



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	NV-19935YP	
DATE	27.08.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)

SAP No.6100017976

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON
(Date)

28.09.2026

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: Supply, Installation and Commissioning of EV Chargers

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	<u>180 KW Ultra Fast EV Charger</u> About PSO Pakistan State Oil Company Limited (PSO) is the largest oil marketing company of Pakistan with a widespread network comprising of 3,500+ retail outlets, 9 installations, 23 depots, refuelling facilities at 10 airports, with two state-of-the-art lubricant manufacturing facilities and LPG storage & bottling facilities. The principal activities of the Company are procurement, storage and marketing of petroleum and related products. It also blends and markets various kinds of lubricating oils. The company has been actively involved in shaping the industry and bringing innovative fuelling products and services since its inception in 1976. 1.,Objective Complete supply, installation, testing, commissioning, and maintenance of EV chargers on PSO sites nationwide (across urban, rural, semi-urban, highway, and motorway locations). 2.,Scope of Work This tender/contract is a package of the following: a),,Supply of EV Chargers (EVCs) as per PSO's specifications (OEM) b),,Supply of all associated equipment required for EV chargers including but not limited to cables, Distribution Box (DB), meters, breakers etc. (OEM's local partner) c),,Installation, testing, commissioning of EV chargers and associated equipment including all civil works, electrical works, DBs, fire safety equipment, internet connectivity etc. (OEM's local partner) d),,Obtain all requisite regulatory approvals / NOCs from concerned authorities including but not limited to land authorities, Explosives, NEECA, DISCOs and Land Authorities for road cutting, grid upgradations and separate metering for availing subsidized EV tariff, and any other required. (OEM's local partner) Maintenance of EV chargers as per scope of Maintenance Tripartite Agreement attached, ensuring a minimum uptime of equal to or greater than 95%. (OEM's local partner)	<u>PSO House</u>	<u>EA</u>	70		



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	PSO Required Specifications,, General,, Rated Output Power: 180kW Installation Type: Outdoor, floor-mounted cabinet Connector Type: Two CCS (Combo-2) configurable Power Factor: #0.98 @ Full Load THD: # 5% Efficiency (DC or AC Output Power to EV/AC Input Power from Grid) × 100: #95% @ Full Load (Peak) Charging Standards: DC Charging standard # CCS 2 ,, ##### Output power: 180kW ,, ##### Output voltage range: 150 - 1000 VDC ,, ##### Output current: # 250A or as per OEM specifications Input AC power connection: Three Phase Input Voltage Range: 400Vac±10%, 50/60Hz Number of EVs served: Two with simultaneous operation of both DC charging plugs. User Interface,, Display: 7"#12" Color LCD / Touch Screen Support Language: English (Other languages available upon request) Button and Switch: Emergency Button RFID Reader: ISO/IEC 14443 A/B, ISO/IEC 18092, IEC/ISO 15693 Payment System: Optional (NFC / POS / App-based) Communication,, Network Connection: Ethernet / 4G / LTE / Wi-Fi Protocol (EVSE & Backend): OCPP1.6 or latest 2.0.1 Remote Monitoring: Yes Mechanical,, Enclosure Protection: IP55 or better Impact Resistance: IK10 Cooling Method,,: Forced air cooling Cable Length: 5#10 meters per connector with cable management system Cable Management System: Yes Environmental,,					



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	Operating Temperature: -30°C to +70°C (derating above 55°C) Storage Temperature: -40°C to +70°C Humidity: Up to 95% no condensation Altitude,,: # 2000 meters Other Features,, Load Management: Dynamic power sharing Renewable Integration: Solar / Battery energy storage system-ready Standards and Compliance,, User interface: ISO/IEC 14443, ISO/IEC 18092, IEC/ISO 15693 Communications & Interoperability: OCPP1.6J, DIN 70121, ISO 15118 Mechanical: IP55 and IK10 or greater EV charging systems: IEC 61851-1, IEC 61851-21, IEC 61851-23 Connectors: IEC 62196 (CCS) Certifications: CE (LVD / EMC), RED, CB, UKCA 1.1.,Features of EV Chargers The vendor shall ensure each charger be equipped with enhanced user-facing and security features to improve accessibility, safety, and customer experience. .,Interactive Display: Every charger must include a high-resolution, weatherproof screen (minimum 6-inch to provide real-time charging information such as session status, kWh dispensed, charging time, cost, and user prompts. The interface must be intuitive, touch-enabled (if required), and designed in compliance with accessibility standards (e.g., sufficient brightness, anti-glare, and usability for differently abled persons). 1.2.,Data Quality and Synchronization The vendor shall ensure that all charging data must be precise, verifiable, and protected against tampering throughout its lifecycle. Every data point (session start/stop, cumulative kWh, reference codes, etc.) shall be time-tagged immediately upon generation. System clocks on chargers must be kept in sync so that no entries can be back-dated, and the central system shall align any re-synchronized data to a common time base. The Provided Goods and Services must continue to operate autonomously whenever network connectivity is lost, using default settings or locally cached authorizations to permit charging in					



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2	progress. In offline mode the EV Charger unit must record every charge session (start/end times, user/session ID), energy dispensed, and any fault or status events in local non#volatile memory. Once communication is re-established, the charger shall automatically reconnect to the central management system and upload all buffered data without manual intervention. The design shall target high availability: network losses and reconnections should not interrupt charging or cause data loss. 1.3.,Interoperability The vendor shall ensure that chargers shall support open, industry-standard communication protocols to ensure seamless integration with multiple networks. In particular, all stations must implement the Open Charge Point Protocol (OCPP) version 1.6 and/or above e.g. 2.0/2.1 and be updated to newer version. In addition, the charger must comply with the merging IEC#63110 series and ISO 15118. Separately 3 nos. CCS2-to-CHAdemo adaptor and 2 nos. CCS2-to-GB/T adaptor also to be supplied in the shipment. This line item shall be quoted by the OEM. The applicable rate should be quoted in foreign currency, converted into Pakistani Rupees (PKR), and on a CFR Karachi basis. <u>LV DB for 180kW EV Charger</u> 1-.,Supply of LV DB [as per OEM approved specifications] with components [listed below] inside IP54/55 kiosk. a.,DB [Robust for all weather conditions with complete protection] made of 16 SWG MS sheet, smoke grey color powder coated, complete with all accessories such as cable gland, lugs, nuts, bolts etc. b.,KIOSK (IP 54/55 or better) of appropriate size with all the electrical accessories i.e. led light, bracket fan, gangway switches etc. c.,Four pole, fixed MCCB circuit breaker of minimum 500 A. The OEM recommendations shall also be taken into consideration. d.,Earth leakage relay and toroid of required rating, in line with cable size and OEM recommendations.	<u>PSO House</u>	<u>EA</u>	70		



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	e.,,Surge Protection Device (SPD) as per requirement. f.,,MCB for SPD g.,,Control MCBs h.,,Indication Lights i.,,Energy Analyzer # IoT based j.,,Shunt trip as per requirement k.,,Phase protection relay as per requirement l.,,Any other equipment or part required 1.1.,,Site Assessment & Planning Survey each site to determine the energy capacity requirements, grid availability, grid connectivity, load-shedding hours, backup energy assessment and requirement, sanctioned load, transformer size, grid upgradation requirements, expected vehicle traffic, parking layout, station visibility, weather conditions, optimal charger type and placement, communication connectivity (Wi-Fi/4G), type of DISCO, evaluate power upgrades, cabling and metering requirements while factoring in the necessary approvals from all concerned regulatory authorities, then prepare a detailed plan for EVC deployment. 1.2.,,Design & Engineering Develop workplan plan, method statement, risk and hazard analysis, and related electrical and civil drawings in line with OEM recommendations for each site. The vendor shall select the appropriate cable type and routing method best suited for this application, considering cost-effectiveness, ease of service and maintenance, operational reliability, and adequate protection against dust, moisture, and other environmental factors. Supply high quality and certified associated equipment that meet global standards and are compatible with most EVs. Provide all ancillary items including but not limited to: -.,,Charging cables -.,,Connectors -.,,Circuits -.,,Meters -.,,Panels					



