



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
Telephone (021) 9203866-85 Fax (021) 9203796

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RFQ No	ITA4960SI	
DATE	14.10.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)

SAP No.6100018669

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON
(Date)

30.10.2026

BY
(Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith Rs. _____ EARNEST MONEY %
PO/DD NO. _____

Title: Consultancy Services for ITSM framework

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	<u>Consultancy Services</u>	<u>PSO House</u>				
1.01	<u>Consultancy</u> GAP Assessment : =====		<u>JOB</u>	1		
	Foundation and Design ----- Phase 1 - Assessment and Vision .,Activities: Conduct comprehensive ITSM maturity assessment against ISO/IEC 20000-1:2018. Evaluate PSO#s ITSM maturity, identifying gaps and strengths. Define ITSM policy, governance, and scope in alignment with PSO#s Information System Policy. Develop a Service Improvement Roadmap incorporating feedback from the I<(>&<)>OT Team. .,Deliverables: ITSM Maturity Assessment Report; ITSM Policy<(>,<)> Governance Framework & Scope Document; Service Improvement Roadmap. .,Progression & Value: Builds the foundation of PSO#s ITSM transformation by creating visibility into current practices and aligning leadership.					
1.02	<u>Consultancy</u> Process Design and Optimization : =====		<u>JOB</u>	1		
	Process Design: ----- Phase 2 # ITSM Process Design and Optimization .,Activities: Prioritize, design, and implement key ITIL 4 management practices focusing on high-value areas (Incident, Problem, Change<(>,<)> Service Desk, Service Level, Service Request, IT Asset, Supplier, and Configuration Management). Ensure Information Security Management aligns tightly with the ISO 27001 ISMS. Develop Service Catalogs, SLAs, and OLAs. Establish a Continual Service Improvement (CSI) Register and PDCA monitoring cycles. Train staff on new frameworks. .,Deliverables: Documented & Approved ITSM Processes; Service Catalog <(>,<)> SLAs & OLAs; CSI Register; Training Workshop Completion Reports.					



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1.03	„Progression & Value: Ensures standardized processes are operationalized, enabling efficiency, accountability, and measurable performance. Consultancy ITSM Process Implementation,,: ===== Process Implementation ----- Phase 3: ITSM Processes Implementation „Develop ITSM policy, scope, and framework including but not limited to. §,, service catalogs, SLAs, and OLAs. §,,Implement ITSM policies, risk frameworks, CSI register, and continual improvement mechanisms. §,, PDCA cycle for ITSM monitoring. Activities: „Prioritize and design key ITIL 4 management practices, focusing on high-value areas: o,,Incident, Problem & Change Management. o,,Service Desk, Service Level Management. o,,Service Request & IT Asset Management. o,,Supplier & Service Configuration Management. o,,Information Security Management (aligned with ISO 27001). „Develop Service Catalogs, SLAs, and OLAs. „Establish Continual Improvement Register & PDCA monitoring. „Train staff on new processes and frameworks. Deliverables: „Documented & approved ITSM processes, procedure and policy. „Service Catalog, SLAs & OLAs. „Continual Service Improvement (CSI) Register. „Training sessions & workshops. Progression & Value: This phase ensures standardized processes are in place, enabling		JOB	1		



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1.04	efficiency, accountability, and measurable performance improvement. Consultancy Tooling and Automation: ===== Phase 4 - Tooling and Automation: ===== .,Activities: Conduct a structured assessment of current ITSM tools. Define and provide necessary workflows for implementation/configuration in the selected tool, aligned with ISO 20000-1. Propose and guide automation for incident routing, change approvals, request fulfillment , and asset tracking. Design KPI dashboards for real-time service monitoring. .,Deliverables: Tool Optimization/Replacement Report; Automated ITSM Workflows; ITSM Dashboards & KPI Reports. .,Progression & Value: Reduces manual workload and provides data-driven insights for continual service improvement.		JOB	1		
1.05	Consultancy Maturity Assessment of the Implemented Process: ===== Phase 5 - Certification Preparation: ===== .,Activities: Conduct internal audits of ITSM implementation. Perform pre-certification reviews against ISO/IEC 20000-1. Prepare evidence packs and liaise with an accredited certification body. Support Stage 1 & Stage 2 audits. Develop a post-certification sustainability roadmap. .,Deliverables: Internal Audit & Pre-Certification Reports; Certification Readiness Package; ISO/IEC 20000-1:2018 Certificate; Sustainability & Continual Improvement Roadmap. .,Progression & Value: Secures global certification while ensuring the framework remains scalable and future-ready.		JOB	1		



