



## SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN

**No. T# 07/17-18**

### **Invitation to Bid**

The Securities & Exchange Commission of Pakistan invites sealed bids from suppliers registered with Income Tax and Sales Tax Departments for following:

S. No.	Requirements	Tender Ref No.
1.	Software and Hardware Support Renewal	07(i)/17-18
2.	Wide Area Network and Internet Connectivity	07(ii)/17-18
3.	Purchase of IT Related Items	07(iii)/17-18

Bidding documents containing detailed terms and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bid, evaluation criteria, clarification/rejection of bids etc. against above requirement(s) are available for the interested bidders from the undersigned and can also be downloaded from <https://www.secp.gov.pk/procurement/> free of cost.

The bids prepared in accordance with the instructions in the bidding documents, must reach undersigned on or before **February 16, 2018 at 1500Hrs** and will be opened on the same day at 1530Hrs.

In case of any query, Admin Department may be contacted on Telephone No. 051-9207091(Ext-437) Email: [ubaidullah.khalid@secp.gov.pk](mailto:ubaidullah.khalid@secp.gov.pk) Office Hours (Monday to Friday excluding Public Holidays)

Deputy Director (Admin)

## **Terms and Conditions for Bids and Bidders**

1. **Tender Identification Number: TENDER # 07 (ii)/17-18**

2. **The Procurement Agency is:**

**Securities and Exchange Commission of Pakistan**  
4th Floor, NICL Building, 63 Jinnah Avenue, Blue Area,  
Islamabad.

3. The Securities and Exchange Commission of Pakistan (SECP), setup in pursuance of the Securities and Exchange Commission of Pakistan Act, 1997 is an apex regulatory authority mandated to regulate and supervise the Pakistani securities markets, corporate sector, insurance industry and non-banking financial sector etc.
4. The Securities and Exchange Commission of Pakistan invites sealed bids from the principal's authorized dealers/distributors/partners/resellers based in Pakistan and having offices in all major cities of Pakistan and registered with sales tax department, having national tax number (NTN) for

### **“Wide Area Network and Internet Connectivity”**

through

### **SINGLE STAGE TWO ENVELOP METHOD**

5. Bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial Bid and the technical Bid. The envelopes shall be clearly marked as “FINANCIAL BID” and “TECHNICAL BID” in bold and legible letters.
6. Initially, only the envelope marked “TECHNICAL BID” shall be opened publically. The envelope marked as “FINANCIAL BID” shall be retained.
7. After the evaluation and approval of the technical Bid, financial Bids of the technically accepted Bids only will be opened at a time, date and venue announced and communicated to the Bidders in advance. Financial Bids of unsuccessful bidders (technically) will be returned.
8. Relevant details plus terms and conditions of the invitation may be obtained from the undersigned personally or by visiting the SECP website:  
<https://www.secp.gov.pk/procurement/>
9. The bid validity period shall be 150 days.
10. The amount of the bid and bid security shall be in Pak rupees. **The bid security shall be submitted in a third sealed envelope with the technical bid.** The bids should be accompanied by bid security (refundable) for an amount equal to 2% of the total quoted price (inclusive GST, if applicable) in shape of either pay order, demand draft valid for not less than 6 months in favor of **Securities and Exchange Commission of Pakistan**. Bids not accompanied by bid security or with less amount of bid security will not be entertained.

11. The bid security of successful bidder will be retained and that of other bidders will be returned after award of contract.
12. If the bid is withdrawn before the expiry of its validity or the supply/services are not made/provided within due date, the bid security will be forfeited in favor of the SECP, Islamabad.
13. It is of utmost importance that bids should be submitted very carefully and the instructions set forth above, scrupulously complied with, failing which the offer will be ignored.
14. The language of the bid is English and alternative bids shall not be considered.
15. Amendments or alterations/cutting etc., in the bids must be attested in full by the person who has signed the bids.
16. The prices quoted shall correspond to 100% of the requirements specified. The prices quoted by the bidder shall not be adjustable. Changes or revisions in rates after the opening of the bids will not be entertained and may disqualify the original offer.
17. The rates must be quoted strictly in accordance with our documents and Annex(s).
18. Discounts (if any) offered by the bidder shall be part of the bid.
19. In case applicable taxes have neither been included in the quoted price nor mentioned whether quoted amount is inclusive or exclusive of such taxes, then quoted amount will be considered inclusive of all taxes and selected service provider will have to provide the required services/equipment, if selected and declared as best evaluated bidder. In case selected bidder is not willing to supply on quoted amount then bid security submitted with the bid will be forfeited in favor of the Commission.
20. Bids shall be evaluated as per evaluation criteria prescribed in the bidding documents.
21. Bidder must have regular place of business, telephone numbers and email address and must provide proof of their existence in the particular business.
22. Bidder must submit an affidavit with the bid that the bidder is not blacklisted by any organization.
23. Only registered suppliers who are on Active Taxpayers List (ATL) of FBR are eligible to supply goods/services to the Commission.
24. If any supplier is not in ATL then his payment shall be stopped till he files his mandatory returns and appears on ATL of FBR.
25. Items included in Compulsory Certification Scheme of PSQCA shall be duly certified by an accredited laboratory and fulfill necessary conditions of PSQCA, as applicable.

