPPA-G also reserves the right to avail any or all remedies or actions available to it under the law.

7. VALIDITY & RENEWAL

9.1) The initial term of this Agreement shall be one (1) Agreement year, commencing from the renewal of support services on the SolarWinds Customer Portal. The Agreement may be extended for one (1) Agreement year at a time, up to a maximum total term of three (3) Agreement years, on the same terms and conditions and subject to satisfactory performance by the Contractor as determined by CPPA-G.

9.2) Subject to clause 9.1 of this Agreement, if the Contractor obtains a Satisfactory Annual Performance Certificate from the Chief Information Officer of CPPA-G (“CIO, CPPA-G”) or his duly authorized representative at the end of an Agreement year, the Agreement may be extended for a further period of one (1) Agreement year.

10. GOVERNING LAW OF THE AGREEMENT

This Agreement shall be governed by the Laws of Pakistan, as may be amended from time to time.

IN WITNESS WHEREOF, the Parties, through their duly authorized representatives, have signed and agreed to this Agreement, including all terms and conditions of Purchase Order No. [REDACTED] and Annexures VII and VIII, which form an integral part of this Agreement, as of the date first written below.

CPPA-G	<u>SUCCESSFULL BIDDER</u>
Name:	Name:
Title:	Title:
Signature & Seal	Signature & Seal:
Date:	Date:

Witnesses	
Name:	Name:
Address:	Address:
CNIC:	CNIC:

<i>Designation:</i>	<i>Designation:</i>
<i>Signature & Seal</i>	<i>Signature & Seal:</i>
<i>Date:</i>	<i>Date:</i>



Annexure: VII

1. SCOPE OF WORK

SUCCESSFUL BIDDER (the “Contractor”) shall provide **OEM-Based Maintenance Renewal of SolarWinds Network Performance Monitor for 100 Nodes, including one (1) year on-site support, renewable annually for a maximum period of three (3) years, at CPPA-G, Islamabad, as set out below.**

SOFTWARE MAINTENANCE RENEWAL					
S. No.	ITEM	Contract ID	Est. QTY	Agreement Years	Price Currency
1	OEM-Based Maintenance Renewal of SolarWinds Network Performance Monitor for 100 Nodes, including one (1) year on-site support, renewable annually for a maximum period of three (3) years.	SW22623195	1	As per clause 9 of this agreement	USD

2. POC AND ESCALATION MATRIX

The Contractor shall provide the information required, including the Escalation Matrix, as per the tables below. In case there is any change during the tenure of this Agreement, the Contractor shall provide the details of the same to CPPA-G without delay.

Support Contact			
Support	Name	Contact No	Email Address
First Level Support			
Second Level Support			

Escalation Matrix			
Escalation Level	Name	Contact No	Email Address
First Level Escalation			
Second Level Escalation			

Helpdesk	
UAN	
Tel	

Email	
Address	

3. PROBLEM CLASSES

Depending on the effect of a problem, following are the defined three Problem Classes:

- 3.1 **Critical Problem** – A problem that is critical in nature to the operations of the system and therefore requires immediate reaction. This includes *inter alia* issues such as the Complete loss of Service.
- 3.2 **Major Problem** – A problem that seriously influences the performance, the operation, and maintenance of the System and therefore requires prompt reaction. The priority of Major Problems is lower than that of Critical Problems, as there are often less immediate effects on system performance, technical operations, and on the End Users. This may include *inter alia* performance degradation, system response times, and issue major category alarms.
- 3.3 **Minor Problem** – A problem which does not significantly affect the function of the System and does not influence the System and service quality essentially. A Minor Problem may be tolerated during operation, though the Contractor shall address any and all extant Minor Problems once it has addressed any and all Critical and Major Problems respectively.

4. RESPONSE TIME(S)

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week.
2	Physical & Remote troubleshooting	• Available 24 hours a day, 7 days a week; • For Priority Critical, to respond within 30 minutes; • For Priority Major, to respond within 60 minutes; • For Priority Minor, to respond within 3 hours.

5. RESOLUTION TIME(S)

CPPA-G will designate the CPPA-G Point of Contact (the “POC”) and will determine the Priorities to be notified by the POC to the Contractor. The POC will requisition replies / updates from the Contractor on any outstanding Problems as and when required by CPPA-G. The resolution time for each severity is as below:

No.	Problem Severity	Resolution Time
1	Critical Problem	24 Hours
2	Major Problem	48 Hours
3	Minor Problem	72 Hours

6. IMPLEMENTATION/ONSITE SUPPORT SERVICE FEATURES:

- 6.1. The Contractor shall provide unlimited corrective maintenance twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year, including on public holidays.
- 6.2. The response times for the resolution of Problems shall be as provided in clause 4 of this Annexure: VII upon receipt of notice thereof by the Support Contact of the Contractor as per clause 2 of this Annexure: VII.
- 6.3. The Contractor shall conduct Preventive Maintenance on a quarterly basis and submit a report on the same to CPPA-G with recommendations (if required).
- 6.4. The Contractor shall ensure that any and all Defective System(s) will be rendered fully functional and operational in the Resolution Time(s) provided hereinabove at clause 5 of this Annexure: VII as per their respective Problem Severity Level. Noncompliance by the Contractor of this obligation shall lead to the imposition of liquidated damages by CPPA-G upon the Contractor as per this Agreement and clause 6.5 of this Annexure: VII.
- 6.5. In the event of non-performance by the Contractor of any of its obligations under this Agreement or its annexures, CPPA-G shall be entitled to deduct one half of one percent (0.5%) of the total value of the Project (inclusive of GST) on a daily basis from the Performance Security. CPPA-G further reserves the right to avail any or all remedies or actions available to it under the law.
- 6.6. Any liquidated damages imposed under this Agreement shall be capped at an amount of five percent (5%) of the total value (inclusive of GST) of the Project per year. This clause shall not prevent CPPA-G from imposing liquidated damages determined to be liable in the preceding agreement year in the subsequent agreement year.
- 6.7. CPPA-G shall ensure that personnel designated by the Contractor are provided timely access to the required resources. The timekeeping maintained by the CPPA-G Coordinator shall be considered final.

- 6.8. Following the occurrence of any Problem the Contractor shall submit a detailed Root Cause Analysis to CPPA-G, along with its recommendations on how to prevent the reoccurrence of such Problem.
- 6.9. Following the occurrence and subsequent resolution of a Problem, the Contractor shall log and conduct all preventive measure(s) to be taken in order to prevent the reoccurrence of such Problem.
- 6.10. During the agreement period, the Contractor shall be responsible for the installation of Configuration Management Software, Server Operating System, configuration of Virtualization software, routers, switches, firewalls, SAN configuration and providing training to those CPPA-G personnel so designated by CPPA-G for the efficient configuration, operation, and management of the same.
- 6.11. This Agreement shall also apply to software / OS / firmware upgrades, and the Contractor shall be responsible for the same. To this end the Contractor shall provide in advance an appropriate plan and rollback(s) for such upgrades, and any outages / disruption(s) caused by said upgrades shall require the prior approval of CPPA-G.
- 6.12. In the event that CPPA-G is dissatisfied with the support services of the technician(s), engineer(s), and / or other staff assigned certain responsibilities under this Agreement by the Contractor, CPPA-G has the right to submit a written complaint to the Contractor, detailing the cause of such dissatisfaction with the Contractor's personnel's performance and requiring the replacement of such personnel.
- 6.13. This Agreement shall also apply to one (1) year maintenance support renewal, along with one (1) year on-site support for SolarWinds Network Performance Monitor for 100 Nodes.
- 6.14. Provision of one (1) year support, extendable up to a maximum of three (3) years, backed by the Principal as an authorized partner for CPPA-G.
- 6.15. Provision of the following services:
- Regular automation
 - Troubleshooting fixes & software release upgrades.
 - On call & onsite support of local vendor.
 - On-site (Principal backed) support for patches, upgrades and configurations etc.
- 6.16. Tracking and recording of all issues and cases submitted by CPPA-G's team.

7. VARIATIONS IN EQUIPMENT

During the tenure of this Agreement, and any subsequent extensions thereto, there may be addition or deletion of licenses/hardware and / or Systems to the list of Systems / equipment / parts. Accordingly, adjustments will be made to the overall value of the Project. The total variation in the valuation of the Project is capped at a maximum of fifteen percent (15%) of the initial value of the Project.

