



BIDDING DOCUMENTS

For

***Maintenance and Technical Support
Services of SolarWinds IT Infrastructure
Monitoring and Management Solution***

(Single Stage - Two Envelope)

November, 2024

Procurement Division I (IT), General Services Department, State Bank of Pakistan (SBP BSC)
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Preface

Rule 23 of Public Procurement Rules requires procuring agencies to formulate bidding documents that shall be made available to the bidders immediately after the publication of the invitation to bid.

Document comprises of the Sections listed below:

Section I	Invitation for e-Bids
Section II	Bid Data Sheet (BDS)
Section III	Instructions to Bidders (ITB)
Section IV	Evaluation Criteria
Section V	Technical Specification
Section VI	Technical Proposal Forms
Section VII	Financial Proposal Forms
Section VIII	Form of Contract
Section IX	General Conditions of Contract (GCC)
Section X	Special Conditions of Contract (SCC)
Section XI	Appendices (Contract)



SBP Banking Services Corporation

Section I. Invitation to e-Bids

GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024

Date: 28 November, 2024

- a) State Bank of Pakistan Banking Services Corporation invites electronic bids (e-Bids) from bidders registered with PPRA for e-procurement on “e-Pak Acquisition and Disposal System (EPADS)”, having Income & Sales Tax registration and are on Active Taxpayers List (ATL) of FBR.
- b) The e-bidding documents for **Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution** as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at (www.eprocure.gov.pk)
- c) Procurement method shall be ‘Single Stage Two Envelope Procedure’ in line with Rule 36 (b) of the Public Procurement Rules 2004. All e-Bids must be accompanied by Bid Security amounting to **PKR1,000,000/-** in an acceptable form in favor of SBP Banking Services Corporation. The bidders shall upload scanned copy of Bid Security on EPADS. Original Bid Security must be submitted to the Procuring Agency on or before the closing date & time of e-bids submission, failing which the e-bid shall be rejected.
- d) The e-bids, must be submitted by using EPADS on or before **Tuesday, 24th December 2024 02:30 PM**. Manual bids shall not be accepted. e-Bids will be opened on the same day at **03:00 PM** on EPADS.

Senior Joint Director

Procurement Division I (IT), General Services Department, SBP Banking Services Corporation (SBP BSC)

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Section II. Bid Data Sheet (BDS)

The following specific data for the Services to be procured shall complement, supplement, or amend the provisions in the Section III Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS 1.	Method of Procurement	ITB 1.19
e-Bidding will be conducted under Competitive Bidding:		
Single Stage Two Envelope Procedure -Rule 36 (b) of the Public Procurement Rules 2004 (PPR 2004) and is open to all eligible Bidders as defined in the PPR 2004.		
Technical and Financial proposals must be uploaded separately in EPADS.		
BDS 2.	OEM	ITB 1.20
“Original Equipment Manufacturer” (OEM): The OEM for the purpose of this bid shall be “ SolarWinds ”		
BDS 3.	Name of Procuring Agency	ITB 1.5
SBP Banking Services Corporation (SBP-BSC)		
BDS 4.	Title of Procurement	ITB 1.2
<i>Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution</i>		
IFB No. GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024		
BDS 5.	Eligible Bidders	ITB 2
Bidders that meet the eligibility criteria pursuant to Form T3 ‘Minimum Qualification / Eligibility requirements’ can participate in this Bidding Process.		
Bidder who has violated the law of land of any country and recorded in any sanction list will not be eligible to participate in the bidding/procurement process. Blacklisted bidder is not allowed to participate in the bidding process. The bidder must not be blacklisted by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, Organization or Autonomous Body anywhere in Pakistan during last 05 (five) years. (Submission of undertaking to this effect on legal stamp paper as per Form T8 is mandatory).		
Joint Ventures and Consortiums are not allowed.		
All the bidders are allowed to participate in the subject procurement without regard to nationality, except bidders of some nationality, prohibited in accordance with policy of the Federal Government.		
Following countries are ineligible to participate in the procurement process:		
1. India		

2. Israel

Ministry of Interior, Government of Pakistan has notified List of Business Friendly Countries (BVL). Information can be accessed through following link:

<http://www.dgip.gov.pk/Files/Visa%20Categories.aspx#L>

BDS 6.	Clarification of the bidding Documents and Pre Bid Meeting	ITB 8
The Procuring Agency will within three (03) working days after receipt of e-clarification, respond in EPADS to any request for clarification provided that such request is received not later than three (03) days prior to the deadline for the submission of e-Bids. Pre Bid Meeting is not required.		
BDS 7.	Prices	ITB 12
Prices quoted by the Bidder shall be “fixed”. However, any subsequent legislation enacted and enforced between bid opening and finalization of award that impacts the bid price would be duly accounted for.		
BDS 8.	Bid Currency	ITB 13
The Bidder shall express its Bid in <i>Pakistani Rupees (PKR)</i>.		
BDS 9.	Minimum Qualification/Eligibility requirements	ITB 2.5
a) Bidder must be OEM or OEM’s authorized partner having valid partnership certificate for last 03 (three) consecutive years; b) Bidder must be authorized by OEM specifically for this procurement; c) Bidder must have experience of at least 02 (two) similar assignments of same OEM during last 07 (seven) years; d) Bidder must have at least 02 (two) OEM trained/certified technical resources; e) Bidder must have point of presence in Karachi; f) Bidder must have Annual Sales volume/Gross Turnover of at least PKR 200 million (two hundred million) in any of last 03 (three) years; g) Bidder must be registered with Income Tax and Sales Tax Department and must appear on active taxpayer list of FBR.		
BDS 10.	Bid Security	ITB 15
▪ All e-Bids must be accompanied by Bid Security amounting to PKR1,000,000/- in an acceptable form in favor of SBP Banking Services Corporation. The bidders shall upload scanned copy of Bid Security on EPADS. Original Bid Security (<i>physical instrument</i>) must be submitted to the Procuring Agency on or before the closing date & time of e-bids submission i.e. Tuesday, 24th December 2024 02:30 PM, failing which the e-bid shall be rejected. ▪ Bid Security must be valid till 10-Jun-25.		

- e-Bid found without scan of or 'with insufficient' Bid Security will be rejected instantly.
- Bid Security must be in the form of either Payment Order/Bank Draft or an unconditional bank guarantee enforceable in Pakistan (as per Form T9 of Section VI).
- **Procuring Agency's Address:** -
Procurement Division I (IT), General Services Department, SBP Banking Services Corporation (SBP BSC), 4th Floor BSC House, I.I Chundrigar Road, Karachi Phone: (92-21)-32455948 & 32455482

BDS 11. Bid validity period

ITB 14.1

The rates quoted must remain valid for a period of **140 days** after opening of e-bids.

BDS 12. Submission of e-Bids

ITB 17

The e-Bidding shall be conducted in line with the **Rule 36 (b) Single Stage Two Envelope procedure** prescribed under Public Procurement Rules 2004, and is open to all potential bidders registered in the EPADS.

Substance of the Bid will be considered which is submitted via EPADS
(www.eprocure.gov.pk)

BDS 13. Contents of the Technical Proposal

ITB 17

- | | | |
|--|----------|---|
| 1. | Form T1 | Bid Form: duly filled and signed. |
| 2. | Form T2 | Bidder's Representative: duly filled and signed. |
| 3. | Form T3 | Bidders Eligibility Criteria: duly signed and attached with evidence and reference of each criteria. |
| 4. | Form T4 | Technical Compliance: duly filled, signed and attached with evidence and reference documents such as brochures and data sheets of the offered products. |
| 5. | Form T5 | Schedule of Supplies & Implementation: duly filled and signed. |
| 6. | Form T6 | Manufacturer's Authorization Form: duly filled and signed. |
| 7. | Form T7 | Integrity Pact: duly filled and signed |
| 8. | Form T8 | Affidavit for Bidder's Blacklisting Status |
| 9. | Form T9 | Bid Security Form |
| 10. | Form T10 | Declaration for Ultimate Beneficial Owners Information |
| Note: Please do not disclose the 'Bid Price' in 'Technical Proposal'. | | |

BDS 14. Contents of the Financial Proposal

ITB 17

- | | | |
|----|---------|--|
| 1. | Form F1 | Bid Form with Financials: duly filled and signed. |
| 2. | Form F2 | Price Schedule in Pak. Rupees: duly filled and signed. |

BDS 15. Deadline for e-bid Submission

ITB 18

Tuesday, 24th December 2024 at 02:30 PM

BDS 16. Bid Opening

ITB 21

The Bid opening shall take place through EPADS. Those who choose to attend in person may do so at:-

Procurement Division I (IT), General Services Department, SBP Banking Services Corporation (SBP BSC), 4th Floor BSC House, I.I Chundrigar Road, Karachi Phone: (92-21)–32455948 & 32455482

BDS 17. Date and Time of Bid Opening	ITB 21
Tuesday, 24th December 2024 at 03:00 PM	
In case of any unforeseen reasons, unrest or force majeure on the bid submission/opening date, the bids shall be opened on the next working day at the same place and time.	
The opening date of Financial Proposal will be communicated through EPADS.	
BDS 18. Evaluation of e-Bids	ITB 26
Evaluation of e-Bids will be carried out as per the criteria defined in “ Section IV. Evaluation Criteria ”	
BDS 19. Procuring Agency’s Right to Vary Inputs/Outputs	ITB 30.1
Up to 15%	
BDS 20. Signing of Contract	ITB 31
Within twenty-one (21) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract with applicable stamp duty as per Stamp Act, 1899 and return it to the Procuring Agency.	
BDS 21. Performance Guarantee	ITB 33.1
5% Performance Guarantee is required against the total contract amount for the entire contract period.	
Within twenty-one (21) days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish the performance security.	
BDS 22. Preliminary Evaluation	ITB 24
Bidders have to submit e-bids for COMPLETE REQUIREMENTS, partial and incomplete bids will be rejected. Bids submitted without signed Bid Form will be rejected. Bids with material deviation, exception, objection, conditionality, or reservation will be rejected. Bids with multiple options will be rejected. Bids submitted late will also be rejected.	