26. The SECP is not bound to accept the lowest bid and reserves the right to accept full or partial supplies/services offered and bidders should supply the same at the rates finalized between the agency and the bidder.
27. SECP reserves the right to cancel this invitation and reject all bids at any stage of the bidding process.
28. Exact timelines of commissioning of all WAN links must be clearly mentioned in the proposal/bid.
29. Quantities may vary according to SECP requirement.
30. All software based items contains installation and configuration and end user orientation which is responsibility of the supplier (if support is not provided by the Principal).
31. The equipment/software/renewals supplied must be duty paid in respect of all applied duties and taxes.
32. The end user License, end user warranties and end user support services will be in the name of SECP for all equipment and software loaded on the equipment delivered.
33. A copy of valid authorized agency/partnership/dealership/distributorship certificate from their principals is to be submitted with the bid in case of any such claim.
34. The bidders do not have the option of submitting their bids electronically. Telegraphic and conditional bids will not be accepted. Unsealed bids will not be entertained.
35. Sealed bids may be dropped in the tender drop box placed at Ground Floor of the NIC Building, 63 Jinnah Avenue, Islamabad.
36. Clarification if any on the technical requirement may be obtained [ubaidullah.khalid@secp.gov.pk](mailto:ubaidullah.khalid@secp.gov.pk)
37. The bids received after the due date and time will not be entertained.
38. Successful bidders shall be bound to provide the required services within the delivery period. In case of late delivery, late delivery (LD) charges equivalent to 1% (of the PO/contract Value) per week shall be imposed and deducted from the payment. However, imposed penalty shall not exceed 10% of the PO/contract value.
39. The place of bid destination is: **Securities and Exchange Commission of Pakistan**, NICL Building, 63 Jinnah Avenue, Blue Area, Islamabad.
40. The envelopes shall bear the following additional identification marks:

<b>Bid for:</b>	<b>“Wide Area Network and Internet Connectivity”</b>
<b>Bidder Name:</b>	XYZ
<b>Attention:</b>	<b>M. Ubaidullah Khalid</b> Deputy Director (Admin), 4th Floor NICL Building, 63 Jinnah Avenue

Blue Area, Islamabad

41. The deadline for the submission of bids is:

**Date: February 16, 2018**

Time: 1500Hrs

42. The bid opening shall take place at:

**Securities and Exchange Commission of Pakistan**

NICL; Building, 63 Jinnah Avenue, Blue Area,  
Islamabad

**Date: February 16, 2018**

Time: 1530Hrs

A statement “Not to be opened before 1530 Hrs on Date: Date: **February 16, 2018**” shall be clearly mentioned on the top of the sealed bid.

**Note:**

- The attachment details are as under

1. Terms of Reference/Scope of Work
2. Bids Evaluation Criteria
3. Draft Agreement/SLA

Annex “A”

Annex “B”

Annex “C”

- If the above terms and conditions are acceptable then bids must be submitted well in time and according to the requirements.

## Terms of Reference

### **PURPOSE:**

This invitation to solicit sealed proposals to select, procure, install and manage WAN and Internet Data Communication System and services. The Commission may enter into a contract to have the selected bidder perform the entire project on turnkey basis. This invitation provides details on what is required to submit a Proposal/bid for the work, how the Commission will evaluate the Proposal/bid and what will be required by the Contractor in performing the work.

### **BACKGROUND:**

The Securities and Exchange Commission of Pakistan (SECP) is a government agency whose purpose is to develop a modern and efficient corporate sector and a capital market based on sound regulatory principles, in order to foster economic growth and prosperity in Pakistan. SECP consists of a Main Head Office, located in NICL Building Blue Area, Islamabad with its nine branch offices across the country which include Gilgit Baltistan, Peshawar, Islamabad, Lahore, Faisalabad, Multan, Sukkur, Karachi and Quetta.

Information Systems and Technology Department (IS&TD) at SECP provides information technology leadership, to build the Commission’s information technology infrastructure and effectively participate in making it a modern and efficient regulator. The Department strives to expand technology support to create the information technology environment that the Commission needs in order to achieve its mission and vision. To be successful in this role, IS&TD has been developing broad based partnerships within the organization and beyond, even reaching out to the outside stakeholders. In short, IS&TD’s mission is to be the technology partner for all the members of the SECP community.

