



HIRING OF SERVICES FOR DATA CENTER INFRASTRUCTURE
SUPPORT STAFF OF SLIC – DATACENTER PO KARACHI

State Life Insurance Corporation of Pakistan (SLIC) invites sealed technical and financial bids through (EPADS) in accordance with PPRA Rules, under “Single Stage-One Envelope Procedure” from well recognized firms dealing in services of **HIRING OF SERVICES FOR DATA CENTER INFRASTRUCTURE SPECIALIST, SUPPORT ASSISTANT, AND SUPPORT TECHNICIAN FOR SLIC – DATA CENTER, KARACHI.**

Intended bidders must be registered with Income Tax / Sales Tax Departments and having their own office and telephone no (if found contrary Tender will be rejected).

Title of Work	Earnest Money (Fixed)	Tender Closing Date & Time	Tender Opening Date & Time	Contract Period
Tender for Hiring of Services for Data Center Infrastructure Specialist, Support Assistant, and Support Technician for SLIC – Data Center, Karachi (Terms & Conditions as per Tender Document).	Rs.100,000/-	27-04-2026 At 11:00 a.m.	27-04-2026 At 11:30 a.m.	One-year term (extendable for a further two years), subject to satisfactory performance during the first year.

- Tender Notice along with Tender Document can be seen/downloaded from PPRA website i.e. www.ppra.gov.pk also tender notice along with tender document has been uploaded on EPADS system and State Life website i.e. www.statelife.com.pk as well.
- Bids will be received only from those firms who are registered with PPRA for e-procurement on E- PADS system for tendering in SLIC through their e-mail addresses which were provided by them to PPRA at the time of their registration.
- Filled tenders must be submitted through their e-mail address latest by 27-04-2026 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.

Secretary (CPC)
Central Procurement Division
05th Floor, State Life Building No. 09,
Abdullah Haroon Road, Karachi. (Pakistan)



STATE LIFE
INSURANCE CORPORATION OF PAKISTAN

**INFORMATION TECHNOLOGY
DIVISION**

TENDER DOCUMENT

FOR

**HIRING OF SERVICES FOR DATA CENTER INFRASTRUCTURE SPECIALIST,
SUPPORT ASSISTANT, AND SUPPORT TECHNICIAN FOR SLIC – DATA
CENTER, KARACHI**

APRIL 2026

STATE LIFE INSURANCE CORPORATION OF PAKISTAN

IT – DIVISION, PRINCIPAL OFFICE, STATE LIFE BUILDING No.9

DR. ZIA-U-DDIN AHMED ROAD, KARACHI.

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STATE LIFE INSURANCE CORPORATION RESERVES THE RIGHT TO RENEW OR EXTEND THE CONTRACT FOR SUBSEQUENT YEARS ON A YEARLY BASIS, SUBJECT TO SATISFACTORY PERFORMANCE OF THE FIRM. THE EXTENSION MAY BE GRANTED FOR UP TO TWO ADDITIONAL YEARS ONLY UNDER THE SAME TERMS AND CONDITIONS, WITH AN INFLATION ESCALATION OF 15% OF THE RUNNING CONTRACT VALUE FOR EACH SUBSEQUENT EXTENDED YEAR VALUE. FURTHERMORE, THE FIRM SHALL BE BOUND TO INCREASE THE STAFF WAGES BY 15% ANNUALLY, AS STIPULATED IN THE RELEVANT TENDER DOCUMENT, AT THE SOLE DISCRETION OF STATE LIFE INSURANCE CORPORATION.	7
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TENDER DOCUMENT -(PART – I)

1. Introduction

State Life Insurance Corporation of Pakistan intends to obtain the proposal along with financial bid for “Hiring the Services of Datacenter Infrastructure Support Staff for SLIC – Data Center”.