8. Technical Reports

The Contractor shall provide all maintenance reports, including routine preventive maintenance reports and fault reports, as required by CPPA-G and as shared between CPPA-G's technical team and the Contractor's service teams. Reports required by CPPA-G's management regarding the status of the system and any related issues shall be provided by the Contractor as and when required.

Annexure: VIII

1. FIXED PAYMENT FORM

Notes:

- i) All rates are inclusive of the cost(s) of inspection, delivery, installation charges, services, transportation, all applicable taxes, import duties if any and other levies.
- ii) All prices are in USD.
- iii) The annual price in USD shall remain firm and final and shall not subject to any escalation during three contractual years.

SPECIAL CONDITIONS

- i) The Contractor shall be responsible for completing the tasks prescribed in the work order in accordance with the methodology and timelines specified in the Agreement. Failure to do so shall make the Contractor liable for liquidated damages as provided in this Agreement.
- ii) The Contractor shall be responsible for all expenses related to service and delivery, including any software, license utility software, third-party tools, or other items required for delivery of the services under this Agreement.

2. TERMS OF PAYMENT

Payment for the supply/renewal, implementation, training, and on-site support of SolarWinds Network Performance Monitor for 100 Nodes shall be made within thirty (30) days from the date of receipt of invoice, subject to submission of the following documents:

- i) The currency of the invoice shall be PKR.
- ii) The exchange rate from USD to PKR shall be the selling rate prevailing on the date of invoice, as notified by the State Bank of Pakistan on that date.
- iii) Invoice duly verified by the CPPA-G representative, with NTN/GST numbers of both CPPA-G and the Contractor printed on it.
- iv) Inspection, verification, or satisfactory performance report, including for the second and third Agreement years, issued by CPPA-G.
- v) Sales Tax Invoice (if not exempted) or attach exemption certificate.
- vi) For release of GST payment, the Contractor shall provide a copy of submitted Annex-C from the FBR portal.
- vii) If sales tax is revised by the Government of Pakistan during the three Agreement years, the price inclusive of GST shall be revised accordingly.

3. LIQUIDATED DAMAGES

If any issue / problem has not been resolved as per the Resolution Time(s) specified in this Agreement, and such delay in resolution is attributable to the Contractor, the Contractor shall be liable for liquidated damages under this Agreement as per the following:

- 3.1.** In event of the Contractor's failure to perform its obligations under this Agreement one half of one percent (0.5%) of the total value of the Project (inclusive of GST) will be deducted as liquidated damages on a daily basis from the Performance Security submitted by the Contractor and CPPA-G and the Contractor agree that such liquidated damages are not a penalty and represent a fair estimate without precision of the amount of damages that might be incurred by CPPA-G as a result of the Contractor's failure.
- 3.2.** Any liquidated damages imposed and corresponding deductions made to the Performance Security shall be capped at a maximum of five percent (5%) of the total value of the Project (inclusive of GST). Provided that CPPA-G reserves the right to impose any liquidated damages determined to be liable in the preceding agreement year in the subsequent agreement year.

AGREEMENT FOR THE PROCUREMENT OF

Recursive DNS Security System

Between

**CENTRAL POWER PURCHASING AGENCY
(GUARANTEE) LIMITED (CPPA-G)**

&

M/S SUCCESSFUL BIDDER

Dated: _____, 2026

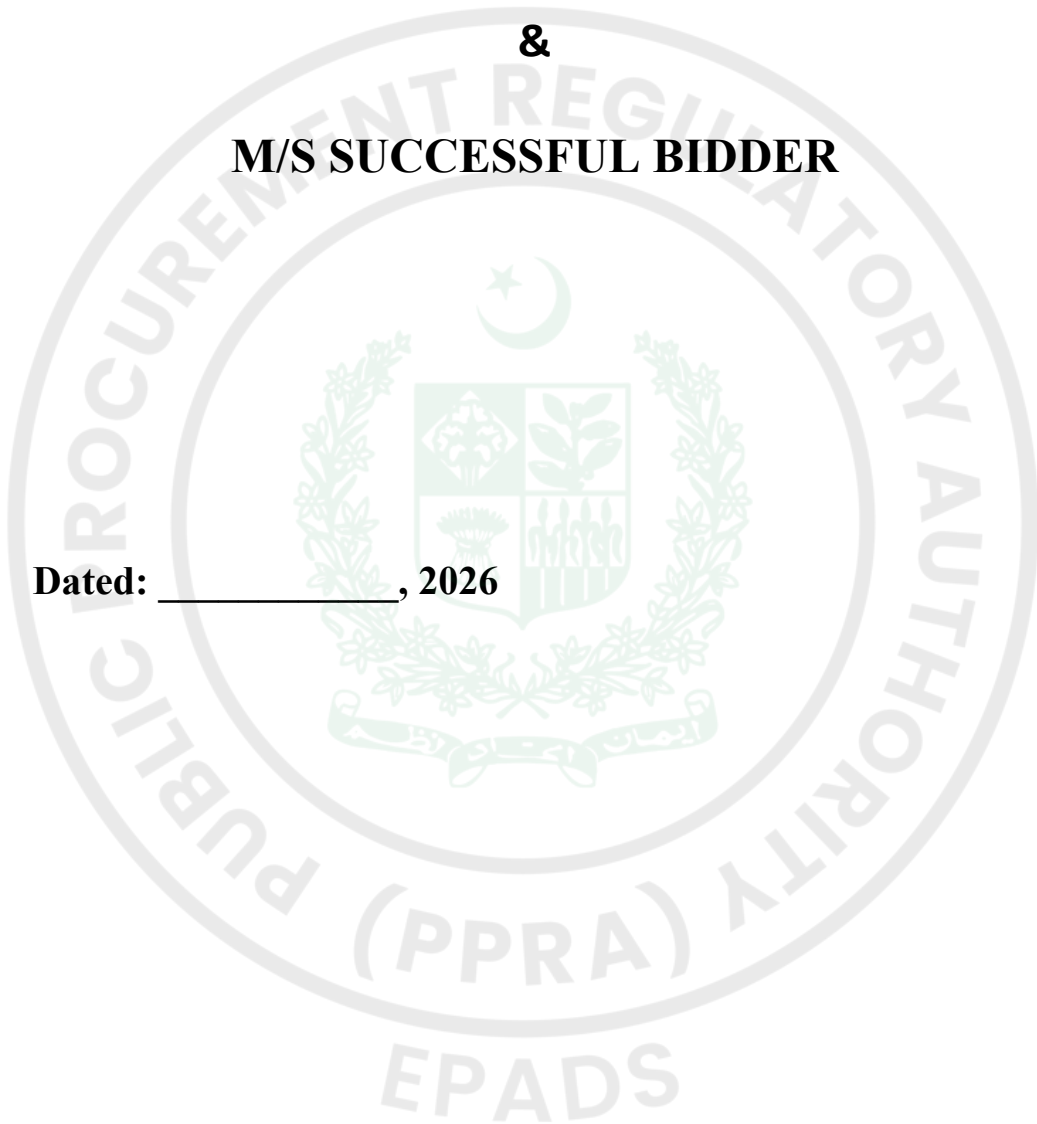




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1. THE PARTIES

Contractor = **M/S SUCCESSFUL BIDDER**

Central Power Purchasing Agency (Guarantee) Limited = (the “CPPA-G”)

2. Background

The Central Power Purchasing Agency (Guarantee) Limited (hereinafter referred to as the “CPPA-G”) invited sealed quotations under the Single Stage – Two Envelope method (i.e. with technical and financial bids submitted separately) from the potential bidders for the Supply installation and commissioning of Recursive DNS Security System. Pursuant to the Tender No. **CPPA-G/6332/4170** wherein the tender was won by M/S SUCCESSFUL BIDDER (hereinafter referred to as the “Contractor”).

3. Scope of Work

- 3.1) As a consequence of the successful Contractor of the tender’s LOT-12, this Agreement is executed *inter se* the Parties for The contractor shall supply , install and integrate NDR solution as per Proposed BOQ must be Recursive DNS Security System. The solution should ensure high performance and detection accuracy at this scale without degradation for the period of 3 Years to CPPA-G, Islamabad by the Contractor with the full understanding and realization of the Scope of Work (detailed in Annexure: V). Products / services which are not specifically requested in this Agreement or the annexures thereto, but which are necessary to provide for the efficacious functional capabilities proposed by the Contractor through its bid shall also be included therein and shall be read into this Agreement by the Parties.
- 3.2) The Contractor is responsible for ensuring the completion of all the tasks delineated in the Scope of Work (hereinafter, the “Project”).