Section III. Instructions to Bidders (ITB)

A. Introduction

1. Definitions	1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Islamic Republic of Pakistan 1.2. “Comparable Experience” means the experience in providing services comparable to the ones being solicited through this procurement 1.3. “Documentary Evidence” means copies of Notification of Award/Contract Agreement/Audited Financial Statements Authorization Certificate/Curriculum Vitae and or any other documents required to evaluate bid 1.4. “Procuring Agency” means the SBP Banking Services Corporation. 1.5. “Service Provider” means any entity or person that may provide services under the Contract. 1.6. “Contract” means the Contract to be signed by the Parties and all the attached documents listed therein. 1.7. “Day” means calendar day. 1.8. “Government” means the Federal and Provincial Governments of Islamic Republic of Pakistan 1.9. “Intellectual Property Rights” means all current and future copyright, patents, trademarks (whether or not registered) or rights in databases, inventions or trade secrets, know-how, rights in designs, topographies, trade and business names, domain names, and all other intellectual and property rights and applications for any of those rights (where such applications can be made) capable of protection in any relevant country of the world. 1.10. “Performance Deficiencies” means consistent failure to provide satisfactory performance during currency of the same contract or multiple contracts. Three notices to the contractor will constitute consistent failure and will establish Performance Deficiencies. 1.11. “PPRA” means Public Procurement Regulatory Authority 1.12. “Method of Procurement” means bidding method adopted for this procurement under PPRA rules 2004. [stated in BDS]
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	1.13. “OEM” means Original Equipment Manufacturer. 1.14. “Bid” means e-bid. 1.15. EPADS means “e-PAK Acquisition and Disposal System”
2. Eligible Bidders	2.1. Joint Ventures, which include members from ineligible source countries or ineligible firms, shall not be permitted to bid. 2.2. Firm engaged by the Procuring Agency to provide consulting services for the above procurement described in these Bidding Documents will not be eligible for bidding. 2.3. A firm declared ineligible by the Procuring Agency in accordance with Rule 19 of PPR2004 shall be ineligible to bid for the period of time determined by the Procuring Agency or any other appropriate authority. 2.4. Bidders shall provide such evidence of their continued eligibility satisfactory to the Procuring Agency, as the Procuring Agency shall reasonably request. 2.5. Bidder must meet all the qualification criteria as defined in Bidding Documents and must be registered with E-PADS as per the requirement given in BDS
3. Qualification of the Bidder	3.1. All bidders shall provide, Form of Bid and Qualification Information, as required in BDS. 3.2. All bidders shall provide all the documents with their bids as specified in the Bid Data Sheet. 3.3. To qualify for the award of the Contract, bidders must meet the mandatory evaluation criteria, as specified in the Bidding Documents
4. One Bid per Bidder	4.1. Each Bidder shall submit only one Bid.
5. Cost of Bidding	5.1. The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring Agency will in no case be responsible or liable for those costs.

6. Site Visit	6.1. If the conditions so permit, the Procuring Agency may allow Bidder to visit and examine the site or sites of the Information System and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense. 6.2. If the conditions so permit, the Procuring Agency will arrange for the Bidder and any of its personnel or agents to gain access to the relevant site or sites, provided that the Bidder gives the Procuring Agency adequate notice of a proposed visit of at least seven (07) days when bid submission period is fifteen (15) days and at least fourteen (14) days when bid submission period is thirty (30) days. Alternatively, the Procuring Agency may organize a site visit or visits concurrently with the pre-bid meeting, as specified in the BDS for ITB Clause 8.2. Until otherwise stated in BDS failure of a Bidder to make a site visit will not be a cause for its disqualification. 6.3. No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.
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B. The Bidding Documents

7. Content of Bidding Documents	7.1. The contents of the Bidding Documents are listed below and subscribes to Rule 23 of PPR 2004. These should be read in conjunction with any addenda issued in accordance with ITB Clause 9: <table border="0"> <tr> <td>Section I</td><td>Invitation for e-Bids</td></tr> <tr> <td>Section II</td><td>Bid Data Sheet (BDS)</td></tr> <tr> <td>Section III</td><td>Instructions to Bidders (ITB)</td></tr> <tr> <td>Section IV</td><td>Evaluation Criteria</td></tr> <tr> <td>Section V</td><td>Technical Specification</td></tr> <tr> <td>Section VI</td><td>Technical Proposal Forms</td></tr> <tr> <td>Section VII</td><td>Financial Proposal Forms</td></tr> <tr> <td>Section VIII</td><td>Form of Contract]</td></tr> <tr> <td>Section IX</td><td>General Conditions of Contract (GCC)</td></tr> <tr> <td>Section X</td><td>Special Conditions of Contract (SCC)</td></tr> <tr> <td>Section XI</td><td>Appendices (Contract)</td></tr> </table> 7.2. Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.	Section I	Invitation for e-Bids	Section II	Bid Data Sheet (BDS)	Section III	Instructions to Bidders (ITB)	Section IV	Evaluation Criteria	Section V	Technical Specification	Section VI	Technical Proposal Forms	Section VII	Financial Proposal Forms	Section VIII	Form of Contract]	Section IX	General Conditions of Contract (GCC)	Section X	Special Conditions of Contract (SCC)	Section XI	Appendices (Contract)
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Section X	Special Conditions of Contract (SCC)																						
Section XI	Appendices (Contract)																						
8. Clarification of Bidding Documents and Pre-bid Meeting	8.1. A prospective Bidder requiring any clarification of the Bidding Documents may approach the Procuring Agency through E-PADS. The Procuring Agency will within three (3) working days after receiving the request for clarification, respond in EPADS to any request for clarification provided that such request is received not later than three (03) days prior to the deadline for the submission of e-Bids. 8.2. If specified in the BDS, the Procuring Agency will organize and Bidders are welcome to attend a pre-bid meeting at the time and place indicated in the BDS. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage, with particular attention to issues related to the Technical Requirements. Any modification to the Bidding Documents listed in ITB Clause 7.1, which may become necessary as a result of the pre-bid meeting, shall be made by the Procuring Agency only by issuing an Addendum pursuant to ITB Clause 9 and not through the minutes of the pre-bid meeting.																						

9. Amendment of Bidding Documents	9.1. At any time before the deadline for submission of bids, SBP BSC, for any reason, either at its initiative or in response to a clarification requested by a prospective Bidder, may amend the Bidding Documents to share any information, that becomes necessary for bidding or for bid evaluation, on equal opportunity basis under Rule 23 (3) of PPR-2004. Such amendments shall take precedence over the existing document. 9.2. Any addendum issued including the notice of any extension of deadline shall be part of the Bidding Documents pursuant to ITB 8.1 and shall be communicated through E-PADS. 9.3. Provided that the bidder who had either already submitted their bid through E-PADS prior to the issuance of any such addendum shall have the right to withdraw its already submitted bid and to submit the revised bid prior to the original or extended bid submission deadline. 9.4. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids consistent with provision of Rule 27 of PPR 2004
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C. Preparation of Bids

10. Language of Bid	The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring Agency shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English in which case, for purposes of interpretation of the Bid, the translation shall govern.		
11. Documents Comprising the Bid	The Bid submitted by the Bidder shall comprise the following:		
	1.	Form T1	Bid Form
	2.	Form T2	Bidder’s Representative
	3.	Form T3	Bidders Eligibility Criteria
	4.	Form T4	Technical Compliance
	5.	Form T5	Schedule of Activity
	6.	Form T6	Manufacturer’s Authorization Form
	7.	Form T7	Integrity Pact
	8.	Form T8	Affidavit for Bidder’s Blacklisting Status
	9.	Form T9	Bid Security Form (Bank Guarantee)
	10	Form T10	Declaration for Ultimate Beneficial Owners Information
	11	Form F1	Bid Form with Financials: duly filled and signed.
	12	Form F2	Price Schedule in Pak. Rupees: duly filled and signed.

