

STATE LIFE
INSURANCE CORPORATION OF PAKISTAN

TENDER DOCUMENT

FOR

**SERVICE LEVEL AGREEMENT (SLA) FOR GENERAL ELECTRONIC
AND ELECTRICITY EQUIPMENT OF THE DATACENTER**

NOVEMBER - 2024



1



State Life Insurance Corporation of Pakistan

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TENDER DOCUMENT

1. Introduction

The State Life Insurance Corporation of Pakistan is the largest life & health insurance institution in Pakistan providing life and group insurance protection services. Even after the introduction of private insurance companies, State Life still enjoys the biggest market share of the Pakistan life & health insurance industry.

State Life Insurance Corporation of Pakistan being an industry leader in insurance sector had started working for implementation of Prime Minister National Health Insurance Scheme since years. State Life being an administrator of this scheme has also been working for its implementation in coordination with Ministry of National Health Services, regulation and Coordination (MNHSR&C) and National Database Registration Authority (NADRA).

Health is a central focal activity for the Government, and State Life is actively expanding its Health program. To ensure the Health Insurance systems are available 24/7, State Life has established a Disaster Recovery Site for the SLIC Datacenter in Islamabad. Following this establishment, it is crucial to enter into a Service Level Agreement (SLA) with vendors to mitigate the risks associated with disasters and the malfunctioning of electronic and electrical or general equipment.

Interested firms are invited to submit both a Technical Proposal and a Financial Proposal for the SLA, specifically for the maintenance of general electrical equipment, as detailed in this Tender Document.



1.1 Scope of Work

The scope of work for the Data Center maintenance and support services involves a comprehensive Service Level Agreement (SLA) for active/passive equipment at Datacenter Farm, Power Room, NOC & IT hall, which includes Vericom Containment and its allied equipment, UPS, Cooling Towers, Fire suppression equipment, Generators, ATS at power room & Basement, Power Cabinets with equipment at Power Room of DC and Cabinet with equipment at Main Electrical room basement. This agreement is initially for two years extendable to further one year only on satisfactory services. 10% annual escalation may be allowed as per RFM term and conditions. The bidder is responsible for providing all necessary hardware parts, patches, materials, accessories, and support to ensure the complete and uninterrupted functioning of the hardware and equipment. The SLA includes on-call and quarterly onsite support, covering hardware replacement, configuration, and other necessary services.

Quarterly maintenance will be conducted, which includes detailed health checks, thorough equipment checking, mandatory equipment cleaning, and reporting to SLIC. In the event of equipment failure, the bidder must supply backup equipment with the same or higher compatible configurations until permanent replacements are installed. Preventive maintenance activities will be carried out quarterly to ensure optimal performance and longevity of the equipment.

The bidder must ensure that the integration of any replaced equipment or parts does not conflict with or degrade the performance of the existing infrastructure. Additionally, the bidder must maintain an inventory of all critical spare parts to ensure timely replacement in case of hardware faults or failures. Compliance requirements mandate that all parts replacements or issue rectifications be completed within stipulated time of notification by SLIC. The bidding organization is also required to keep all items in their backup inventory to ensure rectification within the stipulated time. A two-year SLA for all hardware is required, with regular checks and reporting to SLIC.



Therefore, State Life Insurance Corporation of Pakistan invites registered firms/vendors who can provide aforementioned services.

Evaluation of the bids will be carried out separately and contract will be awarded to most advantageous evaluated bidder of separately on the basis of given technical & financial evaluation criteria.

Proposals should be complete in all respects and any part of hardware equipment, components, software or services that in bidder's opinion is missing or confusing, should be included in proposal to complete the solution, it should be indicated in writing at the time of pre-bid meeting. Otherwise it will be considered as integral part of offered solution. Details regarding each of the required equipment, software and services are appended below.

Evaluation of bids will be carried out separately and contract will be awarded to lowest evaluated bidder of separately on the basis of given Technical and Financial Evaluation Criteria. Firms are allowed to make joint venture with following considerations:



- (i) Joint ventures will generally be discouraged. Preference will be given to a single competent firm with its own technical facilities capable of meeting our SLA requirements. However, bids submitted by a joint venture with a principal partner will be mandatory provided they meet the necessary eligibility criteria
- (ii) The bids, and in case of successful bid, a form of Agreement shall be signed so as to be legally binding on all partners.
- (iii) One of the partners shall be nominated, as being in-charge and its authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners.



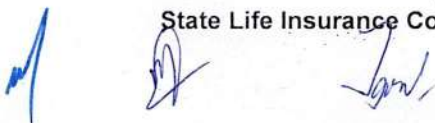
1.1.1 Technical Specifications

Minimum Specifications

S.No	Description	Quantity
1.	<p>Aisle containment RAL 9005, VCS data center cabinet, 600x1200x2000 42U. High density ventilated front door and double opening back door</p> <p>Gang Clips, Blank Panel, Plastic Ring Cable Manager, Fixed Shelf, Cable Through 300mm and 600mm, Active Roof Skylight (arc type), End Roof Skylight (arc type), Rear Cover Plates</p> <p>Sliding Doors (double row) 1200mm deep 42U cabinet, cold aisle width 1200mm; 12mm toughed glass automatic sliding door for double row aisle containment with integrated IC card / fingerprint / password access control, equipped with electric guide rail and safety double beam, reserved skylight control switch and monitoring system touch screen installation position.</p> <p>Power distribution Box Input voltage 88-264vac, include 12V switching power supply (320W), 12-bit terminal block, power supply to magnetic lock and LED lighting, fire signal active DC 24V</p>	<p>8</p> <p>For overall aisle containment</p> <p>2</p> <p>1</p>
2.	<p>Power Supply and distribution System Battery 12V100Ah, I_{max}800A, 407*174*233mm, 30.2 KG</p> <p>Battery rack Size: W1000*D950*H1600 Weight: 83KG Load bearing: 40pcs 100Ah or 40 pcs 120Ah Black cable 25mm²</p>	<p>72</p> <p>2</p>
3.	<p>Battery Switch box Battery switch box, containing battery DC switch 1* 100A/3P</p>	2
4.	<p>Integrated UPS Distribution Cabinet General input power supply: i. 200A/3P, equipped with c-class lightning protection UPS Input power supply: i. UPS Input 1* 125A/3P ii. UPS bypass 1*125A/4P iii. UPS output 1* 125A/3P UPS Power output branch i. 12*32A/1P (8PDU, 1 distribution acquisition box, 3 backup) General power Output branch i. 2*63A/3P(AC Power) 3*32A/1P (Backup) Other i. Size 600*1200*2000, including side door, bottom sealing plate, VCS cabinet.</p>	2

