

**STATE LIFE**

INSURANCE CORPORATION OF PAKISTAN

Tender Notice No.SLIC/PO/43/2024.

PROVISION OF DEDICATED BACKUP INTERNET SERVICES(CIR) WITH STATIC IPS AT DATA CENTERS (KARACHI & ISLAMABAD)

State Life Insurance Corporation of Pakistan (SLIC) invites sealed technical and financial bids through (EPADS- LOT method) in accordance with PPRA Rules, under “Single Stage-two envelope procedure” from well recognized firms dealing in sale and services of “**PROVISION OF DEDICATED BACKUP INTERNET SERVICES (CIR) WITH STATIC IPS AT DATA CENTERS (KARACHI & ISLAMABAD)**”. Intended bidders must be registered with Income Tax/Sales Tax Departments and having their own office and telephone no (if found contrary Tender will be rejected).

Title of Work	Earnest Money (Fixed)	Tender Closing Date & Time	Tender Opening Date and Time
Provision of Dedicated Internet Services (CIR) of at least 50 Mbps with Static IP of /28 IP Pool at State Life Data Center - Karachi (LOT#1). (Specifications, Details, QTY and Terms & Conditions as per Tender Document)	Rs. 50,000/-	22-11-2024 At 11:00 a.m.	22-11-2024 At 11:30 a.m.
Provision of Dedicated Internet Services (CIR) of at least 50 Mbps with Static IP of /28 IP Pool at State Life Data Center - Islamabad (LOT#2). Details, QTY and Terms & Conditions as per Tender Document)	Rs.50,000/-	22-11-2024 At 11:00 a.m.	22-11-2024 At 11:30 a.m.

- Tender Notice along with Tender Document can be seen/downloaded from PPRA website i.e. www.ppra.org.pk also tender notice along with tender document has been uploaded on EPADS system and State Life website i.e. www.statelife.com.pk 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 21-11-2024 before 11:00 am. Technical Bid 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
Central Procurement Division
2nd Floor, Principal Office, State Life Building No. 9
Dr. Ziauddin Ahmed Road, Karachi. (Pakistan)
Tel: 021-99204521



STATE LIFE
INSURANCE CORPORATION OF PAKISTAN

TENDER DOCUMENT

FOR

**PROVISION OF DEDICATED BACKUP INTERNET SERVICES(CIR)
WITH STATIC IPs AT DATA CENTERS (KARACHI & ISLAMABAD)**

**PRINCIPAL OFFICE, STATE LIFE BUILDING No.9,
4TH FLOOR (DATA CENTER), KARACHI.**

AND

**STATE LIFE TOWER, 3RD FLOOR (DATA CENTER), JINNAH AVENUE,
BLUE AREA, ISLAMABAD.**

2024

TABLE OF CONTENTS

TABLE OF CONTENTS	2
TENDER DOCUMENT	3
1. Introduction	3
1.1 Scope of Work	3
1.1.1 Technical Specifications	5
1.2 <u>Preparation of Proposal</u>	6
1.2.1 Technical Proposal	6
1.2.2 Financial Proposal	6
1.3 <u>Tender Document Price / Payment:</u>	6
1.4 <u>Cost of Bidding</u>	7
1.5 <u>Language of Bidding</u>	7
1.6 <u>Confidentiality</u>	7
1.7 <u>Use of Contract Documents and Information:</u>	7
1.8 <u>Bid Validity</u>	8
1.9 <u>Amendment of Bidding Documents</u>	8
1.10 <u>Clarification(S) / Queries of Tender</u>	8
1.11 <u>Contradictions, Obscurities and Omissions</u>	9
1.12 <u>Sealing, Marking and Transmission of the Bid</u>	9
1.13 <u>Deadline for Submission of Bids</u>	9
1.14 <u>Bid Opening</u>	9
1.15 <u>Modifications and Withdrawal of Bids</u>	9
1.16 <u>Bid Bond</u>	10
1.17 <u>Responsiveness of the Bids</u>	10
2. <u>General Terms and Conditions</u>	10
3. Proposal Evaluation	11
3.1 General	11
3.2 Technical Evaluation	11
3.3 Financial Evaluation	13
3.4 Technical-Cum-Financial Evaluation:	14
4. State Life's Right to Accept or Reject any or All Bids	14
5. Award Criteria	15
6. Delays in the Bidder's Performance	15
7. Performance Guarantee	15
8. Arbitration	15
9. Force Majeure	15
10. Award of Contract	16
11. Execution of Required Services	16
12. Signing of Agreement	16
13. Mode of Payment	17
14. Termination of Agreement	17
15. Renewal/ Extension of contract	17
16. Sample Template for Financial Proposal : LOT-01	18
Sample Template for Financial Proposal : LOT-02	18

