

**THE SUPPLY, INSTALLATION AND SUPPORT SERVICES OF NETWORK
ATTACHED STORAGE (NAS)**

State Life Insurance Corporation of Pakistan (SLIC) invites technical and financial bids in accordance with PPRA Rules-2004 under single stage two envelopes procedure (through EPADS) from well-recognized IT firms dealing in supply of items as mentioned above. Intended bidders must be registered with Income Tax/Sales Tax Departments and having its own offices and telephone no (if found contrary Tender will be rejected).

Title of Work	Earnest Money (Fixed)	Last date & time for submission of bids	Date & Time for Opening of Technical Bids
THE SUPPLY, INSTALLATION AND SUPPORT SERVICES OF NETWORK ATTACHED STORAGE (NAS).(AS PER DETAILS, TERMS, AND CONDITIONS OUTLINED IN THE TENDER DOCUMENT)	PKR = Rs.40,000/-	28-10-2025 till 1100Hrs	28-10-2025 1130Hrs

- 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.
- Filled tenders must be submitted through the EPADS system latest by 28-10-2025 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.

(Abdul Waheed shaikh)
 Secretary (CPC)
 Central Procurement Division
 10th Floor, State Life Building No. 11,
 Abdullah Haroon Road, Karachi.
 Tel: 021-99204521



**TENDER DOCUMENT
FOR
THE SUPPLY, INSTALLATION AND
SUPPORT SERVICES
OF
NETWORK ATTACHED STORAGE (NAS)**

**OCTOBER 2025
CENTRALIZED PROCUREMENT DEPARTMENT
10TH FLOOR, STATE LIFE BUILDING No.11
DR. ABDULLAH HAROON ROAD, KARACHI-75530**

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TENDER DOCUMENT

1. Introduction

To strengthen corporation's information security operations and ensure reliable backup of critical security and monitoring platforms, SLIC intends to procure an enterprise-grade Network Attached Storage (NAS) solution. This dedicated storage infrastructure will provide secure, redundant and scalable capacity for the backup and long-term retention of logs and data generated by key Information Security tools, enabling business continuity and adherence to regulatory requirements. This initiative aligns with the SECP Cybersecurity Guidelines and international best practices for data protection and operational resilience.

Reputable firms with proven experience in deploying enterprise NAS solutions are invited to submit Technical and Financial Proposals for the supply, installation, configuration and ongoing support of the required NAS system in accordance with the terms and conditions of this Tender Document.

The submitted proposals will be evaluated through a comprehensive technical and financial assessment, and the contract will be awarded to the bidder whose offer best meets SLIC's specifications and requirements.

1.1 Detailed Specifications

State Life Insurance Corporation of Pakistan, the country's largest life insurer and a leading industry player, operates through 7 Regional Offices and 33 Zonal Offices. Each Zonal Office, along with the Head Office Data Center, is supported by a combination of centralized and distributed IT infrastructure. To enhance data management, reliability, and scalability, the organization has identified the deployment of a robust, enterprise-grade Network Attached Storage (NAS) solution as a strategic requirement.

The selected bidder will be responsible for the supply, installation, configuration, and post-deployment support of the NAS solution, ensuring seamless integration with the existing IT environment.

A. Technical Specifications

Specification	Details
Processor	Quad-core processor, Intel Celeron 2.0 GHz or higher
Memory	4 GB DDR4 RAM (expandable to 16 GB) or higher
Drive Bays	4 × 3.5"/2.5" SATA HDD/SSD bays or higher
Storage	Supports atleast 48 TB using 4 × 12 TB NAS HDDs (7200 RPM, 3.5", 6 GB/s) or higher
Network Ports	Dual 2.5 GbE LAN ports with link aggregation/failover or higher
USB Ports	3 × USB 3.2 Gen 2 (10 Gbps) or higher
Video Output	HDMI 2.0b (4K support) or higher
Other Features	RAID support, encryption, backup, data protection
Warranty	3 Years

1.2 Preparation of Proposal

1.2.1 Technical Proposal

- i) While preparing Technical Proposal, bidding firm(s) are expected to examine the 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.