	<p>UPS</p> <ul style="list-style-type: none"> i. 60KVA host ii. Model: SPMR60-30; iii. 1Pc 30KVA power modules, model PMK30X <p>Intelligent Monitoring module Unit:</p> <ul style="list-style-type: none"> i. Equipped with Touch screen ii. Electric parameter monitoring function of main line and branch line. 	
5.	<p>PDU</p> <p>Input L + N + PE Power Indicator without cable Rating 32A 250V 8KW Output 20 * C13, 4*C19 Vertically installed on the right side and left side</p>	8+8
6.	<p>Cooling System</p> <p>ROW Air cooled precision A/C indoor unit:</p> <ul style="list-style-type: none"> i. Cooling capacity is 40kW, three-phase 380V input ii. W600*D1200*H2000mm, air volume is 8500m3/h iii. Electric heating is 6kW iv. Wet file humidifying, humidifying capacity is 3kg/h v. Down going tube, vi. RS485 communication interface vii. 7" LCD color touch screen viii. Maximum power of indoor unit is 19.4kW and that of outdoor unit is 2.64kW. ix. Built in dual power switch <p>ROW Air cooled precision A/C outdoor unit</p> <ul style="list-style-type: none"> i. Heat dissipation capacity is 60kW ii. Air Volume is 2300m3/h iii. Dimensions W2010*D1100*H1150mm (including bracket), axial flow fan, power is 2.64kw. <p>Auxiliary materials for ROW-air conditioner</p> <ul style="list-style-type: none"> i. Hard purple steel pipe ii. Copper elbow iii. Insulation cotton iv. Cable ties <p>Refrigerant</p> <ul style="list-style-type: none"> i. R410A, 11.3kg/pot 	2 2 2 4
7.	<p>Intelligent Management System</p> <p>Single cold pool – standard, precision air conditioning, precision power distribution cabinet, temperature and humidity, water leakage, smoke, video, SMS, sound, light and telephone</p> <p>First Server and Host</p> <p>Integrated Monitoring Unit</p> <ul style="list-style-type: none"> i. Web Interface login monitoring management software. 	 

	<ul style="list-style-type: none"> ii. Industrial screen display 10.4 iii. Mechanical characteristics operation button: power button, return button; geometric size 282mmx192mmx32mm; weight 0.5Kg; power supply input voltage 12V external adapter iv. Support embedded installation in the cold channel side door or wall mounted; support password or pattern unlock; front camera take pictures of the operator; archive data collection, processing, display, network upload, can be v. 8-port network switch 	1
	Second the Sensor and Front-end acquisition equipment	
	<ul style="list-style-type: none"> i. Cabinet type temperature and humidity sensor (magnetic absorption) ii. Non-locating leakage detector iii. Non-locating leakage sensing cable iv. Smoke sensor 	2
	Third, the alarm equipment	
	<ul style="list-style-type: none"> i. Sound and light alarm ii. GSM standard voice SMS 	1
	Fourth, Collector mounting box	
	<ul style="list-style-type: none"> i. Infrared network hemispherical camera(2 million) ii. 8-way hard disk video recorder (with POE, Support 4 Hard Disk), 1080p Hd iii. 2TB hard disk (Enterprise Level) 	2 1 1
	Fifth Collector mounting box	
	<ul style="list-style-type: none"> i. Collector mounting box(including power) ii. 400*340*97 including circuit breaker 	1
	Sixth Software Management (VTU authorization)	
	<ul style="list-style-type: none"> i. SMS notification function ii. Telephone notification function iii. Access authorization of precision distribution cabinet iv. UPS access authorization v. Non location access authorization vi. Smoke access interface vii. Access authorization of precision air conditioner viii. Temperature and humidity access authorization ix. Video access authorization x. Access authorization xi. App authorization 	1 1 2 2 2 2 2 2 2 1 1
8.	Attendance Machine Model: ZK TECO Model K40	1
9.	Vericom Touch Tablet for Cooling & UPS Parameters Monitoring	1
10.	Magnetic Door Lock	2
11.	APC STS 16 AMP Model AP7722 + Rail Kit	1