4. Payments & Taxes

- 4.1) The Contractor shall be entitled to payments by CPPA for the fulfillment of the Scope of Work, in accordance with Annexure: VI. It is agreed and understood by the Contractor that liquidated damages shall be applicable for any delays in the fulfillment of the Scope of Work, and the Parties agree that any liquidated damages imposed under this Agreement are not a penalty but are a genuine pre-estimate of any losses incurred as a result of such delay(s).
- 4.2) The quoted unit prices and the total price (inclusive of all taxes and duties where applicable) shall be as per the price schedule in accordance with the bidding document(s), with delivery effected at the designated location(s) at CPPA-G, Islamabad specified in the purchase order. CPPA-G reserves the right to increase / decrease the Scope of Work by up to fifteen percent (15%) at the time of the award / during the currency of this Agreement. No request for an increase in price(s) due to market fluctuation in the cost of goods and services shall be entertained.
- 4.3) If there is no mention of taxes, the offered / quoted price shall be considered to be inclusive of all prevailing and applicable taxes / duties. The Contractor shall be

responsible for raising an invoice(s) separately for all new taxes, if any, levied by the Government until the completion of term of this Agreement. Any benefit of exemption from or reduction in any prevailing and applicable taxes and duties shall be passed on to CPPA-G.

5. Performance certificate

The performance certificate shall be issued by the Chief Information Officer or his duly authorized representative after the satisfactory completion of each year of the Project. The Contractor shall apply for the Performance Certificate at least thirty (30) days prior to the planned completion of the given year of the Project and shall submit a report of the progress to date specifically detailing the progress made in the given year of the Project.

6. performance Security and forfeiture thereof

- 6.1) The Contractor submitted a Performance Security valid for a period until the completion of Contract upon the receipt of the last consignment, equal to five percent (5%) of the total value (inclusive of GST) of the Project for agreement year. For avoidance of doubt, the Performance Security shall only be returned after the successful completion of the Project.
- 6.2) CPPA-G shall have the right to call upon the Performance Security, and the Contractor agrees to forfeit the Performance Security:
 - i. if the Contractor fails to supply the goods / services specified in the Scope of Work within the time specified
 - ii. if the Contractor commits any breach of this Agreement
 - iii. For other reasons for forfeiting the Performance Security specified in the award letter issued by CPPA-G.
- 6.3) If the forfeiture of the security deposit does not adequately compensate CPPA-G for any loss(es) incurred due to the non-delivery of goods / services or breach of this Agreement or for any other reasons including unfair practice(s) or misrepresentation, CPPA-G reserves the right to avail any or all remedies or actions available to it under the law.

7. RESOLUTION OF DISPUTES

In case of any dispute concerning the interpretation and / or application of this Agreement, the matter shall be settled through arbitration in accordance with the provisions of the Arbitration Act, 1940. The seat and venue of such arbitration shall be Islamabad, Pakistan.

8. CORRUPTION AND FRAUD

Indulgence in corrupt and fraudulent practices is liable to result in the termination of this Agreement, the calling upon of the Performance Security by CPPA-G, and the debarring and blacklisting of the Contractor for a stated or indefinite period of time. CPPA-G also reserves the right to avail any or all remedies or actions available to it under the law.

9. VALIDITY & RENEWAL

- 9.1) The Agreement is intended for a period of three (3) years. Notwithstanding anything to the contrary contained in this Agreement, CPPA-G expressly agrees and undertakes that this Agreement shall remain binding and enforceable for the entire duration of three (3) Agreement years. CPPA-G shall not terminate, rescind, or otherwise discontinue the Agreement prior to the completion of the three (3) Agreement years, except in the event of a material breach by the Contractor, including failure to provide services in accordance with the agreed scope of work, duly established under this Agreement. The Parties acknowledge that the Contractor has made advance financial commitments for the full three (3) Agreement years, and that early termination by CPPA-G would cause irreparable financial loss to the Contractor. Accordingly, CPPA-G confirms that it shall remain liable to make payments for all three (3) Agreement years in accordance with Annexure VI, irrespective of any decision not to renew or continue usage of the services; however, no payment obligation shall arise, and CPPA-G shall have the right to terminate the Agreement, in the event of a material breach by the Contractor, including failure to deliver services as per the agreed scope of work, duly established under this Agreement.
- 9.2) For administrative and pricing purposes only, the agreed price may be paid on a yearly basis in accordance with the Price Schedule provided in Annexure VI; however, the overall duration of the Agreement shall be three (3) Agreement years, as expressly guaranteed under Clause 9.1. The prices quoted by the Contractor shall remain locked for all three (3) Agreement years. Any references within this Agreement to annual renewal or extension shall not affect, limit, or diminish the binding initial three-year commitment undertaken by CPPA-G under Clause 9.1.
- 9.3) Subject to clause 9.2 of this Agreement, if the Contractor is able to achieve a Satisfactory Annual Performance Certificate from the Chief Information Officer of CPPA-G (the “CIO, CPPA-G”) or his duly authorized representative at the end of each Agreement year, the Agreement shall automatically be extended for a period of one (1) Agreement year.

10. GOVERNING LAW OF THE AGREEMENT

This Agreement shall be governed by the Laws of Pakistan, as may be amended from time to time.

IN WITNESS WHEREOF, the Parties through their respective representatives who are duly authorized hereto have signed and agreed to this Agreement, all terms and conditions of purchase order no. CPPA-G/2026/CIO/5982-33 and the Annexures: V & VI thereto which form an integral part of this Agreement as of the date first written below.

CPPA-G	<u>M/S M/S SUCCESSFUL BIDDER</u>
Name:	Name:
Title:	Title:
Signature & Seal	Signature & Seal:
Date:	Date:

Witnesses	
Name:	Name:
Address:	Address:
CNIC:	CNIC:
Designation:	Designation:
Signature & Seal	Signature & Seal:
Date:	Date:

Annexure: V

1. SCOPE OF WORK

M/S M/S SUCCESSFUL BIDDER (the “Contractor”) will supply, Install, Integrate and provide support with train CPPA’S staff for Signature Less NDR Solution that must be On Prem Hardware Appliance based and support licensing for up to 1000 IPs within CPPA-G’s environment, with the ability to scale further if required. The solution should ensure high performance and detection accuracy at this scale without degradation. with On Site Support at the CPPA-G Islamabad as per below BOQ.

Product	Description	Term (Months)	Quantity	First Year Renewal	Second Year Renewal	Third Year Renewal

2. POC AND ESCALATION MATRIX

The Contractor’s Escalation Matrix is as per the tables below. In case there is any change during the tenure of this Agreement, the Contractor shall provide the details of the same to CPPA-G without delay.

Support Contact			
Support	Name	Contact No	Email Address
First Level Support			
Second Level Support			
Escalation Matrix			
Escalation Level	Name	Contact No	Email Address
First Level Escalation			
Second Level Escalation			
Helpdesk			
UAN			
Tel			
Email			
Address			

3. PROBLEM CLASSES

Depending on the effect of a problem, following are the defined three Problem Classes:

- 3.1 Critical Problem** – A problem that is critical in nature to the operations of the system and therefore requires immediate reaction. This includes *inter alia* issues such as the Complete loss of Service.
- 3.2 Major Problem** – A problem that seriously influences the performance, the operation, and maintenance of the System and therefore requires prompt reaction. The priority of Major Problems is lower than that of Critical Problems, as there are often less immediate effects on system performance, technical operations, and on the End Users. This may include *inter alia* performance degradation, system response times, and issue major category alarms.
- 3.3 Minor Problem** – A problem which does not significantly affect the function of the System and does not influence the System and service quality essentially. A Minor Problem may be tolerated during operation, though the Contractor shall address any and all extant Minor Problems once it has addressed any and all Critical and Major Problems respectively.