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	General Terms and Conditions: ===== 1.,Contract Period: The supply of services under this contract shall be executed over a total period of One (1) year, which will be structured and delivered across multiple distinct and progressive phases as defined in the project's scope of work. 2.,Governing Law and Jurisdiction: The contract shall be governed by and construed in accordance with the laws of the Islamic Republic of Pakistan and the Public Procurement Regulatory Authority (PPRA) Rules. 3.,Pricing and Taxes: All Government taxes, labor, and transportation charges are inclusive in the quoted rates for these services. 4.,Audit Support Clause (Mandatory): During the active contract period <(>,<)> the Consultant is formally bound to provide comprehensive assistance ,defense, and necessary documentation for any audit queries (Government ,Internal, or Commercial) that cover this scope of work. 5.,Consultant's Responsibilities & Performance: The Consultant shall perform the services with all due diligence, efficiency, and economy, in strict accordance with generally accepted global professional standards and practices. The Consultant is absolutely responsible for carrying out the job to the complete satisfaction of the designated PSO representative. 6.,PSO's Responsibilities: PSO shall ensure the Consultant is provided with timely access to necessary personnel, required technical and business information, and operational facilities. 7.,Capacity Verification: PSO reserves the right at any stage of the procurement proceedings, having credible reasons for or prima facie evidence of any defect in the Consultant's capacities, to require the Consultant to provide information concerning their professional<(>,<)> technical, financial, legal, or managerial competence. In the event the Consultant fails to furnish the requisite information, they shall not be considered further for procurement proceedings. 8.,Intellectual Property Rights: All frameworks, reports, dashboards					



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	<(>,<)> documents, and plans prepared by the Consultant for PSO under this contract shall irrevocably become and remain the exclusive property of PSO. 9.,Confidentiality: The Consultant shall not, during the term of this contract or at any time after its expiration, disclose any proprietary ,technical, or confidential information relating to the services, this contract, or PSO's business operations without the prior written consent of PSO. As a mandatory prerequisite to the commencement of any work, the Consultant must formally execute a Non-Disclosure Agreement (NDA) with PSO. 10.,Liability and Indemnification: The Consultant shall indemnify PSO against all third-party claims arising out of any negligence<(>,<)> operational oversight, or willful misconduct in the performance of the services. 11.,Default, Cancellation, and Blacklisting: a.,PSO may take actions that include, but are not limited to<(>,<)> restriction on participation in the procurement process, cancellation of the Work Order/Service Order/Purchase Order or Letter of Intent (LOI) <(>,<)> or forfeiture of the earnest money/performance guarantee/security against the Consultant on the following grounds: i.,Unsatisfactory general conduct; ii.,Misrepresentation of facts in bid documents; iii.,Failure to meet the delivery schedule without giving any satisfactory justification, resulting in loss to the Company or having an adverse effect on the operations of the Company; iv.,Violating the terms and conditions of the Purchase/Service Order; v.,Refusal or denial to accept the WO/SO/PO/LOI issued by the Company. b.,PSO also reserves the right to initiate the process of blacklisting (permanent or temporary) against the Consultant if found to be indulged in corrupt or fraudulent practices or upon consistent failure to provide satisfactory performance. In the case of blacklisting in accordance with Rule 19 of the Public Procurement Rules, 2004, such action shall be posted on PSO's website and communicated to the Public Procurement Regulatory Authority (PPRA). The Consultant shall not be eligible for					



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	contracts or participation in PSO's procurement proceedings in accordance with the Order passed in pursuance of the matter. 12., Termination: PSO shall have the right to terminate this contract by giving thirty (30) days advance written notice without assigning any reason. 13., Penalty / Liquidated Damages: In the event of the Consultant's failure to deliver the Services/Goods within the time mentioned in the purchase order/service order, PSO shall be entitled to deduct from their bills/outstanding payments or other works done by them for PSO, a sum of 0.1% of the Purchase Order/Service Order value per day as liquidated damages for the period which the said services/material remains incomplete or fails to pass the quality tests. This is subject to a maximum of 10% of the work order amount to be recovered from the contract on default. Note: Penalty/liquidated damages may be waived in the case of a force majeure situation, provided the Consultant furnishes valid documentary proof. 14., Force Majeure: Neither party shall be liable for any delay or failure to perform its obligations under this contract if such delay or failure is directly due to unforeseeable causes beyond its reasonable control. Such causes include, but are not limited to, Acts of God(>,<)> extreme natural disasters (e.g., floods, earthquakes, epidemics, or pandemics), acts of war, terrorism, civil unrest or riots, nationwide strikes or logistical blockades, governmental or statutory interventions, and national grid collapse. 15., Payment Schedule & Payment of Bills: Payments shall be processed in Pakistani Rupees (PKR) and will be made against vendor invoices within thirty (30) days after the completion of work and the passing of quality/quantity of works and services, including all verifications and inspections by the PSO designated official in-charge. The payment schedule will be milestone-based, explicitly linked to the formal acceptance and sign-off of the corresponding deliverables by PSO management. Part payment against the partial completion of work/deliverables is explicitly allowed. 16., Reporting Requirements: The Consultant is mandated to submit detailed monthly progress reports covering activities completed(>,<)>					



