



STATE LIFE
INSURANCE CORPORATION OF PAKISTAN

Tender Notice No.IT/PO/38/2024

TENDER FOR PROVISION OF MAINTENANCE & SUPPORT SERVICE FOR IBM X-SERIES SERVERS/ HUAWEI/ DELL/ INSPIR/ LENOVO SERVERS INSTALLED AT PRINCIPAL OFFICE AND IN THE OFFICES OF STATE LIFE IN DIFFERENT CITIES.

State Life Insurance Corporation of Pakistan (SLIC) invites sealed technical and financial bids through (EPADS) in accordance with PPRA Rules, under “Single Stage-two Envelope Procedure” from well reputed firms dealing in sale and services of Data Center Servers, registered with Tax Department having own offices and telephone no. (if found contrary Tender will be rejected) for the Server Maintenance services as mentioned above for all I.T Division, Principal Office Karachi as per following details;

Title of Work	Earnest Money (Fixed)	Tender Closing Date & Time	Tender Opening Date and Time
Maintenance & Support Services for Servers (Specifications, Details, QTY and Terms & Conditions as per Tender Document)	Rs.300,000	23-10-2024 At 11:00 am	23-10-2024 At 11:30 am

- Tender Notice can be seen/ downloaded from PPRA/ SLIC website i.e www.ppra.org.pk and www.statelife.com.pk also tender notice along with tender document has been uploaded on EPADS system as well.
- Bids will be received only from those firms who are registered with PPRA for e-procurement on E-PADS system for tendering in SLIC through their e-mail addresses which were provided by them to PPRA at the time of their registration.
- Filled tenders must be submitted through their e-mail address latest by 23-10-2024 before 11:00 am. Technical bids will be opened on the same day at 11:30 am.
- State Life Insurance Corporation of Pakistan reserves right to accept/ reject all bids in accordance with PPRA Rules.

Departmental Head (CPD)
Central Procurement Division, 2nd Floor,
Principal Office, State Life Building No. 9
Dr. Ziauddin Ahmed Road, Karachi. (Pakistan), Tel: 021-99204521

STATELIFE INSURANCE CORPORATION OF
PAKISTAN

TENDER DOCUMENT

2024-25

For

Provision of Maintenance & Support Service for
IBM X- Series Servers / Huawei / Dell / Inspir / Lenovo
Servers

Installed at P.O and in the offices of
State Life in different cities.

Central Procurement Division
2nd Floor, State Life Building No.9
Principal office, Karachi.

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1. Introduction

State life insurance Corporation of Pakistan has computer setup in its zonal offices and principal office. Besides other equipment, 57 servers are installed.

The maintenance services of these servers are required from the firms having expertise and experience of providing comprehensive maintenance services to similar equipment. Interested firms are required to submit their technical and financial bids separately.

2. Scope of Work

Comprehensive maintenance service (with parts and labor complete) on site is required for the servers installed in different offices of state life insurance corporation of Pakistan. The maintenance service contract will be for one year period (extendable for further two years at the discretion of state life).

2.1 Inspection and Maintenance

- 2.1.1 To attend day to day complaints in respect of maintenance services of hardware and operating system related matters and rectification of problems by replacing / repairing all defective parts (including Mother Board, Processor and Hard disks etc.)
- 2.1.2 To maintain the full attendance and spare replacement record of each server separately.
- 2.1.3 Provide complete preventive maintenance service of servers internally and externally with its associated accessories on quarterly basis. The preventive maintenance would be conducted in consultation with respective in-charge computer in the respective location.

2.2 Details of Equipment

The description and specification of server machines are as under:-

2.2.1 Summarized statistics of Server Machine:

S No.	Description	Type	Qty.	Purchase in year	In Use at
1	Server IBM X5 3850	Midrange	04	2013	PO
2	Server IBM X 3650 M2	Midrange	01	2016	PO
3	Server IBM X 3650 & M2	Entry Level	37	2008	Zones
4	Server IBM X 3650	Entry Level	03	2016	PO
5	Server Huawei Fusion	Entry Level	03	2016	PO
6	Lenovo SR-650	Midrange	06	2019	PO
7	Dell R- 720	Entry Level	01	2013	PO
8	Inspir NF5280M5 Server	Midrange	02	2019	PO