	Bid must be submitted as per the instructions in Section II. Bid Data Sheet (BDS) of the Bidding Document.
12. Bid Prices & Taxes	12.1. The Bidder shall quote rates and prices for all items of the Services described in the scope of services (or Terms of Reference), and as listed in the Price Schedule 12.2. All duties, indirect taxes, and other levies payable by the Bidder under the Contract, or for any other cause shall be included in the total Bid price submitted by the Bidder. 12.3. Bids must be inclusive of all admissible/applicable taxes and duties (applicable at the time of bid submission). 12.4. If a bidder submits a bid exclusive of taxes it will be considered only after addition/incorporation of all applicable taxes, the amount stated in the 'Bid Form' & 'Price Schedule' will be adjusted accordingly. 12.5. If a bidder submits a bid inclusive of non-applicable/admissible taxes, the amount stated in the 'Bid Form' & 'Price Schedule' will be adjusted accordingly.
13. Currencies of Bid and Payment	Price shall be quoted by the Bidder and the payments to be made by Procuring Agency would in Pak Rupees unless otherwise specified in Section II. BDS The Bidder and their employees shall be responsible for payment of all their income tax and other taxes, on income arising out of the Contract as per final tax liability assessed by tax authorities. Federal and Provincial taxes shall be deducted at the prevailing tax rate at the time of making payments to supplier as per applicable laws.
14. Bid Validity	14.1. Bids shall remain valid for the period specified in the Bid Data Sheet. 14.2. In exceptional circumstances, the Procuring Agency may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made through EPADS. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security for the period of the extension, and in compliance with Clause 15 in all respects.

15. Bid Security	a. The bid security shall be denominated in the currency of the bid: b. at the Bidder's option, be in the form of either demand draft/call deposit or an unconditional bank guarantee from a reputable Bank; c. be issued by a reputable institution selected by the bidder and located in any eligible country; d. be substantially in accordance with one of the forms of bid security included in bidding documents or other form approved by the Procuring Agency prior to bid submission; e. be payable promptly upon written demand by the Procuring Agency; f. be submitted in its original form to SBP BSC on or before bid submission deadline; and scan of bid security instrument shall be submitted through E-PADS; g. remain valid for a period of at least 1 month beyond the original validity period of bids, or at least 1 month beyond any extended period of bid validity subsequently requested pursuant to ITB Clause 16.2. a. Bids submitted without / insufficient bid security will be rejected.
16. Format and Signing of Bid	16.1. The Bidder shall submit e-Bids as specified in the BDS, 16.2. The bidding documents consisting of the documents listed in ITB Clause 11.1, shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. The authorization must be in writing and included in the bid pursuant to ITB Clause 11.1 (d). The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid. 16.3. In accordance with ITB Clause-17, Bids shall be submitted electronically through E-PADS. 16.4. The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

D. Submission of e-Bids

17. e-Bids Submission Procedure	17.1. The Bidder shall submit the original bid through E-PADS.
18. Deadline for Submission of Bids	18.1. Bids must be submitted through E-PADS, no later than the bid submission deadline specified in the BDS. Bids submitted through hard form, telegraph, telex, fax or e-mail shall not be considered. In case of receipt of original bid security by the SBP BSC after the deadline for submission prescribed in the Bid Data Sheet, bid will be rejected. 18.2. The Procuring Agency may extend the deadline for submission of bids by issuing an amendment in accordance with Clause 9, in which case all rights and obligations of the Procuring Agency and the bidders previously subject to the original deadline will then be subject to the new deadline.
19. Late Bids	19.1. Any Bid received (through E-PADS) by SBP BSC after the deadline prescribed in ITB Clause 17 shall be rejected.
20. Modification and Withdrawal of Bids	20.1. The Bidder may modify or withdraw its bid (if so allowed in e-PADS) after the bid's submission, prior to the deadline prescribed for submission of bids. 20.2. No bid may be modified after the deadline for submission of bids. 20.3. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security.

E. Opening and Evaluation of Bids

21. Bid Opening	21.1. SBP BSC will open all bids, through E-PADS in public, in the presence of Bidder's representatives who choose to attend, at the time, on the date, and at the place specified in the BDS. 21.2. For in person participation, the bidders' representatives shall sign an attendance sheet as proof of their participation.
22. Process to Be Confidential	22.1. Information relating to evaluation of bids and recommendations concerning to award of the Contract shall not be disclosed by the Procuring Agency to the bidders or to any other person who is not officially concerned with the process, until the announcement of the result of evaluation.

	22.2. The Bidder shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the contract to any person or entity without the Procuring Agency's prior written consent. 22.3. In case of any disclosure related to the bidding process and contractual obligations at any stage by any bidder, the Procuring Agency may reject its bid and/or terminate the Contract.
23. Clarification of Bids	23.1. During bid evaluation, the Procuring Agency may, at its discretion, ask the Bidder for a clarification of its bid as per Rule 31 of PPR-2004. The request for clarification and the response may be made (if so permitted) through E-PADS, and no change in the price or substance of the bid shall be sought, offered, or permitted.
24. Preliminary Examination	24.1. The Procuring Agency will examine the bids to determine whether they are complete, whether bid validity is provided accordingly; whether required sureties/ bid security have been furnished; whether the documents have been properly signed, whether the bids are generally in order; whether Bidder has provided the signed bid form with technical proposal (Form T1 of Section VI) and whether Bidder has qualified for the minimum eligibility/qualification criteria as stated in Bidders Eligibility Criteria (Form T3 of Section VI). 24.2. Bidders have to submit bids for COMPLETE REQUIREMENTS, partial and incomplete bids will be rejected.
25. Correction of Errors	25.1. Bids determined to be substantially responsive will be checked by the Procuring Agency for any arithmetic errors. Arithmetical errors will be rectified by the Procuring Agency on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail. 25.2. The amount stated in the Bid will be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors and, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited.
26. Detail Evaluation and Comparison of – e-Bids	Pursuant to ITB 24 the technical proposals of the only qualified bids after preliminary evaluation shall be evaluated in detail. The Minimum Eligibility and Technical Compliance (Form T3 and T4 of Section VI) and other Commercial Requirements of the bidding documents will be

	evaluated totally on compliance based method. The Procuring Agency will award the Contract to the Bidder who has offered the lowest evaluated cost.
27. Contacting the Procuring Agency	27.1. Subject to ITB Clause 23, no Bidder shall contact the Procuring Agency on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Procuring Agency, it should do so in writing. 27.2. Any effort by a Bidder to influence the Procuring Agency in its decisions on bid evaluation, bid comparison, or Contract award may result in the rejection of the Bidder's bid.

F. Award of Contract

28. Award Criteria	The contract will be awarded to the successful Bidder whose bid has been found technically & commercially compliant and has offered the lowest evaluated cost, emerged as lowest evaluated bid. Provided further that the Bidder is determined to perform the Contract satisfactorily.
29. Procuring Agency's Right to Reject all the Bids	The Procuring Agency reserves the right to annul the bidding process and reject all the bids at any time prior to Contract award as per PPRA Rules.
30. Procuring Agency's Right to Vary Inputs/Outputs at Time of Award	30.1. Procuring Agency reserves the right at the time of Contract award to increase or decrease inputs or outputs originally specified in the BDS without any change in unit price or other terms and conditions. 30.2. Provided such variation does not affect the basis of advertisement threshold; as provided at Rule 12 of PPR-2004, on basis of originally estimated cost.
31. Notification of Award and Signing of Contract	31.1. Prior to the expiration of the period of bid validity, the Procuring Agency will notify the successful Bidder in writing, to be confirmed in writing by registered letter, that its bid has been accepted. 31.2. The notification of award will constitute the formation of the Contract. 31.3. Upon the successful Bidder's furnishing of the performance guarantee pursuant to ITB Clause 33, the Procuring Agency will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 15.

32. Disqualification prior to Contract Signing	32.1. If all bids are proposed to be rejected and bids are to be re-invited, the conditions required at Rule 33 should be met. However, after issuance of Notification of Award and prior to entry into force of the procurement contract if a Service Provider has been disqualified pursuant to Rule 18, Rule 19 of PPR-2004 or any reason that has led to disqualification of a bidder or if the conditions of his qualification are invalidated the next lowest evaluated bid will be rendered as responsive if accepting this bid does not conflict with Rule 2 (l)(i).
33. Performance Guarantee	33.1. Within twenty-one (21) days, or any other period specified in BDS, of the receipt of notification of award from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee for amount as specified in BDS as per the Performance Guarantee Form provided in the bidding documents, or in another form acceptable to the Procuring Agency. 33.2. Failure of the successful Bidder to comply with the requirements of Sub-Clause 33.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security and award of Contract to next lowest evaluated bidder.
34. Advance Payment and Security	The Procuring Agency will provide an Advance Payment on the Contract Price if as stipulated in the Special Conditions of Contract.
35. Code of Conduct	35.1. It is the Procuring Agency's policy to require that the Bidders, under Procuring Agency-financed contracts, observe the highest standard of ethics during the procurement and execution of such Contracts. In pursuit of this policy, the Procuring Agency follows, inter-alia, the instructions related to corrupt and fraudulent practices contained in Rule 2(1)(f) PPR-2004 which defines: "Corrupt and fraudulent practices" in respect of procurement process, shall be either one or any combination of the practices including,- (i) "coercive practices" (ii) "collusive practices"; (iii) "corrupt practices" value to influence the acts of another party for wrongful gain; (iv) "fraudulent practices" (v) "obstructive practices"; Under Rule 19 of PPR-2004, "The Procuring Agency can inter-alia blacklist bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated

to the Public Procurement Regulatory Authority (PPRA). Under Rule 19 of PPR-2004, following mechanism and manner for permanently or temporarily bar, from participating in their respective procurement proceedings will be followed as per guidance of SBP management:

Nature of Offense/Fault	Means of Verification	Action By Committee
Corrupt and Fraudulent Practices	• Results of Bid/Proposal analysis resulting in substantive evidence of collusion. • Actual instance verifiable as per law of land and applicable Rule and Regulations of SBP • Cross verification of documentary undertaking submitted by Bidder/Service Provider/.	Blacklisted and cross debarred for the period up to 10 years.
Performance Deficiencies	Documented evidence in form of consistent performance deficiencies and notices of performance deficiencies not suitably responded or defended by Bidder/Service Provider	Blacklisted and cross debarred for the period up to 03 years.
Bidder failed to abide with Bid Form / Bid Securing Declaration.	Failed to abide with Bid Form / Bid Securing Declaration.	Blacklisted and cross debarred for the period up to 06 months.