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	-,Breakers -,DB Box -,Cabling from power source to charger -,Earthing -,Energy Analyzer -,Load management hardware -,Network modules -,Conduits -,Signages -,Fire Safety Equipment -,Software Platform -,and any other allied material required for the project as per specifications and standards defined by PSO. This line item shall be quoted by the local vendor.					
3	<u>Power cable 1C x 185mm² Cu/XLPE/PVC</u> <u>PSO House</u> <u>M</u> Supply of 4 runs x 1 core x 185 mm ² Cu XLPE/PVC cable between charger to DB and DB to transformer meeting/exceeding OEM recommendations. There will be one run of 185 mm ² Cu XLPE/PVC conductors for each phase and neutral. For quotation purposes 150 meters cabling length (total length of 4 runs) can be assumed, or as mutually agreed on site to site basis, confirmed in writing on email. Actual length may vary and invoicing will be done based on actual length. The conduit of minimum 4 inches would be required to carry the power cable. This line item shall be quoted by the local vendor.	PSO House	M	10,500		
4	<u>Earthing cable 1C x 95mm² Cu/XLPE/PVC</u> <u>PSO House</u> <u>M</u> Supply of earthing cable 1C x 95mm ² Cu XLPE/PVC, or as mutually agreed on site to site basis, confirmed in writing on email. For quotation purposes, 30 meters earthing cable length can be assumed. Actual length may vary and invoicing will be done based on actual length. This line item shall be quoted by the local vendor.	PSO House	M	2,100		



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5	<u>Installation Testing & Commissioning</u> <u>PSO House</u> <u>EVC</u>					
5.01	<u>Installation and Commissioning of EVC</u> 1.1., Installation, Testing and Commissioning Upon installation, the vendor will test and commission each station; conduct a test charging session with an EV, provide operator training and hand over manuals for use and emergency procedures. Vendor will carry out the all the required testing of the charger and associated equipment as per OEM requirements and submit the report to PSO at the time of commissioning, which will be signed off by PSO's project team. 1.2., Training The vendor shall also provide training and knowledge transfer for the PSO's staff, including but not limited to manuals, SOPs, training sessions in English, Urdu and regional languages as and when required. Receipt books as per PSO requirements also to be provided after training. 1.3., Safety Equipment and Practices Vendor shall ensure that all Provided Goods and Services are operationally safe. ., The vendor must follow manufacturers' instructions and local wiring regulations, performing work under a licensed Electrical Contractor's oversight. ., The design should also include robust grounding and bonding. Conduits and cabinets should have IP ratings suitable for outdoor use and include protection against overvoltage, undervoltage, overload or reverse current (such as surge arrestors or DC blockers), ground fault including DC leakage protection and integrated surge protection. ., Each charger must have an accessible emergency stop or disconnect switch, labelled #Emergency Stop," to immediately isolate the charger from mains power. ., Provide physical collision protection (bollards or equivalent) for charging equipment exposed to vehicle traffic. ., Electrical installation to follow NFPA 70 Article 625 (or IEC/local equivalent) for EV charging systems. ., Provide a clearly labelled emergency disconnect (ESD) for the		<u>JOB</u>	70		



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	charging equipment, positioned appropriately, visible and operable without special tools. .,,Ensure EV Charger is connected with RO ESD Button to isolate in case of outlet shutdown. Also, ESD should isolate all power sources including Solar, Genset etc. .,,Include ground fault (RCD) and overcurrent protection per equipment manufacturer and code requirements. .,,All cabling, connectors, and enclosures rated for outdoor/forecourt environmental exposure. Portable Fire Extinguishers At least one set of extinguishers per EV chargers to be provided, located such that travel distance from any charging point does not exceed 50ft. Each set shall consist of: .,,1 × 9kg ABC dry chemical extinguisher .,,2 × 6 kg CO# extinguishers (Class C) Extinguishers must be visible, unobstructed, signed, inspected and maintained on the same schedule as forecourt extinguishers. Signage & warning .,,Display EV-specific hazard signage (high voltage warning, no smoking/open flame, emergency disconnect location). .,,Display emergency contact numbers (Nearest Fire Station) and basic first-response instructions at the charging point. .,,Emergency Response Signs must be developed for EV Charger Fire Scenario and Vehicle / Battery Fire scenario and conspicuously displayed near EV Charging Station. .,,It must be ensured that EV Attendant must be trained and competent on all above parameters. Training requirement All forecourt staff handling EV charging areas must complete EV fire response training covering blanket deployment, extinguisher use, and evacuation procedure before being assigned to a site with EV charging infrastructure during the EV Charging Station Deployment process. Refresher training on an annual basis. 1.4.,,The vendor must follow OEM guidelines and PSO's HSE rules and abide by them, and staff must be trained in their use. The vendor will also be					



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	required to provide risk assessment of the charger and submit to PSO for final approval.Compliance to regulations and obtaining regulatory approvals The vendor must ensure all EV charging installations align with Pakistan's evolving electric-vehicle policies and regulatory framework. All work must comply with NEPRA's technical and safety rules (e.g. accurate metering, overcurrent protection, load management) and with NEECA regulations. The vendor should ensure compliance with any conditions imposed by DISCOs or NEPRA, land, Explosives and other relevant authorities, and also secure and obtain approvals/NOCs from DISCO and land authorities. Scope includes all forms of support including but not limited to facilitation for documents preparation and submission, engaging the relevant person, following up and expediting the process etc. Payment of demand notices and challans will be done by PSO 1.5.,Charging Management System Each charger should be remotely monitored and controlled having open standards (OCPP 1.6 and/or 2.0.1), so chargers can be managed by a back-end hardware agnostic platform. This portal should show real-time visibility of charger status, energy dispensed, charging duration, vehicle reference ID (optional), time and date, fault alerts, user sessions etc. It must support remote actions (start/stop charging, reset units, firmware updates) as well as data export for billing and payment reconciliation. Ensure compliance with security standards including ISO 27001, SOC 2. Provide documentation and training on using the monitoring portal. Guarantee interoperability so future third-party software (including payment gateways for credit and debit card payments, payment via PSO fuel cards) can integrate easily (vendor to supply APIs or OCPP endpoints if needed). In addition to the aforementioned features, the platform should include but not limited to: o,,Real-time energy usage monitoring o,,Reporting and demand forecasting o,,API connectivity and Integrations with Other Platforms o,,Performance Monitoring against required SLA thresholds o,,Remote Controlling and Diagnostics of Chargers					



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	o,,Dashboards for Business View (Overall and Segment-Wise) o,,Data Synchronization o,,Data Encryption o,,Access Control o,,Threat Protection 1.6,,Services for Installation of EV charger and associated equipment 1-,,Installation, testing and commissioning of EV charger as per OEM recommendations 2-,,Laying, testing and commissioning of power cable as mentioned above. Job includes pavers dismantling, excavation up to the required depth, and installation of caution tape, backfilling and re-installation of pavers afterwards. 3-,,Laying, testing and commissioning of earthing cable as mentioned above. Job includes pavers dismantling, excavation up to the required depth, and installation of caution tape, backfilling and re-installation of pavers afterwards. 4-,,Installation, testing and commissioning of LV DB in line with OEM requirements 5-,,Installation of the necessary fire extinguisher and safety equipment as mentioned above 6-,,Laying of CAT 6 cable, router and accessories (Gland, Ties, Wi-fi router, Connectors, Insulation tape etc.) to ensure internet connection for remote support. The vendor will be responsible to provide seamless internet connection for the communications of the Chargers from site to the server and backend portal. 7-,,The Vendor shall provide complete facilitation and support for obtaining all required approvals, permissions, NOCs, and clearances from the relevant regulatory authorities and other concerned agencies (including but not limited to Land, DISCOs, municipal authorities etc.) for road cutting, grid upgradations, transformers and separate metering for availing subsidized EV tariff, and any other required. a,,The scope shall include, but not be limited to, preparation and compilation of required documentation, submission and processing of applications, coordination and engagement with the relevant officials/personnel of the concerned authorities, regular follow-up, and					



