CERISMA (PRIVATE) LIMITED

		PAGE	
	1	OF	*

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)

SAP No.6100018013

RFQ No	CRZ-0015SJ
DATE	28.08.2026

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED			
ON (Date)	11.09.2026	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: Internet Payment Gateway Services

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	**Internet Payment GW Services**	**CERISMA - HeadOffice**				
1.01	**PCRZ Payment GW** Mandatory requirement: 1.,,The Service Provider must be a licensed commercial bank under the State Bank of Pakistan (SBP), or must have a formal association/partnership with an SBP-licensed commercial bank for the purposes of this engagement. (Bidders must submit a copy of the valid license, or other documentary proof of such association, e.g., a partnership/sponsorship letter from the licensed bank.) 2.,,Undertaking on a Rs.100/- stamp paper, mentioning that your firm is not currently blacklisted by any firm and mentioning that all information provided in relation to this evaluation criteria and tender are accurate and if found otherwise you will be subject to immediate disqualification. 3.,,The Service Provider must hold valid merchant acquiring licenses/certifications from VISA, Mastercard, China UnionPay (CUP), and PayPak. (Bidders must submit copies of valid licenses/certifications or other documentary proof.) 4.,,The Service Provider must have a 3D Secure (3DS) authentication system in place for Internet Payment Gateway (IPG) services. (Bidders must submit documentary evidence, e.g., certification from card schemes or a technical compliance letter.) 5.,,The Service Provider must hold a valid PCI-DSS (Payment Card Industry Data Security Standard) certification for its payment processing systems. (Bidders must submit a copy of the current, valid PCI-DSS certificate.) 6.,,The Service Provider must confirm business continuity and disaster recovery (BCP/DR) arrangements are in place for its payment gateway/acquiring infrastructure. (Bidders must submit BCP plan/policy) A. Service Provision, Integration & Testing 1.,,Bank shall provide IPG service via API based authorization model or any other mechanism mutually decided between PSO/CERISMA and Bank, provided that PSO/CERISMA's system is PCI-DSS certified.		**EA**	12		

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	2.,,Bank's API shall be integrated with PSO/CERISMA's PCI-DSS certified system, including its mobile application (Android, iOS, or any other prevailing operating system) or website, to enable Top-up/E-commerce transactions via bank cards. 3.,,The payment gateway of the acquiring Bank shall be 3D Secure capable, and given such 3D Secure capability, PSO/CERISMA shall not be liable for any fraudulent transaction. 4.,,Bank shall allow only 3D Secure bank cards for transactions. 5.,,In case of any change in software, hardware, or security protocol at the acquiring Bank's end which may impact processing of transactions via the IPG, the acquiring Bank shall inform PSO/CERISMA of such change prior to its implementation and allow at least one (1) month for testing and implementation, so that transactions are not impacted at any point. PSO/CERISMA shall not be liable for any loss or damage arising due to incompatibility between PSO/CERISMA's and the acquiring Bank's systems resulting from such changes made without prior notice to PSO/CERISMA. 6.,,Bank is required to undertake all necessary development and support as required by PSO/CERISMA's technical team to execute integration of the payment gateway. 7.,,Prior to go-live, the Bank shall provide a dedicated User Acceptance Testing (UAT)/sandbox environment and shall complete integration testing within mutually agreed time. Go-live shall occur only after joint written sign-off of UAT results by both parties and PO validity will start after service go-live. 8.,,Other than security-related changes governed under Clause 5 above, any change to API specifications, request/response formats, endpoints, or other technical integration parameters shall be notified to PSO/CERISMA at least thirty (30) days in advance, and the Bank shall maintain backward compatibility for a minimum of ninety (90) days from such notice, or as otherwise mutually agreed in writing. 9.,,If a Customer#s card account is debited but the corresponding top-up amount is not successfully credited to the Customer#s account/card, the Bank shall provide the necessary transaction status, reconciliation and reversal mechanism and shall ensure that the debited amount is reversed/refunded to the Customer in accordance with the applicable					