35.2. However, such barring action shall be undertaken only after affording an adequate opportunity of being heard to the Bidder who is to be barred and blacklisted.

35.3. The receipt for any money paid by the bidders will not be considered as any acknowledgement of payment to the Procuring Agency unless such receipt is signed by a duly authorized officer of the Procuring Agency and bidder shall be solely responsible for seeing that a proper receipt is provided.

35.4. Attention of bidders is drawn to Rule 32 of PPR-2004 whereby they are required to identify any discriminatory and difficult conditions, introduced by Procuring Agency which discriminates between bidders or that is considered to be met with difficulty. In ascertaining the discriminatory or difficult nature of any condition reference shall be made to the ordinary practices of that trade, manufacturing, construction business or service to which that particular procurement is related. However, in certain

	conditions Procuring Agency may describe exceptions or preferences consistent with Rule 4 of PPR-2004. 35.5. Pursuant to Rule 7 of PPR 2004 bidders shall sign an Integrity pact in accordance with prescribed format attached hereto at Section VI for all the procurements estimated to exceed Rs10.00 million or any other limit prescribed by Procuring Agency. 35.6. Procuring Agency's policy requires that selected bidder provide professional, objective, and impartial advice, supplies and services and at all times hold the Procuring Agency's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work. Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Procuring Agency, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder and termination of contract arising out of this procurement 35.7. Without limitation to the generality of the foregoing, bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below: a) A bidder that has been engaged by the Procuring Agency to provide goods, works or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. On the other hand, bidder hired to provide consulting services for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation. b) A bidder (including its Personnel and Sub-Contractors) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the bidder to be executed for the same or for another client. c) A bidder (including its Personnel and Sub-Contractors) that has a business or family relationship with a member of the Procuring Agency's staff who is directly or indirectly involved in any part of (i) the preparation of the specifications of the goods/services, (ii) the selection process for such assignment, or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the appropriate authority of the Procuring Agency.
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	35.8. Bidders shall not recruit or hire any agency or current employees of the Procuring Agency. Recruiting former employees of the Procuring Agency or other civil servants to work for the bidders is acceptable provided no conflict of interest exists. When the bidder nominates any government employee as Personnel in their bid, such Personnel must have written certification from their government or employer confirming that they are on leave without pay from their official position and allowed to work full-time outside of their previous official position. Such certification shall be provided to the Procuring Agency by the Bidders as part of bid.
36. Redressal of Grievances	Any bidder aggrieved by any act during the procurement process may lodge a written complaint concerning his grievances to Procuring Agency's Redressal /Grievance Committee pursuant to Rule 48 of PPR-2004:- The address of the Procuring Agency Chairman (Grievance Redressal Committee) SBP Banking Services Corporation 1st Floor, HRMD, BSC House, I.I. Chundrigar Road, Karachi – Pakistan The Address of PPRA to submit a copy of grievance: Grievance Redressal Appellate Committee, Public Procurement Regulatory Authority 1st Floor, G-5/2, Islamabad, Pakistan Tel: +92-51-9202254
37. Overriding Effect of PPR-2004	Whenever in conflict with these documents the provisions of PPR-2004 shall prevail.

Section IV. Evaluation Criteria

1. Bidder must submit bid for COMPLETE REQUIREMENTS, evaluation of the bids and award of contract will be done for complete requirements.
2. The bidders' minimum Eligibility/Qualification will be ascertained totally on compliance based method as per Bidders Eligibility/Qualification Criteria (Form T3 of Section VI).
3. The technical proposals of the only qualified bidders (after minimum eligibility/qualification) shall be evaluated in detail. The Technical Compliance (Form T4 of Section VI) will also be evaluated totally on compliance based method.
4. The Financial Bid(s) of the only technically qualified proposals will be opened.
5. The Financial Bid(s) will be evaluated on the basis of unit charges and applicable taxes.
6. The contract will be awarded to the successful Bidder whose bid will be found technically and commercially compliant and has offered the lowest cost and emerged as most advantageous bid.

Section V. Technical Specification

1. Scope and Technical Requirements:

The State Bank of Pakistan (SBP) intends to procure “Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution”.

I.T Monitoring Solution provides real time monitoring and performance analysis of countrywide multivendor IT Infrastructure system which includes Networks, UPS, Datacenter, Servers and Storage Infrastructure. IT Monitoring Solution is crucial in order to enhance resolution time and improve overall service quality of IT network. The bidder will have to provide OEM support and associated licenses/subscriptions for the period of two years.

Technical Specification for Solarwind Software modules Support, Subscriptions/Licenses (02) Years

S #	Qty.	Software Modules	Description
1	1	Syslog Server	SolarWinds Kiwi Syslog Server NG - Single Install - Annual Maintenance Renewal
2	1	Storage Resource Monitor	SolarWinds Storage Resource Monitor SRM500 (up to 500 Disks) - Annual Maintenance Renewal
3	1	Virtualization Manager (Per Socket)	SolarWinds Virtualization Manager VM320 (upto 320 Sockets) - Annual Maintenance Renewal
4	1	SAM	SolarWinds Server and Application Monitor (upto 200 nodes) - Annual Maintenance Renewal
5	1	NCM	SolarWinds Network Configuration DL 500 (Upto 500 nodes) - Annual Maintenance Renewal
6	1	NTA	SolarWinds Network Traffic Analyzer SLX (Unlimited Elements - Standard Polling Throughput) - Annual Maintenance Renewal
7	1	NPM	SolarWinds Network Performance Monitor SLX (Unlimited Elements - Standard Polling Throughput) - Annual Maintenance Renewal
8	1	Scability Engines	SolarWinds Additional Polling Engine for SolarWinds Unlimited Licenses (Standard Polling Throughput) Annual Maintenance Renewal
9	1	IP SLA Manager	SolarWinds VoIP and Network Quality Manager IP SLA, IP Phone X (Unlimited IP SLA Source Devices, Unlimited IP Phones) Annual Maintenance Renewal
10	-	OEM Support, Licenses and Subscription	Bidder has to provide the comprehensive technical OEM support, Licenses and Subscriptions for all above mentioned software modules / systems during the entire period of contract (02 Years).
11	-	Software Upgrades and Patches	The bidder is responsible to update licenses and implement security patches/bugs fixing/ for vulnerability compliance during the entire period of contract (02 Years)

Service Level Agreement (SLA)

1. Service Provider will assign an Account Manager for Procuring Agency, who would be endowed enough administrative authority to take decisions on time as and when required basis.
2. The Service Provider shall provide on-site maintenance support at Purchaser's premises.
3. The Service Provider shall be responsible for configuration (whereas applicable), and technical support services by assigning properly qualified and competent personnel having related product maintenance experience and exercising all reasonable means required in ensuring quality services in accordance with this agreement.
4. The Service Provider will make all reasonable endeavors to provide the above mentioned services within the "Response Time" stated below and to perform the corrective action/ Services on or off to the Customer's premises. Service Provider will provide a detail of service methodology to meet the Customer's requirements.
5. The Service Provider is required to include two (02) years OEM backed support with SLA for the complete solution.
6. The support services and SLA of the solution will start from the Date of Commencement of Services defined in contract.
7. The Maintenance and Support should be registered by the OEM on the name of Procuring Agency.
8. The Service Provider shall provide onsite support, maintenance, bug fix and upgrade of all associated software which are part of solution covered under this agreement. The Service Provider will provide latest version of software on Purchaser's request for up gradation. In case of bug in Software, Service Provider will provide required patch and will perform patching, testing and verifying the changes with the coordination of the Service Provider (if requested). Upgrade to Latest Version or patch fixing shall be covered in the proposal without any additional cost to the Procuring Agency.
9. The Service Provider must adhere to the rules, discipline and practices of Procuring Agency, during the entire course of project.
10. The Service Provider shall provide details about Help Desk or Customer Support contact information including details about Call Logging Procedure to ensure recording, monitoring and reporting of support calls.
11. Service Provider should provide the details about structure of Technical Support in terms of Support Levels and Escalation Procedures that should map to the Severity of the incidents and should provide telephone numbers, which will be used after Standard Business Hours.
12. Service Provider shall submit all incident reports and quarterly summary reports for any support period as and when required.
 - a. **Response Time:** The time from logging a support call until the bidder technical team start working on solving the problem.
 - b. **Recovery Time:** The time from call logging until the problem resolution from one severity level to next severity level.
 - c. **Business Hours** 24X7 (Monday till Sunday)
13. During the entire three (02) years SLA period the Service Provider will have to provide support services as per the required SLA as mentioned below.