2.2.2 IBM X3650 –Intel 5450 Series

Sr. #	Components	Description
1	Model / Chipset	IBM X3650 –Intel 5450 Series
2	Processor Type	1 X Quad-core Intel Xeon 5450 120W 3.0 GHz
3	Cache / FSB	3MB per core L2 Minimum and 1333 MHz FSB
4	ECC memory, Min/Max	16 GB PC-5300 667 MHz DDR-II Max 64 GB
5	PCI X slots	5/4 three available PCI-express slots, or 2-PCI-X
6	Hard drives	3 x 300 GB Hot-Swap Ultra 320 HDD 15K RPM
7	HDD controllers	SAS
8	Raid Controller	Server RAID 8
9	Optical drive	IBM DVD Combo
10	Internal tape drive	DDS GEN-5 with SCSI controller card
11	Power supply	2 X 835 Watts Redundant
12	Dimensions	RACK model
13	Display	17" TFT
14	Key board / Mouse	Fine Quality Standard
15	Interface	Integrated Dual Gigabit Ethernet Card
16	OS support	SCO Unix open server version 3 release 6.0 and Linux. Enterprise Edition(Red Hat and SUSE)

2.2.3 IBM X3850 X5 –Intel 8830 Series

Sr. #	Components	Description
1	Model / Chipset	IBM X3850 X5 –Intel 8830 Series
2	Processor Type	2 X Inlet Xeon Processor E7-8830 8C (2.13 GHz 24 MB L3 105w 85)
3	Cache / FSB	24 MB L3
4	Processor In stalled	2
5	Chassis	Rack mountable with railing kit 4(2 per socket)
6	RAM	16 x 16GB (1 x 16GB, 4Rx4,1.35v) PC3L-8500 CL7 ECC DDR3 1066 MHz LP RDIMM

7	Internal Disks	4 x IBM 300GB SAS 2.5 in 15K, 6 Gbps, SAS HDD
8	RAID Controller	Server RAID M5015 SAS/SATA controller
9	SATA multi-Burner	1 x IBM Ultra Slim enhanced SATA Multi-burner
10	Network Adapter	4 x 1G Ethernet ports
11	FC Dual port HBA	2 x Emulex 8GB FC Dual port HBA for IBM system X
12	Power supply	IBM 675W High efficiency redundant AS power Supply
13	I/O slots	7 internal Half-length slots (2 Hot Plugs) including 1 slots with Dual 10G integrated ports
14	OS support	Linux 5 and latest releases. Enterprise Edition(Red Hat and SUSE), Windows 2008 and latest versions (Enterprise Edition)

2.2.4 Server Huawei Fusion

Sr. #	Components	Description
1	Model / Chipset	RH2288 V3
2	Processor Type	Intel ® Xeon® E5-2600 v3/v4 series processor
3	Fan	Hot-swappable fan modules in N+1 redundancy
4	Raid Controller	Supports RAID 0, 1, 10, 5, 50, 6, and 60
5	Power supply	2 hot-swappable power supplies in 1+1 redundancy
6	Dimensions	RH2288 V3 with 3.5-inch hard disks: 447 mm × 748 mm x 86.1 mm (17.60 in. x 29.45 in. x 3.39 in.)
7	PCIe expansion	Supports a maximum of 6 PCIe slots
8	Network ports	Supports two or four GE ports or two 10GE ports or two 56G FDR IB ports
9	Number of memory slots	16 slots for DDR4 RDIMMs or LRDIMMs

2.2.5 Server Lenovo SR-650

Sr. #	Components	Description
1	Model / Chipset	SR-650
2	Processor Type	2.1 GHz processor
3	Memory	16 GB TruDDR4 2666 MHz (2Rx8 1.2V) RDIMM Memory
4	Hard Drive	2.5 600 GB 15K SAS 12Gb Hot Swap 512n HD
5	Network	Emulex 16GB FC Dual-port HBA Ethernet Adapter
6	Dimensions	2.8m, 10A/100-250V, C13 to IEC 320-C14 Rack Power Cabel
7	Power	750W (230/115V) Platinum Hot-Swap Power Supply
8	Drives/USB	External USB DVD-RW Optical Power Supply