4. RESPONSE TIME(S)

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week
2	Physical & Remote troubleshooting	• Available 24 hours a day, 7 days a week; • For Priority Critical, to respond within 30 minutes; • For Priority Major, to respond within 60 minutes; • For Priority Minor, to respond within 3 hours.

5. RESOLUTION TIME(S)

CPPA-G will designate the CPPA-G Point of Contact (the “POC”) and will determine the Priorities to be notified by the POC to the Contractor. The POC will requisition replies / updates from the Contractor on any outstanding Problems as and when required by CPPA-G. The resolution time for each severity is as below:

No.	Problem Severity	Resolution Time
1	Critical Problem	24 Hours
2	Major Problem	48 Hours
3	Minor Problem	72 Hours

6. SLA ONSITE SUPPORT SERVICE FEATURES:

- 6.1. The Contractor shall provide unlimited corrective maintenance twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year, including on public holidays.
- 6.2. The response times for the resolution of Problems shall be as provided in clause 4 of this Annexure: V upon receipt of notice thereof by the Support Contact of the Contractor as per clause 2 of this Annexure: V.
- 6.3. The resolution time for the repair or replacement of maintenance parts shall be according to the Problem Severity as delineated in clause 5 of this Annexure: V.
- 6.4. The Contractor shall conduct Preventive Maintenance on a quarterly basis and submit a report on the same to CPPA-G with recommendations (if required).
- 6.5. The Contractor shall ensure that any and all Defective System(s) will be rendered fully functional and operational in the Resolution Time(s) provided hereinabove at clause 5 of this Annexure: V as per their respective Problem Severity Level. Noncompliance by the Contractor of this obligation shall lead to the imposition of liquidated damages by CPPA-G upon the Contractor as per this Agreement and clause 6.6 of this Annexure: V.
- 6.6. In event of non-performance by the Contractor of any of its obligations under this Agreement or the Annexures thereto, CPPA-G shall be entitled to deduct one half of one percent (0.5%) of the total value of the total value (inclusive of GST) of the Project on a daily basis from the Performance Security. CPPA-G further reserves the right to avail any or all remedies or actions available to it under the law
- 6.7. Any liquidated damages imposed under this Agreement shall be capped at an amount of five percent (5%) of the total value (inclusive of GST) of the Project per year. This clause shall not prevent CPPA-G from imposing liquidated damages determined to be liable in the preceding agreement year in the subsequent agreement year.
- 6.8. CPPA-G shall ensure that Personnel designated by the Contractor is provided timely access to the resources required. The time keeping conducted by the CPPA-G Coordinator shall be consider as final.
- 6.9. Following the occurrence of any Problem the Contractor shall submit a detailed Root Cause Analysis to CPPA-G, along with its recommendations on how to prevent the reoccurrence of such Problem.
- 6.10. Following the occurrence and subsequent resolution of a Problem, the Contractor shall log and conduct all preventive measure(s) to be taken in order to prevent the reoccurrence of such Problem.
- 6.11. During the agreement period, the Contractor shall be responsible for the installation of Configuration Management Software, Server Operating System, configuration of Virtualization software and providing training to those CPPA-G personnel so designated by CPPA-G for the efficient configuration, operation, and management of the same.

6.12. This Agreement shall also apply to software / OS / firmware upgrades, and the Contractor shall be responsible for the same. To this end the Contractor shall provide in advance an appropriate plan and rollback(s) for such upgrades, and any outages / disruption(s) caused by said upgrades shall require the prior approval of CPPA-G.

6.13. In the event that CPPA-G is dissatisfied with the support services of the technician(s), engineer(s), and / or other staff assigned certain responsibilities under this Agreement by the Contractor, CPPA-G has the right to submit a written complaint to the Contractor, detailing the cause of such dissatisfaction with the Contractor's personnel's performance and requiring the replacement of such personnel.

6.14. Provision of 1 Year Support (Maximum 3 years) backed up by Principal as an authorized partner for Central Power Purchasing Company (CPPA).

6.15. Provision of

- Regular automation
- Troubleshooting fixes & software release upgrades.
- On call & onsite support of local vendor.
- On-site (Principal backed) support for patches, upgrades and configurations etc.

6.16. Track and Record of all the issues and case submitted by the team for CPPA.

7. VARIATIONS IN EQUIPMENT

During the tenure of this Agreement, and any subsequent extensions thereto, there may be addition or deletion of licenses. Accordingly, adjustments will be made to the overall value of the Project. The total variation in the valuation of the Project is capped at a maximum of fifteen percent (15%) of the initial value of the Project.

8. Technical Reports

The Contractor will provide all maintenance reports performed, including the routine preventive maintenance practices and fault reports, as required by CPPA-G and shared between CPPA-G's technical team and the Contractor's service teams as necessary. Reports required by CPPA-G's management regarding the status of the system and any issues relating thereto will be provided by the Contractor as and when required.

Annexure: VI

1. FIXED PAYMENT FORM

Sr No.	Specification/Model	Unit Price WIO GST (USD)	GST (USD)	Unit Price With GST (USD)	QTY	Total Price (USD)

Notes:

- i) All rates are inclusive of the cost(s) of inspection, delivery, installation charges, services, transportation, all applicable taxes, import duties if any and other levies.
- ii) The annual price w/o GST in USD shall remain firm and final and shall not subject to any escalation during those three contractual years.
- iii) In case sale tax is revised by government of Pakistan during three agreement years price inclusive of GST will be revised accordingly.
- iv) In case of exemption of sales tax benefit will be passed on to CPPA-G whereas in case of increase in rate of sales CPPA-G will be liable to pay the invoice with revised sales tax rates
- v) Incase of payment in PKR the conversion rate of the date of Payment (NBP-Average) will be applicable.

SPECIAL CONDITIONS

- i) M/S M/S SUCCESSFUL BIDDER shall be responsible for completing the task(s) prescribed in the work order in accordance with the methodology and in the time period as specified in this Agreement. Should M/S M/S SUCCESSFUL BIDDER fail to do so it shall be liable for liquidated damages as per the Agreement.
- ii) M/S M/S SUCCESSFUL BIDDER shall be responsible for all expenses for service and delivery and for any other software, license utility software, third party tool etc. required for the delivery of service(s) under the Agreement.

2. TERMS OF PAYMENT

Payment of the Renewal of Licenses/Support Services etc. will be made directly by consignees within thirty days, from the date of receipt of invoice, on production of following documents:

- i) Currency of Invoice should be PKR
- ii) The rate of exchange (USD to PKR) shall be the selling rate, prevailing on the date of invoice as notified by the State Bank of Pakistan on that day
- iii) Invoice duly verified by the CPPA-G representative having NTN/GST No of both CPPA-G and M/S SUCCESSFUL BIDDER printed on it.
- iv) Inspection/ Verification Report issued by CPPA-G.
- v) Satisfactory Performance Report only for Second and Third Agreement Year, issued by CPPA-G.
- vi) Sales Tax Invoice (if not exempted) or attach exemption certificate.
- vii) For release of GST Payment Supplier should provide copy of submitted Annex-C from FBR Portal

3. REPAIR OR PART CHARGES PAYMENT

In case of any failure of any equipment / component, replacement / repair thereof will be performed by the Contractor and no extra payment will be made to the Contractor for such replacement / repair. Such replacement(s) / repair(s) shall be considered as the cost of parts and services etc. already provided for in the financial proposal and agreed in this Agreement.