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5.02	expediting the approval process. b.,,The Vendor shall provide any other assistance, coordination, documentation, clarification, or support required to facilitate the timely obtaining of such approvals/NOCs and shall remain responsible for coordinating the process through to its completion. c.,,Only demand notices, challans, and other statutory payments levied by the concerned authorities shall be paid directly by PSO. d.,,To ensure future scalability and adequate capacity for anticipated load growth, value of the applied sanctioned load for EVC shall be selected such that it results in the DISCO recommending a transformer capacity of not less than 400 kVA. Installation EV charger cable management system for keeping thick charging cables suspended or coiled, preventing floor clutter and tripping hazards. This line item shall be quoted by the local vendor. <u>Civil works for EV charger and DB</u> All civil works for EV charger and associated equipment in line with OEM recommendations, with light grey finish, including but not limited to removal of tuff tiles, excavation of 2-3 ft. depth, laying of uPVC pipe for main AC cables, and compaction and restoration of tuff tiles etc. This line item shall be quoted by the local vendor.		<u>JOB</u>	70		
5.03	<u>Earthing for EVC and accessories</u> Earthing of EV charger, kiosk, DB etc and any other equipment as required. This includes all necessary civil and associated works, laying of cables etc. All cables, circuit breakers should be labelled properly. Earthing pit (including civil work + cover) and relevant material i.e. GI pipe, earth rod, inspection box, charcoal & earth connectivity lead earthing Bas Bar and fixing accessories in line with the OEM recommendations. 1.,,The Vendor shall conduct earth resistance and continuity tests upon completion of the installation and submit certified test reports to PSO. All earthing connections shall be properly identified, accessible for		<u>JOB</u>	70		



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	inspection, mechanically secure and protected against corrosion. This line item shall be quoted by the local vendor. Terms & Conditions 1-.,The local vendor/contractor must be authorized by manufacturer to install, commission and maintain the EV charger and associated equipment and must submit a currently valid certificate of authorization/partnership. 2-.,An OEM is allowed to have multiple Pakistan based installation/commissioning partners (legally registered entities). Similarly, a Pakistan based entity is allowed to represent multiple OEMs. The representation should be substantiated through verifiable documents which may include (but not limited to) authorization letters/certificate etc. 3-.,PSO will award this tender based on the most advantageous OEM + local partner combined overall value for the package. The resulting most advantageous combination will be awarded the tender as a package. The award will not simply be made solely on line-item wise basis. 4-.,The vendor shall be fully responsible for the execution of all works as defined in the Scope of Work (SoW), across all identified sites in Pakistan. 5-.,Separate work order will be issued to vendor for the #maintenance" of EV chargers installed through this contract. 6-.,All service must be done up to the entire satisfaction of the PSO's Project Team, and installation and commissioning checklist will be signed off by PSO. 7-.,It is mandatory to quote all part of RFQ Quantities. Incomplete bid will be rejected. 8-.,The OEM shall act as a single point of responsibility for the supply of EV chargers, while local vendor will act as a single point of responsibility for the installation, commissioning, and maintenance of EV chargers and associated equipment, including civil, electrical, and IT-related works as well as for regulatory approvals. 9-.,EV chargers must be CE marked to ensure proper safety and					



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	performance standards. 10-.,The vendor shall provide all the technical brochures/installation manuals/data sheets/diagrams/drawings of the EV chargers and all other material/equipment. 11-.,The vendor shall have support processes such as those required for incident or problem management, escalation and complaint handling, services delivery. 12-.,A dedicated support hotline shall be provided that can be reached by PSO without need for routing, extensions, or intermediary communication. In addition(>,<) the vendor shall provide alternate mode of communication. 13-.,The contractor will cover all expenses related to boarding, lodging, transportation, and any other necessary facilities for the site personnel. The quoted charges must encompass all these costs 14-.,Fire extinguishers shall be installed in accordance with NFPA, ISO, and local guidelines and as per OEM recommendations. 15-.,Clear signage shall be provided for visibility and ease of access. Informational signs specifying that no parking except for EV etc to be installed by vendor. 16-.,Routine inspection, testing, and maintenance shall be conducted as per manufacturer recommendations and regulatory requirements. 17-.,2 Years (24 months) warranty including replacement of all parts from date of delivery at PSO designated storage facility. In case of warranty claim, all expenses including transportation, loading/unloading of parts and any other expenses of repair / replacement of parts during warranty shall be borne by the vendor. In addition, all expenses of foreign technical team (OEM authorized) coming to Pakistan for repair/replacement of parts/equipment shall also be borne by the vendor. Warranty includes after sales services, replacement of parts, and in case of equipment performance failure despite recurrent replacement of parts, the vendor shall replace the entire equipment with new one. 18-.,Local representative shall submit an authorization letter of dealership/distributor from OEM for handling warranty related issues. 19-.,Fixed Asset Number (FXA) to be printed / embossed on each equipment at a clearly visible place in the format provided by PSO in the					



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(THIS IS PRICE ENQUIRY-NOT AN ORDER)

SAP No.6100017976

Company PSO Dummy Vendor
PAKISTAN

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ON
(Date)

28.09.2026

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(Time)

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Title: Supply, Installation and Commissioning of EV Chargers

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	following SAMPLE format: PSO FXA # 38005765. The printing / embossing should be of permanent type and not peel off or fade out with time. The series of Fixed Asset Numbers for all equipment will be provided at the time of issuance of Purchase Order. The same number should appear on the wooden frame packing of the equipment for ease of identification. 20-,,Shock proof wooden frame with hard board ply wood packing for safe handling & lifting. 21-,,PSO retains the right to accept or reject any or all proposals without providing reasons. 22-,,PSO reserves the right to seek alternative/replacement as deemed necessary. 23-,,In case of any misconduct by the contractor/vendor/bidder's representative, they will be immediately removed from the site without objection, and a replacement will be provided within one day's notice 24-,,PSO may install all the EV chargers across Pakistan. PSO Retail Outlet network is spread country wide and installation and maintenance of EVC may be required to be carried out anywhere in Pakistan. 25-,,PSO may, at any time and at its sole discretion, change, replace, or reallocate the sites without assigning any reason whatsoever 26-,,PSO reserves the right to invoke the performance guarantee in whole or in part in case of breach of contract, delay, abandonment of work, failure to achieve SLA, or non-performance. 27-,,The Vendor shall complete the entire Scope of Work within three to four months from the date of arrival of the equipment at PSO's designated storage facility/warehouse, unless otherwise communicated or agreed by PSO 28-,,If the Vendor fails to complete any milestone within the stipulated timeline and without informing and seeking acceptance from PSO(>,<) a penalty at the rate of 0.1% of the total value of the undelivered quantity per day of delay shall be levied, subject to a maximum of 10 % of the value of the work order. Calculation: Penalty = (Value of Undelivered Quantity) × (Penalty Rate per day) × Number of days delayed." 29-,,In the event that the Vendor fails to rectify repeated deficiencies despite written notices, PSO reserves the right to revoke the service					