Severity	RED category	Orange category	Green category
Criteria	The Monitoring services / system is down	The monitoring services is operating normally, but a redundant component or supporting feature has failed.	The Monitoring services is available and performing adequately, however performance tuning, software or firmware patch installation or software or firmware version upgrade is required during a planned activity.
	Example: Application or database is crashed or System(s) or sub-system(s) is unavailable or service not starting up or unable to render configured network topology or Incorrect chart/Graph output observed or performance has become unacceptable	Examples: Failure of a server component in a cluster or Technical issues are being faced causing interruptions to the operations or any failure in its functionality due to any suspected software failure.	Examples: Operational performance of the system is facing error(s), while the operations remain functional. Information or assistance is required with the Service Provider/ manufacturer of product capabilities, installation, or configuration. Présentative maintenance, upgrades, non-urgent patches, configuration changes.
Response Time	Two (02) hour	Four (04) hours	Twenty-four (24) hours
Recovery Time	Four (04) hours through recovery process, backup restoration or move to the backup system	Twelve (12) hours	Three (03) Days
Action	Escalation to OEM for technical support via internet or phone. Troubleshoot Rectify, Repair, Reinstallation and restoration of the operations within specified hours.	On-Site Technical Support on Call Basis. Escalation to OEM for technical support from OEM via internet or phone (if required).	Technical Support on Call Basis or On-Site as per requirements. Technical assistance from OEM via internet or phone.
Support Coverage	24 hrs. x 365 days	24 hrs. x 365 days	During or after Extended Business Hours including Holidays

14. RED incidents should be given an escalated level of commitment from Service Provider. For RED incidents, Service Provider shall ask their Support Professionals to work at non-standard hours, reassign critical resources from other activities, and/or ensure a Support Professional to work round-the-clock until a problem is fully resolved.

15. A problem that initially starts at a severity RED may be classified at severity ORANGE upon implementing a workaround. When a permanent solution is found and implemented, the problem might be reclassified to severity GREEN for monitoring before it is closed. However, reclassification of severity shall be accepted and signed off by the Purchaser.
16. If same fault re-occurs within 48 hours, the original call will be reopened with the same log number and the Recovery Time will continue from the time that original call was re-opened.
17. Undertake corrective actions and repairs to rectify such aberration (i.e. system failure, software installations, operating system reinstallations, remedies in case of virus attacks/disasters).

The Service Provider will be essentially required to provide necessary CNIC of the Project Manager, Engineers, Technicians, labors and other logistic resources etc. working within the Purchaser site during the contract period.

The Service Provider must adhere to the code of conduct issued by SBP, during the entire course of project.

Section VI. Technical Proposal Forms

Following should be the contents of the Technical Proposal Envelope :		
1.	Bid Form	Form T1
2.	Bidder's Representative	Form T2
3.	Bidders Eligibility Criteria	Form T3
4.	Technical Compliance	Form T4
5.	Schedule of Activity	Form T5
6.	Manufacturer's Authorization Form	Form T6
7.	Integrity Pact	Form T7
8.	Affidavit for Bidder's Blacklisting Status	Form T8
9.	Bid Security Form (Bank Guarantee)	Form T9
10.	Declaration for Ultimate Beneficial Owners Information	Form T10

Form T1 Bid Form

(Technical Proposal)

Date:

IFB No:

Title:

Bidder:

GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024

Maintenance and Technical Support Services of SolarWinds IT
Infrastructure Monitoring and Management Solution

To:

Director
General Services Department
SBP Banking Services Corporation (HOK)
4th Floor BSC House, I.I Chundrigar Road,
Karachi –Pakistan

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, [the Service Provider], the undersigned, accept all stated terms and conditions and offer to supply and deliver the required services in conformity with the said bidding documents as may be ascertained in accordance with the Technical Proposal and Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the services in accordance with the schedule specified in the Schedule of Activity.

We agree to abide by this Bid for a period of **140 days** from the date fixed for Bid opening under Clause 21 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 2024

[Seal & signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of [the Service Provider].

Form T2 Bidder's Representative

IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title: Maintenance and Technical Support Services of SolarWinds IT
Infrastructure Monitoring and Management Solution
Bidder: _____

Bidder's Authorized Representative for this bid is:

Name: _____
Designation: _____
Specimen
Signature: _____

Cell: _____
Land Line: _____
Email: _____
Postal Address: _____

Seal & Signature of Bidder:	_____
Date:	_____

Form T3 Bidders Eligibility/Qualification Criteria

IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
 Title: Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
 Bidder: _____

#	Eligibility / Qualification Criteria	Means of Verification	Reference in Bid**	Bidder's Assessment (Y/N)
a.	Bidder must be OEM or OEM's authorized partner having valid partnership certificate for last 03 (three) consecutive years;	In case of OEM Partner, OEM Certificate/ OEM letter/ OEM Web reference as proof of being a valid authorized Partner of the OEM for last 03 (three) consecutive years;		
b.	Bidder must be authorized by OEM specifically for this procurement;	Authorization Letter from OEM must be provided		
c.	Bidder must have experience of at least 02 (two) similar assignments of same OEM during last 07 (seven) years;	Attach Copy of Purchase or Delivery Orders or Contracts or project Completion or Sign-off Certificate with contact details in Annex-1 to Form-T3 Note: Similar assignments of Deployment / Implementation / SLA shall be considered		
d.	Bidder must have at least 02 (two) OEM trained/certified technical resources;	Please attach copies of OEM Certificates with Technical Resources profile in Annex-1 to Form-T3		
e.	Bidder must have point of presence in Karachi;	Provide addresses and phone numbers in Annex-1 to Form T-3		
f.	Bidder must have Annual Sales volume/Gross Turnover of at least PKR 200 million (two hundred million) in any of last 03 (three) years;	Copy of Audited Financial Statement(s) is required		
g.	Bidder must be registered with Income Tax and Sales Tax Department and must appear on active taxpayer list of FBR.	Attach copy of valid NTN certificate & GST certificate and reference of Active Taxpayer List of FBR		

Seal & Signature of Bidder: _____

Date: _____

Annex-1 to Form T3**Experience of Similar Assignments**

#	Assignment Description	Company / Name of Customer	Contact Person Name / Contact Details
1.			
2.			
3.			
4.			
5.			

Please attach copies of work/Purchase orders, contract or customer reference letter/email or any other reference document that can substantially prove the above.

Details of Certified Resources

#	Name	Experience Details	Certificate Details
1.			
2.			
3.			
4.			

Please attach Copy of Certificates & resume and experience with project details.

Form T4 Technical Compliance

IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
 Title: Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
 Bidder: _____

Please write Yes / No in the blank space against each specification of items, which your product/SLA contains, and in case of any difference please elaborate equivalence.

S#	Product	Description	Reference in Bid	Bidder's Assessment (Y/N)
1	Syslog Server	SolarWinds Kiwi Syslog Server NG - Single Install - Annual Maintenance Renewal for 02 years		
2	Storage Resource Monitor	SolarWinds Storage Resource Monitor SRM500 (up to 500 Disks) - Annual Maintenance Renewal for 02 years		
3	Virtualization Manager (Per Socket)	SolarWinds Virtualization Manager VM320 (upto 320 Sockets) - Annual Maintenance Renewal for 02 years		
4	SAM	SolarWinds Server and Application Monitor (upto 200 nodes) - Annual Maintenance Renewal for 02 years		
5	NCM	SolarWinds Network Configuration DL 500 (Upto 500 nodes) - Annual Maintenance Renewal for 02 years		
6	NTA	SolarWinds Network Traffic Analyzer SLX (Unlimited Elements - Standard Polling Throughput) - Annual Maintenance Renewal for 02 years		
7	NPM	SolarWinds Network Performance Monitor SLX (Unlimited Elements - Standard Polling Throughput) - Annual Maintenance Renewal for 02 years		
8	Scability Engines	SolarWinds Additional Polling Engine for SolarWinds Unlimited Licenses (Standard Polling Throughput) Annual Maintenance Renewal for 02 years		
9	IP SLA Manager	SolarWinds VoIP and Network Quality Manager IP SLA, IP Phone X (Unlimited IP SLA Source Devices, Unlimited IP Phones) Annual Maintenance Renewal for 02 years		
10	OEM Support, Licenses and Subscription	Bidder has to provide the comprehensive technical OEM support, Licenses and Subscriptions for all above mentioned software modules / systems during the entire period of contract (02 Years).		
11	Software Upgrades and Patches	The bidder is responsible to update licenses and implement security patches/bugs fixing/ for vulnerability compliance during the entire period of contract (02 Years)		
12	SLA Compliance	Availability requirements during 02 years SLA including recovery and response time along with the Terms and Conditions mentioned under SLA requirement as in Section V. 'Technical Specification' is accepted and will be complied during execution of the contract		

Seal & Signature of Bidder: _____

Date: _____

Form T5 Schedule of Activity

IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
 Title: Maintenance and Technical Support Services of SolarWinds IT
Infrastructure Monitoring and Management Solution
 Bidder: _____

The period/week will be counted from the date of from the signing of contract.