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	progress against the baseline project plan, risks identified, and future planned activities. Furthermore, the Consultant shall present a comprehensive quarterly progress review to the Project Steering Committee. 17.,Data & Information Security: The Consultant and all deployed personnel shall strictly adhere to all of PSO's information security policies and procedures, as governed by its ISO 27001:2022 certified ISMS, when accessing, reviewing, or handling any of PSO's data(>,<)> networks, or systems. Project Description ----- Pakistan State Oil (PSO) is embarking on a strategic initiative to enhance its organizational resilience, optimize Information Technology (IT) service delivery, and fortify its IT governance structures. Building upon its existing ISO 27001:2022 certification for Information Security Management, PSO seeks to engage a qualified strategic partner (hereinafter referred to as "the Consultant") to implement internationally recognized framework in an integrated manner: - IT Service Management (ITSM) via ISO/IEC 20000-1:2018. This project is critical to ensuring the uninterrupted delivery of IT services that support PSO's vast network and mission-critical business processes#including its recently modernized SAP S/4HANA digital core#aligning IT capabilities directly with the company's strategic objectives. 1. Introduction ----- Pakistan State Oil (PSO) is the nation's leading energy company, operating an extensive network of storage, pipeline, and retail infrastructure. The company's operations are critically dependent on the availability, integrity, and performance of its Information Technology					



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	(IT) services. PSO's IT Department has successfully demonstrated a commitment to best practices by achieving ISO 27001:2022 certification. The objective of this engagement is to advance beyond information security towards a holistic framework of organizational resilience, IT service excellence, and strategic IT-business alignment. This initiative aims to ensure that PSO can maintain its critical business functions during disruptive incidents, deliver IT services efficiently, and govern its IT assets and investments to maximize enterprise value. 2. Overall Scope of Services : ----- The selected Consultant shall act as a strategic partner to PSO's IT Department for a contract period of One (1) year. The engagement encompasses end-to-end consultancy, design, implementation, training, knowledge transfer, and audit support services for highly integrated framework: # IT Service Management (ITSM) Framework: Aligned with ISO/IEC 20000-1:2018 and the ITIL 4 Service Value System, leading to certification readiness. 3. Detailed Requirements: Integrated Assessment and Vision (Overarching) ----- The assessment phase must establish a unified baseline leveraging PSO's enterprise strategy, risk profile, and threat landscape. # ITSM & Governance Assessment: Conduct a comprehensive maturity assessment of PSO's current ITSM processes and IT governance practices against ISO/IEC 20000-1:2018, ITIL 4. # BCMS Alignment: The Consultant must utilize PSO's existing Business Continuity Plan templates (including the Business Impact Analysis and IT Disaster Recovery Requirement Form) to ensure ICT recovery					



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	requirements#such as Recovery Time Objectives (RTO), Recovery Point Objectives (RPO), and Maximum Tolerable Period of Disruption (MTPD)#are accurately captured, technically achievable, and formally approved by business owners. Overarching Deliverables: Integrated Current State Assessment & Gap Analysis Report;ITSM Maturity Report; Approved Business Impact Analyses mapping RTOs/RPOs to IT systems. IT Service Management ----- 4. Detailed Requirements: IT Service Management (ISO/IEC 20000-1:2018 & ITIL 4) The implementation of ITSM must represent a genuine transformation of PSO's ITSM capabilities, not merely a re-labeling of legacy processes. Bids that do not explicitly demonstrate how the ITIL 4 Guiding Principles (e.g., 'Focus on Value') and the Four Dimensions of Service Management will be embedded in the design will be considered non-responsive.					