2. General Terms & Conditions

- i.** Bids are invited for hiring the services of qualified firms/companies for Datacenter Infrastructure Specialized Support Staff required to maintain the SLIC – Data Center operations situated at 4th Floor, IT Division, State Life Building No.9, Dr. Ziauddin Ahmed Road, Karachi.
- ii.** The bidders have to provide lump sum costs associated with the assignment.
- iii.** The total bid value shall be inclusive of all applicable taxes, duties, and charges as enforced by the Government of Pakistan at the time of bidding. Any subsequent increase in such taxes or duties imposed by the government after the bid submission shall be borne by the purchaser and not by the vendor.
- iv.** All quotes/bids & payments will be made in Pak Rupees.
- v.** Payment will be made on submission of invoice duly verified in all respect by the user Division / Department.
- vi.** The tender documents shall be submitted by the bidders through EPADS technical bid, financial bid and performance guarantee.
- vii.** The bidder shall furnish a bid bond for an amount of Rs.100,000/- fixed in Pak Rupees.
- viii.** The bid bond shall be in the form of a Bank draft / Pay order which must be issued by a Pakistani Scheduled Bank or branch of a foreign bank operating in Pakistan and authorized by State Bank of Pakistan in the name of state Life Insurance Corporation of Pakistan. The bid bond shall be valid for 120 days.
- ix.** Any bid not accompanied by the requisite Bid Bond shall be rejected as non-responsive. The bid bond of unsuccessful bidders will be returned. The bid bond amount of the successful bidder shall be released upon successful completion of agreement period.
- x.** **The bid bond will be forfeited in case:**
 - a) A bidder withdraws its bid during the bidding process.
 - b) Failure of the successful bidder to execute the job to the satisfaction of State Life.
- xi.** The State Life will evaluate and compare only the substantially responsive bids.

“Hiring the Services of Infrastructure Support Staff for SLIC – Data Center at Karachi”

- xii.** Bids determined to be substantially responsive will next be checked for any material error in computation.
- xiii.** Items and Services that are required but have been left out will be deemed included in the overall bid price and no extra payment will be made for those services during the contract period.
- xiv.** For the purpose of evaluation / comparison of bids, total lump sum cost will be considered.
- xv.** All clarifications shall be obtained through EPADS only and shall be responded within (02) working days. Clarification shall be received through EPADS latest by 22-04-2026 before 01:00 pm. Clarification received after due date and time will not be entertained.
- xvi.** In case of any exception, State Life may extend the deadline for the submission of Bids. In this case, all those firms who have collected Tender Documents will be informed about such extension in deadline for the submission of bids.
- xvii.** The Bid shall be opened publicly (on EPADS system) by State Life’s designated “Central Procurement Committee (CPC)” in presence of Bidder’s representative who wish to attend the bid opening time and date communicated in Tender Notice. Bidders are required to upload their bids on EPADS systems.
- xviii.** State Life Insurance Corporation of Pakistan reserves the rights to reject all bids even lowest or any tender received for this job in the interest of corporation.
- xix.** Any conditional bid will not be accepted and is liable to be rejected.
- xx.** Successful bidder will be required to deposit 03% performance guarantee of the total quoted bid value in shape of pay order in the name state Life Insurance Corporation of Pakistan before signing the agreement. The performance guarantee will returned after satisfactory completion of the contract period.
- xxi.** SLIC shall confiscate performance guarantee in whole or partially in case violation of contract terms.
- xxii.** Blacklisting policy will be implemented as per PPRA/SLIC policy.

3. Bid Validity

Bid shall remain valid and open for acceptance for a period of 120 days from the specified date of tender opening.

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.

4. Pre-Bid Meeting

A pre-bid meeting shall be held on **20-04-2026 at 11:30 AM** at the office of the Central Procurement Division, at the address mentioned in the tender notice.

5. Bid Opening

The Bid shall be opened publicly (on EPADS system) by State Life’s designated “Central Procurement Committee (CPC)” in presence of Bidder’s representative who wish to attend the bid opening time and date communicated in Tender Notice.

- i. Bidders are required to upload their bids on EPADS systems as per laid down PPRA procedure for single state one-envelope method i.e. both “Technical Proposal” and “Financial Proposal” submitted on EPADS system clearly marked as “HIRING OF SERVICES FOR DATA CENTER INFRASTRUCTURE SPECIALIST, SUPPORT ASSISTANT, AND SUPPORT TECHNICIAN FOR SLIC – DATA CENTER, KARACHI”. However, bid security in shape of pay order must be submitted at the address given in tender notice before closing time else tender will be rejected (along with submission through EPADS).
- ii. Technical and Financial Proposals will be opened and downloaded from the EPADS system on the date and time specified in the tender notice. The names of qualified bidders will be announced on the EPADS system upon completion of the Technical and Financial evaluations by uploading final evaluation report on PPRA/EPADS/SLIC.

