CERISMA (PRIVATE) LIMITED

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100018884

RFQ No	CRZ-0018NZ
DATE	03.11.2026

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON (Date)	16.11.2026	BY (Time)	

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

Title: Tender For Procurement of Corporate Internet Service For Cerisma Pvt Ltd

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	**Primary Link**	**CERISMA - HeadOffice**				
1.01	**Corporate Internet Service** Introduction Cerisma#(Private) Limited is a private limited Company#registered under section 16 of the Companies Act, 2017 (XIX#of 2017).#Cerisma#Private Limited (the Company) is a#wholly-owned#subsidiary of#Pakistan State#Oil#(PSO) that has been granted Pilot approval#from the State Bank of Pakistan (SBP) to#operate#as an#Electronic Money Institution (EMI).# Corporate Internet Services ** Primary link ** 1. The bidder shall provide 50 Mbps CIR fully dedicated (1:1), unshared & uncompressed Internet bandwidth. 2. The bidder shall provide two public IP pools of different subnets having 14 and 4 usable IP addresses 3. DDOS protection on 3 public IP address from the main internet gate way provider. ** Secondary link ** 1. The bidder shall provide 50 Mbps CIR fully dedicated (1:1), unshared & uncompressed Internet bandwidth. 2. The bidder shall provide two public IP pools of different subnets having 6 and 3 usable IP addresses 3. Public pool having 6 addresses must have 3 whitelisted IP. In addition, a separate point to point pool of 2 Private IP addresses between Cerisma and ISP termination device. 4. DDOS protection on 3 public IP address from the main internet gate way provider. Note: Only one-line item (either primary or secondary) shall be awarded to single bidder. If a bidder is lowest in more than one-line items, it will be Cerisma's prerogative to decide and award the contract to the lowest evaluated technically qualified bidder keeping in view the overall commercial aspect (as per the line item-wise quoted rates).		**EA**	36		

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	Bandwidth Feature ========== 1. 50 Mbps CIR Internet bandwidth at all the time. 2. Packet Losses: Less than 1% (Average over 1000 ping) at any given point of time within Pakistan. 3. Average Latency: Must be less than or equals to 100ms from PSO<(>,<)> House. (100 ms return) within Pakistan. 4. Average Jitter must be less than or equals to 30ms 4. Network Availability: More than 99.8 % per month. 5. Multiple DNS Support (Primary and Secondary) 6. Unlimited Download and Upload. ISP Specification ========== 1. ISP shall have fully resilient and self-healing network architecture <(>,<)> on fiber Medium, for the domestic back bone up to their International Gateway. 2. ISP shall have connectivity with at least 2 different international gateways in Pakistan for providing Internet bandwidth or ISP shall have its own Gateways (Documentary evidence shall be submitted in both cases). 3. The connectivity to International Gateways shall be very stable; the maximum Jitter shall not exceed 30ms up to ISP's International gateway. Packet drops shall be less than 1%. (bidder shall provide the mechanism to verify the same) 4. The ISP shall have adequate bandwidth at the backend to provide the desired services along with the proof. Cerisma reserves the right to carry out the capability assessment of the bidder. 5. In case ISP uses the infrastructure of other Local Loop Operator, ISP shall provide SLA with its LL operator for providing such services along with PTA license. ISP shall have redundant connectivity with its Local Loop operator. 6. ISP shall provide the dedicated NMS (Network Monitoring System). The					

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	provided NMS shall be capable to provide the following reports. a. Bandwidth Utilization (in Mbps) b. Packet loss (in %) c. Latency 7.The ISP shall provide DNS service including reverse lookups. 8.ISP shall provide the support for domain registration. ·,,Installation and Service Scope of Work ========== 1. The scope of work includes, installation, testing, commissioning and maintenance of 50 Mbps (1:1) symmetric internet bandwidth without any compression factor through auto failover last mile. 2. Last mile at Cerisma, PSO Head Office: The primary link must be on fiber and backup link can be fiber or wireless (PTA allowed). The last mile solution must comply with mentioned packet loss & latency must be less then 100ms from any part within Pakistan. (100ms return). 3. Bidder shall conduct the preliminary survey of the sites at their own cost without any Liability on part of Cerisma. The bidder must determine and provide. a. The power requirements b. Earthling requirement<(>,<)> c. Length of the cable (till the terminating interface of Cerisma Network equipment) and requirement of additional items. (if required for this solution). In addition, it is the obligation of the bidder to determine and provide the requirement of any add-on module for the integration of the equipment in the existing scenario and network					