AGREEMENT FOR THE PROCUREMENT of

Managed Security Operation Center (SOC)

Between

**CENTRAL POWER PURCHASING AGENCY
(GUARANTEE) LIMITED (CPPA-G)**

&

M/S Successful Bidder

Dated: _____, 2026

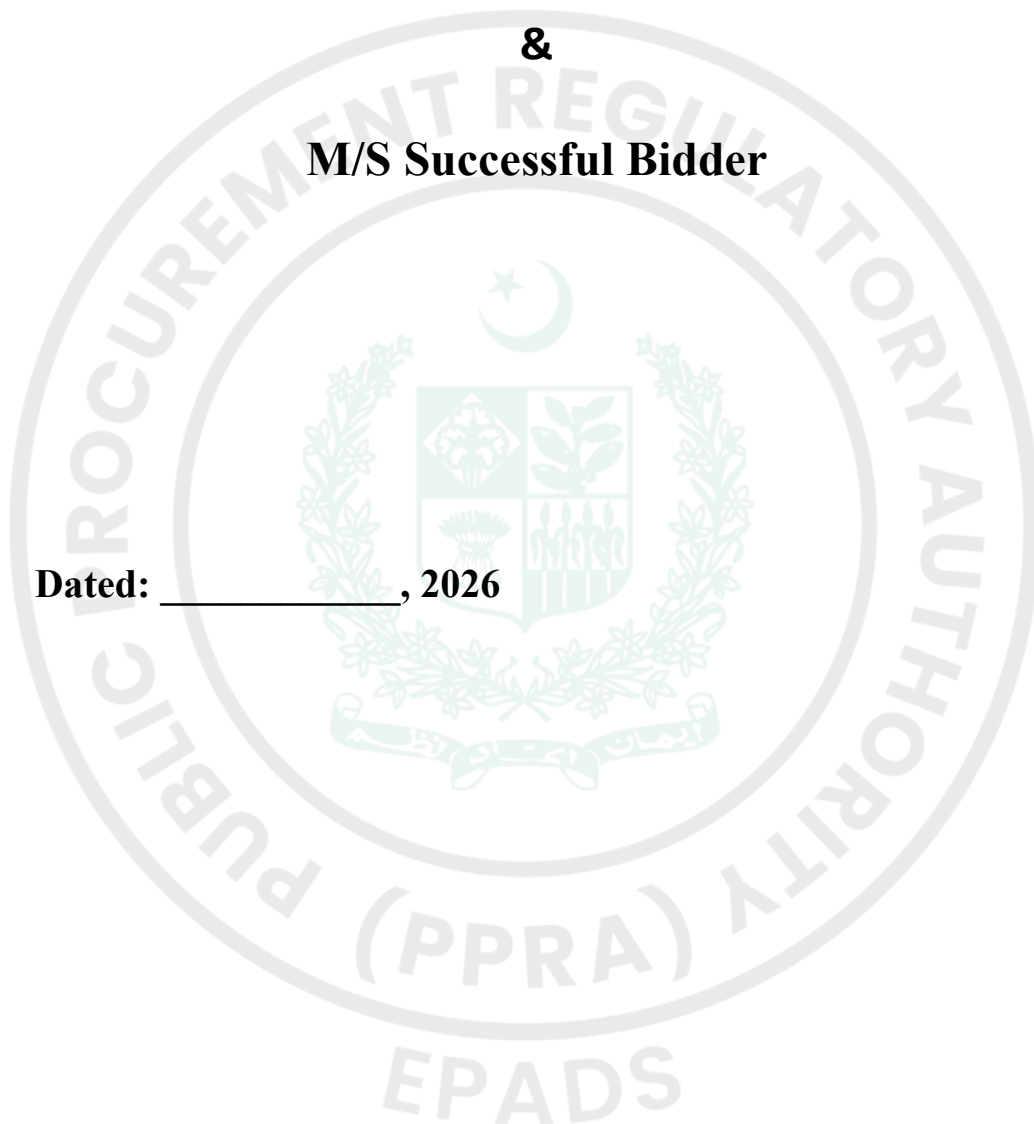




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1. **THE PARTIES**

Contractor = **M/S SUCCESSFUL BIDDER**

Central Power Purchasing Agency (Guarantee) Limited = (the “CPPA-G”)

2. **Background**

The Central Power Purchasing Agency (Guarantee) Limited (hereinafter referred to as the “CPPA-G”) invited sealed quotations under the Single Stage – Two Envelope method (i.e. with technical and financial bids submitted separately) from the potential bidders for the provision of Lot 12 Managed Security Operation Center (SOC) Services, comprising an On-Premises SIEM/SOC platform, Resident Engineer support, Vulnerability Assessment, and Penetration Testing Services, on a fully managed 24x7x365 basis for a period of 3 years. Pursuant to the Tender No. **CPPA-G/X/X** wherein the tender was won by M/S Successful bidder (hereinafter referred to as the “Contractor”).

3. **Scope of Work**

- 3.1) As a consequence of the successful Contractor of the tender’s LOT-X, this Agreement is executed *inter se* the Parties for the Contractor to supply, deploy, and provide fully Managed Security Operation Center (SOC) Services to CPPA-G, comprising an On-Premises SIEM/SOC platform sized for a minimum of 2,000 Events Per Second (EPS) or 150 Assets (as per the proposed BOQ), with the ability to scale further if required. The Contractor shall provide 24x7x365 remote SOC monitoring, management, and administration, threat detection, alert triage, and incident response services via its Security Operations Center, together with a full-time on-site Resident Engineer (Level-2), Vulnerability Assessment services, and annual Penetration Testing, for the period of 3 Years to CPPA-G, Islamabad, by the Contractor with the full understanding and realization of the Scope of Work (detailed in Annexure: V). Products / services which are not specifically requested in this Agreement or the annexures thereto, but which are necessary to provide for the efficacious functional capabilities proposed by the Contractor through its bid shall also be included therein and shall be read into this Agreement by the Parties.
- 3.2) The Contractor is responsible for ensuring the completion of all the tasks delineated in the Scope of Work (hereinafter, the “Project”).
- 3.3) The Contractor shall deploy and maintain, for the full duration of this Agreement, one (1) full-time, on-site Resident Engineer at the minimum level of Level-2 (L2) technical competency at CPPA-G’s premises, Islamabad. The Resident Engineer shall act as the primary on-site liaison between CPPA-G and the Contractor’s remote Security Operations Center, and shall be responsible, *inter alia*, for coordinating incident response, supporting log source onboarding, assisting with platform administration, and escalating matters to the Contractor’s L2/L3 remote SOC team as required. The Resident Engineer’s on-site role is in addition to, and not in substitution for, the Contractor’s 24x7x365 remote SOC monitoring, management, and administration obligations, which shall continue independently of the Resident Engineer’s presence, availability, or working hours. Provisions relating to the

qualification, replacement, and availability of the Resident Engineer are further detailed in Annexure: V.

4. Payments & Taxes

- 4.1) The Contractor shall be entitled to payments by CPPA for the fulfillment of the Scope of Work, in accordance with Annexure: VI. It is agreed and understood by the Contractor that liquidated damages shall be applicable for any delays in the fulfillment of the Scope of Work, and the Parties agree that any liquidated damages imposed under this Agreement are not a penalty but are a genuine pre-estimate of any losses incurred as a result of such delay(s).
- 4.2) The quoted unit prices and the total price (inclusive of all taxes and duties where applicable) shall be as per the price schedule in accordance with the bidding document(s), with delivery effected at the designated location(s) at CPPA-G, Islamabad specified in the purchase order. CPPA-G reserves the right to increase / decrease the Scope of Work by up to fifteen percent (15%) at the time of the award / during the currency of this Agreement. No request for an increase in price(s) due to market fluctuation in the cost of goods and services shall be entertained.
- 4.3) If there is no mention of taxes, the offered / quoted price shall be considered to be inclusive of all prevailing and applicable taxes / duties. The Contractor shall be responsible for raising an invoice(s) separately for all new taxes, if any, levied by the Government until the completion of term of this Agreement. Any benefit of exemption from or reduction in any prevailing and applicable taxes and duties shall be passed on to CPPA-G.

5. Performance certificate

The performance certificate shall be issued by the Chief Information Officer or his duly authorized representative after the satisfactory completion of each year of the Project. The Contractor shall apply for the Performance Certificate at least thirty (30) days prior to the planned completion of the given year of the Project and shall submit a report of the progress to date specifically detailing the progress made in the given year of the Project.

6. performance Security and forfeiture thereof

- 6.1) The Contractor submitted a Performance Security valid for a period until the completion of Contract upon the receipt of the last consignment, equal to five percent (5%) of the total value (inclusive of GST) of the Project for agreement year. For avoidance of doubt, the Performance Security shall only be returned after the successful completion of the Project.
- 6.2) CPPA-G shall have the right to call upon the Performance Security, and the Contractor agrees to forfeit the Performance Security:
 - i. if the Contractor fails to supply the goods / services specified in the Scope of Work within the time specified

- ii. if the Contractor commits any breach of this Agreement
- iii. For other reasons for forfeiting the Performance Security specified in the award letter issued by CPPA-G.

