

E-STAMP



ID : PB-RWP-8B6A446988A41A2C
Type : Low Denomination
Amount : Rs 100/-



Scan for online verification

Description : CERTIFICATE OR OTHER DOCUMENT - 19
Applicant : INFOCENTRIC PVT LTD through Atif Shahzad [37405-5342194-3]
S/O : Malik Shahzad Munir
Agent : Self
Address : House No. F-2612, ST No. 02, Mohalla Rahim Abad, Rawalpindi
Issue Date : 25-Mar-2026 12:33:26 PM
Delisted On/Validity : 1-Apr-2026
Amount in Words : One Hundred Rupees Only
Reason : For Undertaking Blacklisting
Vendor Information : Nasir Arif | PB-RWP-1289 | Bahria Town Rwp

NASIR ARIF
Stamp Vendor Lic. 1289
Bahria Town, Rawalpindi.

نوٹ یہ: اگر انوکھن ڈاریم اجرا سے سات دلوں شک کے لیے قابل استعمال ہے ان اسٹامپ کی تصدیق پاریہ وہب سٹاک، نیواری فوڈ سے کی جا سکتی ہے۔

AGREEMENT

This agreement is made on 18th March, 2026 between the Pakistan Institute for Parliamentary Services (PIPS), Ataturk Avenue, F-5/2, Islamabad which expression shall unless excluded by or repugnant to the context be deemed to include his successors in office, representatives and assigns) of the one part and M/s Infocentric (Pvt.) Ltd. with their corporate status and registered address at Plot 241, Spring North commercial, Phase 7, Bahria Town, Rawalpindi herein after referred to as the "CONTRACTOR" which expression shall unless excluded by or repugnant to the context be deemed to include (in case of individual or proprietorship firm, his heirs legal representatives or if a partnership, the party or survivors of them, their respective heirs, executive heirs executors and administrators of if a company, its successors in business) of the other part.

Whereas the said contractor has offered Subscription and Support Services (SNS) of Virtualization (Hardware and Software) to PIPS for a period of **One Year**, the Pakistan Institute for Parliamentary Services has agreed to accept such offer upon the terms and conditions here in after appearing.

It is hereby mutually agreed and declared between the parties here to as follows:-

Validity Period:

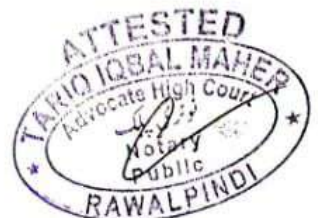
The contractor shall during the period of contract that is from 18th March, 2026 to 17th March, 2027 (hereinafter referred to as the said contract period) for provision of Virtualization Subscription and Support (SnS) for a period of **one year** as provided in the tender documents for an amount of **Rs. 1,395,000/-** including all taxes.

Terms & Conditions:

The contractor shall not demand any charges, which are not stipulated in the contract or mention in the quotation.

Price:

The acceptance of the rates has been agreed to by the contractor shall remain operative till 17th March,



2027 from the date of award or till the next firm is engaged. However, it can be terminated at any time by PIPS without assigning any reason by giving one-month's prior notice.

Scope:

The vendor will deploy/activate the above license on Fusion Compute and Ocean Store that will be provided by PIPs. The software features will be upgraded from time to time when new releases/upgrades issues by the Huawei.

Supply of Services:

M/s Infocentric (Pvt.) Ltd. undertakes to provide virtualization subscription and support (SnS) to for a period of one year as per the list enclosed duly approved to the satisfaction of the Institute's representative.

Taxes:

All prevalent Government Taxes will be applicable.

Time Limits:

M/s Infocentric (Pvt.) Ltd. must provide the above services with immediate effect and till expiry of this contract.

Terms of Payment:

Payment will be made in accordance with the terms and conditions of the quotation submitted by M/s Infocentric (Pvt.) Ltd.

Withdrawal of Proposal:

If the firm withdraws its Proposal within validity period, the competent authority may place such supplier under embargo for a period, which may be extended up to one year.

Extension in Contract:

This contract may be extended for another period with mutual consent of both the parties.