Secretary (CPC)
Central Procurement Division
05th Floor, State Life Building No. 09,
Dr. Ziauddin Ahmed Road, Karachi. (Pakistan)

6. Signing of Agreement

- i. Upon acceptance of the Bid the contractor shall execute agreement with the State Life Insurance Corporation of Pakistan on a non-judicial stamp paper containing the terms & conditions in the form prescribed by the State Life within (15) days from the day of acceptance of the work order.
- ii. The agreement shall be governed and interpreted in all respects in accordance with the law of Pakistan.
- iii. In case of any dispute, Divisional Head (IT) State Life is the final arbitrary authority to settle the matter and both parties 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. If still unresolved then the dispute may be resolved as per Arbitration/PPRA rules.

7. Mode of Payment

- i. State Life Insurance Corporation will pay the agreement amount in four (04) quarterly installments to successful bidder on submission of invoice along with a satisfactory service performance certificate obtained by administrative in-charge of SLIC – Datacenter (Karachi) on completion of each quarter.
- ii. The contractor is bound to pay monthly wages to respective workers/deputed staff up to 5TH of every calendar month through bank deposit/transfer (evidence should be submitted to SLIC properly). The staff payment transfer evidence shall be required for quarterly bill processing of the contractor.
- iii. If the contractor is late in making payments to his workers/deputed staff for any two consecutive months, the administrative in-charge SLIC – Data Center may recommend for the termination of agreement.

8. Termination of Agreement

- i. 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.
- ii. If the contractor fails to fulfill his contractual obligations regarding payments of salaries to respective workers/deputed staff.

9. Renewal of Agreement

State Life Insurance Corporation reserves the right to renew or extend the contract for subsequent years on a yearly basis, subject to satisfactory performance of the firm. The extension may be granted for up to two additional years only under the same terms and conditions, with an inflation escalation of 15% of the running contract value for each subsequent extended year value. Furthermore, the firm/company shall be liable to increase the staff wages annually as per annual appraisal of staff/employees, and with compliance of government minimum announced wages.

TENDER DOCUMENT - (PART – II)

1. SCOPE OF THE WORK

A. TITLE OF WORK

HIRING OF SERVICES FOR DATA CENTER INFRASTRUCTURE SPECIALIST, SUPPORT ASSISTANT, AND SUPPORT TECHNICIAN FOR SLIC – DATA CENTER, KARACHI.

B. SCOPE OF WORK

State Life Insurance Corporation of Pakistan being an Industry leader and country’s largest life insurance corporation have Head Office, 7-Regions, 33- Zonal Offices, Sector offices and 02 Datacenters (at Karachi & Islamabad), hosting information Technology Infrastructure to perform day to day business operations.

The scope of work includes a comprehensive assessment, optimization, monitoring & operations management of the State Life existing datacenter infrastructure at Karachi Primary Site of DC.

Services of qualified datacenter specialized engineer, technicians & support staff is required to review the current datacenter routine operations, monitoring & trouble shooting to ensure alignment with industry standards and best practices.

The following services of technical resident engineers & support staff will be required under subject agreement for State Life Datacenter located at 4th Floor, IT Division, Principal Office State Life Building No.9, Dr. Ziauddin Ahmed Road, Karachi.

Detailed regarding envisaged assignment is as under: -

- i. **Scope of Datacenter Infrastructure specialist** includes, Datacenter Facility & Environment Management, Server Room & Rack Management, coordination for Preventive & Corrective Maintenance, Power & Cooling Optimization, Security & Compliance, Incident Management & Troubleshooting, Support for IT Operations – Data Center round the clock 24/7/365 days.
- ii. **Scope of Datacenter Infrastructure support assistant** includes Daily Operational Support, Equipment Handling & Rack Assistance, Preventive Maintenance Support, Incident & Alarm Response, Physical Security Compliance, Vendor & IT Team Coordination, of Data Center round the clock 24/7/365 days.
- iii. **Scope of Datacenter Infrastructure support Technician** includes daily operations, housekeeping & essential (first level) maintenance of Power, Air conditioning equipment & fire alarm & suppression system installed in Karachi SLIC – Data Center round the clock 24/7/365 days.