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	order. 30-.,Vendor shall be fully responsible for all cybersecurity vulnerabilities arising from hardware, firmware, software, APIs or backend systems supplied under this Contract. 31-.,All operational data, charging data, customer data, payment data, charger logs, reports, analytics, firmware records, alarms and historical information generated through the EV Charging Infrastructure shall remain the sole and exclusive property of Pakistan State Oil Company Limited (PSO). 32-.,The supplied chargers shall remain fully functional with any OCPP compliant backend platform without requiring OEM approval or additional license. 33-.,Vendor shall maintain adequate inventory of critical spare parts in Pakistan throughout the Maintenance Contract period and for at least 2 years after completion, to ensure the required uptime is maintained. 34-.,Vendor shall notify PSO at least 3-4 months before declaring any supplied charger or component End-of-Life (EOL). 35-.,Final acceptance shall only be issued after successful completion of Site Acceptance Test conducted jointly by PSO and Vendor. 36-.,Vendor shall indemnify and hold harmless PSO against any claims, damages, losses, injuries, intellectual property disputes, regulatory penalties and third-party liabilities arising out of Vendor's negligence or breach of Contract. 37-.,PSO reserves the right to audit Vendor's facilities, inventory, quality systems, maintenance records, cybersecurity controls and project documentation at any time during the Contract. 38-.,PSO reserves the right to reject any equipment found damaged, refurbished, used, non-conforming or inconsistent with approved specifications. 39-.,Vendor shall treat all technical, commercial and operational information belonging to PSO as confidential. 40-.,PSO reserves the right to terminate the Contract, in whole or in part, at its sole discretion by providing thirty (30) days written notice. Payment shall only be made for satisfactorily completed work up to the effective termination date.					



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	41-., Upon successful installation and prior to final acceptance, the Vendor shall notify PSO at least seven (7) working days in advance to facilitate witnessing of the Site Acceptance Tests (SAT). 42-., PSO representatives shall witness and verify all specified inspections and tests as defined in the Quality Inspection Plan (QIP), and any other required tests(>,<) after installation and prior to final site acceptance. 43-., The EV Charger shall be deemed accepted only after successful completion of all tests and issuance of written acceptance by PSO. 44-., Any deficiencies identified during testing shall be rectified by the Vendor at its own cost, and the affected tests shall be repeated until satisfactory results are achieved. 45-., The Vendor shall be solely responsible for ensuring that all EV Chargers, accessories, and associated equipment supplied under this Contract are free from defects in design, material, workmanship, and performance. 46-., In the event that any charger or component is found to be damaged, defective, non-compliant with the technical specifications, or fails to operate satisfactorily during Site Acceptance Testing (SAT), commissioning, or within the warranty period, the Vendor shall, at its own cost and within a period specified by PSO, replace the defective unit with a new unit of identical or superior specifications. 47-., Acceptance of the equipment shall not occur upon delivery. Final acceptance shall only occur after successful installation, commissioning and SAT. 48-., The vendor shall remain responsible for latent or hidden defects discovered during installation and commissioning, irrespective of the date of delivery. 49-., If the Vendor fails to replace the defective unit within the stipulated timeframe, PSO shall have the right to retain the Performance Guarantee and any costs incurred by PSO due to such failure shall be recoverable from the Vendor. 50-., Payment terms will be as follows: a., EV Chargers: Payment shall be made through Letter of Credit (LC) payable at sight against presentation of compliant documents, including					



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	the successful Factory Acceptance Test (FAT) certificate/inspection certificate and shipping documents b.,Installation and Commissioning: Payment for the installation and commissioning of EV chargers shall be made on a site-wise basis, within thirty (30) days following the successful completion and acceptance of the Site Acceptance Test (SAT) for the respective site. 51-.,This tender/contract is for Supply and Installation of EVC and associated equipment along with period of 2 years, extendable by another year, for the maintenance of each EVC procured against this contract on same rates, terms and specification. Installation of all EVCs procured through this contract is also covered in the contract. 52-.,The quantities for the supply of EVCs will be as follows: Charger ,,180kW ,, Total Quantity,,70,, Delivery Time (days),,90 days after issuance of LC,, The timeline mentioned is for delivery of EV chargers to Kemari Port, Karachi a.,Work order for supply of EVC is on CFR basis to Kemari Port Karachi. b.,PSO may place orders for the entire quantity of equipment in a single batch or in multiple batches, as determined by PSO at the time of order placement. The quantities and delivery schedule for each batch shall be communicated to the OEM through the respective Purchase Order. c.,PSO has the right to increase or decrease the above-mentioned quantities by 15% for work order and separate delivery schedule will be provide with mutual consent between PSO and OEM. 53-.,PSO shall nominate a representative(s) to witness the Factory Acceptance Test (FAT) at the OEM's manufacturing facility. The OEM/Vendor shall provide PSO with the complete FAT schedule, test plan, procedures, applicable standards, test parameters, and other relevant details sufficiently in advance for PSO's review and participation.					



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	a.,The OEM shall be responsible for arranging the complete test setup and all facilities required for conducting the FAT, including the test bench, testing equipment, instruments, power supply, load banks/simulators, tools, technical personnel, safety arrangements, and any other resources necessary to perform the required tests. b.,The OEM shall provide full access and necessary technical support to PSO's nominated representative(s) throughout the FAT and shall facilitate witnessing, verification, and recording of all specified tests and results. c.,No equipment shall be dispatched without satisfactory completion of the FAT, subject to PSO's acceptance/clearance in accordance with the Contract requirements. d.,The EVC to be shipped after the letter of acceptance of received from PSO. 54-.,Warranty of each EVC supplied will be 24 months from the date of delivery at PSO-designated storage facilities/warehouses. 55-.,Once clearance is complete, OEM's local representative will be responsible for end-to-end logistics in Pakistan up to delivery at PSO locations / sites, including transportation, handling and all associated liabilities arising from its acts, omissions, negligence or failure to perform a.,Storage: The equipment shall be supplied directly by the OEM to PSO and, upon receipt, shall be stored at PSO-designated storage facilities/warehouses. b.,Transportation to PSO Locations / sites: The authorized local partner shall arrange and undertake transportation of the equipment from the PSO's storage to the respective PSO-designated locations/sites, including all loading, unloading, handling and associated logistics. The local partner shall remain responsible for the equipment while in its custody and during transportation until its formal handover to PSO or the designated site/vendor.					



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	56-,,Separate work order will be issued to OEM's local representative for the #installation" of all EVCs and associated equipment procured through this contract. 57-,,For the installation of EVC and associated equipment on individual site<(>,<)> approvals will be given through emails for the installation of EVCs on as and when required basis during the validity of work order. The installation work shall be completed by the Contractor within the timelines communicated to the contractor on arrival of the EVC in PSO's storage. 58-,,Separate work order will be issued to OEM's local representative for the #maintenance" of a EVCs installed through this contract. All work orders will be effective for payment after the date of commissioning. All work orders will initially be issued for one year. 59-,,Total Maintenance period through this contract = Two years from the date of commissioning extendable by another 1 year at discretion of PSO. Maintenance support will be provided during the warranty period on same scope and terms and conditions as per mentioned in contract. 60-,,Maintenance and other services as mentioned in Maintenance Tripartite Agreement will be carried out on lump sum fixed rate per EVC (installed at retail outlets) per quarter for maintenance of EVC. 61-,,Payment against maintenance contract will only cover the EVCs installed at PSO sites. 62-,,Maintenance support will be continued during the warranty period on same scope and terms and conditions. 63-,,Scope and terms & conditions for maintenance are attached. Only Original Equipment Manufacturer (OEM) parts will be replaced as part of this contract.					