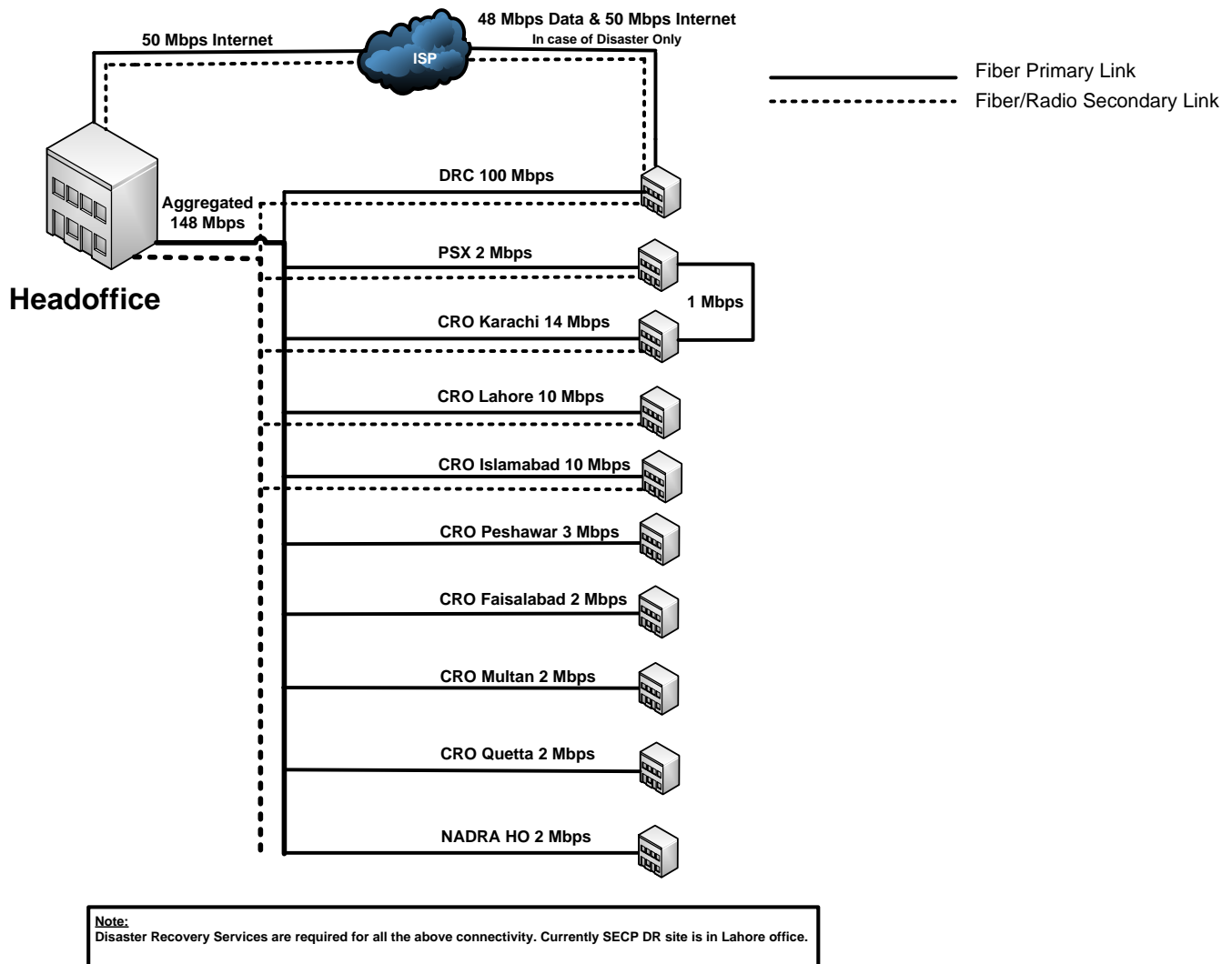
### **PROJECT OBJECTIVES:**

The main objective of this invitation is to acquire a complete solution for SECP’s WAN and Internet connectivity. Following requirements depict the expectations from WAN and Internet data connectivity providers:

- Redundant last mile connectivity for SECP Head office, CRO KHI, LHR, ISB, NADRA HO and PSX
- Aggregated Data Connectivity at SECP Head office

- Internet connectivity at SECP Head office only and in case of disaster will be shifted to DR site
- Video Conferencing with major branch offices and Head office
- Auto failover/fall back configuration in case of redundant connectivity

Following picture depicts the network diagram and required bandwidth at Head Office, Branch Offices, NADRA and Pakistan Stock Exchange. SECP needs CIR WAN links and Internet connectivity with depicted bandwidth data rates.