	HP 7 Port PDU	
12.	Hikvision 8-CH 1U 8 POEE 4K NVR 2 TB Surveillance HD Hikvision CCTV 2 Megapixels outdoor WDR Fixed mini bullet Camera	1 1 2
13.	Inverter ACs Gree GS-24 PITH1W AAA 2 Ton Split AC Heat and Cool	3
14.	Samsung Video wall Display (2x2 Display) Model: UM55H-E Extreme Narrow-Bezel(1.7mm) Design Controller PC Based Video Controller with 16 output 12 input, Dual Gbit Network interface, Full Range of Input and Output Formats, Real-Time, Dynamic Windows Scaling, DVI input Cable Equalization Pan and Zoom, titles and borders, Programmable Presets on screen cursor control multiple display mode, PiP, DiD, Draft n Drop Display feature, Stretchable Display Management Model: MJNC438P	1
15.	100KVA Generator Engine: Perkins, 1104C-44TGS-UK Alternator: Stamford-UK Leroy Somer France, Meccalte-UK Control Module: Deep Sea 6020-UK	1
16.	ATS (Automatic Transfer Switch) 1 main incomings suitable for Perkin 100KVA Diesel Generating Set	2
17.	Fire Suppression System Quarterly Maintenance: Regular maintenance of the Fire Suppression System at data center. 24x7 On-Call Support: Round-the-clock support for any issues related to the FSS. Initial Response Time: The initial response time must be within 2 hours or less. GSM Module Support: Operational support for the GSM module integrated with the FSS control panel at the data center, including updates and modifications to mobile numbers as required. Fire Alarm and Control Panel Testing: i. All external circuits will be isolated. ii. Each zone will be tested for correct alarm mode operation. iii. Fault indicators will be checked by: a. Disconnecting one alarm line from each datacenter room and power room to ensure correct indication. b. Disconnecting the 220 volts mains supply to the charger for main failure indication. c. Disconnecting standby battery leads to check battery failure indication. d. Testing supply failure by disconnecting the DC supply. e. Checking the Reset Alarm by triggering datacenter room and power room into alarm condition and resetting it thereafter. f. Testing the general evacuate alarm.	

	<p>g. Ensuring all bell isolation switches operate.</p> <p>h. Conducting testing and inspection procedures for battery and charging equipment.</p> <p>i. Testing the battery voltage with the charger disconnected.</p> <p>j. Testing the charger output with the battery disconnected.</p> <p>k. Ensuring all terminals are tight and well-greased.</p> <p>l. Testing lamp indicators to check the function of all LEDs.</p> <p>m. Inspecting and cleaning all components/parts.</p> <p>Manual Call Points/Alarm Bells:</p> <p>i. Examination and testing of all manual call points and alarm bells during each visit.</p> <p>ii. Visual inspections to ensure structural or occupancy changes have not affected the requirements of triggering devices.</p> <p>Smoke Detectors:</p> <p>i. Engineers will conduct visual checks and use artificial smoke to ensure all smoke detectors are secure, undamaged, and working properly.</p> <p>ii. Ensuring the covers are clean and free from combustion products generated by other equipment in the vicinity of the detector head.</p> <p>Lock-Off Controls, Lamp Indicator Units, Relays:</p> <p>i. Examination and testing of lock-off controls, lamp indicator units, relays, etc., during each visit.</p> <p>ii. Detailed examination to ensure all electrical connections are safe and operational.</p> <p>Training and Demonstration: Complete Data Center Maintenance Training including UPS, ATS, AVR and Fire Suppression System by the Certified Professional Trainer.</p> <p>Support Matrix and Escalation: A detailed support matrix and escalation plan for the Datacenter (Islamabad) must be included in the SLA.</p>	
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1.2.1.1.1. Warranty

All equipment replaced by the vendor must include a prebuilt manufacturer's warranty with after-sales service support from the principal. Only local warranties will be considered. The manufacturer or principal must have offices in major cities nationwide.

1.2.1.1.2. OEM Relationships & Warranties

All Hardware equipment should have warranty, including parts and labor in the following manner:

- 1x Year Parts & labor on-site Warranty
- The equipment supplied should be through verifiable distribution channel in Pakistan.
- All Management Software provided with the equipment should have warranties for one year against defects/bugs as well as updates.





- The responding organization (RO) must be authorized Business Preferred Partner/Reseller of the ORIGINAL MANUFACTURER in Pakistan.

1.2.1.1.3. Technology

Proposed equipment and services must be state of the art and compatible with prevailing technology. Equipment manufactures' must be renowned brands with proper foot prints in the local market. Proposed equipment and services must be fully compatible with other technologies and brands.

1.2 Preparation of Proposal

1.2.1 Technical Proposal

- 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.
- 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.
- Please note that the technical proposal shall not include any financial information.

1.2.2 Financial Proposal

- 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.
- The bidder shall identify clearly about bid validity that how many days after the submission date the proposal must remain valid. 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:

- This Document showing itemized list along with specifications, quantity and detailed terms & conditions document is available on EPADs & official site of statelife.

- (ii) Bid price shall be inclusive of all taxes, duties, levies, charges, etc.
- (iii) Bidders are advised to **bid in PKR**.
- (iv) All payments will be made in Pak Rupees.
- (v) 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.
- (vi) Payment will be made on submission of invoices duly verified in all respect by the user Division / Department.

1.4 Mandatory Requirement

Eligible Service Provider/Respondent who:

- i. Have a relevant experience of at least Three (3) years
- ii. All bids must be furnished via EPADs and no bid other than EPAD will be accepted. Further bids must be submitted as per Single Stage Two Envelope Procedure
- iii. Must be registered with Tax Authorities as per prevailing latest tax rules (Only those respondents who are validly registered with Government legal entities, sales tax and income tax departments) and on active tax payer list;
- iv. Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan (Submission of undertaking on legal stamp paper of worth Rs.100/- (**One Hundred Rupees Only**)-) is mandatory);
- v. Bid Security amounting to **PKR. 200,000/-** as per PPRA Rules in the form of Pay order/ Bank Draft in favor of "H&AI, State Life Insurance Corporation of Pakistan" must be attached with Technical Proposal and hard copy of Bid Security must reach at following address well before time and no excuse whatsoever will be entertained in case of non-submission of Bid Security in Original

**Office of Central Procurement Department,
 Health and Accidental Insurance (H&AI) Region,
 3rd Floor, State Life Tower, Jinnah Avenue, Islamabad**

NOTE: Verifiable proof for all the above shall be mandatory. Non-submission will cause disqualification of the bidder for any further process. All bidders must provide a checklist format compliance of the eligibility criteria above

1.5 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.