2.2.6 Inspir NF5280M5 Server

Sr. #	Description
1	<ul style="list-style-type: none"> • 1xNF5280M5 LBG-2 Support 2Ports 10Gbps PHY Chassis • 2xIntel 4210R Xeon 2.4 GHz 10C - 13.75M 100W processors • 8x16GB DDR4-3200MHz ECC-RDIMM • 4xSSD 960GB SATA 12Gbps 2.5 pin Hard Drives • 8xHDDummy 3.5 Filler • 1xFront HD Module Back Plane 4SAS OR U.2 3.5x4 RAID Backplane • 1xPM8204-8 2G 12Gbps Raid Controller • 2x10Gbps Ports RJ45 Inspur X550 PCIe Network Card • 1x1Gbps 2Ports RJ45 OEM Purchased part 1350 PCIe Network Card • 2xRiser X16+X8 Riser cards • 1xRiser X16 Riser card • 2x1300W Platinum 220VACor240VDC Power Supply • 2x1.5m C14 C13 CN+EU+UK Gray Power Cord • 1xRail Slide Type-750mm Mounting Kit • 1xPKACCY 470x285x63 Blankspace Box Accessories Kit • 1xSoftware ISPIIM Enterprise License for 1Dive Management Softwar

2.2.7 Dell Server R-720

Sr. #	Components	Description
1	Model / Chipset	Dell – R720
2	Processor Type	2.1 GHz processor (12 cores / Dual Processor)
3	Memory	32 GB DDR3 RAM Memory
4	Hard Drive	3.5 2TB SAS Hot Swap HD
5	Power	750W (230/115V) Platinum Hot Swap able
6	RAID	External USB DVD-RW Optical Drive

2.3 Equipment Location

Sr. #	Zone Name	Server Description
01	Karachi(South)	IBM X3650 –Intel 5450 Series
02	Lahore(central)	IBM X3650 –Intel 5450 Series
03	Rawalpindi	IBM X3650 –Intel 5450 Series
04	Multan	IBM X3650 –Intel 5450 Series
05	Faisalabad	IBM X3650 –Intel 5450 Series
06	Lahore(WEST)	IBM X3650 –Intel 5450 Series
07	Gujranwala	IBM X3650 –Intel 5450 Series
08	Gujrat	IBM X3650 –Intel 5450 Series
09	Peshawar	IBM X3650 –Intel 5450 Series
10	Swat	IBM X3650 –Intel 5450 Series
11	Abbotabad	IBM X3650 –Intel 5450 Series
12	Islamabad	IBM X3650 –Intel 5450 Series
13	Sukkur	IBM X3650 –Intel 5450 Series
14	Mirpurkhas	IBM X3650 –Intel 5450 Series
15	Rahim Yar Khan	IBM X3650 –Intel 5450 Series
16	Bahawalpur	IBM X3650 –Intel 5450 Series
17	Karachi (east)	IBM X3650 –Intel 5450 Series
18	Karachi(Central)	IBM X3650 –Intel 5450 Series
19	Larkana	IBM X3650 –Intel 5450 Series
20	Quetta	IBM X3650 –Intel 5450 Series
21	Sargodha	IBM X3650 –Intel 5450 Series
22	Silakot	IBM X3650 –Intel 5450 Series
23	Sahiwal	IBM X3650 –Intel 5450 Series
24	Dera Ghazi Khan	IBM X3650 –Intel 5450 Series
25	Mirpur (AK)	IBM X3650 –Intel 5450 Series
26	Hyderabad	IBM X3650 –Intel 5450 Series
27	Kohat	IBM X3650 –Intel 5450 Series
28	Group and pension Karachi	IBM X3650 –Intel 5450 Series
29	Group and pension Peshawar	IBM X3650 –Intel 5450 Series
30	Actuarial Division	IBM X3650 –Intel 5450 Series
31	Vehari	IBM X3650 –Intel 5450 Series
32	Jhang	IBM X3650 –Intel 5450 Series
33	Nawabshah	IBM X3650 –Intel 5450 Series
34	Jehlum	IBM X3650 –Intel 5450 Series
35	PO Karachi	IBM X3650 –Intel 5450 Series
36	PO Karachi	IBM X3650 –Intel 5450 Series
37	PO Karachi	IBM X3650 –Intel M2
38	PO Karachi	IBM X3850 X5 –Intel 8830 Series
39	PO Karachi	IBM X3850 X5 –Intel 8830 Series
40	PO Karachi	IBM X3850 X5 –Intel 8830 Series
41	PO Karachi	IBM X3850 X5 –Intel 8830 Series
42	PO Karachi	Server Huawei Fusion
43	PO Karachi	Server Huawei Fusion
44	PO Karachi	Server Huawei Fusion
45	PO Karachi	Lenovo SR-650