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	card-scheme rules, regulatory requirements and prescribed timelines. The Bank shall also ensure that the Customer is not charged or financially disadvantaged as a result of any failed, declined, timed-out, or otherwise unsuccessful top-up transaction. B. Security & Data Protection 10.,,Bank shall implement and utilize all security protocols necessary, including but not limited to encryption, to maintain, safeguard, and protect the confidentiality and integrity of information and data related to the cardholder and card transaction details, and shall ensure that customer data is not shared with any third party unless required by a regulatory body/law enforcement authority. 11.,,The Bank shall, at its own cost, maintain valid PCI-DSS (and where applicable PA-DSS) certification for all systems, applications, and infrastructure used in connection with this Service Order for its entire duration, and shall provide PSO/CERISMA with a copy of its current PCI-DSS Attestation of Compliance (AOC) upon signing and annually thereafter, or upon request. 12.,,PSO/CERISMA shall have the right, upon reasonable prior written notice, to audit or request evidence of the Bank's compliance with this Service Order, including security audit reports, vulnerability assessment/penetration test summaries, and PCI-DSS compliance status or as required following a security incident. 13.,,If required, Bank will ensure provision of transaction information such as the IP address of the user utilizing the platform for any purchase on PSO/CERISMA's platform. 14.,,The Bank shall not retain, store, or transfer cardholder or transaction data outside Pakistan except as permitted under, and in compliance with, applicable data localization and data protection requirements prescribed by the State Bank of Pakistan and other applicable law. C. Commercial Terms, MDR & Settlement 15.,,Bank is required to make payment of all IPG settled/successful transactions to PSO/CERISMA on the next working day of the transaction (T+1). No MDR or any other charges shall be deducted at source. 16.,,Bank shall share, on a regular basis, data of all transactions					

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	against which payment is made to PSO/CERISMA, and any other reconciliation report required by PSO/CERISMA. 17.,,Bank shall raise an invoice every month to PSO/CERISMA against the MDR charged on transactions, and PSO/CERISMA shall settle such invoices after verification. 18.,,Bank is required to submit Annexure C or any other document required by PSO/CERISMA along with monthly invoice for payment processing. 19.,,PSO/CERISMA shall not bear any monthly maintenance fee or integration charges. Only MDR, inclusive of applicable tax/FED as quoted by the bank, shall be payable to the Bank. 20.,,The Merchant Discount Rate (MDR) applicable to transactions under this Service Order shall be as quoted by the Bank in its bid submission and accepted by PSO/CERISMA. The quoted MDR shall be inclusive of Federal Excise Duty (FED)/Provincial Sales Tax on Services and any other duty, levy, or withholding applicable on the service, and no amount over and above the quoted MDR shall be billed to or recoverable from PSO/CERISMA on this account. Any subsequent statutory change in the rate of FED/Sales Tax on Services may only be passed through to the extent of the differential in the statutory rate, supported by documentary evidence, and shall not increase the Bank's own service margin embedded within the quoted MDR. 21.,,The MDR quoted by the Bank at the time of bid submission shall remain fixed for the entire term of this Service Order, including any extension/renewal, unless otherwise mutually agreed in writing by both parties. 22.,,Settlement of funds shall be made by the Bank to the designated bank account of PSO/CERISMA in Pakistani Rupees. 23.,,Given any unforeseen circumstances, the Bank may take up to two (2) working days beyond the timeline for payment to PSO/CERISMA, provided the Bank sends a written explanation to PSO/CERISMA. E. Service Levels 24.,,The Bank shall ensure a minimum gateway uptime/availability of 99.9% measured on a monthly basis, excluding scheduled maintenance windows notified in advance.					