The following table also summarizes the overall bandwidth requirement for each site:

S. No.	Location	Bandwidth
1.	Head Office (Internet)	50 Mbps
2.	Head Office-DRC Lahore (Data Replication link)	100 Mbps
3.	Head Office-CRO Lahore	10 Mbps
4.	Head Office-CRO Karachi	14 Mbps
5.	Head Office-CRO Peshawar	03 Mbps
6.	Head Office-CRO Multan	02 Mbps
7.	Head Office-CRO Quetta	02 Mbps
8.	Head Office-CRO Faisalabad	02 Mbps
9.	Head Office-CRO Islamabad	10 Mbps
11.	Head Office-Pakistan Stock Exchange (PSX)	02 Mbps
12.	CRO KHI-PSX (Backup Link)	01 Mbps
13.	Head Office -NADRA Head Office Islamabad	02 Mbps

Following is the detail of locations and contact persons:

S. No.	Location	Address	Point of Contact (POC)
1.	Head Office Islamabad	63 - NICL Building, Jinnah Avenue, Blue Area, Islamabad	Muhammad Younas 03345133677 Haroon Rashid 03028661987
2.	CRO Karachi	4th & 5th Floors, SLIC Building No. 2, Wallace Road, Karachi.	Haroon Nawaz 03002534241 Muhammad Ghous Khurram 03002551778
3.	CRO Lahore	3rd Floor, Associated House, 7-Egerton Road, Lahore	Muhammad Shahzad Sarwar 03454455444
4.	DRC Lahore	4th Floor, Associated House, 7-Egerton Road, Lahore	Muhammad Shahzad Sarwar 03454455444
5.	CRO Islamabad	1st Floor, SLIC Building, 7-Blue Area, Jinnah Avenue, Islamabad	Muhammad Younas 03345133677 Haroon Rashid 03028661987
6.	CRO Peshawar	First Floor, State Life Building , The Mall, Peshawar	Muhammad Sohail Farooq 03005931098
7.	CRO Faisalabad	FCCI Building 2nd Floor Canal Road	Muhammad Asghar Baig 03236050809
8.	CRO Multan	63-A, Nawa-e-waqat Building, 2nd Floor, Abdali Road, Multan	Muhammad Azam 03336116934



9.	CRO Quetta	Ground Floor, Aiwan-e-Mashriq, Plot No. 4 - A, Opposite FC Headquarter, Sharah-e-Hali, Model Town, Quetta	Abdul Rehman Khan Tareen 03337831955
10.	Pakistan Stock Exchange	PSX Building, Stock Exchange Road, Karachi	Haroon Nawaz 03002534241 Muhammad Ghous Khurram 03002551778

### STRICT REQUIREMENTS:

The SECP invites data network operators or partners for the complete solution of its entire WAN and Internet connectivity complying below STRICT requirements:

- Entire Fiber based connectivity is a MUST
- Ethernet based end point with a full duplex connection is a MUST
- Layer 3, MPLS based solution is a MUST
- Full Mesh Topology
- SECP will only provide Ethernet based connectivity with end-points at all sites
- Ring fiber connectivity at respective data centers with Head Office, CRO-Karachi, CRO-Lahore, CRO-Islamabad, NADRA office and Pakistan Stock Exchange (PSX) is a MUST
- Other than ring fiber, a P2P redundant radio link (last mile backup of ring fiber) for aggregated Data and Internet connectivity MUST also be configured for Head Office (Islamabad) separately
- A single public IP pool of 30 useable IP's must be assigned to the SECP by the service provider
- Service provider will provide Public IPs for P2P connectivity wherever required
- 4x public IP's duly white listed from PTA for the SECP's video conferencing needs
- **Onsite Installation:** Supplier will be responsible for onsite installation. Cost of installation and migration must be included in the solution's total cost
- **DR Drill:** SECP conducts DR drill twice a year and during this exercise, shifting of all WAN links and Internet connectivity from primary to DR site will be provided by the ISP free of cost

**SCOPE OF WORK:**

SECP has a complete skeleton of WAN connectivity for inter-office and intra-office communication using network switches and routers. SECP needs complete WAN and Internet connectivity. Following services are required from successful participant:

**IMPLEMENTATION:**

Plan, Design and Implement the entire WAN and Internet connectivity at Head Office, Peshawar, Islamabad, Lahore, Faisalabad, Multan, Karachi, Quetta, NADRA Head Office and Pakistan Stock Exchange (PSX) at KHI.

All testing and verification of system will be done by SECP with the help of successful bidder. One month testing and verification of allocated links and the bandwidth will be offered by the selected service provider free of cost.

- Post bid Technical meetings for the endorsement of technical details may be requested by the SECP
- Each page of the proposal should state the name of the bidder, the RFP name, and the page number
- To facilitate comparison of proposals, bidders must submit proposals in a format that corresponds to the following:
  1. Cover Sheet – signed by an officer of the company
  2. Technical proposal must include a table of contents listing all sections:
    - a. Section 1: Introduction and general information about the bidder (including years in business)
    - b. Section 2: Staffing and technical manpower with experience and qualification
    - c. Section 3: Support Matrix and Escalation Matrix
    - d. Section 4: Existing clients along with contact details
    - e. Section 5: Compliance to all strict requirements (Yes/No)
  3. Financial proposal must include:
    - a. Section 1: Cost of complete proposal for one year, including the monthly breakup of each cost including all taxes (if applicable).
    - b. Section 2: Additional per Mbps cost for each WAN link.