46	PO Karachi	Lenovo SR-650
47	PO Karachi	Lenovo SR-650
48	PO Karachi	Lenovo SR-650
49	PO Karachi	Lenovo SR-650
50	PO Karachi	Lenovo SR-650
51	PO Karachi	Dell R-720
52	PO Karachi	Dell R-720
53	PO Karachi	Inspur NF5280M5
54	PO Karachi	Inspur NF5280M5
55	Gilgit	IBM X3650 –Intel M2
56	Shekupura	IBM X3650 –Intel M2
57	Faisalabad – Western	IBM X3650 –Intel M2

3. Technical Proposals

The interested firms are required to submit their technical and financial proposal as mentioned in section-2. The technical proposal should respond strictly on the lines mentioned below. Support material should not be part of the main proposal but should be placed in annexure.

3.1 General

The firm should provide the following:

- Name of the firm, complete address, telephone number, fax number, email address and web-site address.
- Date of incorporation of the firm, with sufficient proof.
- The firm should be authorized service provider in Pakistan.
- Nature of association with brand manufacture / principal firm. Please state, are you authorized business partner, dealer, reseller and or authorized agents for providing services for desired servers. (Please provide copy of relevant certificates / agreements with the principal firms etc.).
- The bidding firm should be registered / incorporated in Pakistan.
- Details of litigation (if any) related to IT business.

3.2 Professional Strength

- Number of professional on permanent payroll to provide the desired services.
- Names of professional who have received training in providing hardware maintenance service of said servers. (Provide copies of such certifications).
- Names of professional who have received training / expertise in system software especially in installation and trouble shooting of above mentioned IBM servers. SCO Unix, Linux and MS Windows operating systems (provide copies of such certifications).
- List of offices / branches / services center having maintenance service facility along with details of hardware back-up support equipment and inventory.

3.3 Relevant Experience

- The firm should be in the relevant business for more than three (03) years.

- Provide the list of corporate clients presently receiving maintenance service of similar equipment servers. The list should contain name, address, contact person, telephone number and brand & operating system of equipment being serviced for each client.
- Has the firm earlier provided maintenance services to Intel servers installed in state life? If yes, please provide details.
- The bidder firm should avoid mentioning such projects (carried out by them) that does not have relevance to the scope of work mentioned in section 2. Mention of irrelevant projects will carry negative impact in the technical evaluation.

3.4 Financial Capabilities

The firm shall describe its financial strength by providing copies of :

- The national tax number (NTN), and Sales Tax Registration Numbers of the firms.
- Annual reports of the last three years.
- The firm should indicate the financial value of similar maintenance contracts in hand.

4. Financial Proposal

The financial proposal should contain quoted price for each server and location as stated in section-2. A single consolidated amount can also be stated (inclusive all applicable tax). The financial proposal should be on the lines mentioned below. Support material should not be part of the main proposal but should be placed in annexure.

4.1 General

The firm should provide the following:

- a. Number of the firm, complete address, telephone numbers, fax numbers, E-mail address, and Web address.
- b. Name of other participants / partners in extending the maintenance services to State Life for servers in different cities where the bidding firm do not have its own branches / offices. If services are to be provided from one city to different locations, then please mention your response time for providing services at each location.

4.2 Financial Bids

The financial proposal contain maintenance charges per month for every server at each location (inclusive all applicable tax). It will cover comprehensive maintenance services including parts and labor on the site. The total bid value will be sum of maintenance charges for 12 months for all quoted servers at all locations by the bidding firm. The amount should be clearly mentioned in the financial bid (inclusive of all taxes).

5. General Terms and Conditions

5.1 Bid Bond

A bid bond, in the shape of pay order / bank draft, amount of 300,000/= should be submitted along with the tender. Any quotation without bid bond of proper value will not be entertained. The bid bond of all

bidders will be returned upon signing of maintenance service contract with the successful bidder and bid bond will be returned to successful bidder at the time of receiving of performance guarantee.

5.2 Submission of performance guarantee

Successful bidder MUST submit performance guarantee of 5% in value of quoted amount in the shape of Pay order / Bank Draft in favor of State Life Insurance Corporation of Pakistan at the time of signing of contract. The said money would be returned after expiry of the contract.

5.3 Separate Technical and Financial Proposal

Bidders are required to upload their bids on EPADS systems as per laid down PPRA procedure for single stage two-envelope method i.e. separate "Technical Proposal" and "Financial Proposal" respectively and clearly marked as "**Maintenance & Support Service for IBM X- Series Servers / Huawei / Dell / Inspir / Lenovo Servers**". However, bid security in shape of pay order must be submitted at the address given in tender notice before closing time else tender will be rejected.