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	F. Portal & Reporting 25.,,Bank to provide access to the portal with capability for multiple users. The web portal shall be capable of fetching and downloading transaction details (all transaction types) for a selected period. 26.,,The web portal for IPG must be capable of searching transactions based on date, transaction ID, order ID/account number, transaction status, etc. 27.,,The web portal must display the complete status of a selected transaction, and in case a transaction is declined, it shall display the reason for such decline. 28.,,All reports on the portal shall be downloadable in spreadsheet/Excel/PDF format, or any other format as required by PSO/CERISMA. 29.,,In case a digital certificate is upgraded or changed by the acquiring Bank, PSO/CERISMA shall be notified in advance, and at least one (1) month shall be allowed for integrating, testing, and implementing the new certificate to ensure portal services are not impacted. G. Transaction Currency 30.,,All card transactions carried out on PSO/CERISMA's platform shall be in Pakistani Rupees, unless PSO/CERISMA requests in writing that the Bank accept card transactions in another currency. H. Fraud, Disputes & Chargebacks 31.,,PSO/CERISMA shall not be responsible for any transaction that takes place by a non-3D Secure card or any fraudulent transaction occurring through a bank card. 32.,,PSO/CERISMA shall not be liable in any way for any claims, liabilities, expenses, costs, loss, or damage of whatever nature brought against, suffered, or incurred by any party arising out of or in connection with the service order, or any breach or compromise of security or integrity, or malfunction of any encryption/identification software, electronic code keys, or equipment provided to any party or the Bank's system, provided there is no interference on the part of PSO/CERISMA and PSO/CERISMA has complied with the gateway usage requirements.					

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	33.,,In case of any dispute or chargeback of a transaction, no deduction shall be made from PSO/CERISMA's payment. For any dispute or chargeback claim, the Bank shall inform PSO/CERISMA, and only where PSO/CERISMA approves a deduction in favor of the Bank, and provided the transaction is not older than 365 days, the Bank may process such adjustment from the amount payable to PSO/CERISMA. 34.,,PSO/CERISMA shall furnish limited information to the Bank, such as cell number, CNIC, and username (if available), upon prior written request from the Bank for any card transaction in dispute. I. Confidentiality & Data Privacy 35.,,Either party shall keep cardmembers' information confidential and shall not (unless under legal compulsion) disclose to any person any information relating to any cardmember, their card account, or personal particulars. 36.,,Subject to legal, governmental, or regulatory requirements of any applicable jurisdiction, the parties shall treat as confidential (i) the provisions of this Service Order, and (ii) all information received or obtained in connection with entering into or performing this Service Order, other than information that has come into the public domain through no fault of that party, or where a party has given specific prior written consent to disclosure by the other. This clause shall survive for three (3) months following termination/expiry of this Service Order. J. Liability, Indemnity & Insurance 37.,,The parties do hereby agree to indemnify and hold each other harmless, their officers and employees and representatives from and against any and all losses, damages, liabilities, action, injuries and obligation and all expenses incurred, suffered, sustained or required to be paid as a consequence of non-performance of their obligations under this Service Order and/or any acts/omissions of negligence by them including their employees/agents/dealers/contractors." 38.,,The Bank shall, for the duration of this Service Order, maintain adequate insurance coverage, including cyber liability/electronic crime insurance, commensurate with the volume and nature of transactions processed under this Service Order, and shall provide evidence of such					

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	coverage to PSO/CERISMA upon request. K. Term, Termination & Exit 39.,,At the time of exit, the Bank's last payment shall be kept on hold until the Bank settles all claims of PSO/CERISMA. 40.,,In case of breach or default in performance of obligations by the bidder under this Service Order, PSO/CERISMA may terminate this Service Order at any time by giving fifteen (15) days' written notice. PSO/CERISMA also reserve the right to encash the performance guarantee in case of breach. 41.,,Either party may also terminate this Service Order without cause by giving 90 days' prior written notice to the other party, without prejudice to any rights or obligations accrued prior to the effective date of termination. 42.,,Upon termination, neither party shall have any further obligations toward the other; however, all claims and obligations accrued prior to termination shall continue to subsist, and the parties agree to amicably reconcile/resolve such issues in accordance with the provisions of this Service Order within a period of 180 days from the date of termination. 43.,,Upon termination or expiry, the Bank shall, within a reasonable transition period, provide reasonable transition assistance to PSO/CERISMA, including the return or secure destruction (with written certification) of any PSO/CERISMA or cardholder data held by the Bank, save for data the Bank is legally required to retain, and shall ensure no disruption to in-flight/pending transaction settlement during such transition period. 44.,,The Service Order will be issued for a period of one (1) year. Upon satisfactory performance, the Service Order will be renewed each year for a maximum of two (2) additional years. Each renewal Service Order will be issued upon mutual consent of the Parties and on the same rates and terms and conditions. L. General 45.,,Failure or delay by either party in exercising any right, power, or privilege under this Service Order shall not constitute or operate as a waiver, except with the express written consent of the other party. 46.,,Neither party shall be responsible for failure to fulfill its					