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S.No.	Scope of Assignments	Details of Assignments
1	Data Center Operations & Facility Support	Provision of qualified technical staff to operate, monitor, and manage day-to-day data center facility and IT infrastructure at SLIC Head Office and associated data centers. This includes ensuring continuous availability of systems supporting business operations across 7 regions and 33 zonal offices.
2	Datacenter Troubleshooting & Root Cause Analysis	Proactive and reactive troubleshooting of ongoing and recurring datacenter issues. Conducting root cause analysis (RCA) and implementing permanent fixes to enhance reliability, stability, and uptime of data center and enterprise networks.
3	Security Review & Hardening	Review of network security configurations, access controls, firewall rules, and segmentation. Identification of vulnerabilities and misconfigurations, and implementation of security hardening measures to improve overall network and data center security posture.
4	Monitoring, Alerting & Preventive Maintenance	Continuous monitoring of network and data center infrastructure health, performance, and capacity. Setup or fine-tuning of alerting mechanisms and execution of preventive maintenance to reduce the risk of failures.
5	Documentation & Reporting	Preparation and updating of detailed datacenter diagrams, configuration baselines, asset inventories, and operational procedures. Periodic reporting on findings, actions taken, performance improvements, and outstanding risks.
6	Knowledge Transfer & Capacity Building	Structured knowledge transfer sessions for the State Life IT team, including walkthroughs of the existing and optimized network design, configurations, operational procedures, and troubleshooting methodologies.
7	Compliance with Standards & Best Practices	Ensuring that all assessments, optimizations, and operational practices conform to recognized international standards and industry best practices for enterprise and data center networks.

C. Job Descriptions:

Technical Support Services Required 24/7 Staff Matrix			
S.No.	Services Role	Required Competency	Qty.
I	Supervisor / Team Lead Role	<p>The qualified firm/company shall collectively perform the role of supervisor and team lead for the deputed data center support staff.</p> <p>The firm/company shall be responsible for managing and overseeing data center operations as detailed in the “Scope of Work” section, and for supervising the staff deputed by the firm/company at the data center.</p> <p>The firm/company shall ensure the availability of its specialized & qualified personnel (other than deputed at SLIC) for periodic on-site visits, on-call</p>	

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		<p>support as required by the SLIC Data Center Manager for staff training/supervision and immediate response to the event of any emergency or disaster at the data center site.</p> <p>The firm/company must have permanent, certified data center resource(s) holding a valid CDCP (Certified Data Centre Professional) certification (attach CV with proposed).</p>	
ii.	Datacenter Infrastructure Specialist	<p>The Data Center Specialist shall be responsible for the operation, monitoring, and optimization of the data center facility and its supporting IT infrastructure. The role includes assessment and improvement of network and data center designs in line with industry best practices, troubleshooting complex infrastructure and network issues, conducting root cause analysis, and implementing corrective actions to enhance performance, security, and reliability. The Specialist will also be responsible for maintaining updated documentation and conducting knowledge transfer sessions for the State Life IT team.</p> <p>Requisites: Minimum qualification BS-CS, BCS, BE (Telecom), BS-Software Engineering or equivalent in computer sciences.</p> <p>At least three (03) years of experience in the field of datacenter facility management, networking & allied technologies.</p> <p>Certifications (Preferred if available but compulsory): Entry-level network certifications / trainings in any network related technologies such as Cisco CCNA or Fortinet NSE 4 or CDCP etc.</p>	01
iii	Datacenter Infrastructure Support Assistant	<p>The Data Center Infrastructure Support Assistant shall provide day-to-day operational support for the data center facility and IT infrastructure under the supervision of the Data Center Specialist & it's firm/company. The role includes monitoring systems and network health, assisting in troubleshooting and incident resolution, performing routine maintenance activities, and maintaining</p>	01

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		<p>operational logs and documentation. The Assistant will also support configuration changes, asset tracking, and coordination with vendors and internal IT teams to ensure reliable and secure data center operations.</p> <p>Requisite: Minimum qualification: BS-CS, BSc, BA or equivalent qualification preferably in computer sciences, or Diploma in Information Technology with at least three (02) years of experience in the field of computer hardware, networking, systems & datacenter facility management.</p>	
iv.	Datacenter Infrastructure Support Technicians	<p>The Data Center Infrastructure Support Technician shall provide basic technical and physical support for data center operations under the supervision of senior staff. The role includes monitoring equipment status, assisting in routine maintenance, handling cabling and rack-and-stack activities, responding to first-level incidents, and maintaining cleanliness and order within the data center facility. The Technician will also support inventory management and follow standard operating procedures to ensure safe and reliable data center operations.</p> <p>Requisite: Minimum qualification: Intermediate or equivalent with at least three (02) years of experience in the same role. Preference will be given to computer-literate candidates with knowledge of computer hardware, servers, networks & datacenter equipment/facility.</p>	04

i. DATACENTER INFRASTRUCTURE SPECIALIST ROLES & RESPONSIBILITY
➤ Datacenter Facility & Environment Management.