TENDER DOCUMENT

1. Introduction

State Life Insurance Corporation of Pakistan at its Principal Office Karachi is presently using only one dedicated CIR (Committed Information Rate) internet connection primarily for email communication, data uploading, video conferencing and digital services also share it for internet browsing as well with internal PO users. In addition to that now Data Center Islamabad being Disaster Recovery Site is fully operational, State Life Insurance Corporation of Pakistan is undergoing a major technology upgrade by implementing a centralized, integrated applications thus its internet needs are increasing the DR site Islamabad also requires a dedicated internet CIR connection as well.

To support the increasing demands of internet applications, new websites, mobile apps, email, and data transmissions, **the State Life Insurance Corporation of Pakistan requires a secondary/backup dedicated CIR internet connection at its Principal Office, Data Center, Karachi.** This upgrade aims to provide a more reliable and efficient internet infrastructure to meet the growing needs of the corporation as;

- Centralize business operations
- Enhance internal communication across offices
- Boost efficiency in business operations
- Provide real-time access to strategic information for informed decision-making
- Enhance internet facilities for both local and remote users
- Cater to current and future needs & ensure uninterrupted internet access
- High availability and Business continuity
- Minimal downtime, Improved network reliability & enhanced overall performance

1.1 Scope of Work

Detailed regarding envisaged assignment is as under: -

Assignment	Required Services	Remarks
Provision of Dedicated internet services (CIR) With Static IPs for State Life	Provision of Dedicated Internet Services (CIR) of at least 50 Mbps with Static IP of /28 IP Pool at State Life Data Center - Karachi (LOT#1), essentially last mile buried fiber.	Back up connection (participating ISP requested to carefully read clause 1.1 before bid submission).
	Provision of Dedicated Internet Services (CIR) of at least 50 Mbps with Static IP of /28 IP Pool at State Life Data Center - Islamabad (LOT#2), essentially last mile buried fiber.	Primary Connection (participating ISP requested to carefully read clause 1.1 before bid submission).

Proposed connection **MUST** fulfill following requirements:

Bandwidth Size	At least 50-Mbps dedicated CIR with /28 Static IPs Pool {Bandwidth must be confirmatory to CIR (Committed Information Rate)}
ISP Network Requirements	<p>Pro-active Network monitoring dashboards Operator should have 24x7x365 helpdesk and TAC support available Should provide dedicated last mile backed by redundant ring fiber infrastructure</p> <p>The internet would be 99.99% kept available. It includes supply, installation and maintenance of all required equipment by the service provider. Router/ Manageable Switch/Other devices and cables (Fiber and Ethernet) etc. should be of excellent quality and state of the art technology. The service provider has to install, maintain the entire equipment from his own resources. The entire quoted offer will be on rental basis. State Life will neither purchase / install any equipment, nor it will be responsible for the maintenance any equipment for internet connection provided by the vendor.</p> <p>Bidder must provide an undertaking on legal paper stating that "the bidder's company is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits either current or pending".</p>

The required internet services will be the backup/alternative of existing internet services provider at two datacenters of the SLIC at Karachi & Islamabad.