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	infrastructure of Cerisma without any extra cost. 4. The bidder shall deploy auto fail over last mile at Cerisma, PSO House with 1+1 solution either (fiber +fiber) or (fiber +wireless Link (PTA allowed)). In case of (Fiber +Fiber) redundancy then both fibers must be from different POPs to Cerisma, PSO HOUSE. (Documentary evidence shall be provided and that will be physically verified by Cerisma IT personal). 5. The Bidder will provide, install and configure the redundant equipment (Active /passive) to maintain the redundancy at physical level. 6. The bandwidth of the backup link at Cerisma, PSO House equals the primary link, hence if the primary goes down there shall be no network congestion. Similarly, in case of disaster at primary site the DR link must have same bandwidth features as provided at Head office 7. If the sub contractor of the bidder has already deployed its last mile at PSO for any other IT project then bidder shall make sure that its subcontractor shall use another POP for this project or else bidder shall provide last mile through other subcontractor not existing in PSO. (Documentary evidence shall be provided and that will be physically verified by PSO IT personal). 8. The bidder shall provide entire connectivity up till the Ethernet Port of Network Equipment provided by Cerisma and the termination of the last mile shall be made in the network rack installed in NCC Room 7th Floor PSO House. 9. The bidder shall be responsible and carryout for any civil / electrical work etc. involved for completion of project without any extra charges. 10. All the cabling shall be done with proper clamping. The cabling should be neat and structured with PVC pipe casing. 11. It will be the prime responsibility of the successful bidder to dispose off any debris, safely in order to keep a proper housekeeping of site, each time during execution day of work and hand over the site in the same manner after final completion. 12. The bidder shall strictly follow the Company's HSE policy and all his staff will take necessary safety measures. Use of Personal					

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	protective equipment (PPE) is must for staff working on project. 13. The bidder shall segregate the bandwidth (as per Cerisma equipment) from the allocated 50 Mbps bandwidth between both the public ip pools 14. The bidder shall provide support to Cerisma for whitelisting of the IPs for (VPN and video conferencing) as per prescribed procedure. 15. In case of Primary ISP, the bidder shall provide two public pools from different subnets of which one is 14(in which 3 IP address for video conferencing link) and second is 4 usable IP address. In case of Secondary ISP, the bidder shall provide two public pools from different subnets of which one is 6(in which 3 IP address for video conferencing link). The bidder shall provide multiple name and IP of their primary and secondary DNS. 16. It is the responsibility of service provider to white list the required IPs as per the PTA policy. 17.The Bidder shall provide details of the proposed solution i.e. Network Diagrams of Connectivity from Cerisma's Premises till ISP's Local POP (Point of Presence) and ISP's POP to ISP's international Gateway, so that Cerisma can be assured of the redundancy. 18. The bidder shall coordinate with Network IT team to configure Network device to achieve the minimum required bandwidth, auto failover feature of last mile at Cerisma, PSO House and any other feature pertaining to the solution as per requirement o Cerisma IT. PTA TERMS AND CONDITIONS ========== 1.The bidder shall have the relevant license from Pakistan Telecommunication Authority for the contract period to provide the required services nationwide. In addition, the bidder shall submit the Letter of Renewal or any documentary conformation of their license rom PTA during contract period. 2.The bidder shall ensure that the communication services and the equipment should in no way be against the rules and regulations outlined by the telecommunication authority i.e. PTA. (Documentary evidence shall be provided for both). 3.If bidder is using the Local Loop of its sub contractors for this					

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	solution then bidder shall submit relevant license from Pakistan Telecom Authority (PTA) of its sub contractors for the required services. 4.The bidder's network shall have the ability to run data, video and voice applications and shall provide the relevant PTA license for these services. 5.The successful bidder must ensure to submit the status of its PTA license to Cerisma every year. 6.In case bidder's solution include wireless link as (secondary last mile), then the wireless equipment shall comply to the PTA rules and regulation with after sales service and support from principal. 7.The successful bidder shall provide the registration of the said links from PTA (if required) without any obligation whatsoever on Cerisma). 8.Cerisma reserves the right to verify/seek confirmation of all original documentary evidence submitted by bidder in support of above-mentioned specification from Pakistan Telecommunication authority. 9.It is the prime responsibility of the bidder to answer any query raised by concerned authorities to Cerisma. SLA and Maintenance Terms and Condition ========== 1.The response to attend any complain shall not exceed 1 hour after reporting of a problem (via Phone, FAX or email) and link shall be restored within 2 hours. 2.The length of contract shall be for a period of 3 years. However, Cerisma may renew the contract for the next two years (on yearly basis) on the same rates, terms and conditions based on the vendor's satisfactory performance and consent of both parties and also reserves the right to extend the Service Order for 03 Months at same rates and terms & conditions (on sole discretion of Cerisma). Further, all Terms <(>&<)> Conditions shall be same except changes in Govt. taxes (Excluding WHT). 3.Successful bidder has to provide 24x7x365 days support at Cerisma, PSO House as and when required. 4.The system shall be monitored 24x7x365 by a Network Operations Center					