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	64-,,Vendors/OEMs and/or their local representatives will be invited for a Pre-Bid Meeting to further clarify on scope and terms and conditions of this contract. 65-,,Contractor will be required to provide detail of all OEM parts replaced with each invoice. 66-,,Contractor may also be required on as and when required basis to provide graphical representation of failures, root cause analysis of failures and action frequency of contractor's promptness for rectification. 67-,,Documents submitted by contractor to include preliminary verification of Dealer's representative/manager for the job completed at that specific retail outlet for both installation and maintenance works. 68-,,Contractor to provide the complete Organization Chart of the maintenance and installation teams as may be deputed for the works in each city of equipment installation. 69-,,Work order for supply of EVCs will be considered as complete order and accordingly security deposit will be collected as per procurement procedure of the company before placement of order. Security of preceding consignment will be released after its successful delivery plus expiry of warranty period. The security is liable to be forfeited if: a.,,Contractor fails to provide maintenance support during the warranty period. b.,,Performance of EVC is not satisfactory 70-,,Work orders for installation of EVCs and associated equipment will be considered as complete order and accordingly security deposit will be collected as per procurement procedure of the company before placement of order. Security of work order will be released after successful					



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6	installation of all EVCs for which separate go-aheads provided on as and when required basis during the validity of work orders. 71-,,All work orders for maintenance of EVCs will be considered as separate orders and accordingly security deposit will be collected as per procurement procedure of the company before placement of order. Each work order will be for one year and renewable for another one year. Security against maintenance work orders will be released after successful completion of maintenance works during 2 years, the performance of which will be monitored annually. The security is liable to be forfeited if: a.,,Contractor fails to provide satisfactory services b.,,Contractor uses substandard/used/2nd hand parts for replacement 72- Performance of the contractor will be monitored regularly. However, annual performance evaluation of contractor will be carried out to evaluate the performance for supply, installation as well as maintenance of EVCs. Based on the performance of contractor in any area, PSO reserves the right not to renew the contract further and forfeit any or all security deposits deposited any part of this contract. <u>Service Level Agreement for EV Chargers</u>	PSO House	EA	280		
6.01	<u>EV Charger Maintenance</u> 1,,PREVENTIVE AND BREAKDOWN MAINTENANCE During warranty period of two years(>,<) the OEM local partner /contractor is to maintain the EV charger at his own risk and cost and no payment shall be made against any replacement of parts and software except accident cases. Payment will only be carried out for preventive maintenance or other works/parts not covered in warranty (if any). „The scope of work of preventive maintenance of EVCs shall include but not be limited to the following: I.,,Visual inspection for wear, corrosion, or damage, cleaning filters, vents, and fans, tightening electrical connections, verifying insulation and earthing, firmware/software updates (if suggested by OEM), checking communication and control systems, functional testing of protection					



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	devices (MCCBs, MCBs, RCDs), II.,,Check breaker health, torque tightening of terminals, IR thermal scanning for hotspots, verify MCCB, verify shunt protection, check Earth Leakage Relay, check for moisture, corrosion, dust, rodent activity III.,,Inspect AC & DC cable insulation, continuity & joints, tighten lugs/terminals & check for heating marks, check earthing & UPVC pipe integrity IV.,,Measure earth resistance (must be within statutory limit), check bonding of structural and electrical earthing V.,,Condition of charger foundation, pedestal, anchors, charger condition & ventilation, drainage, site cleanliness, weed/pest presence, VI.,,Check communication link stability & signal strength, router/SIM/ISP equipment condition, IoT gateway functioning (if applicable) „In case of replacement of EVC under warranty, scope of work includes removal & packing of old EVC in existing box with EVC status checklist pasted properly in plastic coated form. Scope also includes installation of new unit. „A Preventive Maintenance report shall be submitted to the Customer within 10 working days of the completion of activity. „The OEM's local partner / Contractor will provide, a detailed schedule for regular maintenance for all the EVCs (mentioned in the work order of PSO (the #Work Order")) as recommended by the manufacturer of the EVCs. The schedule shall include periodic replacement of parts in accordance with the OEM's recommendation and to the satisfaction of PSO. Scheduled / Preventive maintenance work for each EVC shall also be carried out at least once each quarter i.e. once in three months period, or as recommended by OEM. The specifications and requirements of Preventive Maintenance reports shall be to satisfaction of PSO. Breakdown and preventive maintenance activities may be carried out simultaneously. The PSO's Divisional Engineer concerned is also to be intimated of the combined activity. Against each complaint/breakdown activity, OEM's local partner / Contractor will generate Equipment Repair Report, which will be submitted to DE for approval and its copy will be kept at the retail outlets of PSO (the #PSO's Retail Outlet").					



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	The Contractor shall submit duly filled Equipment Repair Report with monthly bills. The Contractor shall also submit the list of parts replaced categorizing periodic and breakdown replacement of parts with monthly bills. The Vendor shall be responsible for identifying and rectifying any fault or issue contributing to charger downtime, including but not limited to faults in the EV charger, DBs, grid-side breakers, cables, protection equipment, and other associated electrical infrastructure. During warranty period, payment for breakdown and replacement of parts only for those parts not covered in warranty will be made. Reporting and Governance Monthly Reporting: The vendor will submit a written report each month detailing actual performance against the services delivered. This includes uptime statistics per charger, incident response logs, maintenance activities, and any deviations limited to uptime, energy dispensed, faults, corrective actions taken, health etc. Quarterly Reviews: A formal review meeting will be held at least every quarter between PSO team and the vendor's management team. Performance trends, penalty assessments, root causes of any failures, and corrective action plans will be discussed. SLA Manager: The vendor must designate an SLA Manager, to monitor the compliance and address issues. Continuous Improvement: Based on review findings, the vendor must propose improvements (process changes, additional resources, etc.) to enhance performance. Incentives for exceeding targets (e.g. bonus payments) may be negotiated in writing. 2.,PAYMENT 2.1., Payment will be made at actual EVCs billed and verified by the Divisional Engineer (DE). 2.1.1.,Payments will be made for out of warranty installed EV chargers, and for preventive/periodic maintenance or for parts/services/works other than EV charger not covered in warranty. 2.1.2.,Payment Terms: Payment will be made on a quarterly basis, subject to verification of: 2.1.2.1.,Services rendered as per the scope of work.					



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	2.1.2.2.,Logs and maintenance reports submitted on time. Quarterly fee is FQ. Payment is tied to network availability using linear service-credit bands. PayableQ = FQ × MAvail If Anetwork >= 95.0%: MAvail = 1.00 If Anetwork is 94.0% to 94.99%: MAvail = 0.85 If Anetwork is 93.0% to 93.99%: MAvail = 0.70 If Anetwork is 90.0% to 92.99% MAvail = 0.50 If Anetwork is 80.0% to 89.99%: MAvail = 0.25 If Anetwork is < 80.0% MAvail = 0.0 2.1.2.3.,Compliance with CMMS Portal requirements. 2.1.3.,Penalties, taxes, and other deductions will be applied prior to payment processing. 2.1.4.,Payment for replacement of parts can be charged separately and may be processed on a monthly basis 2.1.5.,Part-payment is allowed. 3., OEM's LOCAL PARTNER/CONTRACTORS PERSONNEL 3.1.,The OEM's Local Partner/Contractors shall designate qualified and experienced technicians / electricians (Minimum 03 years relevant & proven experience) for all repairs/maintenance activities for the purposes of this Maintenance Contract to PSO. The OEM's Local Partner/Contractor shall ensure that all their personnel / technicians are equipped with suitable vehicles to enable expeditious and efficient response at any urban or rural (including remote) PSO's Retail Outlet having mobile phones/smart phones for ease of communications with dealers of PSO (the #Dealer") and PSO's personnel. 3.2.,Technicians / electricians must have at least three years of proven experience in EV charger maintenance or equivalent electrical/electronic systems. 3.3.,Teams must consist of a certified supervisor and licensed electrician/technician, equipped with the necessary tools and mobile vans. 3.4.,Teams must be trained in PSO's HSE protocols and CMMS Portal usage 3.5.,Local partner / Contractor staff should have required trainings from OEM for proper maintenance of EVCs and associated equipment. The					