Services mentions above at two remote sites of SLIC Datacenters invites proposal from ISP's which are not available or not in place at respective datacenter site.

- **LOT-1: ISP's Already Exists at Karachi Datacenter:** M/s Multinet, M/s Connect, and M/s Satcom (these ISPs cannot apply to LOT-1 for Karachi Datacenter).
- **LOT-2: ISP's Already Exists at Islamabad Datacenter:** M/s PTCL and M/s Multinet (these ISPs cannot apply to LOT-2 for Islamabad Datacenter).

Therefore, State Life Insurance Corporation of Pakistan requires a service provider that will provide, maintain and support a secure and robust based network infrastructure that meets the above mentioned requirements.

1.1.1 Technical Specifications

1.2.1.1.1. Maintenance

State Life Insurance Corporation of Pakistan also requires maintenance services for Internet connectivity channel that provides continuous exchange of information between SLIC Data Center and its users throughout the country. Therefore, a proactive mechanism should be in place to ensure smooth connectivity.

1.2.1.1.2. Technology

Proposed connectivity should be based on security strategy with built-in redundancy that will be required for the proposed solution in terms of, proactive perimeter security, traffic security, network services access security, network device access security, security and network management tools throughout the country.

1.2.1.1.3. Scope of Services

Connectivity should be able to provide **at least** following services:

- Network redundancy should be in place for un-interrupted communication.
- Network security should be optimal to counter ongoing cyber threats and implement latest encryption mechanism.
- High Network performance is mandatory for large scale data transmission.

1.2.1.1.4. Network Uptime

Maximum network uptime is mandatory requirement. Therefore, bidders are required to mention the Network availability on quantifiable basis. In case of network failure, average restoration time should be within in 4-6 hours.

1.2.1.1.5. Network Security Requirements

The bidder should describe the overall security strategy with built-in redundancy that will be required for the proposed solution in terms of, proactive perimeter security, traffic security, network services access security, network device access security, security and network management tools.

1.2.1.1.6. Other Mandatory Services Required

- | | | |
|--|---|-----|
| • Managed Services | : | Yes |
| • 24X7 Monitoring (NMS) | : | Yes |
| • 24X7 Technical Support (phone & ticket system) | : | Yes |

1.2 Preparation of Proposal

1.2.1 Technical Proposal

- (i) While preparing Technical Proposal, bidding firm(s) are expected to examine the Tender Documents comprising this invitation in detail, as material deficiencies in providing the information requested may result in rejection of the proposal.
- (ii) To establish the conformity of the items required through this TENDER Document, the Vendor shall furnish as part of its Technical Proposal, a detailed description of the Bidder's proposed items conforming in all material aspects with the Technical Requirements both overall as well as in regards to the performance of each proposed item.
- (iii) Please note that the technical proposal shall not include any financial information.
- (iv) The tender documents shall be submitted by the bidders through EPADS separately for each LOT i.e separate bid security, technical bid, financial bid and performance guarantee for LOT-1 and same for LOT-2 as well. Bidders can participate in both lots and in any of the lots if they are not in conflict with instructions given at clause 1.1.

1.2.2 Financial Proposal

- (i) While preparing the financial proposal, bidder(s) is expected to take into account the requirement and conditions of the invitation documents. The Financial proposal should follow standard form/ Financial Proposal at **Annexure - A**. It should provide lump sum costs associated with the assignment and all other out of pocket expenses.
- (ii) During this period the bidder is expected to keep available the professional staff working on the proposal. The State Life will make its best effort to complete technical clarification (if needed) within this period. Proposal validity period may be extended with mutual consent as per PPRA rules.

1.3 Tender Document Price / Payment:

1. Bid price shall be inclusive of all taxes, duties, levies, charges, etc.
2. Bidder should quote bid in Pak Rupees (bid quoted in other currencies will be rejected).
3. All payments will be made in Pak Rupees.
4. The prices charged by the successful bidder for the required equipment/services along with accessories and associated services shall not vary from the prices as quoted in the financial proposal.
5. Payment will be made on submission of invoices duly verified in all respect by the user Division / Department.