Initially only Technical Proposals will be opened and downloaded from EPADS on the opening date and time as given in tender notice. Time and date for opening of Financial Proposals of technically qualified bidders will be announced after finalization of Technical Evaluation and will be announced on EPADS system accordingly.

5.4 Validity of Proposal

All proposal and price shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the firms are encouraged to state a longer period of validity for proposal.

5.5 Technical and Financial Evaluation

There will be a two-stage evaluation of bids. Technical evaluation will be held first (details as per Annex-A). Financial bid of only technically qualified bidders would be considered for further processing and will be evaluated as per (Annex-A). Minimum 50% score is required for a firm to technically qualify for the bids.

Technical Proposal contains

60% Weight, using Weighted Average Formula

$$= (100 - ((\text{Highest Point} - \text{Points Secured}) / \text{Highest Points} * 100)) * 0.6$$

The lower financial bid will have a prime upshot in the award of maintenance contract, as per the following formula

40% Weight, using Weighted Average Formula

$$= (100 - (\text{Quoted Bid} - \text{Lowest Bid}) / \text{Lowest Bid} * 100) * 0.4$$

Lowest Evaluated Bid = Weighted Average Technical Score + Weighted Average Financial Score.

The decision of State Life Corporation will be binding on all concerned.

5.6 Term of Contract

The contract is intended for a term of one year, extendable for further two years at the option of State Life. However, it can be terminated by upon three months written notice. State Life can cancel the contract at any time due to unsatisfactory services from the service provider.

5.7 Payment Terms

Payment terms will be as follows:

- No advance payment or mobilization charges will be paid for this job.
- The service / maintenance charges will be paid on quarterly basis upon expiry of satisfactory services for each quarter. In this connection, a certificate / letter of satisfactory services will be required for each server by the IT in-charge of the respective Zone/Principal Office; otherwise payment will be with-held.

5.8 Withholding Tax

The firms are hereby informed that State Life shall deduct all taxes at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered by the responding firm. The firms have to include all taxes in their bid.

5.9 Acceptance of Proposals

The State Life Insurance Corporation of Pakistan reserves the right not to accept lowest or any proposal and to even cancel the bidding process without assigning any reason whatsoever in the light of PPRA rule.

5.10 On-site Maintenance Services with Backup support

The service provider will maintain the machines in good working conditions at all time. It will provide on-site maintenance services. In case, if an equipment remains out of order for more than three days (due to repair / service), the service provider will provide / install a compatible backup equipment of similar configuration on that location at its own cost. If the firm fails to provide maintenance services at any location without providing appropriate backup, no payment will be made for the entire month to the service provider on this account. The maintenance will include all electronic, electric and mechanical parts.

5.11 Preventive Maintenance Services

The service provider will provide preventive maintenance service minimum once in a quarter to each server under service agreement. In case, preventive maintenance services is not carried out by the service provider during the quarter (even if a server remains normal during this quarter), no maintenance charges will be paid to the firm for this quarter for that server.

5.12 Availability of Tender / Bid Document

The tender can be downloaded from PPRA/ SLIC website and EPADS system.

5.13 Conditional Bids

Any conditional bid from the bidder will not be accepted. The terms and conditions stated by the bidder conflicting to the term and conditions of this document will not be accepted. In case the quotation is accepted by the State life, the term and conditions of the bidder will be ignored and the term and conditions mentioned in this document will be valid for the contract.

5.14 Responsiveness of the bid

The bidding firms are required strictly to respond the queries for the technical evaluation as stated in Annexure-A.

5.15 Inventory of Spares

The firm will maintain sufficient inventory of spare parts so that replacement is arranged within 24 hours. In case a part is not available in the market, its compatible part having same of higher capacity / performance will be replaced. The bidder in no case will refuse the maintenance of equipment due to the reason that computable parts are not available. It will upgrade the equipment with higher configuration available in the market. State Life shall not bear any expenses on this account.