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 as mentioned in annexure B. It should provide lump sum costs associated with the assignment/ item and all other out of pocket expenses.
- ii) During the bid validity 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

- i) Tender Document showing itemized list along with specifications, quantity and detailed terms & conditions for bidding can be downloaded from State Life Insurance website i.e., www.statelife.com.pk, PPRA website www.ppra.org.pk and the EPADS system.
- ii) Bid price shall be inclusive of all taxes, duties, levies, charges, etc.
- iii) All payments will be made in Pak Rupees.
- iv) The prices charged by the successful bidder for the required items along with accessories and associated services shall not vary from the prices as quoted in the financial proposal.
- v) Payment will be made on submission of invoices duly verified in all respect by the user Division / Department.

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 announcement of evaluation reports.
- 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 withdraw submitted bid and bid security will be released accordingly.

1.9 Amendment of Bidding Documents

- a. 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.
- b. The amendment shall be part of the Bidding Documents, and shall be made available on the State Life's website/PPRA website and the EPADS system (as the case may be) to all prospective bidders who have received the Bidding Documents, and will be binding on them.

1.10 Clarifications / Queries regarding 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 through EPADS only.
- ii) Requests for all clarifications in regard to the given specifications or other information contained in Tender Documents should come through EPADS only. Telephone enquiries may not be entertained.

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 must reach the above named not later than October 20, 2025.

1.12 Marking and Transmission of the Bid

- i. Your detailed "**Technical Proposal**", "**Financial Proposal**" and "**Bid Bond**" should be in separate pdf and submitted through EPADS only. The pdf containing Technical, Financial Proposals and Bid Bond shall be marked as follows:

- a) Bid against Tender Enquiry No. PO/CPD/RMD/43/2025

Do not open before time specified in the tender document / advertisement

"TECHNICAL PROPOSAL"

THE SUPPLY, INSTALLATION & SUPPORT SERVICES OF NETWORK ATTACHED STORAGE (NAS) FOR INFORMATION SECURITY TOOLS BACKUP
SECRETARY CPC, CPD DEPARTMENT,
10TH FLOOR, STATE LIFE BUILDING NO. 11,
ABDULLAH HAROON ROAD,
KARACHI (PAKISTAN)

- b) Bid against Tender Enquiry No. PO/CPD/RMD/43/2025
Do not open before time specified in the tender document / advertisement

“FINANCIAL PROPOSAL”

THE SUPPLY, INSTALLATION & SUPPORT SERVICES OF NETWORK ATTACHED STORAGE (NAS) FOR INFORMATION SECURITY TOOLS BACKUP
SECRETARY CPC, CPD DEPARTMENT,
10TH FLOOR, STATE LIFE BUILDING NO. 11,
ABDULLAH HAROON ROAD,
KARACHI (PAKISTAN)

1.13 Deadline for Submission of Bids

- a. The original bid, must be through EPADS later than **1100Hrs (PST) on OCTOBER 28, 2025.**
- b. 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

The Bid shall be opened publicly by State Life’s designated “Central Procurement Committee (CPC)” in presence of Bidder’s representatives who wish to attend the bid opening at **1130Hrs on OCTOBER 28, 2025.**

1.15 Modifications and Withdrawal of Bids

- a. Bidder may modify or withdraw their bid after submission if allowed by the EPADS system.
- b. No bid shall be modified subsequent to the deadline for submission of bids and before the expiry of the period of bid validity.
- c. 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 furnish as part of their bid, a bid bond for an amount of **Rs.40,000/-** in Pak Rupees (original shall be delivered at CPD given address and also pdf of the same shall be submitted through EPADS along with bid submission before closing else bid will be rejected).
- ii. The bid bond 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.
- iii. Any bid not accompanied by the requisite Bid Bond shall be rejected as **non-responsive**. The bid bond of unsuccessful bidders will be returned after completion of all formalities. The bid bond of the successful bidder shall be discharged after requisite Performance Guarantee has been furnished and contract has been signed.
- iv. 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

- a. The Bid must be prepared in the English Language.
- b. The Bid must be unconditionally valid for 90 days from the date of Bid Opening.
- c. Bids should only be submitted through EPADS.
- d. Bid must reach before time specified in Tender Document.
- e. The State Life will evaluate and compare only the most advantageous bid.
- f. Bids determined to be substantially responsive will next be checked for any material error in computation.