6. The most advantageous bidder will be selected based on the evaluation criteria mentioned at Section 3.2. Financial opening date will be communicated to technical qualified bidder through EPADS system.

1.4 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of his bid and State Life will in no case be responsible or liable for those costs, regardless of the outcome of the bidding process.

1.5 Language of Bidding

The bid must be prepared and submitted in English language. Supporting documents and printed literature furnished by the bidder with the bid may be in another language as long as they are accompanied by an English translation of the pertinent passages. For the purpose of interpretation of the Bid, English language shall prevail.

1.6 Confidentiality

- a. Information relating to the evaluation of proposals and recommendations concerning award shall not be disclosed to the bidder(s) who submitted the proposals or to other persons not officially concerned with the process, until the award of contract is notified to the successful firm.
- b. Information relating to the examination, evaluation, comparison and post qualification of Proposals, and recommendation of contract award, shall not be disclosed to Bidders or any other persons.
- c. Any attempt by a Bidder to influence State Life in the examination, evaluation, comparison, and post-qualification of the Proposals or Contract award decisions will result in the rejection of its Proposals.

1.7 Use of Contract Documents and Information:

- i. The bidder shall not, without State Life's prior written consent, disclose the Contract, or any provision thereof or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of State Life in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- ii. The bidder shall not, without State Life's prior written consent, make use of any document or information related to State Life functions and procedures except for purposes of performing the Contract.

- iii. All documents shall remain the property of State Life and shall be returned (all copies) to State Life on completion of the Bidder's performance under the Contract if so required by State Life.
- iv. The Bidder shall permit State Life to inspect their accounts and records relating to the performance of the supply and to have them audited by auditors appointed by State Life, if so required by State Life. State Life can directly contact the references given in the technical requirements part of TENDER DOCUMENT to verify Bidder's technical reasons supporting compliance.

1.8 Bid Validity

- i. Bid shall remain valid **and open for acceptance for a period of 90 days** from the specified date of tender opening.
- ii. In exceptional circumstances prior to expiry of the original bid validity period, the bidder may be requested in writing for an extension of the period of validity. A bidder agreeing to such request will not be permitted to modify his bid. A bidder not agreeing to such request may be withdrawn at the discretion of State Life.

1.9 Amendment of Bidding Documents

- i. At any time prior to the deadline for submission of Bids, State Life may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Documents by amendment.
- ii. The amendment shall be part of the Bidding Documents, and will be made available on the State Life's website/PPRA/ EPADS system to all prospective bidders who have received the Bidding Documents, and will be binding on them.

1.10 Clarification(S) / Queries of Tender

- (i) The bidders are expected to carefully examine all instructions, forms and specifications in the Bidding Documents. Any Bidder in doubt as to the exact meaning or interpretation of any part of the Bidding Documents should immediately seek clarification in writing through EPADS system.

Divisional Head-IT,
IT Division, Principal Office
7th Floor, State Life Building No. 9
Dr. Ziauddin Ahmed Road,
Karachi (Pakistan)
Tel: 021-99204590
e-mail: dhith@statelife.com.pk

- (ii) Requests for all clarifications with regard to the given specifications or other information contained in Tender Documents should come either through E-Mail/

EPADS systems or Courier on the address mentioned above. Telephone enquiries may not be entertained. All inquiries about the tender made to State Life and State Life's response will be made known to other bidders without disclosing identity of the bidder who made the enquiry.

1.11 Contradictions, Obscurities and Omissions

The Bidder should likewise notify to the above of any contradictions, obscurities and omissions in the Bidding Documents if clarification of these is necessary for the clear understanding of the documents and for preparation of the Bid. Such enquiries shall be addressed to the above named not later than the date and time mentioned in EPADS system.

