



Pakistan State Oil Company Limited

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

PAGE

1	OF	3
RFQ No	IT-A4955SJ	
DATE	07.10.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)

SAP No.6100018542

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON
(Date)

30.10.2026

BY
(Time)

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

Title: Annual Maintenance of DELL Storage for the period of Two (02) year 24x7x365 SLA w.e.f Nov 16, 2026 till Nov 15, 2028

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	<u>Storage</u>	<u>PSO House</u>				
1.01	<u>Storage Maintenance</u> No.\Equipment Name\Serial Number\SLA Type\Location 1. DELL EMC Unity 380F \ SN: DE405213176162 \ 24x7 \PSOH for 2 Years. Terms & Conditions: =====		<u>MON</u>	24		
	1. The bidder must be DELL Authorized Business Partner in Pakistan having currently valid partnership certificate from OEM. The bidder must submit a currently valid Business partner certificate along with them bid. 2. The bidder shall submit a valid Manufacturer Authorization Form (MAF) for providing Hardware Maintenance Services of DELL Enterprise Storages from the principal along with their bid. 3. The bidder must have experience of providing Hardware Maintenance Services for DELL Enterprise storages to at least two (02) public listed companies or corporate companies of equivalent stature in the last three (03) years and should have good credibility and repute in Pakistan. The bidder must provide copies of official Purchase/Service Orders of listed companies or corporate companies with similar Hardware Maintenance projects of DELL Storages. Any bidder failing to do so may be disqualified from further evaluation. 4. The bidder must have DELL Certified System / Storage Engineers having experience of minimum five (05) or more years and must submit relevant copies of valid certifications. 5. The bidder will ensure parts stocking for all critical components coming under maintenance contract. Parts depot MUST be located in Karachi and maintain Inventory of critical parts / replaceable units in DELL Authorized Parts Depot. Bidder must submit detailed information about DELL Authorized parts					



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	depot and their service centers based in Karachi. 6. In case of unavoidable delays, all possible efforts will be made to reduce equipment down time. The bidder response time is 2 hours,however <(>,<)> resolution time is as per SLA.Dell escalation will be initiated if problem is not resolved within resolution time defined in SLA,without causing contractual or financial implication whatsoever upon PSO. 7. The bidder shall ensure to provide services with DELL support as per SLA including all emergencies and must provide details of support level covered from DELL for call escalation. 8. The bidder shall provide the detailed list of contracts with DELL International showing the level of support from DELL on critical equipment for this tender and must submit detailed list of contracts with DELL International along with them first quarter invoice or before. 9. In case of failure of any of the component covered in this contract <(>,<)> the bidder will replace it as per SLA or otherwise keeping in view the necessity of such equipment, bidder will arrange such equipment within 24 hrs in order to ensure that the services being provided to PSO remains uninterrupted. 10. The bidder shall provide Phone-in software assistance / On-site hardware support. 11. The bidder shall ensure software updates, troubleshooting, bug fixing proactively. 12. The bidder shall assign a designated contract administrator for handling PSO queries. 13. The bidder shall enable support call submission SOP as per SLA. 14. The bidder shall perform site environmental surveys and maintenance of equipment to avoid unplanned equipment downtime. 15. The bidder shall ensure replacement of parts as required keeping the equipment in good working order. 16. The bidder should have verifiable presence/support office in Karachi manned by experts with internationally recognized certifications. They shall have service centers across Pakistan					



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	especially in Karachi and must be able to provide support at that location. 17. The bidder must sign NDA at the time of award of service order (draft copy of NDA is attached with the document). 18. The bidder shall submit technical and commercial proposal in a separate and sealed Envelope clearly marked #TECHNICAL BID# and #COMMERCIAL BID# separately. 19. PSO reserves the right to scrap tender and cancel tender evaluation process at any time prior to the award of purchase order without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s). 20. Any bidder found not meeting the required terms and conditions of the tender at any time prior to the award of purchase order will be considered disqualified. 21. The bidder must be registered with Income Tax Department / FBR with valid NTN/STN. 22. Service Order shall be issued in USD. Vendor will submit commercial invoice in USD and PKR both, along with exchange rate sheet of State Bank of Pakistan (SBP). Payment will be made in PKR as per SBP-notified rate (Exchange Rate for Market to Market Revaluation) as on the start date of Annual Maintenance. 23. Payment Terms: Payment will be paid in upfront for 2 Years. 24. The duration of this contract will be same as mentioned in line item which will be renewable for next two (02) years on the same price, terms and conditions upon mutual agreement. 25. Bidding Procedure: Single stage, two envelope.					