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	records of such trainings shall be provided by OEM to PSO. 3.6.,Repair / Maintenance team of OEM's Local Partner/Contractor, when proceeding to a PSO's Retail Outlet for repair / maintenance activity, shall carry with them, in a mobile van / vehicle commonly required and essential assemblies, sub-assemblies, spare parts and consumable items, all necessary test equipment's and tools and fixtures to ensure smooth and speedy repair / maintenance work. Contractor shall ensure availability of sufficient Mobile Vans in excellent working condition in each area / city in his responsibility for repair / maintenance. 4., UPTIME REQUIREMENTS 4.1.,OEM's Local Partner / Contractor shall be responsible provide all services required to maintain the stipulated uptime of EV charger, including but not limited to hardware, software updates, cybersecurity updates, bug fixes, network operations, preventive and periodic maintenance, troubleshooting of connectivity issues, remote monitoring, online and on-site support, ensuring adequate supply of receipt books at all sites, identifying potential issues before failures occur, keeping adequate local inventory of critical spare parts, as recommended by OEM, in order to maintain a minimum uptime of 95%. 5.,COMPLAINTS 5.1.,Contractor and his representative / technicians shall respond, on emergency basis to all complaints for EVC defects, whether intimated or initiated by the Dealers or his representative or by PSO staff intimated through Ta'aluq/CMMS App/Weblink/emails/SMS, telephone, or in writing. All complaints shall be categorized as detailed in Clause 7.1. 5.2.,Penalty in accordance with Clause 7.1 shall be imposed on the Contractor and deducted from his quarterly bill, if the aforementioned period for defect rectification is exceeded, the verification of which may be made from the rectification date & time on MRR and/or the date & time of close of complaint by the contractor to PSO Ta'aluq Care line/webink etc. as per clause 5.7. Provided that, in his discretion, the DGM R/Facilities may, on a case to case basis allow an extension in writing, if the contractor cities special/extra ordinary circumstances/difficulties. The contractor will ensure that in case a part can't be repaired at the site, a replacement part should be					



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(THIS IS PRICE ENQUIRY-NOT AN ORDER)

SAP No.6100017976

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON
(Date)

28.09.2026

BY
(Time)

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	provided, within the time period, as mentioned above, enabling the EVC to become operational. 5.3., The contractor shall provide monthly reports to PSO office about the status of all EVCs under his responsibility and control under this contract/work order. The report shall be supported with: a) Date-wise (PSO asset number wise) details of breakdown repair/replacement work carried out and parts replaced on each EVC. b) It shall also indicate those EVCs, which the contractor, in his expert opinion, considers beyond economical repair (BER)." c) Further, this report should also include date-wise Preventive Maintenance carried out for each EVC in the division. 5.4., The Contractor shall ensure that all PSO equipment are handled with due care and original approved tools are used by the Contractors staff during maintenance repair jobs/activities. Any damage to Dealers/PSO equipment caused by Contractor's staff shall be immediately repaired at Contractor's cost. PSO reserves the right and sole discretion to have such damage repaired at Contractors cost and risk. 5.5., All PSO management officials, engineers/representatives shall have undisputed and uninterrupted access to Contractors workshops, stores or any other place, where the company's equipment are under repair or where stocks of spare parts for EVCs are held for the purpose of checking, verification of inventory as per the requirement. 5.6., If any equipment, assembly, sub-assembly etc. cannot be repaired, the contractors will replace the defective equipment. Contractor will ensure that new parts will be used by his personnel for replacement in all EVCs. (Cost of Consumables included in the contract, whereas other parts to be charged separately). 5.7., The Contractor will maintain a computerized complaint register, giving therein details of all breakdown/preventive activities carried out, including outlet name, date, time and details of parts replaced/ repaired. After attending the complaints contractor will immediately inform to CMMS toll free number 0800-03000 (Ta'aluq Care line)/update the closure activity in relevant app/Weblink with reference to complaint Number. Acknowledged copy of his relevant documents/complaint address form shall be submitted to Divisional office through email the same day,					



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	and also to be submitted along with monthly invoice. The close of complaint is the prime responsibility of contractor, failure to which the Penalty in accordance with clause 7.1 may be imposed. Contractor's false closing of complains on Ta'aluq is a serious offence and amounts to a deceitful practice and PSO reserves right to take strict action against such practices beside imposing penalty as per clause 7.2. The divisional engineer will monitor complaint closures for compliance with timelines. Note: Contractor is required to maintain proper setup to manage PSO's upcoming/upgraded web-based complaint handling system to efficiently handle the customer complaints, which includes necessary functions from complaint recording till final closure. 5.8.,Contractor shall provide hotline number to PSO for issue resolution and technical support to end-users and the project management team. Support includes 24/7 call centre/email/WhatsApp/ support, fault diagnosis, and escalation management. The vendor shall maintain trained support staff, and support documentation. Regular user training sessions and manuals for site operators shall be provided. 5.9.,PSO will initiate support requests through phone, email or online; accordingly, vendor may provide support assistance by phone, email, remote assistance via a web meeting and/or in-person as required. Vendor will respond in accordance to this document. 6., SECURITY DESPOSIT 6.1.,The security deposit equivalent to 10% of total value of the Work Order (the #Security Deposit') will be submitted by Contractor as per the PSO's procurement procedures. 6.2.,,PSO reserves the right to en-cash / utilize / forfeit the Security Deposit, if the Local Contractor or his representative unsatisfactorily performs his responsibilities under this Maintenance Contract or fails to execute such responsibilities. The amount thus en-cashed may be used in the best interest of the PSO for those aforementioned unsatisfactorily performance or non- performance activities of the Contractor. 6.3.,,The Contractor's running bill shall be liable to any deduction taxes/levies as imposed by the Federal or Provincial Government. The					



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	bill will also be liable to any penalty as stated in Clauses of Section 7 herein. 7., DEDUCTIONS & PENALTIES ON CMMS COMPLAINTS 7.1.,A late execution Penalty shall be imposed on the contractor of Rs 1% of Purchase Order/Service Order value per day (for both out of warranty and under warranty repair jobs cover under this contract) for each unresolved complaint after lapse of TAT. Broadly defining, the TAT for each type of complaints are categorized in table below #TAT Requirement,, A)*24/**48 Hrs.,B) *48/**72 Hrs.,C) 120 Hrs., including Holidays/Gazette Holidays a),,TAT Category-A: TAT of *24/**48 hours: Charger and Backend System issues that have the greatest business impact wherein customers are unable to charge the vehicles, perform payments, the charger outage, safety hazard (e.g. electrical faults, fire risk, exposed live parts etc.), and any issue that renders charging impossible. In such cases, penalty for late attending of complaints shall be imposed for each day or part of a day complaint is unresolved after passing TAT. This category is generally applicable on major complaints requiring immediate action or where a EVC remains non-operational. List of outlets falling in Urban/Rural areas shall be provided by respective Divisions. b),,TAT Category-B: TAT of *48 hours/ **72 hours: Charger and Backend System issues that have medium business impact wherein the user is partially able to charge vehicle and associated operations, there is a partial loss of functionality affecting charging experience but not posing safety risk, such as one connector down while others work, degraded charging speed, intermittent connectivity, or repeated minor faults requiring reset. In such cases, penalty for late attending of complaints shall be imposed for each day complaint is unresolved after passing TAT. This category is generally applicable on moderate to minor nature complaints, where EVC is in operation and not impacting operating capability/nozzle.					