6.3) If the forfeiture of the security deposit does not adequately compensate CPPA-G for any loss(es) incurred due to the non-delivery of goods / services or breach of this Agreement or for any other reasons including unfair practice(s) or misrepresentation, CPPA-G reserves the right to avail any or all remedies or actions available to it under the law.

7. RESOLUTION OF DISPUTES

In case of any dispute concerning the interpretation and / or application of this Agreement, the matter shall be settled through arbitration in accordance with the provisions of the Arbitration Act, 1940. The seat and venue of such arbitration shall be Islamabad, Pakistan.

8. CORRUPTION AND FRAUD

Indulgence in corrupt and fraudulent practices is liable to result in the termination of this Agreement, the calling upon of the Performance Security by CPPA-G, and the debarring and blacklisting of the Contractor for a stated or indefinite period of time. CPPA-G also reserves the right to avail any or all remedies or actions available to it under the law.

9. VALIDITY & RENEWAL

9.1) The Agreement is intended for a period of three (3) years. Notwithstanding anything to the contrary contained in this Agreement, CPPA-G expressly agrees and undertakes that this Agreement shall remain binding and enforceable for the entire duration of three (3) Agreement years. CPPA-G shall not terminate, rescind, or otherwise discontinue the Agreement prior to the completion of the three (3) Agreement years, except in the event of a material breach by the Contractor, including failure to provide services in accordance with the agreed scope of work, duly established under this Agreement. The Parties acknowledge that the Contractor has made advance financial commitments for the full three (3) Agreement years, and that early termination by CPPA-G would cause irreparable financial loss to the Contractor. Accordingly, CPPA-G confirms that it shall remain liable to make payments for all three (3) Agreement years in accordance with Annexure VI, irrespective of any decision not to renew or continue usage of the services; however, no payment obligation shall arise, and CPPA-G shall have the right to terminate the Agreement, in the event of a material breach by the Contractor, including failure to deliver services as per the agreed scope of work, duly established under this Agreement.

9.2) For administrative and pricing purposes only, the agreed price may be paid on a yearly basis in accordance with the Price Schedule provided in Annexure VI; however, the overall duration of the Agreement shall be three (3) Agreement years, as expressly guaranteed under Clause 9.1. The prices quoted by the Contractor shall remain locked for all three (3) Agreement years. Any references within this Agreement to annual

renewal or extension shall not affect, limit, or diminish the binding initial three-year commitment undertaken by CPPA-G under Clause 9.1.

- 9.3) Subject to clause 9.2 of this Agreement, if the Contractor is able to achieve a Satisfactory Annual Performance Certificate from the Chief Information Officer of CPPA-G (the “CIO, CPPA-G”) or his duly authorized representative at the end of each Agreement year, the Agreement shall automatically be extended for a period of one (1) Agreement year.



10. GOVERNING LAW OF THE AGREEMENT

This Agreement shall be governed by the Laws of Pakistan, as may be amended from time to time.

IN WITNESS WHEREOF, the Parties through their respective representatives who are duly authorized hereto have signed and agreed to this Agreement, all terms and conditions of purchase order no. CPPA-G/202X/CIO/X-X and the Annexures: V & VI thereto which form an integral part of this Agreement as of the date first written below.

CPPA-G	<u>M/S M/S SUCCESSFUL BIDDER</u>
Name:	Name:
Title:	Title:
Signature & Seal	Signature & Seal:
Date:	Date:

Witnesses	
Name:	Name:
Address:	Address:
CNIC:	CNIC:
Designation:	Designation:
Signature & Seal	Signature & Seal:
Date:	Date:

Annexure: V

1. SCOPE OF WORK

M/S SUCCESSFUL BIDDER (the “Contractor”) will supply, deploy, integrate, and provide fully Managed SOC Services, along with training of CPPA-G's staff, for an On-Premises SIEM/SOC platform sized for a minimum of 2,000 Events Per Second (EPS) or 150 Assets within CPPA-G's environment, with the ability to scale further if required. The solution should ensure high performance and detection accuracy at this scale without degradation. This includes 24x7x365 remote SOC monitoring, management, and administration, a full-time on-site Resident Engineer (L2), Vulnerability Assessment, and Penetration Testing services at CPPA-G, Islamabad, as per BOQ in this Tender.

2. RESIDENT ENGINEER

The Contractor shall deploy one (1) full-time Resident Engineer, at a minimum of Level-2 (L2) technical competency, to be present on-site at CPPA-G premises, Islamabad, for the full duration of this Agreement, subject to the following:

- i) **Qualification:** minimum bachelor's degree in computer science/IT or equivalent, with at least three (3) years of relevant SOC/SIEM operations experience; industry certifications (e.g. CompTIA Security+, relevant SIEM vendor certification) shall be an advantage.
- ii) **Availability:** the Resident Engineer shall be available on-site five (5) days a week during CPPA-G's working hours and shall remain reachable on-call outside of duty hours to support the Contractor's remote SOC team as required.
- iii) **Notice & Replacement:** the Contractor shall notify CPPA-G in advance, prior to the Resident Engineer proceeding on leave. The Contractor shall provide an immediate replacement of equal or better qualification for the duration of such leave, with no gap in on-site coverage. In case of resignation or any other permanent departure of the Resident Engineer, the Contractor shall inform CPPA-G at least one (1) month in advance and shall provide an immediate replacement of equal or better qualification, subject to the prior written approval of CPPA-G, with no gap in on-site coverage.
- iv) **Attendance:** a monthly attendance certificate for the Resident Engineer shall be maintained and signed by an authorized officer of CPPA-G and shall form the basis for the quarterly Resident Engineer payments described in the Terms of Payment.
- v) **Role:** The Resident Engineer shall complement, and shall not substitute or be construed as replacing, the Contractor's 24x7x365 remote SOC monitoring, management, and administration obligations under this Agreement, which shall continue independently of the Resident Engineer's on-site attendance, leave, or availability.

3. POC AND ESCALATION MATRIX

The Contractor's Escalation Matrix is as per the tables below. In case there is any change during the tenure of this Agreement, the Contractor shall provide the details of the same to CPPA-G without delay.

Support Contact			
Support	Name	Contact No	Email Address
First Level Support			
Second Level Support			
Escalation Matrix			
Escalation Level	Name	Contact No	Email Address
First Level Escalation			
Second Level Escalation			
Helpdesk			
UAN			
Tel			
Email			
Address			

4. PROBLEM CLASSES

Depending on the effect of a problem, following are the defined three Problem Classes. For the avoidance of doubt, the Problem Classes below, and the associated Response and Resolution Times set out in clauses 5 and 6 of this Annexure: V, apply to service, support, and technical Problems affecting the SIEM/SOC platform, associated services, or system operations, and are separate and distinct from the Security Alert Severity classification and Notification SLA set out in clause 6A below, which governs security alerts/incidents detected, analyzed, or identified through the Managed SOC Service:

- 4.1 **Critical Problem** – A problem that is critical in nature to the operations of the system and therefore requires immediate reaction. This includes *inter alia* issues such as the Complete loss of Service.
- 4.2 **Major Problem** – A problem that seriously influences the performance, the operation, and maintenance of the System and therefore requires prompt reaction. The priority of Major Problems is lower than that of Critical Problems, as there are often less immediate effects on system performance, technical operations, and on the End Users. This may include *inter alia* performance degradation, system response times, and issue major category alarms.
- 4.3 **Minor Problem** – A problem which does not significantly affect the function of the System and does not influence the System and service quality essentially. A Minor Problem may be tolerated during operation, though the Contractor shall

address any and all extant Minor Problems once it has addressed any and all Critical and Major Problems respectively.

5. RESPONSE TIME(S)

No.	Service Item	Description
1	Help Desk	Available 24 hours a day, 7 days a week
2	Physical & Remote troubleshooting	- Available 24 hours a day, 7 days a week; - For Priority Critical, to respond within 30 minutes; - For Priority Major, to respond within 60 minutes; - For Priority Minor, to respond within 3 hours.