Dispute:

If any dispute arises relating to terms and conditions/agreement, the decision of the Director General (Administration), PIPS will be final and binding on both the parties to the agreement.


Muhammad Junaid
CEO
M/s Infocentric (Pvt.) Ltd.




Pakistan Institute for Parliamentary
Services



Annex-A:

Description	Qty	Per unit price with tax	Total price with tax
Huawei S1700 Series Ethernet Switches 98010555_88134UFA-41W_12 S1700-16G_Hi-Care Basic S1700-16G_12Month(s)_Renewals	2	7,000	14,000
Huawei OceanStor 5300 V3 02350BVB_88134ULC-006_12 5300 V3(2U), Dual Ctrl. AC,32GB,8*GE,25*2.5",SPE33C0225)_Hi-Care Onsite Standard 5300 V3 Controller Enclosure_12Month(s)_Renewals	1	975,000	975,000
88032QYK_88134UHK-365_12 Basic Software License for Block (Including Device Manager, Smart Thin, Smart Multi-tenant, Smart Migration, Smart Erase, Smart Motion, Ultra path, Cloud Service, System Reporter) Hi-Care Application Software Upgrade Support Service OceanStor 5300 V3 Basic Software License for lock_12Month(s)_Renewals			
Huawei Fusion Sphere 6.x Software FS0S6FVSSA01 Fusion Compute Virtualization Suite Standard Edition,1 Year Subscription and Support, per CPU	8	50,750	406,000
GRAND TOTAL Rs. (With taxes)		1,395,000/-	



InfoCentric Technical Proposal

For Huawei Storage, Switching & FusionSphere Virtualization Platform

1. Introduction

This proposal outlines the Service Level Agreement (SLA) renewal for technical support and maintenance of the client's Huawei-based IT infrastructure. The SLA covers comprehensive support services for Huawei networking, storage systems, and virtualization software to ensure continuous availability, optimal performance, and operational stability of the deployed environment.

The agreement includes hardware maintenance, software subscription Support, system upgrades, troubleshooting, and operational support for Huawei infrastructure components including switching, storage, and virtualization platforms.

2. Objective of the SLA

The objective of this SLA is to ensure reliable operation, proactive maintenance, and expert technical support for the client's Huawei IT infrastructure. Through structured monitoring, system upgrades, and timely resolution of issues, the SLA aims to minimize downtime, improve system performance, and maintain business continuity throughout the service period.

3. Infrastructure Covered Under SLA

The following infrastructure components are covered under this SLA:

- Huawei S1700-16G Ethernet Switch
- Huawei OceanStor 5300 V3 Storage System
- Huawei FusionSphere 6.x Virtualization Platform
- VRM (Virtual Resource Manager)
- CNA (Compute Node Agent)

4. Scope of Services

Hardware Support & Maintenance

Our technical team will provide proactive monitoring and maintenance for the Huawei switching and storage infrastructure. Hardware faults in the OceanStor 5300 V3 storage system will be diagnosed and resolved promptly, including coordination with Huawei Hi-Care services for replacement of defective components when required. Capacity expansion activities such as installation of additional hard drives in the controller enclosure will also be performed to support increasing storage requirements.



Software Subscription & Virtualization Platform Management

The SLA includes Support and deployment of Huawei FusionCompute licenses with one-year validity provided by PIPs. Our team will manage and maintain the virtualization environment including upgrades of VRM (Virtual Resource Manager) and CNA (Compute Node Agent) components, along with associated management tools.

Administrative operations such as cluster management, host addition or removal, datastore configuration, disk allocation, and configuration of Distributed Virtual Switches (DVS) and port groups will also be performed as part of the virtualization platform management services.

System Upgrades, Data Migration & Technical Support

The scope includes firmware and software upgrades for the Huawei OceanStor storage platform to ensure compatibility, stability, and security. Hardware fault management and component replacement will be carried out when required.

The SLA also includes **data migration services** from the existing Huawei OceanStor storage environment to new storage platforms such as **HPE MSA 2060** or another OceanStor system if required. Our team will provide continuous technical support for troubleshooting and resolving operational issues related to the FusionCompute virtualization platform and the OceanStor storage environment.