#	Activity	Schedule
1.	The Service Provider will provide a detail plan availability of manpower, as well as service methodology to meet the Purchaser's requirements in a prompt and most efficient manner	Within two (02) weeks of signing the contract
2.	Health check and Preventive Maintenance for efficient and trouble free operations	Quarterly health check/ Preventative Maintenance Service
3.	The Service Provider shall ensure that all the system/ Software shall be maintained and kept in good working condition	During the entire Contract period
4.	Service Activity Commencement	01-February-2025 (Tentative)
5.	Completion date	Two-year period

Seal & Signature of Bidder: _____
 Date: _____

Form T6 Manufacturer's Authorization Form

IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title: Maintenance and Technical Support Services of SolarWinds IT
Infrastructure Monitoring and Management Solution

To: I

Director
General Services Department
State Bank of Pakistan – BSC (HOK)
4th Floor BSC House, I.I Chundrigar Road,
Karachi -Pakistan

Authorization Form for “Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution”

Dear Sir,

WHEREAS **[name of the OEM]** who are established and reputable manufacturers of **[name and/or description of the services/goods]** having **offices at [address]** do hereby authorize **[name and address of Partner]** to submit a bid, and subsequently sign the Contract with you against IFB No. GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024 for the above services/goods manufactured by us.

We hereby extend our full guarantee and warranty as per Clause 15 of the General Conditions of Contract for the services/goods offered for rendering/supply by the above firm against this Invitation for Bids.

[signature for and on behalf of OEM]

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the OEM. The Bidder in its bid should include it.

Form T7 Integrity Pact



STATE BANK OF PAKISTAN

Integrity Pact pursuant to Rule 7 Public Procurement Rules 2004

Declaration of Fees, Commissions and Brokerage etc Payable by the Suppliers of Goods, Services & Works

_____ [the Service Provider] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Service Provider] 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, consultant, 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 Service Provider] 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 Service Provider] 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 right 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 Service Provider] 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/Service Provider] 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.

Seal & Signature of Bidder: _____

Date: _____

Form T8 Affidavit for Bidder's Blacklisting Status

Date: _____
 IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
 Title: Maintenance and Technical Support Services of SolarWinds IT Infrastructure
Monitoring and Management Solution
 Bidder: _____

[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per Stamp Duty Act]

To:

Director
 General Services Department
 State Bank of Pakistan – BSC (HOK)
 4th Floor BSC House, I.I Chundrigar Road,
 Karachi –Pakistan

Affidavit for Bidder's Blacklisting Status

Dear Sir,

I/We hereby confirm and declare that I/We, M/s _____ has/have not been Blacklisted/Sanctioned by any Federal or Provincial Government Department, National Counter Terrorism Authority(NACTA), Agency, Organization or Autonomous Body anywhere in Pakistan during last 05 (five) years.

I/We M/s _____ hereby confirm and declare that the goods/services from Indian or Israeli origin or imported from India or Israel will not provided for Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution vide GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024.

I/We M/s _____ hereby also confirm and declare that no backdoor or eavesdropping or remote access mechanism is present for Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution vide GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024 from India or Israel. Identification of avenues for unauthorized access / data leakage at any stage may lead to cancellation of Contract along with blacklisting of the undersigned entity by SBP Banking Services Corporation.

Detection of false declaration / statement at any stage of the entire Bidding Process / Currency of the Contract shall lead to Disqualification and forfeiture of Bid Security and/or Performance Guarantee and termination of contract.

Seal & Signature of Bidder: _____

Date: _____

Form T9 Bid Security Form (Bank Guarantee)

Date: _____

No. _____

Amount: **PKR1,000,000/-**Validity: **10-Jun-25**IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024Title: Maintenance and Technical Support Services of SolarWinds IT Infrastructure
Monitoring and Management SolutionBidder: [the Service Provider]

To,

Director

General Services Department

SBP Banking Services Corporation (HOK)

4th Floor BSC House, I.I Chundrigar Road,

Karachi –Pakistan

Whereas [the Service Provider] (hereinafter called “the Bidder”) has submitted its Bid dated **Tuesday, 24th December 2024** for **Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution** (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE **[name of Financial Institution]** of **Pakistan**, having our registered office at **[address of Financial Institution]** (hereinafter called “the Bank”), are bound unto **SBP Banking Services Corporation (SBP BSC)** (hereinafter called “the Procuring Agency”) in the sum stated **PKR1,000,000/-** for the payment of which sum well and truly to be made to the Procuring Agency, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

Sealed with the Common Seal of the said Bank this _____ day of _____ 20____.

THE CONDITIONS of this obligation are:

1. If the Bidder

- a) has withdrawn or modified Bid during the period of Bid Validity specified in the Form of Bid;
- b) Disagrees to arithmetical correction made to the Bid price; or
- c) having been notified of the acceptance of Bid by the Procuring Agency during the period of Bid Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Guarantee or to comply with any other condition precedent to signing the contract specified in the Bidding Documents.

2. We undertake to pay to the Procuring Agency up to the above amount upon receipt of its first written demand, without the Procuring Agency having to substantiate its demand, provided that in its demand the Procuring Agency states the amount claimed by it is due to it, owing to the occurrence of one or both of the conditions.

This guarantee shall remain in force up to and including twenty-eight (28) days after the period of Bid Validity, and any demand in respect thereof should reach the SBP Banking Services Corporation not later than the above date.

Name: in the capacity of

signed

[Signature of the Bank]

Dated on day of 20

Form T10: Declaration for Ultimate Beneficial Owners Information

ITB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024Title: Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution

Bidder: _____

[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per Stamp Duty Act]

Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts

1. Name
2. Father's Name/Spouse's Name
3. CNIC/NICOP/Passport no.
4. Nationality
5. Residential address
6. Email address
7. Date on which shareholding, control or interest acquired in the business.
8. In case of indirect shareholding, control or interest being exercised through intermediary companies, entities or other legal persons or legal arrangements in the chain of ownership or control, following additional particulars to be provided:

1	2	3	4	5	6	7	8	9	10
Name	Legal form (Company/Limited Liability Partnership/Association of Persons/Single Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified))	Date of incorporation/ registration	Name of registering authority	Business Address	Country	Email address	Percentage of shareholding, control or interest of BO in the legal person or legal arrangement	Percentage of shareholding, control or interest of legal person or legal arrangement in the Company	Identity of Natural Person who ultimately owns or controls the legal person or arrangement

9. Information about the Board of Directors (details shall be provided regarding number of shares in the capital of the company as set opposite respective names).

1	2	3	4	5	6	7	8
---	---	---	---	---	---	---	---

Name and surname (InBlock Letters)	CNIC No. (in case of foreigner, Passport No)	Father's/ Husband's Name in full	Current Nationality	Any other Nationality (ies)	Occupation	Residential address in full or the registered/ principal office address for a subscriber other than natural person	Number of shares taken by each subscriber (in figures and words)
			Total number of shares taken (in figures and words)				

10. Any other information incidental to or relevant to Beneficial Owner(s).

Name & signature

(Person authorized to issue notice on behalf of the company)

Name of Bidder:	
Authorized Signature with Stamp of Bidder:	

Section VII. Financial Proposal Forms

Following should be the contents of the Financial Proposal Envelope :		
1.	Bid Form with Financials	Form F1
2.	Price Schedule in Pak. Rupees	Form F2

Form F1 Bid Form with Financials

(Financial Proposal)

Date:	
IFB No:	GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title:	Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
Bidder:	

To:

Director
General Services Department
SBP Banking Services Corporation (HOK)
4th Floor BSC House, I.I Chundrigar Road,
Karachi –Pakistan

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, [the Service Provider], the undersigned, accept all stated terms and conditions and offer to supply and deliver the required services in conformity with the said bidding documents for the sum of **[total bid amount in words and figures]** or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the services in accordance with the schedule specified in the Schedule of Activity.

We agree to abide by this Bid for a period of **140 days** from the date fixed for Bid opening under Clause 21 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall not constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 2024

[Seal & signature] [in the capacity of]

Duly authorized to sign Bid for and on behalf of [the Service Provider].

Form F2 Price Schedule in PKR

IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
 Title: Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
 Bidder: _____

Below mentioned cost of OEM backed SLA services, Licenses and Subscription will be as per technical requirements given in Section V- Technical Requirements. All prices must be in PKR. All the quotes must be provided as per format specified below.

Region	Year1	Year2	2 Year SLA Charges (in PKR)	Tax (in PKR)		Amount (in PKR)
	Y1	Y2	Y1+Y2 (S)	%	Amount (T)	(S+T)
Sindh				15%		
Total Cost of SLA in PKR						

Note:

- i. The prices must include the price of incidental services. No separate payment shall be made for the incidental services.
- ii. Prices must be inclusive of all applicable taxes and duties.
- iii. Before filling this form, kindly read the Technical and Service level requirements in Section V.

Seal & Signature of Bidder: _____

Date: _____

Section VIII. Form of Contract

(To be submitted along with applicable stamp duty as per Applicable Stamp Act)

THIS Contract is made the ____ day of _____ 202__ between **State Bank of Pakistan** (hereinafter called “**the Procuring Agency**”) of the one part and **[the Service Provider]** of **Karachi, Pakistan** (hereinafter called “**the Service Provider**”) of the other part:

WHEREAS the Procuring Agency invited bids to provide certain Services viz., “**Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution**” (hereinafter called the “Services”);

The Service Provider, having represented to the Procuring Agency that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of **[Contract amount]** (hereinafter called “the Contract Price”).