1.12 Sealing, Marking and Transmission of the Bid

- i. Your detailed "Technical Proposal" and "Financial Proposal" should be submitted before the closing date and time as mentioned in Tender Notice through EPADS system.

1.13 Deadline for Submission of Bids

- ii. State Life may, at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents, in which case all rights and obligations of State Life and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

1.14 Bid Opening

- i. The Bid shall be opened publicly (on EPADS system) by State Life's designated "Central Procurement Committee (CPC)" in presence of Bidder's representative who wish to attend the bid opening time and date communicated in Tender Notice.
- ii. Bidders are required to upload their bids on EPADS systems as per laid down PPRA procedure for single state two-envelope method i.e. separate "Technical Proposal " and "Financial Proposal" respectively (as per LOT method on EPADS system i.e. separate submission all documents for each LOT) and clearly marked as "Provision of Dedicated Backup internet services (CIR) With Static IPs for DC -SLIC (KHI & ISB)". 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.
- iii. Initially only Technical Proposal 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 Proposal of technically qualified bidders will be announced after finalization of Technical Evaluation and will be announced on EPADS system accordingly

1.15 Modifications and Withdrawal of Bids

- i. Bidder may modify or withdraw their bid after submission (through EPADS system), if allowed by the EPADS system prior to the prescribed deadline for submission of bids.
- ii. No bid shall be modified subsequent to the deadline for submission of bids and before the expiry of the period of bid validity.
- iii. No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity.

1.16 Bid Bond

- i. The bidder shall submit bid separately for each LOT, as part of their bid, a bid bond (earnest money) for an amount of Rs.50,000/= in Pak Rupees separately for each LOT.
- ii. The bid bond shall be in the form of a Pay order must be issued by a Pakistani Scheduled Bank or branch of a foreign bank operating in Pakistan. The bid bond shall be valid for 180 days counting from the day of the bid opening.
- iii. The bid bond of unsuccessful bidders will be returned after completion of necessary formalities. The bid bond of the successful bidder shall be discharged after requisite Performance Bond (in shape of pay order) of 03% of the total bid value has been furnished and the contract has been executed.
- i. The bid bond will be forfeited in case:
 - a) A bidder withdraws its bid during the period of bid validity.
 - b) Failure of the successful bidder to execute the contract and provide the Performance Guarantee.

1.17 Responsiveness of the Bids

- i. The Technical Portion of the bid proposal must be accompanied with the certificate declaring that a bid bond of appropriate amount is enclosed with the financial proposal.
- ii. The Bid must be prepared in the English Language.
- iii. **The Bid must be unconditionally valid for 90 days from the date of Bid Opening.**
- iv. Bid Money should also be submitted by hand or by courier services including on EPADS system as well before closing date & time, else bid will be rejected.
- v. Bid must be submitted through EPADS system before time specified in Tender Document/ Notice.
- vi. The State Life will evaluate and compare only the substantially responsive bids

2. General Terms and Conditions

- i. After opening the bids, State Life will determine whether each bid is substantially responsive to the requirements of the Bidding Documents.

- ii. A substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviation. A material deviation is one which being inconsistent with the Bidding Documents, affects in any substantial way the scope, instruction to Bidders, or prescribed completion schedule or which limits in any substantial way State Life's right or the bidders' obligation under the Contract.
- iii. A bid determined to be non-responsive will be rejected by State Life and shall not subsequently be made responsive by the Bidder by correction of the non-conformity.
- iv. State Life may waive any minor deviation non-conformity or irregularity in a bid, which does not constitute a material deviation, provided that the waiver does not prejudice or affect the relative standing order of any Bidder.
- v. To assist in determining a bid's responsiveness the Bidder may be asked for clarification of his bid. The Bidder is not permitted, however, to change bid price or substance of his bid.
- vi. The evaluation of the bids will take into accounts, in addition to the bid price, the following factors:
 - i. Reliability and efficiency of the offered Service.
 - ii. Financial standing of the Bidder.