- Managing critical infrastructure such as power systems (UPS, generators), cooling systems (CRAC/CRAH, in-row cooling), PDUs, and structured cabling.
- Monitoring environmental parameters including temperature, humidity, airflow, and load distribution.
- Ensuring physical infrastructure complies with industry standards and organizational policies.

➤ Server Room & Rack Management

- Design and arrangement of racks, servers, network equipment, and storage arrays.
- Maintaining accurate documentation for rack layouts, asset inventory, patching diagrams, and power/cooling load balancing.

➤ Preventive & Corrective Maintenance

- Conducting regular preventive maintenance for UPS, batteries, cooling units, fire suppression systems, and electrical gear.
- Coordinating repairs, replacements, and vendor services for defective components.

➤ Power & Cooling Optimization

- Monitoring power utilization (PUE) and ensuring efficient cooling distribution.
- Planning and implementing improvements to reduce energy consumption and prevent hot spots.

➤ Security & Compliance

- Ensuring physical security of datacenter premises (access controls, surveillance, authorization).
- Compliance with safety standards, SOPs, audit requirements, and manufacturer guidelines.

➤ Incident Management & Troubleshooting

- Responding to datacenter-related incidents such as power failures, temperature alarms, UPS bypass events, etc.
- Root-cause analysis and ensuring timely resolution to minimize downtime.

➤ Support for IT Operations

- Providing infrastructure support for servers, storage, network teams, and project deployments.
- Ensuring availability, reliability, and continuity of datacenter services.

ii. DATACENTER INFRASTRUCTURE SUPPORT ASSISTANT ROLES & RESPONSIBILITY
➤ Daily Operational Support

- Assist in monitoring temperature, humidity, power load, UPS alarms, cooling performance, and other environmental parameters.

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- Perform routine walk-throughs of the datacenter and server rooms to identify abnormalities.

➤ **Equipment Handling & Rack Assistance**

- Support in the installation, removal, and relocation of servers, network devices, storage units, and rack accessories.
- Assist in labeling, patching, and organizing cabling and power connections as per instructions.

➤ **Preventive Maintenance Support**

- Help in scheduling and coordinating UPS, battery, cooling, generator, and electrical maintenance tasks.

➤ **Incident & Alarm Response**

- Notify senior staff of UPS alarms, cooling failures, power fluctuations, and abnormal temperature readings.
- Provide first-level assistance in troubleshooting under the guidance of senior datacenter personnel.

➤ **Physical Security Compliance**

- Monitor visitor access and ensure that entry is allowed only to authorized personnel or vendors.
- Ensure compliance with datacenter safety rules.

➤ **Vendor & Team Coordination**

- Coordinate with vendors for scheduled maintenance, inspections, or equipment delivery.
- Provide support to IT teams during deployments, testing, or hardware replacements.

iii. DATACENTER INFRASTRUCTURE SUPPORT TECHNICIAN ROLES & RESPONSIBILITY

- Engaged Staff will be on State Life disposal and will attend day to day power/Air condition operation & maintenance work requirements of SLIC – Data Center. Contractor will, however check his staff on regular basis and coordinate with IT Division PO in all respects.
- To assist in preventive maintenance and repair work of the electrical/ air conditioning equipment installed at SLIC – Data Center.
- Maintain a daily checklist to monitor the status of servers, network switches, cooling systems, power supply, and generator activities, including daily testing and recording of electric load shedding.
- To operate DG set whenever Electric supply failure occurs either from KESC or for local site requirement operation (record to be maintained)
- The technicians have to daily register record the reading of all measuring instrument and maintain the proper register. He will submit weekly report to IT Division for checking and verification (Specimen of Performa will be provided by (IT) Division.