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	of bidder. The Bidder shall provide NMS access to Cerisma personnel for monitoring network performance. 5.The successful bidder shall provide single point of contact for all related issues. 6. The successful bidder shall notify of any planned services outages at least 48 hours in advance in written. 7.The bidder shall submit the details of call logging procedure, call escalation list, reporting Timings. 8.Bidder shall submit its business continuity plain in case of flair of its services. 9.If the hardware related problem is not rectified within two Hours <(>,<)> supplier will provide the backup device (of same specification) till rectification of problem / complaint. 10.If the services remain down for any reason for more than 4 hours <(>,<)> then 0.25% of the proportionate contract value will be deducted as penalty and if services remain down from 24 hours to one week including Saturdays, Sundays, and holidays then 0.5% of the proportionate contract value will be deducted as penalty. 11. If, however, services remain down for more than a week then 2% of the proportionate contract value will be deducted as penalty for each such weeks up to two weeks after which the security deposit will be invoked and the Cerisma will have right to cancel order. 12. Cerisma reserve the right to terminate the services during the service period by giving prior one month notice if the service quality is not satisfactory and not as per the scope of work. General Terms and Conditions: ========== 1.The bidder shall submit a single package containing two separate sealed envelopes. One envelope shall contain the Technical Proposal and the other envelope shall contain the Financial Proposal. 3.The successful bidder is responsible till the solution is installed and commissioned at Cerisma, PSO House and the system is fully integrated and operational. Only after the installation, commissioning					

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	and integration of Internet Services at Cerisma, PSO House, the installation /acceptance procedure would be deemed to have been completed. 4.The Above Job Is Subject to Inspection/Acceptance by IT department. 5.The period of payment for 3 years will start from the date of 31-Dec-2026 and will end at 31-Dec-2029 (based on delivery date mentioned in the service order). 6. Cerisma will make payment at the end of each month. 7. All taxes must be clearly mentioned in commercial bid. 8. No escalation of price for services will be entertained later in any case. Payment will be done as quoted by party monthly. 9. The successful bidder will do preventive maintenance once a quarter for upkeep of the Systems running. 10. The bidder shall complete the installation and deployment within 3 weeks from the date of issuance of Service Order. 11. If Deployment is not completed within the specified time, then 1% of Total Installation Amount of the sites will be deducted per day (including Saturdays, Sundays, and holidays) as penalty, (this is applicable to all sites mentioned in priority less). 12. For the purpose of clarification of doubts of the bidders on issues related to this RFP, Cerisma intends to hold a Pre-Bid meeting. Cerisma shall contact with Cerisma IT Department for pre-bid meeting after acceptance of Tender. Clarifications on any queries of bidder will be provided in the Pre-Bid meeting. 13. Cerisma reserves the right to reject any bid during technical evaluation stage of tender: i) If any document submitted by bidder such as partner certificate, MAF <(>,<)> NTN etc found manipulated, forged or fabricated. ii) If bidder directly or indirectly influences the evaluation process or harass any employee of PSO. iii) If Cerisma found that any bidder is in litigation with any other company or directly with Cerisma at any stage before or during the					

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	tender process. iv) If the bidder quotes or attributes any false, manipulated or distorted information about Cerisma as a whole or any Cerisma employee at any public forum without any credible evidence. 14. Cerisma reserve the right to scrap the tender and cancel the tender evaluation process at any time prior to the award of purchase order without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected Bidder(s). 15. Any bidder found not meeting the required terms and conditions of the tender at any time prior to the award of purchase would be considered disqualified even if the bidder has submitted lowest bid.					
2	**Secondary Link**	**CERISMA - HeadOffice**				
2.01	**Corporate Internet Service**		**EA**	36		