6. RESOLUTION TIME(S)

CPPA-G will designate the CPPA-G Point of Contact (the “POC”) and will determine the Priorities to be notified by the POC to the Contractor. The POC will requisition replies / updates from the Contractor on any outstanding Problems as and when required by CPPA-G. The resolution time for each severity is as below:

No.	Problem Severity	Resolution Time
1	Critical Problem	24 Hours
2	Major Problem	48 Hours
3	Minor Problem	72 Hours

6A.SECURITY ALERT SEVERITY AND NOTIFICATION SLA

For the avoidance of doubt, Security Alerts/Incidents and service/support/technical Problems shall be governed by separate and distinct severity classifications and corresponding Service Level Agreements. The Security Alert Severity classification set out below shall not be deemed equivalent to, or replaced by, the Problem Severity classification set out in clause 4 above, and vice versa. Where a Security Alert subsequently results in a service/support Problem, the applicable Security Alert Notification SLA under this clause and the Problem Response/Resolution SLA under clauses 5 and 6 above shall each apply independently to their respective obligations.

Security alerts/incidents detected, analyzed, or identified through the Managed SOC Service shall be classified according to the following severity levels, and the Contractor shall notify the designated CPPA-G Point of Contact within the corresponding Maximum Notification Time:

No.	Security Alert Severity	Maximum Notification Time
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1	Critical	Within 15 minutes
2	High	Within 30 minutes
3	Medium	Within 2 hours
4	Low	Within 4 hours

Irrespective of the Security Alert Severity assigned, the Contractor shall complete acknowledgement of each Security Alert within fifteen (15) minutes and shall commence initial investigation of the Security Alert within thirty (30) minutes, of its detection.

7. SLA & MANAGED SOC SERVICE FEATURES:

- 7.1. The Contractor shall provide fully Managed SOC Services on a twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty-five (365) days a year basis, including on public holidays, comprising remote monitoring, log correlation and analysis, alert triage, threat detection, and incident response via its Security Operations Center, in addition to unlimited corrective maintenance of the On-Premises SIEM/SOC platform.
- 7.1a. The on-site Resident Engineer (Level 2), as detailed in clause 3.3 of this Agreement, shall complement the remote SOC monitoring described in clause 7.1, and shall not be a substitute for the 24x7x365 remote monitoring obligations of the Contractor, which shall continue irrespective of the Resident Engineer's on-site attendance, leave, or absence.
- 7.1b. The Contractor shall additionally notify CPPA-G of Security Alerts/Incidents in accordance with the Security Alert Severity and Notification SLA set out in clause 6A of this Annexure: V, which is distinct from, and in addition to, the Problem response and resolution SLA under clauses 5 and 6 of this Annexure: V.
- 7.2. The response times for the resolution of Problems shall be as provided in clause 5 of this Annexure: V upon receipt of notice thereof by the Support Contact of the Contractor as per clause 3 of this Annexure: V.
- 7.3. The resolution time for the repair or replacement of maintenance parts shall be according to the Problem Severity as delineated in clause 6 of this Annexure: V.
- 7.4. The Contractor shall conduct Preventive Maintenance on a quarterly basis and submit a report on the same to CPPA-G with recommendations (if required).
- 7.5. The Contractor shall ensure that any and all Defective System(s) will be rendered fully functional and operational in the Resolution Time(s) provided hereinabove at clause 6 of this Annexure: V as per their respective Problem Severity Level. Noncompliance by the Contractor of this obligation shall lead to the imposition of liquidated damages by CPPA-G upon the Contractor as per this Agreement and clause 7.6 of this Annexure: V.
- 7.6. In event of non-performance by the Contractor of any of its obligations under this Agreement or the Annexures thereto, CPPA-G shall be entitled to deduct one half of one percent (0.5%) of the total value of the total value (inclusive of GST) of the

Project on a daily basis from the Performance Security. CPPA-G further reserves the right to avail any or all remedies or actions available to it under the law

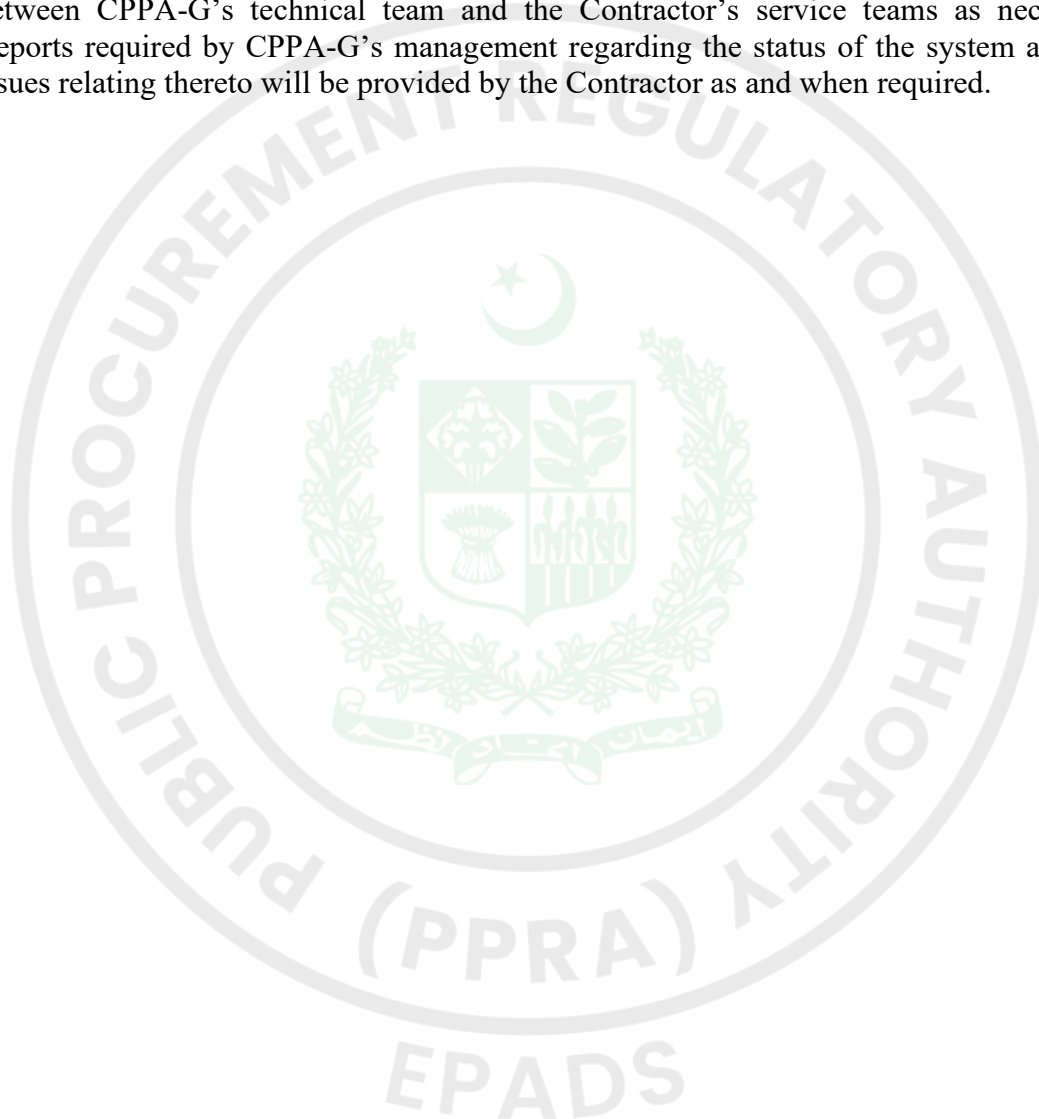
- 7.7. Any liquidated damages imposed under this Agreement shall be capped at an amount of five percent (5%) of the total value (inclusive of GST) of the Project per year. This clause shall not prevent CPPA-G from imposing liquidated damages determined to be liable in the preceding agreement year in the subsequent agreement year.
- 7.8. CPPA-G shall ensure that Personnel designated by the Contractor is provided timely access to the resources required. The time keeping conducted by the CPPA-G Coordinator shall be considered as final.
- 7.9. Following the occurrence of any Problem the Contractor shall submit a detailed Root Cause Analysis to CPPA-G, along with its recommendations on how to prevent the reoccurrence of such Problem.
- 7.10. Following the occurrence and subsequent resolution of a Problem, the Contractor shall log and conduct all preventive measure(s) to be taken in order to prevent the reoccurrence of such Problem.
- 7.11. During the agreement period, the Contractor shall be responsible for the installation of Configuration Management Software, Server Operating System, configuration of Virtualization software and providing training to those CPPA-G personnel so designated by CPPA-G for the efficient configuration, operation, and management of the same.
- 7.12. This Agreement shall also apply to software / OS / firmware upgrades, and the Contractor shall be responsible for the same. To this end the Contractor shall provide in advance an appropriate plan and rollback(s) for such upgrades, and any outages / disruption(s) caused by said upgrades shall require the prior approval of CPPA-G.
- 7.13. In the event that CPPA-G is dissatisfied with the support services of the technician(s), engineer(s), and / or other staff assigned certain responsibilities under this Agreement by the Contractor, CPPA-G has the right to submit a written complaint to the Contractor, detailing the cause of such dissatisfaction with the Contractor's personnel's performance and requiring the replacement of such personnel.
- 7.14. Provision of 1 Year Support (Maximum 3 years) backed up by Principal as an authorized partner for Central Power Purchasing Company (CPPA).
- 7.15. Provision of
 - Regular automation
 - Troubleshooting fixes & software release upgrades.
 - On call & onsite support of local vendor.
 - On-site (Principal backed) support for patches, upgrades and configurations etc.
- 7.16. Track and Record of all the issues and case submitted by the team for CPPA.