NOW THIS Contract WITNESSETH AS FOLLOWS:

1. In this contract t words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of thiscontract , viz.:
 - i. General Conditions of Contract;
 - ii. Special Conditions of Contract;
 - iii. Appendices;
 - Appendix -1 Notification of Award
 - Appendix -2 Acceptance Letter
 - Appendix-3 Supplier’s Representative
 - Appendix-4 Technical Specifications
 - Appendix-5 Schedule of Activity
 - Appendix-6 Price Schedule
 - Appendix-7 Payment Schedule
 - Appendix-8 Supplier Account Form (S2)
 - Appendix -9 Performance Security (Bank Guarantee)
 - Appendix -10 Integrity Pact
 - Appendix - 11 Declaration for Ultimate Beneficial Owners Information
 - Appendix - 12. The Service Provider’s Bid
3. The mutual rights and obligations of the Procuring Agency and the Service Provider shall be as set forth in the Contract, in particular:
 - (a) The Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Procuring Agency shall make payments to the Service Provider in accordance with the provisions of the Contract.
4. This contract can only be amended or extended in writing and upon mutual agreement of both the parties.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written

Sign and seal, (for the Procuring Agency):

Name:
Designation:

Witness 1: _____
Name:
Designation:

Witness 2: _____
Name:
Designation:

Sign and seal, (for the Service Provider):

Name:
Designation:

Witness 1: _____
Name:
Designation:

Witness 2: _____
Name:
Designation:

Section IX. General Conditions of Contract (GCC)

1. General Provisions

- 1.1 Definitions** Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:
- (a) Technical Specifications, Service Level Agreement and Activity Schedule are the required Services listed to be performed by the Service Provider forming part of his Bid;
 - (b) “Procuring Agency” means SBP Banking Services Corporation.
 - (c) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Procuring Agency
 - (d) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
 - (e) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6;
 - (f) “Day works” means varied work inputs subject to payment on a time basis for the Service Provider’s employees and equipment, in addition to payments for associated materials and administration.
 - (g) “GCC” means these General Conditions of Contract;
 - (h) “Government” means the Federal & Provincial Governments of the Islamic Republic of Pakistan ;
 - (i) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SC to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Procuring Agency under this Contract;
 - (j) “Party” means the Procuring Agency or the Service Provider, as the case may be, and “Parties” means both of them;
 - (k) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;
 - (l) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Procuring Agency;

- (m) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Procuring Agency
- (n)
- (o) “Specifications” means the specifications of the service included in the bidding document submitted by the Service Provider to the Procuring Agency
- (p) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in the Technical Specifications, Service Level Agreement and Schedule of Activities included in the Service Provider’s Bid.
- (q) “Subcontractor” means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Clauses 3.5 and 4.

1.2 Applicable Law	The Contract shall be interpreted in accordance with the laws of the Islamic Republic of Pakistan
1.3 Language	This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
1.4 Notices	Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the SCC .
1.5 Location	The Services shall be performed at the specified locations by the Procuring Agency, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government’s country or elsewhere, as the Procuring Agency may approve.
1.6 Authorized Representatives	Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Procuring Agency or the Service Provider may be taken or executed by the officials specified in the SCC .
1.7 Inspection and Audit by the Procuring Agency	The Service Provider shall permit the Procuring Agency to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the Procuring Agency, if so required by the Procuring Agency.
1.8 Taxes and Duties	The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price

2. Commencement, Completion, Modification, and Termination of Contract

- 2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SCC.
- 2.2 Commencement of Services** The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC
- 2.3 Intended Completion Date** Unless terminated earlier pursuant to Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the SCC. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
- 2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.
- 2.5 Force Majeure**
- 2.5.1 Définition** For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- 2.5.3 Extension of Time** Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- 2.6 Termination**
- 2.6.1 By the Procuring Agency** The Procuring Agency may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause 2.6.1 and sixty (60) days’ in the case of the event referred to in (g):
- (a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within

thirty (30) days after being notified or within any further period as the Procuring Agency may have subsequently approved in writing;

- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider/s, in the judgment of the Procuring Agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- (e) if the Service Provider does not maintain a Performance Guarantee in accordance with Clause 3.9;
- (f) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid in accordance with Sub-Clause 3.8.1 and the SCC.;
- (g) if the Procuring Agency, in its sole discretion, decides to terminate this Contract.

2.6.2 Payment upon Termination

Upon termination of this Contract pursuant to Clauses 2.6.1, the Procuring Agency shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d), (e), (f) of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with Subcontractors or third parties.

3.2 Conflict of Interests:-

3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Providers pursuant to Clause 6 shall constitute the Service Providers' sole remuneration in connection with this Contract or the Services, and the Service Providers shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Providers shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Providers agree that, during the term of this Contract and after its termination, the Service Providers and their affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Service Providers nor their Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities in the Islamic Republic of Pakistan which would conflict with the activities assigned to them under this Contract;
- (b) during the term of this Contract, neither the Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;
- (c) after the termination of this Contract, such other activities as may be specified in the SCC.

3.3 Confidentiality

3.3.1 Information relating to evaluation of bids and recommendations concerning to award of the contract shall not be disclosed by the Procuring Agency to the Service provider or to any other person who is not officially concerned with the process, until the announcement of the result of evaluation.

3.3.2. The Service Provider shall not disclose or attempt to make public any information relating to the bidding documents, bidding process and award of the contract to any person or entity without the Procuring agency's prior written consent.

3.3.3 In case of any disclosure related to the bidding process and contractual obligations at any stage by any Service Provider, the Procuring Agency may reject its bid and/or terminate the contract.

3.4 Insurance to be taken out by the Service Providers	The Service Providers (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at their (or the Subcontractors', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage, as shall be specified in the SCC.
3.5 Service Providers' Actions Requiring Procuring Agency's Prior Approval	The Service Providers shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions: (a) entering into a subcontract for the performance of any part of the Services, (b) appointing such members of the Personnel not listed by name ("Key Personnel Names"), (c) changing the Program of activities; and (d) any other action that may be specified in the SCC.
3.6 Reporting Obligations	The Service Providers shall submit to the Procuring Agency the reports and documents pertain to the required services or in any specified format required by the Procuring Agency.
3.7 Documents Prepared by the Service Providers to Be the Property of the Procuring Agency	All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Providers in accordance with Clause 3.6 shall become and remain the property of the Procuring Agency, and the Service Providers shall, upon request from Procuring Agency during the execution of Contract and in any case not later than upon termination or expiration of this Contract, deliver all such documents and software to the Procuring Agency, together with a detailed inventory thereof. The Service Providers may retain a copy of such documents and software. Restrictions about the future use of these documents, if not specified in the SCC shall be communicated during the execution of Contract
3.8 Liquidated Damages	
3.8.1 Payments of Liquidated Damages	The Service Provider shall pay liquidated damages to the Procuring Agency at the rate per day stated in the SCC. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Procuring Agency may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.
3.8.2 Correction for Over-payment	If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate.
3.8.3 Lack of performance penalty	

If the Service Provider has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in clause 7.2.

3.9 Performance Guarantee

The Service Provider shall provide the Performance Guarantee to the Procuring Agency no later than the date specified in the Letter of acceptance. The Performance Guarantee shall be issued in an amount and form and by a Procuring Agency acceptable to the Procuring Agency, and denominated in currency in which the Contract Price is payable. The Performance Guarantee shall be valid until a date of 1 month from the Completion Date of the Contract

4. Service Provider's Personnel

4.1 Description of Personnel

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel Names. The Key Personnel and Subcontractors listed by title as well as by name are hereby approved by the Procuring Agency.

4.2 Removal and/or Replacement of Personnel

- (a) Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.
- (b) If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. Obligations of the Procuring Agency

5.1 Assistance and Exemptions

The Procuring Agency shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as specified in the SCC.

5.2 Change in the Applicable Law

If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased

accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 .

5.3 Services and Facilities

The Procuring Agency shall make available to the Service Provider the Services and Facilities listed under “Services and Facilities Provided by the Procuring Agency”.

6. Payments to the Service Provider

6.1 Lump-Sum Remuneration

The Service Provider’s remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors’ costs, and all other costs incurred by the Service Providers in carrying out the Services. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clauses 2.4 and 6.3.

6.2 Contract Price

The price payable is set forth in the SCC.

6.3 Payment for Additional Services

For the purpose of determining the remuneration due for additional Services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in “Breakdown of the Contract Price.”

6.4 Day works

6.4.1 If applicable, the Day work rates in the Service Provider’s Bid shall be used for small additional amounts of Services only when the Procuring Agency has given written instructions in advance for additional services to be paid in that way.

6.4.2 All work to be paid for as Day works shall be recorded by the Service Provider on forms approved by the Procuring Agency. Each completed form shall be verified and signed by the Procuring Agency representative as indicated in Clause 1.6 within two days of the Services being performed.

6.4.3 The Service Provider shall be paid for Day works subject to obtaining signed Day works forms as indicated in Sub-Clause 6.4.2

7. Quality Control

7.1 Identifying Defects

The Procuring Agency shall check the Service Provider’s performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider’s responsibilities. The Procuring Agency may instruct the Service Provider to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect liability period is as defined in Special Conditions of Contract.

7.2 Correction of Defects, and

(a) The Procuring Agency shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

Lack of**Performance****Penalty**

- (b) Every time notice a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.
- (c) If the Service Provider has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in clause 3.8.3.