1.18 Performance Guarantee

- a. At the time of receipt of the letter for the award of contract, the successful bidder shall furnish to State Life a **Performance Guarantee (PG)** in the form of a Pay Order or Bank Guarantee amounting to **five percent (5%) of the total bid value**. The PG shall remain **valid for the entire three (03) year warranty and support period** and will be **released only after its successful completion**, subject to satisfactory performance and fulfillment of all contractual obligations.
- b. In the event of any **verified breach of contractual terms, non-compliance with SLA obligations, or unsatisfactory performance**, State Life reserves the right to **forfeit a portion or the entire amount** of the Performance Guarantee, depending on the **nature and severity of the breach**.
- c. Repeated or willful violations may also result in **formal disciplinary action**, including **vendor blacklisting or contract termination**, in accordance with **PPRA Rules and State Life's procurement policies**.

2. General Terms and Conditions

- a. After opening the bids, State Life will determine whether each bid is substantially responsive to the requirements of the Bidding Documents.
- b. State Life will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information has been provided, CV's of staff, MoU(s) if any, whether the documents have been properly signed, and whether the bids are generally in order.
- c. 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.
- d. 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.

- e. 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.
- f. 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.

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 till the time of announcement of evaluation reports. 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 (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. The firms will be asked to provide sample or give demonstration of features for the proposed items/equipment. State Life's Evaluation Committee on the parameters listed below will make the technical evaluation:
 - Vendor's Technical Capability
 - Vendor's Support Strength
 - Relevant Experience in supplying and supporting required software/hardware locally and internationally
 - Delivery Timeline
 - Brochures, MoU's, Supporting Documents, etc.
 - Brand Rating in the industry
 - Future Enhancement, up-gradation & integration Capability of the supplied items/equipment.
 - Level of compatibility with existing IT infrastructure of SLIC
- 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 bids:

S. N	Evaluation Criterion	Maximum Points
Mandatory Requirements		
1	Valid NTN & GST Registration Yes = Qualified for Evaluation, No = Not considered for Evaluation	Yes / No
2	Audited Financial Reports (last 3 years) Yes = Qualified for Evaluation, No = Not considered for Evaluation	Yes / No
Core Evaluation Parameters		
1	Successful Implementation of Enterprise NAS Solutions in Large Enterprises/Govt. Sector (At least one government and two corporate clients) (Not Comply = 0, Partially = 5, Fully Comply = 15)	15
2	OEM/Principal Partnership Status for Proposed NAS Solution (Authorized Partner or above) (Not Comply = 0, Fully Comply = 5)	5
3	Brand Rating, Technical Capability and Scalability of the Proposed NAS Solution (e.g., performance tiers, cluster scalability, support for NFS/SMB, snapshot & replication features, cloud integration) (Cat-C = 2.5, Cat-B = 5, Cat-A = 10)	10
4	Availability and strength of technical support (certified personnel, vendor certifications and 24x7x365 Hardware/Software support (Cat-C = 4, Cat-B = 5, Cat-A = 10) Cat C: No certified personnel, No vendor certifications, 24x7x365 support = 5 marks Cat B: 01 certified personnel, 01 vendor certifications, 24x7x365 support = 7 marks Cat A: 02 certified personnel, 02 vendor certifications, 24x7x365 support= 10 marks.	10
5	Product Warranty – Minimum 3 Years Comprehensive Coverage (Enclosure, Components, and Hard Drives) (Not Comply = 0, Partially = 5, Fully Comply = 15)	15
6	Training programs offered (administration, operation & disaster recovery of NAS solution) with verifiable credentials	5
7	Reference projects – completion of similar NAS / enterprise storage projects in the last two years (Two points for each completed Project with POC)	10
8	Value Addition in the Proposed NAS Solution (e.g., data-reduction, ransomware protection, integrated backup, cloud tiering) (Max = 10 Points) (02 points for each value addition offered).	10
9	Project Plan, Deployment Methodology, DR Readiness & Knowledge Transfer Strategy	10
10	Compliance with Technical Specifications as per Section 1.1 of this tender document. Yes = 10 No = 00	10
Total		100

Note: The firm having less than 50% technical score as per criterion given above, will be technically disqualified and shall not be considered for at the time of opening financial bids.

- iii. The Bidder shall furnish, as part of its bid, documents establishing the conformity to the Bidding Documents of the required items/equipment that the Bidder proposes to supply and install under this Contract.
- iv. Bidding firms have to submit client references to evaluate previous experience in relevant category through sample reference form provided at **Annexure - A**.
- v. A proposal shall be rejected at this stage if it does not respond to important aspects of the Tender.
- vi. The State Life will notify the bidding firm of the rejection of their technical proposal through EPADS.
- vii. The State Life will notify to the firm(s) that passed the minimum technical score, and indicate the date, time for opening the financial proposal through EPADS.
- viii. 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), the amounts of their financial proposals.