- Comprehensive warranty & onsite Support for three (03) years MUST be offered for all CPE (Client Premises Equipment) by service provider.
- Service provider must have a call center with 24x7 availability and a UAN for complaint logging and escalation.
- Complete installation MUST be completed before June 01, 2018. SECP will shift its existing connectivity to new service provider in June 2018.
- Billing will start from July 01, 2018.
- Exact timelines of commissioning of all WAN links must be clearly mentioned in the proposal.
- The Quantities mentioned above may vary according to SECP requirement.
- Cost for each WAN link must be quoted separately in the proposal.
- One time cost/installation charges(if any) must be quoted separately in the proposal.

Technical Evaluation Criteria for WAN Connectivity		
S. No.	Description	Marks
1	Atleast 05 years of experience as an ISP	MUST
2	Entire Fiber based connectivity at all SECP sites/ locations	MUST
3	Ethernet based end point connectivity (full duplex mode)	MUST
4	MPLS based solution	MUST
5	Full Mesh Topology	MUST
6	Ring-fiber connectivity at respective data centers with Head Office, CRO-Karachi, CRO-Lahore, CRO-Islamabad, NADRA office and Pakistan Stock Exchange (PSX)	MUST
7	P2P redundant radio link (last mile backup of ring fiber) for aggregated Data and Internet connectivity at SECP Head Office	MUST
8	A single public IP pool of 30 useable IP's for SECP. Service provider will provide Public IPs for P2P connectivity wherever required	MUST
9	4x public IP's duly white listed from PTA for the SECP's video conferencing requirement	MUST
10	Free of cost onsite installation and support including customer premises equipment (CPE's)	MUST
11	WAN links and Internet connectivity shifting from primary to secondary site during DR drill/ actual disaster will be offered free of cost by the service provider	MUST
12	24 x 7 x 365 operational support center with Support Escalation Matrix	MUST
13	Network Availability Uptime 99.5% or higher	MUST
14	Presence in Major cities of Pakistan (Islamabad, Lahore, Karachi, Quetta, Peshawar, Multan, Faisalabad)	MUST

**SERVICE LEVEL**  
**AGREEMENT**

**FOR**

**WAN CONNECTIVITY**

**BETWEEN**

**ISP**

**AND**

**SECP**

These Terms and Conditions ('T&C') apply to any Proposal ('PO') relating to the provisioning of the applicable services ('Services') by \_\_\_\_\_ ('ISP') to a customer ("SECP").

### Section 1

The T&Cs enumerated in this Section 1 would apply to all Proposals with respect to every Line of Business ('LOB') of ISP delineated herein.

#### GENERAL TERMS & CONDITIONS

- **Contradictory Terms:** Every PO issued by the Customer after acceptance of the Proposal shall be subject to the terms and conditions set forth herein. POs, which may contain statements, clauses, or conditions modifying, adding to, repugnant to, or inconsistent with the terms and provisions of herein contained, are hereby rejected. Such POs will only be accepted by ISP upon the condition and with the express understanding that notwithstanding any such statements, clauses, or conditions contained in any PO are void and have no effect and that the obligations and liabilities of ISP and the Customer shall be determined by the terms and conditions enumerated in this Proposal.
- **PO Acceptance:** PO issued by the Customer will be deemed accepted by ISP upon ISP signing and delivering to the Customer any letter, form, or other writing or instrument acknowledging acceptance thereof.
- **Comprehensive Agreement:** ISP and the Customer must execute a Comprehensive Agreement immediately after issuance of PO and prior to the start of deployment, and all the terms therein shall be in consonance with the Terms and Conditions envisaged herein.
- **Termination:** PO / Agreement shall only be terminated if the other party materially breaches any material provision of the PO / Agreement ('Material Cause') and fails to cure such breach within 90 days in the case of payments after receipt of written notice describing the breach.
- **Exchange Rate:** If the prices with respect to the Service are quoted in US Dollars, all the payments in this respect shall be made in equivalent Pak Rupees at the mid-market exchange rate (i.e. the average of the buying / selling rate) prevalent as of the date of payment.
- **Invoice Acceptance:** An invoice shall be deemed to have been accepted by the Customer if any amount therein is not disputed within 30 days from the invoice date.
- **Payment Mode:** The Customer will render the payments through crossed cheque in the favour of M/s ISP Telecom Ltd. All payment shall be processed in the name of 'ISP'.
- **Suspension:** If any payment remains unpaid for a period exceeding 100 days from its due date, ISP shall have the right to suspend the Services, till such time when the entire outstanding payment is paid in full by the Customer.
- **Assignment:** The Customer shall not assign / novate the PO / Agreement or any part thereof without seeking prior written consent of ISP.
- **Confidentiality:** The Parties shall keep the terms of the PO / Agreement confidential and shall not disclose any information or document received in pursuance thereof to any person or party except as required by law.