3. Proposal Evaluation

3.1 General

- i. Bidding firms shall not contact the State Life on any matter relating to their proposal from the time of submission of the technical and financial proposal to the time the contract is awarded. If a firm wishes to bring additional information to the notice of the State Life, it should do so in writing at the address indicated in the or through EPADS system as well (Section - 1.10)
- ii. Evaluators of technical proposal shall have no access to the financial proposals until the technical evaluation is concluded.
- iii. Any effort by a bidder to influence State Life in its decisions on Proposal evaluation, Proposal comparison or contract award will result in the rejection of the Bidder's Proposal and forfeiture of Bid Bond.

3.2 Technical Evaluation

- i. There will be single-stage two envelop procedure. Preliminary evaluation of technical bids will be done as per the information provided by the bidder as requested in Section-2. Detailed technical evaluation will be done for firms who qualify the preliminary evaluation. State Life's Evaluation Committee on the parameters listed below will make the technical evaluation:

- Vendor's Financial Standing
 - Vendor's Technical Capability
 - Vendor's Support Strength
 - Relevant Experience in providing similar services
- ii. The evaluation shall be on the basis of bidder responsiveness to the required Specifications & Tender terms & Conditions. The State Life will apply following evaluation criteria and point system to evaluate the technical criteria.

S #	Criterion	Max. Pt.	Reference In Proposal
1.	Registration with tax department (NTN, Sales Tax Reg) (Mandatory) Complete documentation proof should be provided. Yes= Qualified for Evaluation, No=Not considered for Evaluation	Yes/No	
2.	Proposed last mile uptime should be 99 %.(Mandatory) Declaration required over bidder's letter head. Yes= Qualified for Evaluation, No=Not considered for Evaluation	Yes/No	
3.	Must have annual turnover more than 1 Billion Pak Rupees. (Annual Turnout/ Audited Financial Reports of last 3 years should also be provided). (NC=00, PC=05, FC=15)	15	
4.	Service Provider must provide services over its own buried Fiber infrastructure. Bidder to submit relevant document/certificate from Govt. authority for provisioning of buried fiber and its maintenance. (NC=00, PC=05, FC=15)	15	
5.	Service provider should provide secure and private communication network using DWDM and MPLS technology. Complete documentation proof should be provided (Bidder to submit relevant Letter). (NC=00, FC=10)	10	
6.	Service Provider must have Primary and DR site for disaster recovery and business continuity purposes. Complete documentation proof should be provided. (NC=00, FC=10)	10	
7.	The company should have installed Three different DWDM Networks on Long Haul across PAKISTAN. Complete documentation proof should be provided. (NC=00, PC=03, FC=10)	10	
8.	The company should have at least Gold partnership with any one of the OEM companies like (Huawei, Cisco, Fortinet or Eq etc). (NC=00, FC=10)	10	
9.	Service Provider is CVAS / (CVARS) License holder for last ten+ years (10+ years). Bidder to submit relevant & valid license. (NC=00, FC=10)	10	
10.	Service Provider must have relevant PTA license to provision the service. Bidder to submit relevant & valid license. (NC=00, FC=05)	05	
11.	Service Provider to submit internet services projects completed / delivered to corporate clients in last one (01) year for internet connectivity over buried fiber (10 references at least with POCs). (NC=00, PC =02, FC=05)	05	
12.	Service provider should provide secure and private communication	05	

	network using the infrastructure that is ISO/IEC 27001:2013-Cloud Services. Bidder to submit relevant & valid license. (NC=00, FC=05)		
13.	Previous experience with SLIC. (NC=02, FC=05)	05	
Total		100	

Basis of Evaluation: Both Lots will be Technically & Financially evaluated separately. 70% technical and 30% financial on weighted average formula as given in section 3.4 of the tender document. The firm having less than 50% technical score as per criterion given above, will technically disqualify and shall not be considered for at the time of opening financial bids.