1.6 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.

1.7 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.

1.8 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.



1.9 Bid Validity

- i. Bid shall remain valid for a period of 120 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 will be allowed to withdraw his/her bid

1.10 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 notified using respective means

1.11 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 from.

System Architect,
3rd floor, H&AI Regional Office, Statelife Tower F-7/4 Blue
Area Islamabad. (Pakistan)
TEL-051-9202141 Fax:051-9216344
E-Mail: sys.architect.health@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 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.

1.12 Pre-Bidding Meeting

A pre bid meeting will be held on **18-12-2024 at 2:30 PM** for interested parties to help them fully understand the assignment.

1.13 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 must reach the above-mentioned office well in time



1.14 Sealing, Marking and Transmission of the Bid

- 1) Detailed "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL" should be submitted before the closing date and time as mentioned in the tender notice through EPADS. Bidder must submit Bid Security in hard copy as well apart from uploading on EPADS with Technical Proposal. Bid Security must reach well before Bid Closing timeline and any bidder who fails to submit Bid Security before closing date will be declared as disqualified from further proceedings no matter bid is furnished via EPADS.

1.15 Deadline for Submission of Bids

- i. The Bid must be submitted on EPADS upto December 26, 2024 @11:00 AM and bid will be opened on same @11:30 AM
- 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.

1.16 Bid Opening

The Bid shall be opened publicly by the State Life's designated "Regional Procurement Committee (RPC)" in the presence of Bidder's representatives who wish to attend the bid opening on December 26, 2024 @11:30 AM.

1.17 Bid Security

- i. The bidder shall furnish Bid Security amounting to PKR. 200,000/- alongwith technical proposal submitted on EPADS and also in hard form
- ii. The Bid Security shall be in the form of a Bank draft / Pay order must be issued by a Pakistani Scheduled Bank or branch of a foreign bank operating in Pakistan. The Bid Security shall be valid for 120 days counting from the day of the bid opening.
- iii. Any bid not accompanied by the requisite Bid Security shall be rejected as **non-responsive**. The Bid Security of unsuccessful bidders will be returned. The Bid Security of the successful bidder shall be discharged after requisite Performance Bond / Bank Guarantee has been furnished
- iv. The Bid Security 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 Bank Guarantee.

1.18 Responsiveness of the Bids

- i. The Bid must be prepared in the English Language.
- ii. The Bid must be unconditionally valid for **120 days** from the date of Bid Opening.
- iii. Bid Security must reach before time specified in Tender Document.
- iv. The State Life will evaluate bids a per criteria outlined in RFP
- v. Bids determined to be substantially responsive will qualify for further processing

1.19 Bank Guarantee

- i. Within fifteen (15) days of receipt of the letter for the award of contract, the successful bidder shall furnish to State Life, a Bank Guarantee amounting to 5% of the Bid quoted cost/value as per specimen at **Annexure – C**.
- ii. The Bank Guarantee of the banks that are blacklisted by Government of Pakistan for issuing Bank Guarantees will not be acceptable.
- iii. The validity of Bank Guarantee shall be throughout the contract period and completion of the contract and shall be extended by the firm if the completion of contract is delayed, whether in whole or in part.
- iv. The cost incurred for establishing the Bank Guarantee or any extension thereof shall be to the account of the bidding firm.
- v. The Bank Guarantee will be discharged after completion of the contract.
- vi. The Bank Guarantee must be as per format attached at "**Annexure-C**" and must be either from a Pakistani scheduled bank or from a branch of foreign bank in Pakistan acceptable to State Life.
- vii. The proceeds of the Bank Guarantee shall be payable to the State Life Insurance Corporation as compensation for any loss resulting from the contractor's failure to complete its performance obligations under the contract according to the satisfaction of State Life.

1.20 Eligibility and Qualification Requirements

- i. To be eligible for award of contract, bidders will have to provide satisfactory evidence to State Life of their eligibility, capability and adequacy to carry out the contract effectively up to the end.
- ii. The bidder should be competent to provide the Services / Items / Equipment as mentioned in the "SCOPE OF WORK" at Section-1.1.
- iii. Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements:
 - a. Subcontracting any part of the bid shall not be allowed and bids that include an element of subcontracting shall be rejected as non-responsive.
 - b. Joint ventures will generally be discouraged. Preference will be given to a single competent firm with its own technical facilities capable of meeting our SLA



- requirements. However, bids submitted by a joint venture with a principal partner will be encouraged, provided they meet the necessary eligibility criteria.
- c. The bids, and in case of a successful bid, a Form of Agreement shall be signed so as to be legally binding on all partners.
 - d. One of the partners shall be nominated, as being in-charge and its authorization shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners.
- iv. The Bid Security amounting to PKR. 200,000/- in the shape of Bank draft / pay order / bank guarantee must be submitted by lead bidder or the partner in charge.
 - v. The Lead Bidder shall be authorized to incur liabilities and receive instruction for and on behalf of any and all partners of the consortium and the entire execution of the contract including payment shall be done exclusively with the Lead Bidder or Partner in-charge.
 - vi. All partners of the consortium shall be jointly and severally responsible for the execution and completion of the contract in accordance with the contract terms and conditions. A relevant statement to this shall be included in the authorization mentioned under 1.20 section — (iii) above as well as in form of bid and the form of Agreement (in case of successful bid). A copy of the agreement entered amongst the consortium partners shall be submitted with the bid.
 - vii. In case of a joint venture, a copy of MoU(s) between the bidder and the partnering firm(s) is required to be submitted.