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	c),,TAT Category-C: TAT of 120 hours: System issues which have the least/no business impact on working such as cosmetic damage, signage problems, faulty indicator lights, etc. Geographical Categorization,, *Urban,,within a radius of 30 KM of a major city,, **Rural,,outside 30 KM radius of a major city,, Note: Penalty shall be calculated based on CMMS complaint register/ /weblink/App. Further, in case of non-addressing of complaint by the contractor, PSO reserves the right to carry out the works at the risk and cost of contractor on single notice (after passing TAT). All such payments shall be deducted from the monthly bills of the contractor. 7.2.,,Additional penalty of Rs.100,000/- shall be imposed on the contractor for false (unattended) closing of complains, beside taking stern action as per clause no: 11.1 on such repetitive acts by the vendor. 7.3.,,If the planned maintenance (Preventive) schedule for a EVC has not been carried out for any 3 months period, then the payment for those 3 months breakdown, as well as preventive for that particular EVC will be deducted from the contractor's bill. Such deduction may be from the contractor 's bill for same quarter or in any subsequent quarter. 7.4.,,The above penalty clause may be waived for delay due to Force Majeure conditions and strikes, which may directly affect the Contractor's ability to perform his responsibilities under this contract. 7.5.,,The contractor must follow all HSE guidelines of PSO. They must also abide by any other safety & security related instructions / notifications issued by the company from time to time. Contractor will be responsible to ensure usage of good quality PPEs (i.e. Safety Shoes, Gloves, Helmets, Googles, Safety harness, etc.) during execution of work. In case of HSE violation, deduction of 25% of the monthly/quarterly billed amount of that division shall be deducted from contractor's bill. On repetitive non-compliance/violation of HSE instructions, PSO reserves the right to terminate the contract by giving three warning					



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	letters/notices as stipulated in clause no: 11.1. 7.6.,The contractor must follow all HSE guidelines of PSO. They must also abide by any other safety & security related instructions / notifications issued by the company from time to time. Contractor will be responsible to ensure usage of good quality PPEs (i.e. Safety Shoes, Gloves, Helmets, Googles, Safety harness, etc.) during execution of work. The contractor must ensure to cordon off the specific area where work is in progress and must take all necessary measures to ensure safety of outlet staff and specially customers. All tools, equipment used by the contractor must be properly maintained and remain HSE compliant. Scaffolding, safety harness, crane, lifter, welding plant and miscellaneous electrical equipment (where required) must be third party certified and the operator/worker should have required license/certification of it. Wherever applicable, contractor is bound to engage certified / licensed electrician for electrical works. In case of documented HSE violation, deduction of 25% of the monthly billed amount of that division shall be deducted from contractor's bill. On repetitive non-compliance/violation of HSE instructions, PSO reserves the right to terminate the contract by giving three warning letters/notices as stipulated in clause no: 11.1. Untrained Personnel or Insufficient Resources: Penalty of PKR 10,000 per incident for deploying unqualified technicians or failing to equip teams with the necessary tools. 8., OEM's LOCAL PARTNER/CONTRACTOR'S BILLS (lump sum) 8.1.,OEM's Local Partner/Contractor shall be paid for all repairs and maintenance jobs on EVCs not covered in warranty per quarterly basis at the rates stipulated in the Work Order. 8.2.,No additional/other payments shall be made to the Contractor against the Work Order for any reason whatsoever including escalation of his costs during the period of this Work Order. 8.3.,Contractor will submit consolidated bills for all EVCs located in respective division awarded to the OEM's Local Partner/Contractor as per Work Order. The bills should be submitted on quarterly basis on first working day of every subsequent month directly to Vendor invoice					



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	management system (VIMS) of PSO. 8.4.,OEM's Local Partner/Contractor's bills may be compared / verified against Equipment Repair Report Performa, by Divisional Offices of PSO for all PSO's Retail Outlets of PSO in their respective areas. 8.5.,Payment against OEM Local Partner/Contractor's bills will be subject to the deduction of taxes and penalties where applicable. All Federal, Provincial, Local Taxes, duties will be borne by the OEM's Local Partner/Contractor. 9., GENERAL TERMS AND CONDITIONS 9.1.,The terms and conditions of maintenance shall remain valid for 2 years and extendable by 1 year. 9.2.,The obligations under this Maintenance Contract may not be assigned by either Party. 9.3.,The OEM and Local Partner agree that they shall seek prior permission from PSO, if there is a change or transfer in ownership of their businesses prior to completion of this Maintenance Contract. 9.4.,The OEM shall assume all responsibility for risks or casualties of every description, for any and all damage, loss or injury, to persons or property arising out of the nature of the work; negligence or failure of its Local Partner/Contractor to comply with the Maintenance Contract. 9.5.,The Parties shall attempt in good faith to amicably resolve any dispute through senior level of management. Any dispute which is not resolved shall be referred to arbitration by a sole arbitrator appointed by mutual agreement of the Parties under the Arbitration Act, 1940 as amended and failing such mutual agreement the arbitrator shall be appointed by the Court. The seat of arbitration shall be Karachi and the language of arbitration shall be English. 9.6.,This Maintenance Contract shall be governed by and construed in accordance with the laws of Pakistan and the Parties' consent to the jurisdiction of courts in Karachi, with respect to any dispute under this Maintenance Contract. 9.7.,If any provision or part-provision of the Maintenance Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant					



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	provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Maintenance Contract. 9.8.,All taxes, duties, registration charges, stamp duty and other levies, if any, as may be required for the purposes of this Maintenance Contract, are to be paid by Local Partner/ Contractor. 9.9.,No delay or failure in performance by either Party shall constitute default hereunder or give rise to any claim damages if, and to the extent, such delay or failure is caused by force majeure. Force Majeure is an occurrence (1) beyond the control and without the fault or negligence of the Party affected and (2) which such Party is unable to prevent or protect against by the exercise of reasonable diligence including acts of God or public enemy, expropriation or confiscation of facilities, changes in applicable law, war , acts of terrorism, rebellion, civil disturbances, sabotage, riots, floods, or unusually severe weather; fire explosions or other catastrophes; strike or any other concentrated acts of workers or other similar occurrences, and (3) or such and intensity or gravity as to prevent the performance of its obligation for the time being. The Parties agree that if either Party is delayed in performance of the work by Force Majeure, the affected Party shall promptly notify the other Party. The affected Party shall use all reasonable efforts to mitigate the effects on a Force Majeure event forthwith and without any delay. 9.10.,Contractor will be responsible for the removal / disposal of debris outside PSO premises as per the instruction of the engineer in-charge 9.11.,Contractor shall be responsible to rectify any damage that occurs to PSO property during execution of work without charging any cost to PSO. 9.12.,Contractor will not start/continue the works during unusual weather conditions (like heavy rain fall, thunderstorm, etc.). For any special case, approval from DE will be required and work will be performed under supervision of DE. 9.13.,The contractor must ensure that the "work area" and other					