5. Service Delivery Approach

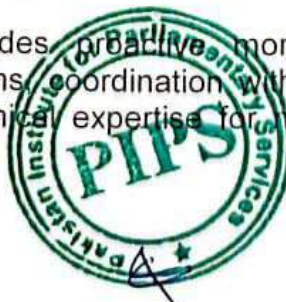
Our service delivery model focuses on proactive infrastructure management, timely system upgrades, and efficient resolution of technical issues. The team will continuously monitor system health, perform preventive maintenance, and coordinate with local OEM support where required to ensure service continuity.

All operational activities will be carried out in accordance with best practices to ensure the stability, performance, and security of the client's IT infrastructure.

6. SLA Compliance & Execution

To ensure full compliance with the SLA requirements, our technical team will provide structured support across hardware maintenance, software subscription management, system upgrades, and virtualization platform operations.

The execution framework includes proactive monitoring, timely upgrades of virtualization and storage platforms, coordination with Huawei Hi-Care support for hardware replacement, and technical expertise for managing the FusionCompute virtualization environment.

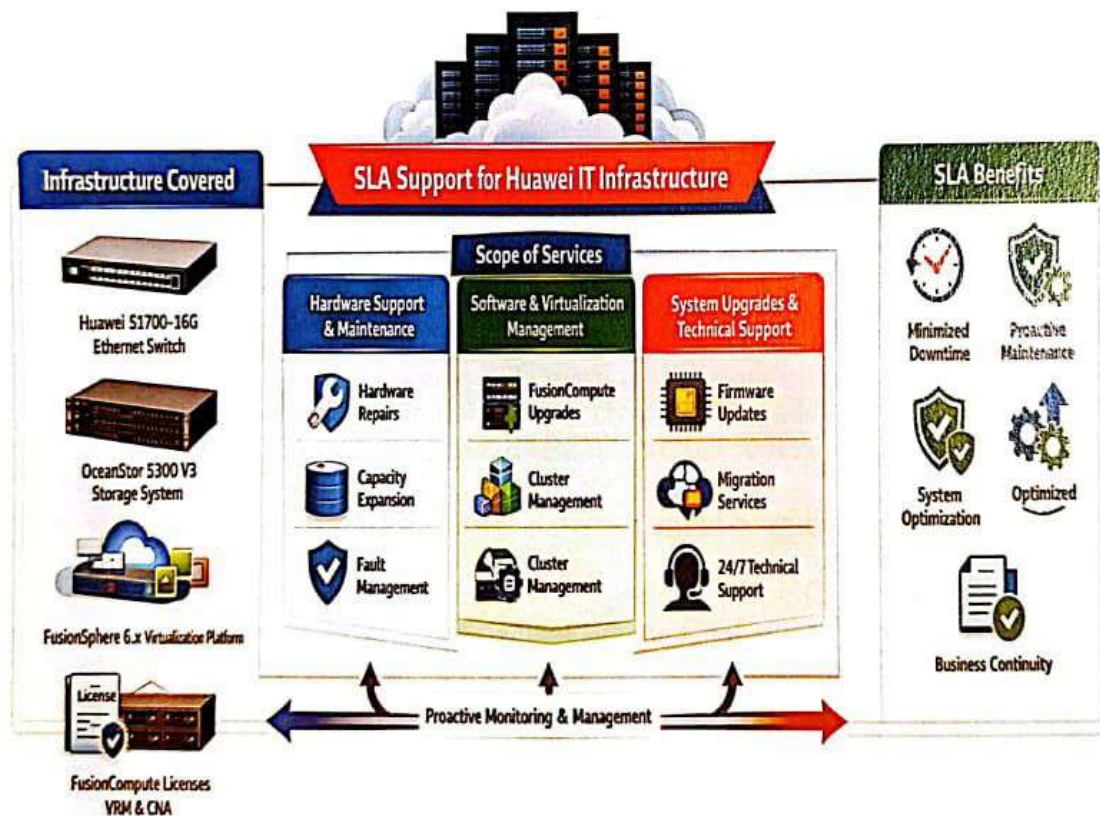


7. Benefits of the SLA

- ☐ Continuous availability of critical IT infrastructure
- ☐ Proactive monitoring and preventive maintenance
- ☐ Timely firmware and software upgrades
- ☐ Expert management of virtualization and storage platforms
- ☐ Reduced system downtime and improved operational efficiency
- ☐ Access to experienced technical support resources