1.21 Clarification of Bids

To assist in the examination, evaluation and comparison of Bids State Life may at its discretion, ask the Bidder for clarification of its bid. All responses to request for clarification shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.

- a) Bidders may be requested to provide sample for evaluation or demonstrate its features to State Life during evaluation stage, at no extra cost.
- b) State Life reserves the right to communicate with any of the reference sites mentioned by the bidder, if required, with or without notifying the bidder.

2. HR Staff

The vendor needs to have following staff which might be required for the support services

2.1 Coordinator / Team Supervisor

Coordinate daily activities and tasks of the data center maintenance team. Act as a liaison between the technical staff, administrative staff, and the client. Schedule and manage team meetings, including preparing agendas and taking minutes. Track project timelines and deliverables to ensure timely completion of tasks. Assist in resource allocation and scheduling for maintenance and repair activities. Provide regular updates and reports on project status and team performance. Address and resolve any coordination issues that may arise within the team.

2.2 Electrical Engineer

Maintain and repair electrical systems, including power distribution units and UPS systems. Conduct regular inspections and preventive maintenance. Troubleshoot and resolve electrical

issues promptly. Collaborate with other technical teams to ensure system reliability. Maintain detailed records of maintenance activities and repairs.

2.3 Electrician

Perform installation, maintenance, and repair of electrical systems and equipment. Inspect and test electrical systems to ensure proper functioning and safety. Diagnose and troubleshoot electrical issues and perform necessary repairs. Install and maintain wiring, control, and lighting systems. Ensure compliance with electrical codes, standards, and regulations. Collaborate with other technical staff to support data center operations. Maintain detailed records of electrical work, including maintenance logs and repair reports. Provide support for emergency power and backup systems, including generators and UPS units.

2.4 HVAC Technician

Maintain and repair HVAC systems, including precision air conditioning units. Perform regular inspections and preventive maintenance. Troubleshoot and resolve HVAC issues promptly. Ensure optimal performance and efficiency of cooling systems. Maintain detailed records of maintenance activities and repairs.

2.5 Fire Suppression System Technician

Conduct regular inspections and maintenance of fire suppression systems. Test and ensure the functionality of fire alarms and control panels. Provide training on fire safety and emergency procedures. Respond to and resolve fire suppression system issues. Maintain detailed records of maintenance activities and inspections.

2.6 Safety Officer

Develop and implement safety policies and procedures. Conduct regular safety inspections and audits. Provide safety training to data center staff. Investigate and report on incidents and accidents. Ensure compliance with health and safety regulations.



3. Critical Timelines and Penalties

This section outlines the potential issues that can arise with the electrical equipment in the data center, along with the critical timelines for resolving these issues. It also details the penalties for the vendor if the specified recovery or maintenance tasks are not completed within the desired timeframes.

3.1 Potential Issues and Critical Timelines

3.1.1 Aisle Containment Systems

Issue	Critical Timeline
Physical damage to containment panels or doors	24 hours
Failure of IC card/fingerprint/password access control	8 hours
Malfunctioning magnetic locks or electric guide rails	12 hours

3.1.2 Power Supply and Distribution Systems

Issue	Critical Timeline
Battery failure or reduced capacity	5 hours
Power distribution box failure	3 hours
Voltage fluctuations or irregularities	3 hours

3.1.3 Battery Switch Boxes

Issue	Critical Timeline
Malfunctioning battery switch	3 hours
Overheating of switch box	5 hours

3.1.4 Integrated UPS Distribution Cabinets

Issue	Critical Timeline
UPS system failure	3 hours
Power module malfunction	5 hours
Monitoring module failure	6 hours

3.1.5 Power Distribution Units (PDUs)

Issue	Critical Timeline
Overloading or short circuit	3 hours
Faulty power outlets	6 hours

3.1.6 Cooling Systems (Precision A/C Units)

Issue	Critical Timeline
Cooling system failure	2 hours

Handwritten signatures and initials in blue ink, including a large 'M' and a signature that appears to be 'Jawad'.

Refrigerant leak	4 hours
Sensor or control panel malfunction	6 hours

3.1.7 Intelligent Management Systems

Issue	Critical Timeline
Sensor failure (temperature, humidity, smoke)	4 hours
Communication interface failure	6 hours
Monitoring software issues	8 hours

3.1.8 Attendance Machine

Issue	Critical Timeline
Device malfunction or failure	24 hours

3.1.9 Magnetic Door Locks

Issue	Critical Timeline
Lock failure or malfunction	3 hours

3.1.10 APC STS 16 AMP

Issue	Critical Timeline
Switch transfer failure	2 hours
Overloading or short circuit	3 hours

3.1.11 NVR and CCTV Systems

Issue	Critical Timeline
Camera failure or malfunction	4 hours
NVR system failure	6 hours

3.1.12 Inverter ACs

Issue	Critical Timeline
AC unit failure	4 hours
Refrigerant leak	6 hours

3.1.13 Samsung Video Wall Display

Issue	Critical Timeline
Display panel failure	24 hours
Controller PC failure	6 hours



3.1.14 100KVA Generator

Issue	Critical Timeline
Generator failure to start	2 hours
Fuel supply issues	4 hours
Mechanical issues	6 hours

3.1.15 Automatic Transfer Switch (ATS)

Issue	Critical Timeline
Switch transfer failure	3 hours

3.1.5 Fire Suppression Systems

Issue	Critical Timeline
System failure or malfunction	2 hours
Sensor or alarm failure	2 hours

3.2 Penalties

Timely resolution of issues is critical to maintaining the smooth operation of our services. Failure to comply with the agreed-upon timelines for issue resolution may result in penalties, which will be determined based on the severity and impact of the issue. It is imperative that the vendor adhere strictly to the timelines and standards outlined in our service agreements to avoid such penalties.