- **Modification:** No addition or modification of the PO / Agreement shall be effective or binding on either of the Parties unless agreed in writing and executed by the respective and duly authorized representatives of each of the Parties.
- **Severability:** If any provision of the Agreement / PO is found to be invalid, illegal or unenforceable, then, notwithstanding such invalidity, illegality or unenforceability, the Agreement / PO and the remaining provisions shall continue in full force and effect. In this event the parties will agree upon a valid, binding and enforceable substitute provision which shall be as close as possible to the commercial interests of the invalid or unenforceable provision.
- **Dispute Resolution:** The construction, performance, validity and all matters relating to the interpretation of the PO / Agreement shall be governed by the laws for the time being in force in Pakistan. Where the Parties are unable to resolve any dispute within ninety (90) days of it so arising, either Party may refer the same to arbitration, which is to be conducted under the Arbitration Act, 1940 or any amendment thereto. The arbitration proceedings shall be conducted by a panel of two (2) arbitrators and an umpire (one (1) arbitrator shall be appointed by each Party and the umpire shall be appointed by mutual consent of both the arbitrators). The decision of the arbitration panel shall be final and binding on each Party. The venue for arbitration shall be Lahore, Pakistan and the language for arbitration proceedings shall be English. Each Party shall bear its own arbitration costs.
- **Notice:** (i) Notice period for termination of the contract by the Customer is 30 days and by the ISP is minimum 120 days (ii) All notices and other communications in connection with the contemplated transaction shall be made by each Party at the address set forth below or to such other addresses as may be designated by a Party by giving written notice to the other Party in pursuance hereof (ii) All notices and other communications from either Party to the other, except as otherwise stated in this Agreement, shall be written in English and, shall be deemed to be received upon the actual delivery or completed facsimile addressed to the other Party as follows:

**ISP**

**SECP**

WITNESSES:

**ISP**

**SECP**

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

## Section 2

### TECHNICAL TERMS & CONDITIONS

In addition to the foregoing general T&Cs, the technical T&Cs for WAN connectivity are enumerated herein below.

#### 1. **Deployment / Implementation Services:**

**Payment Terms:** ‘Contract Price’ means the total consideration, delineated in Annex – «A», which is payable by the Customer with respect to the provisioning of the Services by the ISP.

#### 2. **Strict Requirements:**

- The ISP shall provide entire Fiber based connectivity to SECP
- The ISP shall provide Ethernet based end point with a full duplex connection to SECP
- The ISP shall provide Layer 3, MPLS based solution to SECP
- The network design should follow Full Mesh Topology
- The SECP will only provide Ethernet based connectivity with end-points at all sites.
- The ISP shall provide ring fiber connectivity at respective data centers including Head Office, CRO-Karachi, CRO-Lahore, CRO-Islamabad, NADRA office and Pakistan Stock Exchange (PSX)
- The ISP shall configure a P2P redundant radio link (last mile backup of ring fiber) for aggregated Data and Internet connectivity in addition to the ring fiber for SECP Head Office (Islamabad)
- The ISP shall assign a single public IP pool of 30 useable IP’s to the SECP
- The ISP shall provide Public IPs for P2P connectivity wherever required
- The ISP shall provide 4x public IP’s duly white listed from PTA for the SECP’s video conferencing needs
- **Onsite Installation:** the ISP shall be responsible for onsite installation. Cost of installation and migration must be included in total cost of the solution
- **DR Drill:** The SECP conducts DR drill twice a year and during this exercise, shifting of all the WAN links and Internet connectivity from primary to DR site will be provided free of cost by the ISP.
- The ISP shall not make any changes in its network configuration/ network devices for all SECP WAN links, without prior intimation to SECP



## **Service Level Agreement (SLA)**

Service level agreement has to be finalized prior to the issuance of Purchase Order.

### **1. Scope**

1.1 This agreement shall be Operational Support Services (OSS) to be provided to the customer by the ISP

1.2 ISP Shall provide OSS inclusive of:

- 1.2.1 Incident reporting and ticket service available 24 x 7 x 365
- 1.2.2 Helpdesk support service available 24 x 7 x 365
- 1.2.3 On-call and on-site support services available as per agreed terms
- 1.2.4 Testing Requests: Any testing request about ISP services by the customer in order to verify parameters of the customer end network
- 1.2.5 Request for support: Any additional request for support (e.g. configuration changes) that is not covered under this operation and support
- 1.2.6 Service up gradation and / or down gradation

1.3 Specification of communication infrastructure services shall be as:

- 1.3.1 VPN Data Services
  - 1.3.1.1 End-to-End connectivity between customer edge routers for layer 2 and layer 3 data VPN links
- 1.3.2 Internet Services
  - 1.3.2.1 Connectivity between customer edge device and ISP's upstream service provider for accessing the Internet

1.4 Connectivity service covers VPN and Internet services on the following platform:

- 1.4.1 OFC network (FTTx, GPON, Ethernet)
- 1.4.2 Point-to-Point Wireless Bridges

1.5 Incident definition

- 1.5.1 The customer encountering a problem that causes the network to fail from delivering services including:
  - 1.5.1.1 Lower Bandwidth than the designated bandwidth for the specific customer site
  - 1.5.1.2 Bit-errors or non-availability of connectivity
  - 1.5.1.3 Incident would commence when the incident is locked/reported at ISP Network Operations Center (NOC)