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	obligations under this Service Order if delayed, hindered, interfered with, curtailed, or prevented by circumstances beyond its control and without its fault or negligence, including but not limited to acts of God, natural disasters, acts or directives of government/governmental agencies, public enemy, declared or undeclared war, revolution, uprising, prohibitive government regulations, strikes, riots, acts of terrorism, civil commotion, or any other cause beyond the reasonable control of the party rendering performance impossible. The party invoking this Clause shall notify the other party in writing within seven (7) days of the onset of the force majeure event, failing which the right to invoke this Clause shall be waived for the duration of the delay in notification. 47.,,Any notice required under this Service Order shall be in writing and shall be deemed duly given if delivered by hand, courier, registered post, or email to the addresses/email addresses of the parties as notified in writing from time to time, and shall be deemed received: (i) on the date of delivery if delivered by hand or courier; (ii) five (5) days after posting if sent by registered post; or (iii) on the next business day if sent by email, with delivery confirmed. 48.,,Neither party shall assign, transfer, or subcontract its rights or obligations under this Service Order, in whole or in part, without the prior written consent of the other party; provided that the Bank may engage a PCI-DSS certified third-party processor for technical processing of transactions, subject to prior written disclosure to PSO/CERISMA, and provided the Bank remains fully liable for such processor's performance and compliance. 49.,,All intellectual property, including software, source code, APIs, and integration tools developed by either party independently prior to or outside this Service Order, shall remain the property of that party. Neither party shall use the other party's trademarks, trade names, or branding without prior written consent, except as reasonably necessary for the promotion and operation of the IPG service under this Service Order. 50.,,This Service Order shall be governed by and construed in accordance with the laws of Pakistan, and the Courts at Karachi shall have					

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	exclusive jurisdiction to try and entertain suits/petitions between the parties under this Service Order. 51.,,If, at any time, any disagreement or dispute ("Dispute") arises between the parties out of or in respect of this Service order, the parties shall Endeavor to settle such Dispute amicably, failing which any such Dispute shall be finally settled by arbitration in accordance with the Arbitration Act, 1940. 34. Each of the parties shall appoint an arbitrator and the arbitrators so appointed shall, before entering upon the reference, appoint an Umpire. The award of the arbitrators/ umpire shall be final and binding upon the parties who shall give full effect thereto. The arbitration shall be conducted at Karachi in the English language. 52.,,Each party shall appoint an arbitrator, and the arbitrators so appointed shall, before entering upon the reference, appoint an Umpire. The award of the arbitrators/Umpire shall be final and binding upon the parties, who shall give full effect thereto. The arbitration shall be conducted at Karachi in the English language. 53.,,These terms and conditions constitute the entire Service Order between the parties and supersede all prior communications, proposals, understandings, and agreements, whether written or oral, between the parties with respect to the subject matter of this Service Order. 54.,,This Service Order may be extended/renewed for a further period of one year, on the same terms and conditions (including the fixed MDR under Clause 21), for up to a maximum of two years in aggregate, subject to mutual written consent of the parties. SLA: Gateway Availability 1.,,The Bank shall ensure a minimum IPG uptime/availability of 99.9% during each Measurement Period # the prevailing industry benchmark for card payment gateway/acquiring platforms # calculated as: (Total Minutes in Measurement Period # Downtime Minutes) ÷ Total Minutes in Measurement Period × 100, excluding Scheduled Maintenance Windows and Force Majeure events. 2.,,Availability shall be measured jointly using the Bank's monitoring					

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	logs and, where available, PSO/CERISMA's independent transaction logs. In case of discrepancy, both parties shall reconcile logs in good faith within three (3) working days. Monthly Uptime Achieved,,Service Credit (% of that month's MDR payable to Bank),, 99.9% and above,,Nil,, 99.5% # 99.89%,,2%,, 99.0% # 99.49%,,5%,, Below 99.0%,,10%, and right to escalate under Section 6,,					