



**SINDH REVENUE BOARD**  
GOVERNMENT OF SINDH



**NOTICE INVITING TENDER**  
**SERVICE LEVEL AGREEMENT (SLA) FOR ONE YEAR**  
**FOR SINDH REVENUE BOARD'S DATA CENTER**

Sindh Revenue Board (SRB) invites sealed bids for SLA for One (1) year from well reputed IT firms having registration with FBR, SRB and other relevant tax authorities.

**Scope of Work**

The scope of work is divided into following two lots:

Lot1: Service Level Agreement (SLA) of IT Equipment for One Year

Lot2: a. SLA of Non-IT Equipment for One Year

b. 1 x Resident Data Center Facility Supervisor for One Year

Bidders may bid for: Both Lot 1 and Lot 2 **OR** Any one (1) of the Lot.

**Eligibility Criteria (Relevant documentary proof shall be required against each criterion):**

- Active Tax Payer Certificate (s) from the relevant tax authorities.
- Affidavit on the stamp paper from the responsible personnel of the firm that the firm has never been black listed by Government and Semi Government organization/agency/department
- Bidder should be an established Information Technology entity/ IT System Integrator and should have been in the business for a minimum period of five (5) years.
- The bidder should have average annual turnover Rs. 100 million and above for the last three (3) Financial Years i.e. 2019 onwards (Audited Financial Statements shall be required).
- The bidder should have experience in providing Service Level Agreement (SLA) to at least three (3) Data Centre of similar size or bigger, during the last five years.
- Bidder must have a warehouse in Karachi.
- List of Technical resources (System Engineer for Servers and SAN, Network Engineer, Power Engineer, HVAC Engineer, Fire and Safety Engineer) available at Karachi Support Center for the said service with expertise including position, qualification, related certification & experience is to be provided.
- The Bidder and all consortium partners shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.
- The bidder should furnish, as part of its bid, bid security (BS) of 2% of the Bid Price (The BS should be demonstrated in the Pak Rupees and shall be in the form of Pay Order/DD/Bank Guarantee).

Complete Bidding Documents can be obtained from 12<sup>th</sup> September 2022 to 3<sup>rd</sup> October 2022 during office hours after submitting of Rs 1000/- pay order in favor of "SINDH REVENUE BOARD" form the official address mentioned below.

Bidding process shall be conducted under Single Stage-One envelope bidding procedure described in Sindh Public Procurement (SPP) Rules 2010.

Bids shall contain all the documentary evidences provided in the Mandatory Qualification Criteria.

**Schedule of Bidding Process:**

- a. Site Visit: Thursday, September 15, 2022 and Friday September 16, 2022
- b. The Pre-Bid Meeting to submit the queries regarding the issued Bidding Documents shall be held on Thursday 19<sup>th</sup> September 2022 at 3:00 pm at 3<sup>rd</sup> Floor Shaheen Complex M. R Kayani Road Karachi.
- c. Last Date and Time of submission of Bids: On Tuesday 3<sup>rd</sup> October 2022 at 3pm.
- d. Date & Time of Opening of Bids: On 3<sup>rd</sup> October 2022 at 3.30pm
- e. Bids may be submitted at the below mentioned address by hand/or by mail.
- f. Bids shall be opened at the below mentioned address.
- g. Bidding Process shall be conducted as per SPP Rules 2010.

This Notice Inviting Tender is also available at the websites of Sindh Public Procurement Regulatory Authority (SPPRA) i.e. [www.pprasindh.gov](http://www.pprasindh.gov) and SRB i.e. [www.srb.gos.pk](http://www.srb.gos.pk)

**Commissioner (Admin & Headquarters)**  
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