4. 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 proposed equipment and service.
 - ii. Financial standing of the Bidder.

✓ AB Jam

5. Proposal Evaluation

5.1 General Terms and Conditions

- 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 wish to bring additional information to the notice of the State Life, it should do so in writing at the address indicated in the (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 Security.

5.2 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.No.	Criteria	Scoring Details	Points
1	Mandatory Registration with Tax Department (NTN, Sales Tax Registration)	Mandatory: Yes = Qualified for Evaluation; No = Disqualified	10
2	Firm's Experience in Relevant Industry	Yes = Qualified for Technical Evaluation; No = Disqualified	10
3	Partnership Status with Principal Company for Related Category	Preferred Partner = 10; Authorized Partner = 5; Other = 0	10
4	Experience with Relevant Installations / SLAs in Related Category	NC = 0; 1-4 Installations/SLAs = 5; 5 or More Installations/SLAs = 10	10

5	Proposed Solution	Clarity, Completeness, Well Structured, and Relevance to Requirements	5
6	Industry Standards and Certifications (Compliance of Firm and Proposed Solutions)	NC = 0; PC = 5; FC = 10	5
7	Relevant HR Availability and Experience for Data Center Needs	Coordinator/Team Supervisor = 5, Electrical Engineer = 5, Electrician = 5, HVAC Technician = 5, Fire System Technician = 5, Safety Officer = 5	10
8	Specific Experience in Data Center Solutions and Capability in Related Category	Based on previous project scopes and complexities.	10
9	Compatibility with SLIC's Existing ICT Infrastructure (Islamabad Datacenter)	NC = 0; PC = 5; FC = 10	10
10	Previous Experience with SLIC	Yes = 5; No = 0	5
11	Client Feedback and References (From at Least 3 Clients in the Same Industry)	3 References = 10; 2 References = 5; Less than 2 = 0	10
12	Local Office Presence (Rawalpindi/Islamabad)	Yes = 5; No = 0	5
		Total	100

Basis of Evaluation: 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% overall technical score will technically disqualify and shall not be considered for at the time of opening financial bids.

- iii. Bidding firms have to submit client references to evaluate previous experience in relevant category through sample reference form provided at **Annexure-B**
- iv. 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.
- v. The State Life will notify the bidding firm of the rejection of their technical proposal indicating that their financial proposal if any will be returned unopened after completing the selection process.
- vi. 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. The

notification may be sent by registered letter, courier, cable telex, facsimile, or electronic mail.

- vii. On opening the financial proposal in presence of the bidding firm(s) representatives who wish to attend, the State Life will announce the names of the firm(s), their technical scores, and the amounts of their financial proposals.

5.3 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.**

5.4 Technical-Cum-Financial Evaluation:

There will be two-stage evaluation. The technical evaluation of each category stated in section-2 will be held separately. Only those firms will be considered in the technical evaluation that have the required capabilities to meet the criteria specified to supply all items 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

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

Handwritten signatures and initials:
 [Signature] [Signature] [Signature]

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

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

Most Advantageous 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.

The evaluation of a proposal will take into account using the following factors:

- Vendor's Technical Capability
- Vendor's Support Strength
- Relevant Experience
- Delivery Timeline
- Brochures, Moll's, Supporting Documents, etc.

Also the following Evaluation Factors will be applied:

- (a) Brand Rating in the industry
- (b) Future Enhancement, up-gradation & integration Capability of the supplied items/equipment
- (c) Level of compatibility with other related equipment or systems

6. 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 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 security deposit (Bid Security amount).



7. Disclaimer to the Evaluation Process

- a. State Life reserves the right to alter the evaluation and selection process at any time during the hardware procurement process without any intimation to the bidder, and the decision of the State Life will be final in awarding of contract.

8. Award Criteria

- b. 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.
- c. State Life will notify by Email/letter by courier, 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.

9. Change of Scope

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, amend the Tender. Amendments will be provided in the form of Addenda to the Tender and will be sent in writing by courier, cable, facsimile, or electronic mail to all prospective Bidders that have received the Tender Document and will be binding on them. Bidders are required to immediately acknowledge receipt of any such addenda, and it will be assumed that the amendments contained in such addenda will have been taken into account by the Bidder in its bid.

In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, State Life may, at its discretion, extend the deadline for submission of bids, in which case State Life will notify all the bidders.

10. Delays in the Bidder's Performance

If at any time during performance of the Contract, the bidder encounters conditions impeding timely delivery of required equipment/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.

11. Reference Site Visit and Display Sample

During evaluation of the Proposals, State Life may, at its sole discretion, ask a bidder to facilitate visits of bidder's existing client sites (minimum 2 sites) where the bidder's supplied items are in operation or a project similar in nature and scope has been deployed.

Short listed vendors may be called to provide sample equipment's and demonstrate its features to State Life's Management to affirm functional and technical requirements are met. This activity shall be at the bidder's own risk. The costs of demonstration and visiting the site or sites shall be borne by the Bidder.

12. 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.


13. 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.

14. Award of Contract

- (i) Subsequent to comprehensive Technical & Financial Evaluation by designated Technical Evaluation Committee and recommended/endorsed by RPC. Most



advantageous bidder will be identified as per predetermined Technical-cum-Financial Evaluation criterion.

15. Execution Time Period of Required Services

Successful bidder has to start the services within (01) month from the date of issue of the work order.

16. 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, CEO 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.