- iii. A proposal shall be rejected at this stage if it does not respond to important aspects of the Tender. If the missing parameters/technical features are a scored technical feature, the relevant score will be set at zero.
- iv. The State Life will notify the bidding firm of the rejection of their technical proposal through EPADS system.
- v. The State Life will notify to the firm(s) that passed the minimum technical score, and indicate the date, time and address for opening the financial proposal through EPADS system.
- vi. On opening the financial proposal in presence of the bidding firms(s) representatives who wish to attend, the State Life will announce the names of the firm(s) and the amounts of their financial proposals as per EPADS format.

3.3 Financial Evaluation

Financial Proposals of only the technically qualified bidders would be opened and, evaluated / compared on the following basis:

- (i) The financial proposals shall first be checked for any error of computation and arithmetic errors will be corrected.
- (ii) If a bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.
- (iii) Items and Services that are required but have been left out or are necessary to correct minor deviations of the proposal will be added to the total proposal price using costs **taken from the highest prices from other responsive proposals** for the same item and Services, or in the absence of such information, the cost will be estimated at prevailing list prices.
- (iv) For the purpose of evaluation / comparison of bids, total lump sum cost will be considered.

- (v) Total evaluated financial cost of each responsive bidder shall be the basis of merit ranking of the Financial Proposal of the bid.
- (vi) Bidder has to submit Financial Proposal as per Sample Template provided as **Annexure – A.**

3.4 Technical-Cum-Financial Evaluation:

Only those firms will be considered in the technical evaluation that have the required capabilities to meet the criteria specified to supply internet services listed in that category and also technically qualify as per criteria and the judgment based on it as per the following formula:

Providing 70% Weight, using Weighted Average Formula

$$= (100 - ((\text{Highest Secured Points} - \text{Points Secured}) / \text{Highest Secured Points} * 100)) * 0.7$$

The Financial proposal of only technically qualified bidders will be opened. However, the lower financial bid will have a prime upshot in the award of maintenance contract, as per following formula:

Providing 30% Weight, using Weighted Average Formula

$$= (100 - (\text{Quoted Bid} - \text{Lowest Quoted Bid}) / \text{Lowest Quoted Bid} * 100) * 0.3$$

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

The Decision of State Life Insurance Corporation of Pakistan will be binding on all concerned and will in no case be challengeable at any forum.

4. State Life's Right to Accept or Reject any or All Bids

- i. State Life reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for State Life's action as per PPRA.
- ii. State Life may at any time terminate the Contract by giving 02 months written notice to the bidder, if the bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation, provided that such termination will not prejudice or affect any right of action or remedy, which has, accrued or will accrue thereafter to State Life.
- iii. If the bidder is unable to fulfill its obligations as mentioned in the work plan and withdraws from the project, State Life shall terminate the contract by issuing a written notice and shall not be responsible to pay off any liability incurred towards the bidder and forfeit the performance guarantee.

5. Award Criteria

- a. State Life will award the contract to the successful bidder, whose proposal has been determined to be substantially responsive and has been determined to be the most advantageous bid after considering all factors and who meets the requisites of Schedule of Requirement (TOR/Scope of Work), provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.
- b. State Life will notify through EPADS system the successful bidder of its intent to enter into a contract. The contract shall be executed only after all necessary management approvals have been obtained.

6. Delays in the Bidder's Performance

If at any time during performance of the Contract, the bidder encounters conditions impeding timely delivery of required internet services, the Bidder shall promptly notify State Life in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Firm's notice, State Life shall evaluate the situation and may at its discretion extend the Firm's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.

7. Performance Guarantee

At the time of receipt of the letter for the award of contract, the successful bidder shall furnish to State Life, a Performance Guarantee in the form of pay order amounting to 03% of the offered financial bid value by successful bidder and will be released after successful completion of services based on satisfactory performance to SLIC.

8. Arbitration

Any disputes or differences arising out in connection with this assignment which cannot be amicably settled within 15 days between the State Life and the Bidder shall be referred to grievance redressed committee formed at State Life as per PPRA rules.