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) Responding firms are advised to submit their financial bid in Pak Rupee (Rs.). No bid in other currency will be entertained. Dollar parity is not acceptable in any case.
- (iv) For the Items and Services that are required but have been left out or are necessary it will be presumed that same are included in the offered bid price. No extra cost will be paid by State Life for such items/ services.
- (v) For the purpose of evaluation / comparison of bids, total lump sum cost will be considered.
- (vi) Total evaluated financial cost of each responsive bidder shall be the basis of merit ranking of the Financial Proposal of the bid.
- (vii) Bidders have to submit Financial Proposal as per Sample Template provided as **Annexure – B**.

3.4 **Technical Evaluation**

The technical evaluation of each item stated in section-1.2 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 items listed and also technically qualify as per criteria.

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 contract.

The Decision of State Life Insurance Corporation of Pakistan will be binding on all concerned.

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 effected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for State Life's action as per PPRA rules.
- 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 bond amount).

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, 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 items/equipment, 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. 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 resolved in line with Arbitration/ PPRA rules.

8. 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.

9. Delivery of Required Items / Solution

The selected organization/firm shall provide the Supply and complete installation of the proposed Network Attached Storage (NAS) solution, including all hardware, licensed software components and configuration specified in section 1.1, within FIVE (05) weeks from the date of issue of the work order.

10. Support Services

The successful bidder shall provide the following support services:

- **NAS Solution Support:** Comprehensive technical support for the NAS hardware and associated management software for a period of **three (03) year** from the date of successful installation and commissioning.
- **Hardware Warranty & Maintenance:** Full on-site hardware maintenance and warranty services for **three (03) years**, including parts replacement, troubleshooting and OEM-backed warranty coverage.

- **Training & Knowledge Transfer:** Practical, hands-on technical training and structured knowledge-transfer sessions for relevant teams, delivered by **vendor- or OEM-certified professionals**.
- **Documentation & Point of Contact:** Delivery of complete operational and maintenance documentation, and assignment of a **dedicated technical point of contact** for ongoing support coordination and periodic health checks. All support services shall be governed by a formal **Service Level Agreement (SLA)** with clearly defined response/resolution times and escalation procedures.

11. Service Level Agreement (SLA)

The successful bidder shall enter into a formal **Service Level Agreement (SLA)** with State Life Insurance Corporation of Pakistan within seven (07) days of contract signing. The SLA shall govern the delivery of warranty, maintenance, and support services for both **hardware and software** components of the NAS solution as per the following minimum criteria:

1. Warranty and Support Coverage

- Comprehensive **3-year OEM-backed warranty** for all supplied hardware (enclosure, controllers, power supplies, fans, and hard drives).
- **Software maintenance and upgrades** included for the same period, covering firmware updates, patches, and new feature releases from OEM.
- Replacement of defective components shall be performed **on-site** without additional cost to State Life.

2. Response and Resolution Time

Severity Level	Description	Response Time	Resolution Time
Critical (P1)	Complete service outage or data inaccessibility	≤ 2 Hours	≤ 8 Hours
High (P2)	Partial degradation affecting production operations	≤ 4 Hours	≤ 24 Hours
Medium (P3)	Non-critical issues or performance degradation	≤ 8 Hours	≤ 48 Hours
Low (P4)	Informational, advisory, or enhancement requests	≤ 24 Hours	As Agreed

Annexure – A**12. 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/ installation Locations (List may be attached)	
Industry			
Address:			
Start Date (Month/Year)		Approx. Value of Contract (in currency):	
Completion Date (Month/Year)			
Items Supplied		Quantity	
Narrative Description of Project:			

Annexure - B**13. Sample Template for Financial Proposal**

S No.	Item	Unit Cost	Tax	Unit Cost inclusive Tax	Qty.	Total Cost including Tax
1		E	F	E+F	N	(E+F)*N
Total						G1

13.1 Terms of Payment

- i. No advance payment or mobilization advance will be allowed
- ii. Full and final payment will be made on:
 - a. Satisfactory delivery / supply, installation and commissioning of NAS hardware and associated management software.
 - b. Obtaining successful commissioning certificate from users.
- iii. Performance Guarantee should be valid for the entire warranty period (i-e 3 years) and will be released on successful completion of the warranty period.
- iv. Vendor confirms that the proposed NAS solution carries a 3-year OEM-backed warranty covering all hardware components.