6. Instructions for Bidders

6.1 Contact Person for Enquiries

Enquiries regarding Technical details can be addressed to:

AGM / Manager (I.T)
Principal Office
Statelife Insurance Corporation of Pakistan
7th Floor, State Life Building No. 9
Dr. Ziauddin Ahmed Road, Karachi
Phone: 021- 99204590, Fax: 021-99202827

6.2 Submission of Proposal

Bidders are required to upload their bids on EPADS systems as per laid down PPRA procedure for single stage two-envelope method i.e. separate "Technical Proposal" and "Financial Proposal" respectively and clearly marked as "**Maintenance & Support Service for IBM X- Series Servers / Huawei / Dell / Inspir / Lenovo Servers**". However, bid security in shape of pay order must be submitted at the address given in tender notice before closing time else tender will be rejected.

Enquiries regarding this Tender document can be addressed to:

Divisional Head
Central Procurement Division
Principal Office
State life Insurance Corporation of Pakistan
2nd Floor, State Life Building No. 9
Dr. Ziauddin Ahmed Road, Karachi
Phone: 021-99204521

6.3 Submission of Bid Bond

Scanned copy of the Bid bond (in shape of pay order) shall be submitted through EPADS system.

6.4 Mode of delivery for submission of Bids

Bidders are required to upload their bids on EPADS systems as per laid down PPRA procedure for single stage two-envelope method i.e. separate "Technical Proposal" and "Financial Proposal" respectively and clearly marked as "**Maintenance & Support Service for IBM X- Series Servers / Huawei / Dell / Inspir / Lenovo Servers**". However, bid security in shape of pay order must be submitted at the address given in tender notice before closing time else tender will be rejected.

6.5 Rejection of Bids

The State Life Insurance Corporation of Pakistan reserves the right to cancel all proposals and to even cancel the bidding process as per PPRA rules.

ANNEXURE - A

STATELIFE INSURANCE CORPORATION OF PAKISTAN
Principal Office
Karachi.

Checklist for Technical Evaluation of Bids

S.#	Description	Reference Page no.
1	Bidders must have financial capabilities (NTN, Sales Tax Register Number and Annual Report of 3 years).	
2	Bidder must have experience of at least five (05) years of similar assignments.	
3	Company should be in possession of Principal Company Relationship & Support partnership (Platinum , Gold, Silver)	
4	The Company must be in I.T Business for Preferably 10 Years in Pakistan.	
5	The Company has Verifiable Presence/Support/Branch offices in at Least 03 major cities (Karachi, Lahore & Islamabad) of Pakistan.	
6	List of certified professionals on permanent strength.	
7	Number of existing clients receiving similar services	
8	Details of inventory of spare parts, related to the services offered by the vendor.	
9	Previous experience with SLIC (NO=2, Poor=0, Good=5)	
10	Compliance with advertised technical specifications.	

TECHNICAL EVALUATION CRITERIA SHEET – (Maintenance & Support Service for IBM X- Series / Huawei / Lenovo Servers)

Responding Firm	
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S.No	Description	Marks	Marks Obtained	Remarks
1	Bidders must have financial capabilities (NTN, Sales Tax Register Number and Annual Report of 3 years).	02		For NTN
		02		For Sales Tax Register Number
		06		For Annual Report of 3 years
2	Bidder must have experience of at least five (05) years of similar assignments.	10		For 5 and more Assignments
		07		For 3 to 4 Assignments
		04		For 1 to 2 Assignments
		0		No Assignments
3	Company should be in possession of Principal Company Relationship & Support partnership (Platinum , Gold, Silver)	10		Platinum
		07		Gold
		04		Silver
		0		None
4	The Company must be in I.T Business for Preferably 10 Years in Pakistan.	10		For 10 and Above Years
		05		For 5 to 9 Years
		03		Less than 5 Years
5	The Company should have Verifiable Presence/Support/Branch offices in at Least 03 major cities (Karachi, Lahore & Islamabad) of Pakistan.	10		Three Major Cities
		03		Two Major Cities
		02		Only in One City

6	List of certified professionals on permanent strength.	10	10 and Above Certified Resources
		07	6 to 9 Certified Resources
		04	Less than 6 Certified Resources
		0	No Certified Resources
7	Number of existing clients receiving similar services.	10	15 or above clients
		08	10 clients
		06	5 clients
		02	Less than 5
8	Details of inventory of spare parts, related to the services offered by the vendor.	10	Comprehensive inventory details provided.
		0	Incomplete inventory details
9	Previous experience with SLIC (NO=2, Poor=0, Good=5)	5	
10	Compliance with advertised technical specifications.	15	Full Compliance
		10	Partial Compliance
	Maximum Total Marks	100	

**Syed Zulfiqar Haider
(Divisional Head-IT)**