## **2. Services**

### **2.1 Incident Reporting and Ticketing**

- 2.1.1 The customer shall record the incident at the ISP NOC with designated Shift Engineer, only if initial troubleshooting steps (defined in Clause No. 3) could not resolve the problem locally.
- 2.1.2 The contact number for customer to call the ISP NOC shall be [ISP-UAN] or through an email address specified by the provider.
- 2.1.3 The ISP Shift Engineer shall perform initial troubleshooting and shall issue a Trouble Ticket (TT) for the incident reported by the customer.
- 2.1.4 The issued TTN shall be the reference number for all customer calls and correspondence with ISP, regarding that specific incident.

### **2.2 Enterprise NOC Support**

- 2.2.1 ISP Shift Engineer shall attempt to resolve the problem identified by the customer during the Incident Reporting Call (IRC).
- 2.2.2 In the event the incident is not resolved during the IRC, the ISP Shift Engineer shall engage respective back end subject matter expert teams to resolve the issue remotely and shall forward the TT to the designated ISP field engineering support team with respect to the type of problem.
- 2.2.3 In case the problem requires Field Engineering (FE) Support, the designated ISP FE shall subsequently contact the customer with the reference TT. ISP FE shall attempt to resolve the problem identified by the customer during the Incident Reporting Call (IRC).

### **2.3 On-Site Support**

- 2.3.1 In the event that FE is unable to resolve the reported ticket remotely then the designated ISP FE shall visit the designated customer site.
- 2.3.2 On-site support call shall be provided by ISP as follows:
  - 2.3.2.1 Within 02 hours; in cities where ISP has permanently stationed FE(s)
  - 2.3.2.2 Within 12 hours; where a ISP FE is not permanently stationed and the customer site is reachable by Air, with a minimum of 2 flights a day between the customer site and the nearest ISP office.
  - 2.3.2.3 Within 24 hours: Where a ISP FE is not permanently stationed and the customer site is reachable by road and/or by rail from the nearest ISP office.
- 2.3.3 In the event that an IRC remains unresolved beyond 24 hours, the customer shall have the privilege to escalate the IRC to higher level at ISP as defined in Escalation Matrix.

## **3. Initial Troubleshooting Steps**

ISP is striving to enhance and maintain the quality of service. One of our primary goals is to minimize the down time and turnaround time. Below mentioned are some of the areas where

our valued enterprise customers can assist and add value to avoid unnecessary outages as well as reduce down time:

1. On observing link connectivity alarms / failure, following steps may resolve the problem:
  - a. Power Status at branch side
  - b. Power cord along with the power supply status of end device
  - c. All cords are firmly plugged in correct ports
  - d. LED status of the CPE (Customer premises equipment)
  - e. Power – Hot Rebooting CPE if resolves issue
2. In case of issues where physical status of device is found UP but Customer connectivity is found down, following steps may resolve the problem locally:
  - a. Port status of corresponding switch / router
  - b. Ethernet cable re-plugging at switch side
  - c. Port settings are manually set to:
    - i. Negotiate = No Negotiate
    - ii. Speed = 100 Mbps (depending on interface)
    - iii. Duplex = Full
3. In order to narrow down the issue, it is important that correct nature of issue is described at the time of launching complaint. In case of L2 / L3 connectivity is down but physically link (end device) is UP, then it may be accordingly mentioned. Preferably in such cases, below stats / traces of client side switch / router will be of great help:
  - a. Point to Point Ping result (CE IP – ISP PE) For L3 only
  - b. Show Interface and Show Logs stats to check below important fields:
    - i. CRC (Cyclic Redundancy Check) errors on interface
    - ii. Physical status of Interface
    - iii. Verify if any specific routing protocol is affecting traffic etc
  - c. Trace route logs.

#### **4. Service Duration**

- 4.1 The duration of this agreement shall be three (03) year(s) starting from the purchase order date
- 4.2 The term of this agreement would be automatically renewed for next 60 days unless a termination notice is received from either party.

#### **5. Site Coverage**

- 5.1 ISP shall provide the maintenance support services for the link installed at sites Islamabad, Karachi, Lahore, Peshawar, Multan, Faisalabad and Quetta in Pakistan.

## 6. NOC Service Desk

ISP has a best in class, tried and tested service desk facility. Customer shall use the same service desk structure for receiving operation and maintenance support for required network.

Service desk will be the first point of contact for Customer in case of any problem occurs in the network:

Phone Number	[ISP-UAN]
Email ID	<a href="mailto:email@address.com">email@address.com</a>

### 6.1 How to open Trouble Ticket

- 6.1.1 If the issue is not resolved by the above troubleshooting steps (defined in clause No. 3) then, the Customer shall contact ISP by dialing the UAN or email at given address.
- 6.1.2 On filing/logging the complaint, the NOC will issue TT to customer.
- 6.1.3 Customer must save the number for future correspondence with reference to this particular issue.
- 6.1.4 Nature of issue along with below information to be shared by the customer for locking / registering complaint.