8. Settlement of Disputes

8.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Settlement

In case of a dispute arising between the Parties regarding the terms of or rights and obligations of the Parties under this Contract, if not resolved amicably, shall be settled by an arbitration in accordance with the Arbitration Act, 1940.

8.3 Indemnity

The Service Provider agrees to indemnify the Procuring Agency and hold it harmless against any and all liabilities, including judgements and cost of litigation, for anything done or omitted by the Service Provider in the execution of this Contract.

9. Independent Contractor Status

9 Independent Status of Service Provider

Nothing in this Contract is intended or shall be deemed to constitute a partnership agency, employer-employee or joint venture relationship between the Parties. No Party shall incur any debts or make any commitments for the other except to the extent, if at all specifically provided herein

The Service Provider acknowledges and agrees that the Procuring Agency will not provide the service provider or its personnel with any remuneration, employee benefits, health insurance and that income tax / withholding tax is service provider's responsibility. The Service Provider shall ensure all applicable laws are strictly followed.

Section X. Special Conditions of Contract (SCC)

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

SCC 1.	Definitions	GCC Clause 1
	(d) “Contract” is “ <i>Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution</i> ”	
	(e) “Contract Price” is [<i>Contract Amount</i>]	
	(l) the procuring agency shall be SBP BSC	
	“Service Provider” is “ <i>[the Service Provider]</i> ”	
SCC 2.	Performance Guarantee	GCC Clause 3.9
	5% Performance Guarantee is required against the total contract amount for the entire contract period.	
SCC 3.	Effectiveness of Contract	GCC Clause 2.1
	The date on which this Contract shall come into effect is _____.	
SCC 4.	Commencement of Services	GCC Clause 2.2
	The Starting Date for the commencement of Services is _____.	
SCC 5.	Intended Completion Date	GCC Clause 2.3
	The Intended Completion Date of Services is _____.	
SCC 6.	Payment	GCC 6.2
	Payment for Services shall be made in Pakistani Rupees (PKR) , as follows:-	
	Maintenance and Support Services payment shall be paid in Four (04) equal installments at the end of each six-month period subject to confirmation from Procuring Agency’s Technical Team.	
SCC 7.	Prices	GCC 6
	Prices payable to the Service Provider as stated in the Contract are not subject to any adjustment during performance of the contract. However, any subsequent legislation enacted, changes in the rates of all indirect taxes / duties and levies during the currency of contract that impacts the contract price would be duly accounted for by both the parties of the contract i.e. in case of increase or decrease in the rates of the said taxes and duties or levy of any new tax or duty, the contract price would be adjusted accordingly.	
SCC 8.	Liquidated Damages	GCC Clause 3.8
	If the Service Provider fails to provide services as per the required terms & conditions and service level agreement, the purchaser may deduct the Liquidated Damages at the	

rate of 0.03 percent of the total Contract Price per day after elapsing of applicable timelines mentioned in the SLA.

The maximum amount of liquidated damages for the whole contract is 10 percent of the final Contract Price. After which the purchaser may consider termination of the contract pursuant to GCC 2.6.1.

SCC 9.	Resolution of Disputes	GCC Clause 8.2
In case if the parties fail to resolve the dispute, such disputes shall be resolved through Arbitration in accordance with Arbitration Act 1940. The place of Arbitration shall be Karachi, Pakistan.		
SCC 10.	Notices	GCC Clause 1.4
Procuring Agency's address for notice purposes:		
Director ITOD Information Technology Operations Department 6th Floor, Main Building State Bank of Pakistan I.I. Chundrigar Road, Karachi		

Section XI. Appendices (Contract)

Appendix -1 Notification of Award

Appendix -2 Acceptance Letter

Appendix-3 Supplier's Representative

Appendix-4 Technical Specifications

Appendix-5 Schedule of Activity

Appendix-6 Price Schedule

Appendix-7 Payment Schedule

Appendix-8 Supplier Account Form (S2)

Appendix -9 Performance Security (Bank Guarantee)

Appendix -10 Integrity Pact

Appendix -11. Declaration for Ultimate Beneficial Owners Information

Appendix -12. The Service Provider's Bid

Appendix -1 Notification of Award



STATE BANK OF PAKISTAN
SBP Banking Services Corporation
General Services Department
Head Office

[Ref. No.]

[Date]

IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024

Title: Maintenance and Technical Support Services of SolarWinds IT Infrastructure
Monitoring and Management Solution

To:

[insert: *name and address of Supplier*]

Notification of Award for “Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution”

Dear Sir or Madam,

It is hereby informed that *[the Service Provider]*’s bid for “*Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution*” has been accepted for a sum of *[Contract Amount]*.

Please acknowledge with your Letter of Acceptance.

Yours Sincerely

[Procurement Officer]

Appendix -2 Acceptance Letter

[Ref. No.]

[Date]

IFB No: GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024

Title: Maintenance and Technical Support Services of SolarWinds IT Infrastructure
Monitoring and Management Solution

To:

Director
General Services Department
State Bank of Pakistan – BSC (HOK)
4th Floor BSC House, I.I Chundrigar Road,
Karachi -Pakistan

Letter of Acceptance. for “Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution”

Dear Sir,

We hereby Confirm and Accept the Notification of Award (*Insert Ref. No. of NoA*) for “*Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution*” for a sum of [*Contract Amount*].

We will submit requisite Performance Guarantees within twenty one (21) days and sign & return the Contract within twenty one (21) days from receipt of the Contract Form as per the terms of the Bidding Documents.

Yours Sincerely

Name

Designation

[the Service Provider]

Date:

Appendix-3 Supplier's Representative

No:	GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title:	Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
Supplier:	<i>[the Service Provider]</i>

Supplier's appointed Representatives are:

Name:	
Designation:	
Contact Details	
Land line:	
Cell:	
Email:	
Address:	

Name:	
Designation:	
Contact Details	
Land line:	
Cell:	
Email:	
Address:	

Appendix-4 Technical Specifications

No:	GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title:	Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
Supplier:	<i>[the Service Provider]</i>

To be included at the time of signing of contract

Appendix-5 Schedule of Activity

No:	GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title:	Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
Supplier:	<i>[the Service Provider]</i>

To be included at the time of signing of contract

Appendix-6 Price Schedule

No:	GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title:	Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
Supplier:	<i>[the Service Provider]</i>

To be included at the time of signing of contract

Appendix-7 Payment Schedule

No:	GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title:	Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
Supplier:	<i>[the Service Provider]</i>

To be included at the time of signing of contract

Appendix-8 Supplier Account Form (S2)



STATE BANK OF PAKISTAN
Finance Department
Supplier Bank Account Details Form

S-2

1. For OFFICE use: (Please Check)									
Office: SBP ☐ BSC ☐					Department: General Services Department				
Create New Supplier: ☐					Create New Site: ☐				
Update Supplier Info: ☐					Supplier Number: _____				
2. Supplier Information									
Supplier Name									
Supplier NTN								(9 digits)	
CNIC No.								(15 digit) If NTN Not available	
Supplier Address									
Supplier City									
Contact No.								Mobile No.	
E-mail Address								Fax No.	
3. Bank Account Information									
Bank Name									
Branch Name									
Branch Address									
Account No. (IBAN)		PK				Branch Type		Commercial ☐ Islamic ☐	
Branch License No.									
Account No. (17 digits)								Account Type:	
Title of Account									
(Signature & Stamp of Supplier)									
Forwarded By:		Verified By:			Entered By:			Approved By:	
Date Creation / Updation Date									

Note:

- Information without complete Bank Account Details & NTN/ CNIC will not be accepted.
- All Payments will be made to suppliers through Bank Account.
- Any change in Bank Account should be conveyed immediately to SBP. Otherwise SBP will not be responsible for credit into wrong account of supplier due to change in bank account details.

Appendix -9 Performance Security (Bank Guarantee)

No:	GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title:	Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
Supplier:	<i>[the Service Provider]</i>

Date: _____

No. _____

Amount: _____

Validity: _____

To:

Director
General Services Department
State Bank of Pakistan – BSC (HOK)
4th Floor BSC House, I.I Chundrigar Road,
Karachi -Pakistan

WHEREAS ***[the Service Provider]*** (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. **GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024** *[reference number of the contract]* to “**Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution**” (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of ***[amount of the guarantee in words and figures]***, and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of ***[amount of guarantee]*** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ____ day of _____ 202__.

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

Appendix -10 Integrity Pact



STATE BANK OF PAKISTAN

**Declaration of Fees, Commissions and Brokerage etc
Payable by the Suppliers of Goods, Services & Works**
Integrity Pact pursuant to Rule 7 Public Procurement Rules 2004

No:	GSD (PROC-I)/ 168275/SLA/IT Monitoring/2024
Title:	Maintenance and Technical Support Services of SolarWinds IT Infrastructure Monitoring and Management Solution
Supplier:	[the Service Provider]

[the Service Provider] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Service Provider] 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, consultant, 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 Service Provider] 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 Service Provider] 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 right 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 Service Provider] 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 Service Provider] 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.

Appendix - 11. Declaration for Ultimate Beneficial Owners Information

**[Required on non-judicial stamp paper; value of stamp paper should be as per required value as per
Stamp Duty Act]**

Appendix - 12. The Service Provider's Bid