“Hiring the Services of Infrastructure Support Staff for SLIC – Data Center at Karachi”
Working Hours & Shifts:

Working Days:	06 (six) working days in a week.
Working Time:	The duty hours shall comprise 8 hours shift, with a minimum of 30 minutes allocated for the smooth handover of responsibilities to the next shift staff official.
Off Days:	Each staff member shall be entitled to One day off per week and 18 days of earned leave annually . Gazetted holidays shall be compensated by the contractor in the form of overtime, as and when applicable without any excuse.

- General Shift: 8 Hours
- Shift “A”: 8 Hours Morning
- Shift “B”: 8 Hours Evening
- Shift “C”: 8 Hours Night
- Month: One calendar month

D. Salaries / Wages etc.:

Service / Role	Minimum Salary/Wage
Datacenter Infrastructure Specialist	PKR 150,000/-
Datacenter Infrastructure Support Assistant	PKR 80,000/-
Datacenter Infrastructure Support Technicians	PKR 45,000/- minimum or in compliance with government minimum wages
Per day salary	= Gross monthly salary / No. of working days in a month
Per hour salary	= Per day salary / working hour per day

NOTE:

- a) The minimum initial salary of each staff must be in compliance mentioned “Section E: Salaries/Wages Range”. In the event of any future increase announced by the government, the contractor shall be responsible for ensuring compliance accordingly for minimum wages declared by the government without any legal obligation/liability at part of SLIC.
- b) The shift or duty timings and schedule may only be changed with the written approval of SLIC (IT Division) as and when required.

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- c) Contractor should adhere that all staff hired under this agreement would be posted at SLIC - Data Center only after the approval of IT Division.
- d) Replacement/ substitution of staff must be approved by State Life IT Division (P.O) prior posting. No wages would be paid for unauthorized posting if any.
- e) Attendance register would be maintained at SLIC - Datacenter, PO and to be submitted along with bill/invoices.
- f) No payment will be made without submitting copy of attendance record of the officials deputed on duty.
- g) Wages on prorated basis will be deducted for absentees.
- h) The contractor would provide 24 hours service at SLIC - Data Center.
- i) No post/shift at morning duty in general, in evening & night duty shifts in particular would not be left vacant. It will be the responsibility of the contractor to pay the overtime to his staff performing duty in replacement of absent staff.
- j) Contractor staff deputed on off days would either be paid overtime as per approved rates or would be allowed to avail weekly leave on alternate day. Corporation will adopt this option at its discretion. The contractor will be bound to depute its staff on the schedule given by State Life.
- k) The contractor’s staff deputed on gazetted holidays shall be compensated with overtime payment at the rates quoted by the contractor and duly approved by State Life, calculated on a prorated basis.
- l) The contractor will be responsible to ensure the availability / presence of at least one staff in Datacenter round the clock 24/7/365 days.
- m) Any fee, membership, subscription regarding labor laws has to be borne by the contractor associated with staff deputed at State Life under this agreement.
- n) In case of any casualty/accident, the contractor will be liable to compensate the staff deputed at State Life under this agreement. State Life will have no liability (what so ever) in this connection,

E. Bidders Eligibility and Qualification Requirements

- i. To be eligible for award of agreement, bidders will have to provide satisfactory evidence to State Life of their eligibility, capability and adequacy to carry out the agreement effectively up to the end as outlined in “Technical/Financial Evaluation Criterion Section” in the end.
- ii. Potential bidders must have valid registration with FBR, SECP & any other government bodies as required.
- iii. The bidder should be competent enough to provide the services as detailed in the “SCOPE OF WORK” section of this Tender Document.

TENDER DOCUMENT - (PART – III)

TEMPLATE FOR FINANCIAL QUOTE

(To be filled, Stamped and submitted to State Life along with covering letter on company/firm’s letter head).

1. Financial Quote For Yearly Agreement:

Sr.No.	Designation/Post	Number Of staff	Wages per person Per Month [Rs.]	Total Wages Per Month [Rs.]	Total Amount for the Year [Rs.]
1.	Datacenter Infrastructure Specialist	01			
2..	Datacenter Infrastructure Support Assistant	01			
3.	Datacenter Infrastructure Support Technicians	04			
4.	Over time Per day rate for earned leaves and Gazetted holidays	04			
5.	Taxes (With holding and SST)				
Total Bid Value					

NOTE

- All Taxes, profits, overheads etc., should be included in quoted rates.
- Monthly minimum wages should not be less than as per directive of honorable Supreme Court of Pakistan and as per policy of Government of Pakistan.
- The contactor is bound to arrange the payment to the deputed staff by the fifth of every calendar month for this purpose.