8. VARIATIONS IN EQUIPMENT

During the tenure of this Agreement, and any subsequent extensions thereto, there may be addition or deletion of licenses. Accordingly, adjustments will be made to the overall value of the Project. The total variation in the valuation of the Project is capped at a maximum of fifteen percent (15%) of the initial value of the Project.

9. Technical Reports

The Contractor will provide all maintenance reports performed, including the routine preventive maintenance practices and fault reports, as required by CPPA-G and shared between CPPA-G's technical team and the Contractor's service teams as necessary. Reports required by CPPA-G's management regarding the status of the system and any issues relating thereto will be provided by the Contractor as and when required.



Annexure: VI

1. FIXED PAYMENT FORM

First Agreement Year						
Sr No.	Specification/Model	Unit Price WIO GST (USD)	GST (USD)	Unit Price With GST (USD)	QTY	Total Price (USD)
1	License/ SIEM Platform Cost					
Second Agreement Year						
2	License/ SIEM Platform Cost					
Three Agreement Year						
3	License/ SIEM Platform Cost					

First Agreement Year						
Sr No.	Specification/Model	Unit Price WIO GST (PKR)	GST (PKR)	Unit Price With GST (PKR)	QTY	Total Price (PKR)
1	Remote SOC Monitoring Cost (Quarterly)					
2	Resident Engineer Cost (Quarterly)					
3	Vulnerability Assessment (VA) Cost (Quarterly)					
4	Penetration Testing Cost (Quarterly)					
Second Agreement Year						
1	Remote SOC Monitoring Cost (Quarterly)					
2	Resident Engineer Cost (Quarterly)					
3	Vulnerability Assessment (VA) Cost (Quarterly)					
4	Penetration Testing Cost (Quarterly)					
Third Agreement Year						
1	Remote SOC Monitoring Cost (Quarterly)					
2	Resident Engineer Cost (Quarterly)					

3	Vulnerability Assessment (VA) Cost (Quarterly)					
4	Penetration Testing Cost (Quarterly)					

Notes:

- i) All rates are inclusive of the cost(s) of inspection, delivery, installation charges, services, transportation, all applicable taxes, import duties if any and other levies.
- ii) The annual price w/o GST in USD shall remain firm and final and shall not subject to any escalation during those three contractual years.
- iii) In case sale tax is revised by government of Pakistan during three agreement years price inclusive of GST will be revised accordingly.
- iv) In case of exemption of sales tax benefit will be passed on to CPPA-G whereas in case of increase in rate of sales CPPA-G will be liable to pay the invoice with revised sales tax rates
- v) The rate of exchange (USD to PKR) shall be the selling rate, prevailing on the date of invoice as notified by the State Bank of Pakistan on that day shall apply only to the License/ Solution Cost, remaining payments under this Agreement, including the Remote SOC Monitoring Cost, Resident Engineer Cost, Vulnerability Assessment (VA) Cost, and Penetration Testing Cost, shall be invoiced and paid directly in PKR, and no USD-to-PKR exchange rate conversion shall apply to any such payments.

SPECIAL CONDITIONS

- i) M/S SUCCESSFUL BIDDER shall be responsible for completing the task(s) prescribed in the work order in accordance with the methodology and in the time period as specified in this Agreement. Should M/S M/S SUCCESSFUL BIDDER fail to do so it shall be liable for liquidated damages as per the Agreement.
- ii) M/S SUCCESSFUL BIDDER shall be responsible for all expenses for service and delivery and for any other software, license utility software, third party tool etc. required for the delivery of service(s) under the Agreement.

2. TERMS OF PAYMENT

Payment Schedule by Cost Component

Notwithstanding the general payment terms below, payments under this Agreement shall be made in accordance with the following schedule, specific to each cost component of the Managed SOC Services:

- **License Cost** – Annual License/subscription price for the SIEM/SOC platform shall be paid as a one-time, upfront payment following successful enablement and go-live of the Managed SOC Service, on production of a service enablement/go-live certificate issued by CPPA-G.
- **Remote SOC Monitoring Cost** – payable quarterly in arrears, subject to submission of a Quarterly Service Delivery Report, signed by an authorized officer of CPPA-G, evidencing the Contractor's continuous 24x7x365 remote SOC monitoring, management, and administration for the relevant quarter, including a summary of Security Alerts handled with the notification/acknowledgement/investigation times achieved against the SLA in clause 6A of Annexure: V, and of Problems handled with the response/resolution times achieved against the SLA in clauses 5 and 6 of Annexure: V. Payment for the relevant quarter shall be subject to deduction of Liquidated Damages, if any, for SLA non-compliance during that quarter, as per clause 7.6 of Annexure: V.
- **Resident Engineer Cost** – payable quarterly in arrears, subject to submission of a monthly attendance certificate for the Resident Engineer, signed by an authorized officer of CPPA-G, for each month of the relevant quarter.
- **Vulnerability Assessment (VA) Cost** – payable quarterly, following the satisfactory completion and delivery of the Vulnerability Assessment report for the relevant quarter.
- **Penetration Testing Cost** – payable annually, following the satisfactory completion and delivery of the Penetration Testing report for the relevant Agreement year.

Payment of the Renewal of Licenses/Support Services etc., will be made directly by consignees within thirty days, from the date of receipt of invoice, on production of following documents:

- i) Currency of Invoice should be PKR
- ii) The rate of exchange (USD to PKR) shall be the selling rate, prevailing on the date of invoice as notified by the State Bank of Pakistan on that day shall apply only to the License/ Solution Cost, remaining payments under this Agreement, including the Remote SOC Monitoring Cost, Resident Engineer Cost, Vulnerability Assessment (VA) Cost, and Penetration Testing Cost, shall be invoiced and paid directly in PKR, and no USD-to-PKR exchange rate conversion shall apply to any such payments.
- iii) Invoice duly verified by the CPPA-G representative having NTN/GST No of both CPPA-G and M/S SUCCESSFUL BIDDER printed on it.
- iv) Inspection/ Verification Report issued by CPPA-G.
- v) Satisfactory Performance Report only for Second and Third Agreement Year, issued by CPPA-G.
- vi) Sales Tax Invoice (if not exempted) or attach exemption certificate.
- vii) For release of GST Payment Supplier should provide copy of submitted Annex-C from FBR Portal

3. LIQUIDATED DAMAGES

If any issue / problem has not been resolved as per the Resolution Time(s) specified in this Agreement, and such delay in resolution is attributable to the Contractor, the Contractor shall be liable for liquidated damages under this Agreement as per the following:

- 2.1.** In event of the Contractor's failure to perform its obligations under this Agreement one half of one percent (0.5%) of the total value of the Project (inclusive of GST) will be deducted as liquidated damages on a daily basis from the Performance Security submitted by the Contractor and CPPA-G and the Contractor agree that such liquidated damages are not a penalty and represent a fair estimate without precision of the amount of damages that might be incurred by CPPA-G as a result of the Contractor's failure.
- 2.2.** Any liquidated damages imposed and corresponding deductions made to the Performance Security shall be capped at a maximum of five percent (5%) of the total value of the Project (inclusive of GST). Provided that CPPA-G reserves the right to impose any liquidated damages determined to be liable in the preceding agreement year in the subsequent agreement year.