17. Basis of Payments

The Payments will be invoiced by the vendor on quarterly basis and the said payment will be paid after deductions of penalty (if any)

18. Termination of Agreement

State Life Insurance Corporation shall have the right to terminate the agreement wholly or partially by giving a notice of 30 days to contractor upon his failure to provide satisfactory services.

✓ RB Jax

Annexure – A**19. Sample Template for Financial Proposal**

S No.	Item	Cost Per Annum	Tax	Cost per Annum Inclusive of Tax or cess	Duration in Years	Total Cost including Tax for Two years
		E	F	E+F	N	(E+F)*2
1	For Provision of Service Level Agreement (SLA) for General Electronics and Electricity Equipment of the Date Center				2	
Total Financial Impact for Two (2) Years Inclusive of all applicable tax or cess						

Note:

1. All cost must be inclusive of tax or cess
2. Rates quoted for two years will remain firm and no request of rate revision will be entertained
3. Overwriting/ cutting is not allowed and if done must be properly initialed
4. Vendor must be well versed with prevailing tax laws and tax must be charged accordingly



Annexure –B

20. Client Reference form

(For Relevant services carried out in the past that best illustrate qualifications)

Assignment Name		Country	
Name of Client:		Total No. of delivery Locations (List may be attached)	
Industry		Approx. Value of the Contract (in currency)	
Address:			
Start Date (Month/Year)			
Completion Date (Month/Year)			
Items Supplied/Services Provided		Quantity	
Narrative Description of Project			

✓ [Signature] [Signature]

Annexure - C**21. BANK GUARANTEE**

State Life Insurance Corporation of Pakistan,
 State Life Building No. 9, Dr. Zia Uddin Road, Karachi,
PAKISTAN.

Dear Sir,

Ref: Our Bank Guarantee No. _____ in the sum of
 Account _____ Amount _____ of
 Contract _____
 In consideration of you having entered into contract No.
 Dated _____
 with _____ called Vendor and in consideration of value received from VENDOR,
 we hereby agree and undertake as follows:

1. To make unconditional and immediate payment to you as called upon of 10% of the total bid amount in Pak Rupees on your first written demand without further recourse, question, deferment, contestation or reference to VENDOR or any other person, in the event of default, non-performance or non-fulfillment by VENDOR of his obligations liabilities, responsibilities under the said Contract of which you shall be the sole and absolute judge.
2. To accept written intimation from you as conclusive and sufficient evidence of existence of a default or breach as aforesaid on the part of VENDOR and to make payment immediately upon receipt thereof.
3. To keep this Guarantee in full force from the date hereof until completion of project from the date of contract execution.
4. That no grant of time or other indulgence to, amendment in the terms of the contract by Agreement between the parties, or imposition of Agreement with Vendor in respect of the performance of his obligation under and in pursuance of the said Agreement with or without notice to us, shall in any manner discharge or otherwise affect this Guarantee and our liabilities and commitments there under.
5. This Guarantee shall be binding on us and our successor's interest and shall be irrevocable.
6. This Guarantee shall not be affected by any change in the constitution of the Guarantor Bank or the constitution of the Contractor.

Authorized Sign for Issuing Bank

Seal of the Bank



Annexure - D

22. DECLARATION on OATH

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

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

..... [the Seller/Supplier] certifies that it has made and 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, representation or warranty.

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

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





Annexure -E

23. DECLARATION

(To be filled/signed/stamped by the prospective bidder i.e Principal and by the Local Agent on their Letter Head)

The Prospective Bidder will have to certify that;

- Their Firm / Company / Local Agent with current or any other title & style has not been involved or litigating in any manner or kind of litigation with State Life
- Wrong declaration to above fact will be liable to legal proceedings including but not limited to confiscation of Bid Security / Performance Bond & Blacklisting of Firm (the Principal) and also Local Agent

Sign / Name: _____

Principal's Name / Address: _____

Designation: _____

Date: _____

Stamp _____

Sign / Name: _____

Local agents Name / Address: _____

(Handwritten signatures)

Annexure -F

24. On Call Monitoring Log

Date	Time
Technician Name	
Issue Reported	
<p>Tasks Performed</p> <p>✓ Tick the relevant task(s)</p>	<p>Immediate Response:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Incident Logging: Log the details of the incident, including time, date, and description of the issue. <input type="checkbox"/> Initial Assessment: Quickly assess the severity of the issue and determine immediate steps to contain or resolve it. <input type="checkbox"/> Safety First: Ensure all personnel are aware of the issue and that the area is safe. <p>Electrical System Failures:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Power Outages: Verify the source of the power outage and check the status of UPS systems. <input type="checkbox"/> Circuit Breakers and Fuses: Inspect and reset any tripped circuit breakers or replace blown fuses. <input type="checkbox"/> Backup Power Systems: Activate emergency generators if needed and ensure they are supplying power correctly. <p>Environmental Controls:</p> <ul style="list-style-type: none"> <input type="checkbox"/> HVAC Systems: Address any failures in the heating, ventilation, and air conditioning systems. <input type="checkbox"/> Environmental Sensors: Check and recalibrate temperature, humidity, and air quality sensors if they are malfunctioning. <p>Fire Suppression Systems:</p> <ul style="list-style-type: none"> <input type="checkbox"/> System Activation: Investigate any false alarms or actual activations of the fire suppression system. <input type="checkbox"/> Reset and Recharge: Reset the fire suppression system and recharge any used fire extinguishers. <p>Emergency Lighting:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lighting Failures: Replace any faulty emergency lighting or exit signs. <input type="checkbox"/> Battery Backup: Ensure emergency lighting battery backups are functioning. <p>Cabling Issues:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Damaged Cables: Identify and replace any damaged or frayed electrical cables. <input type="checkbox"/> Connection Problems: Check for loose connections or faulty plugs in power distribution units (PDUs). <p>Grounding Problems:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Inspect Grounding: Verify grounding connections are secure and intact. <input type="checkbox"/> Bonding: Check bonding conductors for continuity and integrity. <p>Equipment Failures:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Faulty Components: Replace or repair any failed electrical components, such as transformers, relays, or capacitors. <input type="checkbox"/> Load Balancing: Ensure proper load balancing across circuits to prevent overloads.