2. Technical Evaluation Criteria

- i. There shall be a single-stage, one-envelope procedure. A preliminary evaluation of the technical bids shall be conducted based on the information and documents submitted by the bidders. Detailed technical evaluation shall be carried out only for those firms that qualify the preliminary evaluation. The technical evaluation shall be performed by State Life’s Evaluation Committee on the basis of the parameters listed below & section ii below:

- Vendor’s Technical Capability
- Vendor’s Support Strength
- Relevant Experience in supplying & supporting required services
- Delivery Timelines

ii.

S. No.	Technical Points Scoring Criterion	Response / Max. Points
1	NTN / GST Registration. (Mandatory) (Yes= Qualified for Evaluation, No= Not considered for Evaluation)	Yes / No
2	Financial Standing for last three (03) years (Annual Turnout / Audited Financial Reports should also be provided). (Mandatory) (Yes= Qualified for Evaluation, No= Not considered for Evaluation)	Yes / No
3	The bidder should not be black listed or debarred by any Government / Semi Government / Private department. (Mandatory) (Yes= Qualified for Evaluation, No= Not considered for Evaluation)	Yes / No
4	The bidder should not be under liquidation, court receivership or similar proceedings or bankrupt (Mandatory) , (Certificate in this regard by the company on its Letter Head will be required) (Yes= Qualified for Evaluation, No= Not considered for Evaluation)	Yes / No
5	The bidder should be available in Karachi (Mandatory) (Yes= Qualified for Evaluation, No= Not considered for Evaluation)	Yes / No
6	Bidder firm/company must have certified resources of Datacenter i.e., (At least 1 CDCP) (Mandatory) (Yes= Qualified for Evaluation, No= Not considered for Evaluation)	Yes / No
7	The bidder must demonstrate experience by providing evidence of completed or on-going SLAs of same nature for support services of datacenter facility management & specialized services provision 24/7. (10 points for each PO, Max.30 Points)	30
8	No. of successfully completed Datacenter Establishments or Upgradation related projects. (10 points for each completed project, Max.=30 Points)	30
9	Bidder firm/company must have valid certified resources of Datacenter i.e., (At least 1 CDCP). (CVs must be provided with contact numbers & certification references). 01 CDCP = 10 Marks, 02 or more CDCP = 20 Marks	20
10	Bidder firm/company past experience with SLIC for same nature of services, i.e., datacenter establishment / commissioning / upgradation or datacenter support services etc. Datacenter Management Related = 20 Network Related but not the datacenter facility = 10	20
Total		100

sed on the bidder’s responsiveness to the required specifications and tender terms and conditions. State

Life shall apply the following technical evaluation criteria and point-based system to assess the technical proposals:

- iii. **Note:** The bids shall be evaluated on a weighted average basis, with 70% weightage for the technical score and 30% weightage for the financial score, as detailed in below mentioned “Section 3” of this tender document. Firms obtaining less than 60% marks in the technical evaluation, as per the criteria given above, shall be declared technically disqualified and their financial bids shall not be considered or evaluated.

3. Financial Evaluation Criteria

- i. Financial Proposals of only the technically qualified bidders would be considered and evaluated / compared on the following basis: -
- The financial proposals shall first be checked for any error of computation and arithmetic errors will be corrected.
 - If a bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.
 - For the purpose of evaluation / comparison of bids, total lump sum cost will be considered.
 - Total evaluated financial cost of each responsive bidder shall be the basis of merit ranking of the Financial Proposal of the bid.
 - Bidders have to submit Financial Proposal as per Sample Template provided at Section 1 of Part III of this tender.

4. Technical cum Financial Evaluation

The technical-cum-financial evaluation shall be carried out only for those firms that have obtained at least 60 passing marks in the technical evaluation and possess the required capabilities. Such firms shall be evaluated and ranked on the basis of the following formula:

Providing 70% Weight, using Weighted Average Formula (Technical)

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

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

Providing 30% Weight, using Weighted Average Formula (Financial)

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

$$\text{Lowest Evaluated Bid} = \text{Weighted Average Technical Score} + \text{Weighted Average Financial Score}$$

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.