Site Address	Last Mile Media	VLAN/IP	POC Available at Site along with Voice Contact	POC Available in Head Office / NOC along with voice contact

### 6.2 Hours of Coverage

- 6.2.1 ISP service engineer shall be available on-call 24 x 7 x 365.

### 6.3 ISP Engineers Permanently Stationed

- 6.3.1 To provide On-site support services, ISP Field Engineers (FEs) are permanently stationed in the cities of:
  - 6.3.1.1 Lahore
  - 6.3.1.2 Karachi
  - 6.3.1.3 Islamabad
  - 6.3.1.4 Peshawar
  - 6.3.1.5 Faisalabad
  - 6.3.1.6 Multan
  - 6.3.1.7 Quetta

### 6.4 Escalation Procedure

- 6.4.1 NOC initial response which includes performing initial troubleshooting and generation of trouble ticket will be done as per following:
  - 6.4.1.1 For aggregation/ Critical site (Severity – 1) 10 minutes
  - 6.4.1.2 Non-aggregation site (Severity – 2) 20 minutes

## 6.5 Problem Escalation Matrix

In case proper updates are not provided by ENOC or KPI for restoration of services lapsed / delayed, issue may be escalated to next levels as per guidelines below:

Escalation levels	Name & Contact Detail	Escalation Time				Email address
		(Non-Aggregation Site)	(Aggregation Site)	Site where FE is not stationed and site is reachable through Air travel	Site where FE is not stationed and site is reachable through road	
Level 1						
Level 2						
Level 3						
Level 4						

## 7. Service/ Network Availability

Each designated customer site is being allocated a specific bandwidth and connectivity link for network operations. These include last mile(s), Aggregation Point(s), and backbone network.

### 7.1 Bandwidth Availability

7.1.1 ISP shall render bandwidth availability of 99.99% for each designated customer site.

### 7.2 Network Availability

7.2.1 ISP shall render network availability of 99.5 % for each designated customer site.

7.2.2 The ring fiber means each redundant link will serve from different ISP Hub site located in that area. Performance acceptance tests will be performed after site completion by SECP team with the ISP.

### 7.3 General

7.3.1 The measurement of availability of services shall become effective when the last link is deployed by ISP for the customer and project implementation is signed-off, hereinafter to be referred to as the commencement date for the SLA

7.3.2 SLA measurement shall be conducted every quarter to assess the performance of service as per the penalty clause for failure to conform to the SLA.

7.3.3 In the interim period, i.e. from the date of deployment of the first link until the deployment of the last link, ISP shall perform Bandwidth Availability and Network Availability measurement for the customer.

- 7.3.4 After the commencement date of SLA, in the event that ISP fails to conform to the SLA in a specific month, the customer has the authority to invoke the penalty clause and deduct the amount on quarterly basis.
- 7.3.5 To ensure all Availability services are in conformance to the SLA, the customer shall ensure that all customer equipment and software is operational and in good working condition.
- 7.3.6 Any impact of ISP services caused due to reason stated herein below shall be beyond the scope of this SLA:
  - 7.3.6.1 Customer equipment/software faulty
  - 7.3.6.2 Actions undertaken by customer personnel in contravention to recommendations by ISP
  - 7.3.6.3 Failure on part of the customer to allow ISP personnel access to the Customer Site or Equipment or Services area required to render by ISP
  - 7.3.6.4 Reason of Force Majeure

## **8. Penalties under SLA**

The penalties under the SLA for network availability are classified herewith. In the event of a failure to render the services in conformance to the SLA as defined below, ISP shall be liable to refund amounts by adjusting the amounts against its quarterly invoices as follows:

### **Failure to conform to network availability:**

(Quarterly Service Charge of the Bandwidth for designated SECP site) Multiplied by (No. of hours of non-availability of network during a quarter) Divided by (No. of hours of committed network availability during the quarterly period) x 4.

OR

10% of the total quarterly payment for all WAN links, whichever is less

**Annexure – “A”**

Monthly Recurring Charges with bandwidth details:

S#	Description	Bandwidth	Monthly Charges (PKR)
1.	Head Office Internet	50Mbps	
2.	Head Office-DRC Lahore (Replication link)	100Mbps	
3.	Head Office-CRO Lahore	10Mbps	
4.	Head Office-CRO Karachi	14Mbps	
5.	Head Office-CRO Peshawar	03Mbps	
6.	Head Office-CRO Multan	02Mbps	
7.	Head Office-CRO Quetta	02Mbps	
8.	Head Office-CRO Faisalabad	02Mbps	
9.	Head Office-CRO Islamabad	10Mbps	
10.	Head Office-NADRA Head Office	02Mbps	
11.	Head Office-Pakistan Stock Exchange (PSX)	02Mbps	
12.	CRO KHI-PSX (Backup Link)	01Mbps	
Total			