Jaw *[Signature]*

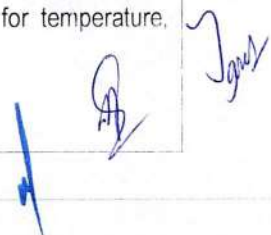
	<p>Monitoring Systems:</p> <ul style="list-style-type: none"> <input type="checkbox"/> System Alerts: Respond to alerts from monitoring systems indicating abnormal conditions. <input type="checkbox"/> Data Logs: Review data logs to identify patterns or recurrent issues. <p>Communication:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notify Stakeholders: Inform relevant stakeholders of the issue, actions taken, and expected resolution time. <input type="checkbox"/> Coordination: Coordinate with other maintenance teams if the issue involves other systems (e.g., cooling or networking). <p>Temporary Measures:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Workarounds: Implement temporary measures to keep systems operational while permanent repairs are made. <input type="checkbox"/> Bypass Systems: Use bypass systems or alternate pathways to maintain power flow. <p>Documentation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Incident Report: Document the issue, actions taken, and outcomes in an incident report. <input type="checkbox"/> Follow-up Actions: Note any follow-up actions required for permanent resolution. <p>Review and Debrief:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Post-Incident Review: Conduct a post-incident review to analyze the cause and effectiveness of the response. <input type="checkbox"/> Update Procedures: Update maintenance procedures based on lessons learned from the incident. <p>Any other Issue:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>Issues Noted [Attach additional sheet if required]</p>	
<p>Actions Taken [Attach additional sheet if required]</p>	
<p>Recommendations [Attach additional sheet if required]</p>	
<p>Signature</p>	




Annexure –J

25. Quarterly Log

Date	Time
1. Technician Name	
<p>2. Tasks Performed</p> <p>✓ Tick the relevant task(s)</p>	<p>Review and Testing of Electrical Systems:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Conduct thorough review and functional testing of all critical electrical systems. <input type="checkbox"/> Inspect and test all circuit breakers, fuses, and electrical panels for proper operation. <input type="checkbox"/> Check and test all Uninterruptible Power Supplies (UPS) and ensure battery health. <p>Risk Assessment:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Perform comprehensive risk assessment for electrical infrastructure, identifying potential failure points. <input type="checkbox"/> Evaluate the impact of any changes in load or new equipment on the existing electrical system. <p>Security Measures Audit:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Audit physical security measures for electrical systems (access controls, lock integrity, surveillance). <p>Compliance Verification:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Verify compliance with all relevant regulatory requirements and standards related to electrical systems. <p>Maintenance Logs and Performance Reports:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review maintenance logs for any recurring issues or patterns. <input type="checkbox"/> Analyze performance reports for any anomalies or inefficiencies. <p>Emergency Procedures Testing:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Test and review emergency response and recovery procedures for electrical issues. <input type="checkbox"/> Conduct mock drills for power outage scenarios. <p>Staff Training:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Conduct training sessions for staff on the latest electrical procedures, protocols, and safety measures. <input type="checkbox"/> Ensure staff are aware of emergency contact procedures and roles during an incident. <p>Documentation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document all quarterly electrical maintenance activities, findings, and any issues identified. <input type="checkbox"/> Maintain detailed records of all tests, inspections, and calibrations. <p>Quarterly Report Submission:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Prepare and submit a detailed quarterly monitoring report, including recommendations for improvements. <p>Fire Suppression Systems:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Perform comprehensive testing of fire suppression systems. <input type="checkbox"/> Ensure all fire extinguishers and suppression systems are inspected and certified. <p>Environmental Monitoring Sensors:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Calibrate and verify environmental monitoring sensors for temperature, humidity, and other relevant parameters. <input type="checkbox"/> Ensure proper operation of HVAC systems.





	<p>Power Consumption Analysis:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Analyze power consumption trends and identify areas for potential energy savings and efficiency improvements. <input type="checkbox"/> Review the efficiency of Power Distribution Units (PDUs). <p>Emergency Power and Backup Systems:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review and test emergency power systems, including generators and automatic transfer switches (ATS). <input type="checkbox"/> Ensure fuel levels for generators are adequate and fuel quality is maintained. <p>Cable Management and Inspections:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Inspect all electrical cabling for wear, damage, and proper labeling. <input type="checkbox"/> Ensure proper cable management to prevent overheating and interference. <p>Lighting Systems:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check and replace any faulty lighting fixtures, emergency lights, and exit signs. <input type="checkbox"/> Ensure proper illumination levels are maintained throughout the data center. <p>Grounding and Bonding:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Inspect and test grounding and bonding systems for proper operation. <input type="checkbox"/> Ensure all electrical equipment is properly grounded to prevent electrical hazards. <p>Thermal Imaging:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Use thermal imaging cameras to detect hot spots in electrical panels and equipment. <input type="checkbox"/> Address any identified issues to prevent overheating and potential failures. <p>Any Other Task:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Address any other specific tasks or issues identified during the maintenance visit.
<p>3. Issues Noted [Attach additional sheet if required]</p>	
<p>4. Actions Taken [Attach additional sheet if required]</p>	
<p>5. Recommendations [Attach additional sheet if required]</p>	
<p>Signature</p>	