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	conditions are inspected and evaluated to determine ground conditions or strength of supporting structure, proximity of electric power lines, overhead obstructions, and wind conditions. The contractor must ensure to mitigate (if any of the unfavorable condition exist) and plan work execution accordingly. The contractor must ensure safe placement and connection of their equipment. 9.14,,The contractor will be responsible to ensure continuous supervision of their staff activities during work. Staff should not get involved in unethical or illegal activities (consuming illegal drugs, smoking in no smoking area etc.) during work. Contractors will also ensure proper work planning and risk assessment prior to start of work. 9.15,,The contractor shall be fully responsible for any accident (fatal or otherwise) caused while executing work for himself or his representatives. In all such cases, compensation payable to the claimant shall be on the contractors account and contractor shall keep PSO absolutely indemnified and free from such responsibility. 9.16,,The contractor is responsible for restoring the site to its original condition after completion of the job. Any damage to PSO property during the service work must be rectified by the contractor at no additional cost. 10,, ESCALATION 10.1,,Escalation in rates of maintenance contract would be allowed on yearly basis after the completion of each year of the contract with an average rate of 12 months of CPI- General inflation (Year on Year) published by the Government of Pakistan, Statistics Division, and Pakistan Bureau of Statistics. The rates will be reviewed yearly. Revised per unit maintenance rate = Per unit maintenance Rate * CPI (General inflation of the fiscal year). 11,, TERMINATION 11.1,,This Maintenance Contract may be terminated by the PSO at any time due to unsatisfactory performance or lack of adequate facilities or for other reasons, by which the OEM's Local Partner/Contractor renders poor services provided that the PSO will serve at least 3 notices of poor performance to the Contractors, and copy of same will be served to OEM. In such a case, the Security Deposit of Contractor shall be forfeited as					



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	per clause 6.2 above. In case of termination of Maintenance Contract with Contractor due to non-performance the OEM will be responsible to arrange alternate Contractor for maintenance of EVCs. 11.2., Notice will be deemed to have been served if delivered through reliable courier services and/or through email. The relevant addressee and address of each Party for the purpose of this Maintenance Contract are: Name of Party,, Address,, Pakistan State Oil Company Limited,, Address: Telephone: Fax: Attention: ,, _____ (As the "OEM"),, Address: Telephone: Fax: Attention:,, _____ (As the "Contractor"),, Address: Telephone: Fax: Attention: ” 11.3., In case the OEM changes its Local Partner this Maintenance Contract with Local Partner/ Contractor will be terminated and a new tripartite contract with the new contractor shall be executed. 12., INDEMNITY 12.1., The OEM and Local Partner/Contractor shall, indemnify and keep PSO, its employees and agents safe and harmless against all claims, damage, compensation and expenses arising out of the performance or non-performance of contractual obligations by the Contractor under this Maintenance Contract. 12.2., The Contractor shall be fully responsible for any accident (fatal or otherwise) caused while executing work for their-self or their representatives. In all such cases, compensation payable to the claimant shall be on the Contractor's account and the Contractor shall keep PSO absolutely indemnified and free from such responsibility. The Contractor					



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	shall indemnify PSO, its offices, employees, agents and representatives from and against all losses, costs, penalties, fines, damages, claims or liabilities arising out of, resulting from or in connection with services contemplated by this Maintenance Contract. 13., WARRANTY 13.1.,,During the warranty period the contractor is responsible to maintain complete EVC and associated equipment covered in warranty period, at his own risk and cost. In case of warranty claim, all expenses including transportation, loading/unloading of parts and any other expenses of repair / replacement of parts during warranty shall be borne by the vendor. In addition, all expenses of foreign technical team (OEM authorized) coming to Pakistan for repair/replacement of parts/equipment shall also be borne by the vendor. NEW-PAGE Annexure: EV Charger Availability and uptime calculations EV Charger Availability „Scope This SLA applies to DC EV charging stations and connectors deployed and maintained by the vendor for PSO. Measurement period is quarterly (calendar quarter), 24x7. „Data Only metrics that are reliably capturable from standard charger + CSMS data are used. Any metric requiring non-standard sensors (e.g., feeder-level utility diagnostics) is report-only unless such data is explicitly integrated. Primary data source is OCPP/charger event and transaction data; external utility/telco proof is secondary. „Definitions Connector: Single charging outlet serving one EV. Quarter Minutes (TQ): Total minutes in quarter on 24x7 basis. Chargeable Availability: Connector is considered available when it is in an operational state and can successfully start a charging transaction. Countable Downtime: Minutes where connector is not chargeable due to attributable causes.					



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	Data-Unknown Interval: Missing telemetry interval where connector state cannot be inferred. Planned Maintenance: Pre-approved maintenance, notified at least 48 hours in advance. „Availability Formula For each connector j: $A_j(\%) = 100 \times (TQ \# Dj, \text{countable}) / TQ$ Countable downtime is measured with categories most systems can capture reliably: $Dj, \text{countable} = Dj, \text{HW/SW} + \acute{a} \times Dj, \text{COMMS} + Dj, \text{UNKNOWN}$ Dj,HW/SW: Hardware + software fault downtime derived from charger status/error events (100% countable). Dj,COMMS: Communication outage downtime derived from heartbeat/status loss or charger offline events. Dj,UNKNOWN: Data-unknown intervals (counted as vendor-attributable by default). $\acute{a}$ (comms factor): $\acute{a} = 1.0$ for vendor-controlled comms issue; $\acute{a} = 0$ for proven external telco outage with evidence. Power outages are not separately discounted in formula unless measurable site power telemetry is integrated and contracted. Where only standard charger logs exist, power-related service loss is included under HW/SW downtime or UNKNOWN downtime based on available evidence. Network-level availability (weighted equally or by connector kW, as mutually agreed): $A_{\text{network}} = (\sum w_j A_j) / (\sum w_j)$ „SLA Targets Chargeable Availability target (A_{network}): 95.0% quarterly. First-Time Charge Success Rate (FTCSR) report-only in Year 1; enforceable from Year 2 by amendment. „Payment Mechanism (Quarterly) Quarterly fee is FQ. Payment is tied to network availability using linear service-credit bands. PayableQ = FQ $\times$ MAvail					



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S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	If Anetwork >= 95.0%: MAvail = 1.00 If Anetwork is 94.0% to 94.99%: MAvail = 0.85 If Anetwork is 93.0% to 93.99%: MAvail = 0.70 If Anetwork is 90.0% to 92.99% MAvail = 0.50 If Anetwork is 80.0% to 89.99%: MAvail = 0.25 If Anetwork is < 80.0% MAvail = 0.0 „Event Timing Rules „Incident start: first non-chargeable timestamp from charger/CSMS event stream. „Grace period: first 5 minutes per incident excluded. „Incident close: connector returns to chargeable state and passes one successful test-charge. „Flapping within 15 minutes is treated as one continuous incident. „No-data intervals > 10 minutes are classified as Data-Unknown and countable by default. „Exclusions „Planned Maintenance excluded up to 2 hours/connector/month, with 48-hour notice. „Force majeure as per Framework Agreement. „Telco external outage may receive á = 0 only with objective operator evidence and proof of vendor resilience controls. „All power outages beyond control of the vendor, auditable with evidence „Minimum Data Requirements „Connector status change log with timestamps (Available, Charging, Faulted, Unavailable, etc.). „Transaction lifecycle records (auth attempt, start, stop, stop reason, kWh). „Heartbeat/last-seen timestamps or equivalent connectivity indicators. „Alarm/fault code history. „Ticketing records (opened, acknowledged, restored, closed). „Monthly raw export (CSV/API) and quarterly calculation workbook. „Data Retention, Quality and Precedence Minimum retention: 24 months for raw connector events and transactions.					



38	OF	38
RFQ No	NV-19935YP	
DATE	27.08.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100017976

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED			
	ON (Date)	28.09.2026	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: Supply, Installation and Commissioning of EV Chargers

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	Timestamp synchronization across charger and CSMS to within ±60 seconds. Evidence precedence: (1) Charger logs, (2) OCPP/CSMS logs, (3) Ticket logs, (4) External evidence. If data sources conflict, charger event timeline prevails unless tampering/error is proven. „Reporting KPIs (Operational) FTCSR = (successful first-attempt sessions / all first-attempt sessions) × 100 Comms-Blocked Minutes % = DCOMMS / TQ Data-Unknown Minutes % = DUNKNOWN / TQ Mean Time to Restore (MTTR) by incident class					