



Government of Pakistan
Ministry of Communications

OFFICE OF THE GENERAL MANAGER, PLI NORTHERN PAKISTAN, LAHORE GPO BUILDING

TENDER NOTICE

FOR CUSTOMIZATION, MODIFICATION AND UP-GRADATION OF EXISTING POSTAL LIFE INSURANCE SYSTEM (PLIS)

Sealed tenders are invited from eligible bidders, well established and reputed firms / software houses, registered with Tax Department, for the Customization, Modifications and Upgradation of Existing Postal Life Insurance System. The firms must have a strong base of system developers with them. Bidding will be made in accordance with Public Procurement Rules 2004 (PPR-2004). The bidders are required to provide the following services:

- a) Up-gradation, modification, installation and configuration of existing software. Specific details of existing software are mentioned in the tender documents. The vendor will be responsible for fixing bugs and upgradation for One year.
- b) Training of departmental officials for software operations, installation and configurations. They may quote price for providing further training on per day basis.
- c) Providing trained IT professional for technical administration, management, trouble-shooting and smooth operation of Postal Life Insurance Software Application(s) at Lahore, Karachi, Multan, Peshawar, Quetta, Hyderabad. Locations can be increased or decreased as per request of GM concerned. Modification in existing modules will be one of the primary duties of these Software Development Team. Contract for providing IT professional on above-mentioned locations will be initially for One year, extendable to TWO more years on satisfactory performance of the vendor.
- d) Server hosting and VPN will be provided by the successful bidder as Infrastructure as a service (IaaS) which include establishment of DR & PR Sites. Server Hardware for DR & PR Sites will be provided by the Server Hosting Providers under (IaaS). The successful bidder will hire Server hosting Sites in the name of General manager, Postal Life insurance, Lahore. Original bill of Server Hosting Provider will be submitting ted by the successful bidder to PLI.
- e) Provision of all required services, mentioned in Tender Documents to ensure smooth computerized operations of Postal Life Insurance.

TERMS AND CONDITIONS

1. The software system is already operational since 2007.
2. Source Code of PLIS along-with database backup is available with the existing vendor which will be provided through the Department.
3. There are 63 operational locations i.e. GM Offices, RD Offices, Field Offices, GPOs etc. where the existing PLIS is running.
4. 02% earnest money in the form of Postal Draft / Bank Draft in favour of the General Manager, Postal Life Insurance, Northern Pakistan, Lahore should be attached with the financial proposal; in absence of which, the tender will not be accepted.
5. SMS with masking service will be provided by the successful bidder in the name of General Manager Postal Life Insurance. Original bill of service provider will be submitted by the successful bidder. The same will be incorporated by the successful bidder.

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6. The bidders are required to submit Technical and Financial Proposals in a separate sealed cover under rule 36-B of PPRA. The Financial Proposal of only technically qualified bidder(s) will be opened. The bids will be accepted only on departmentally designed technical and financial proforma.
7. Company profile and details of administrative and technical manpower available should also be mentioned in the Technical Proposal.
8. The General Manager, Postal Life Insurance may reject all bids or proposals at any time prior to the acceptance of a bid or proposals. The procuring agency shall upon request communicate in writing to any supplier or contractor who had submitted a bid or proposal, the ground for rejection of all bids or proposals, but is not required to justify those grounds in accordance with PPRA-2004.
9. 05% Performance Guarantee (calculated on the basis of **One year's** total price quoted) in the form of Postal Draft / Bank Draft in favor of the General Manager, Postal Life Insurance, Northern Pakistan, Lahore will be required to be furnished by the successful bidder before the award of contract. The same will be released after the successful completion of the contract.
10. Rates in PKR should be inclusive of all government applicable taxes.
11. The sealed tenders must reach to the office of the undersigned by **21-12-2020 at 10:30 am**. The Technical bids will be opened on the same date at **1100 hrs** in the presence of bidders.
12. Tender documents may be obtained from the Computer Cell, office of the General Manager, Postal Life Insurance Lahore by depositing Rs. **1,000/-** in the shape of ACG-67 at any Post Office.
13. Any other information / clarification may be obtained, if required, during the office hours from the office Assistant General Manager (Admn), Postal Life Insurance Northern Pakistan, Lahore (042-99210814).

Mrs. Iram Tariq
Director
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Lahore GPO Building
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