8. Conclusion

This SLA renewal ensures the stability, performance, and continuous availability of the client's Huawei switching, storage, and virtualization infrastructure. Through proactive maintenance, system upgrades, and expert technical support, our team will ensure uninterrupted operations and efficient management of the client's IT environment throughout the contract period.



1. Compliance

SLA Compliance & Execution Summary

To ensure successful compliance with the SLA renewal for Huawei infrastructure, our team will provide structured support covering hardware maintenance, software subscription renewal support, upgrades, and operational support for the deployed systems including Huawei S1700-16G Ethernet Switch, Huawei OceanStor 5300 V3, and the Huawei FusionSphere 6.x virtualization platform.

Our approach will focus on three key operational areas:

1. Hardware Support & Maintenance

We will provide proactive monitoring and technical support for the Huawei switching and storage infrastructure. Any hardware faults within the **OceanStor 5300 V3 storage system** will be diagnosed and resolved promptly, including coordination with Huawei Hi-Care services for replacement of defective components. Capacity expansion requirements such as adding new hard drives to the controller enclosure will also be performed to support increasing storage demands.

2. Software Subscription & Platform Management

The SLA includes renewal and deployment support of FusionCompute licenses for a one-year period. Our team will ensure the virtualization platform remains up to date by performing upgrades of VRM (Virtual Resource Manager) and CNA (Compute Node Agent) components, along with VRM tools. In addition, we will manage virtualization operations including cluster creation, host addition/removal, datastore configuration, disk allocation, and distributed virtual switch (DVS) configuration.

3. System Upgrades, Data Migration & Operational Support

We will carry out firmware and software upgrades of the OceanStor storage platform to maintain compatibility and security. The scope also includes data migration activities from the existing Huawei storage to new storage platforms such as HPE MSA 2060 when required. Our team will also provide ongoing troubleshooting and technical support to resolve any issues related to the FusionCompute virtualization environment or the OceanStor storage system.

4. Conclusion

Through proactive monitoring, timely upgrades, hardware replacement support, and expert technical management of the virtualization and storage environment, our team will ensure full SLA compliance, system stability, and uninterrupted service availability throughout the contract period.



Escalation Matrix

Level	Support Role	Responsibility	Response Time
Level 1	Muhammad Faizan Muhammad.faizan@infocentric.pk Zeeshan Saddique Zeeshan.saddique@infocentric.pk	Initial ticket logging, basic troubleshooting, monitoring alerts, and first-level diagnosis for Huawei S1700-16G Ethernet Switch , Huawei OceanStor 5300 V3 , and Huawei FusionSphere 6.x environment.	15–30 Minutes
Level 2	Miss Tayyaba Zafar Tayyaba.zafar@infocentric.pk Miss Rimsha Waheed Rimsha.waheed@infocentric.pk	Advanced troubleshooting, configuration changes, firmware/software upgrades, cluster management, datastore configuration, and virtualization management.	1–2 Hours
Level 3	Azhar Nadeem Azhar.nadeem@infocentric.pk	Root cause analysis, architecture-level troubleshooting, capacity planning, data migration support, and SLA compliance management.	4–8 Hours
Additional Support	Altamash Ehtesham (Sales Team Lead) Altamash.ehtesham@infocentric.pk Maaz Sagheer (Operations Manager) Maaz.sagheer@infocentric.pk	Responsible for managing Service Level Agreement (SLA) operations for IT infrastructure including servers, storage, and related equipment. Coordinates with technical teams to ensure timely incident resolution beyond the internal IT team's scope and maintains compliance with agreed service levels. Acts as the liaison between clients, vendors, and engineers, while overseeing service delivery, escalations, maintenance planning, and SLA renewals to ensure efficient operations and customer satisfaction.	With in 1 Hour