9. Force Majeure

If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such Force Majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for no longer period and such cause shall as far as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure. The terms "Force Majeure" as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood,

washouts, civil disturbances, explosion, Governmental Export/Import Restrictions, Government actions/restrictions due to economic and financial hardships, change of priorities and any other causes similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome. The terms of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 4 (four) months from performing or accepting performance, the party concerned shall have the right to terminate this Contract immediately giving notice with full particulars for such Force Majeure in writing to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement.

If a Force Majeure situation arises, the Bidder shall promptly notify State Life in writing of such conditions and the cause thereof. Unless otherwise directed by State Life in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

10. Award of Contract

- (i) Subsequent to comprehensive Technical & Financial Evaluation by designated Technical Evaluation Committee and recommended/endorsed by CPC. Lowest evaluated bidder will be identified as per predetermined Technical-cum-Financial Evaluation criterion.

11. Execution of Required Services

- (i) Successful bidder has to supply the required services within (02) weeks from the date of issue of the work order.
- (ii) No advance payment will be made.
- (iii) Internet services during the life of contract period will be provided on designated site as per standard maintenance and Internet Support Services term and conditions.

12. Signing of Agreement

- i. Upon acceptance of the Bid, successful bidder shall execute agreement with the State Life Insurance Corporation of Pakistan on a non-judicial stamp paper of Rs. 100/- containing the terms and conditions in the form prescribed by the State Life with (15) days from the day of acceptance of the work order.
- ii. The agreement shall be governed and interpreted in all respects in accordance with the law of Pakistan.
- iii. In case of any dispute, Divisional Head (IT) State Life is the final arbitrary authority to settle the matter and the vendor will be liable to accept the decision. Whereas contractor shall be implied in any action commenced and further to enforce of any decree or order.

13. Mode of Payment

- i. State Life Insurance Corporation will pay the agreed amount in four (04) quarterly installments to successful bidder after the competition of each quarter (whereas one time charges (OTC) will be released after competition of first quarter (if any) on submission of invoice along with a satisfactory service performance acknowledgment obtained by designated user / administrative in-charge.

14. Termination of Agreement

- i. State Life Insurance Corporation shall have the right to terminate the agreement wholly or partially by giving a notice of 60 days to contractor upon his failure to provide satisfactory services.

15. Renewal/ Extension of contract

As the internet services for online operations are essentials in nature and are required to be continued perpetually. It is therefore, State Life Insurance Corporation shall have the right to renew/extend the contract, thus contract is intended for a term of one year, extendable for further two (02) years at the option of State Life years based on satisfactory performance of the services providing firm on same terms & condition without change in cost.

Annexure – A**16. Sample Template for Financial Proposal : LOT-01**

S No.	Item	Unit Cost	Tax	Total Cost including Tax (yearly)
		E	F	E+F
1	(LOT#1) Provision of Dedicated Internet Services (CIR) of at least 50 Mbps with Static IP of /28 IP Pool at State Life Data Center-Karachi.			
2	OTC Cost (One time payable only)			
Total				

Sample Template for Financial Proposal : LOT-02

S No.	Item	Unit Cost (yearly)	Tax	Total Cost including Tax (yearly)
		E	F	E+F
1	(LOT#2) Provision of Dedicated Internet Services (CIR) of at least 50 Mbps with Static IP of /28 IP Pool at State Life Data Center-Islamabad.			
2	OTC Cost (One time payable only)			
Total				

a. Terms of Payment

- i. No advance payment or mobilization advance will be allowed.
- ii. The each bid bond of the successful bidder shall be discharged after requisite Performance Guarantee has been furnished and contract has been signed.
- iii. Payment will be made on quarterly basis (after competition of each quarter).
- iv. Bidders are advised to bid in PKR only, bids in other currencies will not be entertained.
- v. Quoted prices shall be inclusive of all applicable taxes.