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

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100018935

RFQ No	IT-A4972-S
DATE	06.11.2026

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON (Date)	23.11.2026	BY (Time)	

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

Title: Provision of IT support and Helpdesk services at IT dept Head Office and DR site Korangi

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	**IT support services**	**PSO House**				
1.01	**Annual IT Support Services**		**MON**	12		

Service Description
==========
1. Monitoring of WAN communication links between remote locations and Head office on networking monitoring software.
2. Timely logging of complain to network service provider / ISP in case of link down at any location
3. Diagnose, detect and rectify problems related to network service providers.
4. Monitoring environmental status of Data Center, UPS room and NCC room through EMS (environmental monitoring system).
5. Switching ON/OFF Air conditioning units as per the define schedule in Data Center, UPS room and NCC room.
6. IT helpdesk services including installation of OS, software<(>,<)> printer, scanner etc. at Head office and remote user (remote session)
7. Operating Video Conferencing equipment to conduct video session of Higher Management with different remote locations/ other companies.
8. Trouble shooting end user LAN connectivity.
9. Taking Email and other software backups.
10. SAP SD reversal support to different location users.
11. Monitor the day-to-day systems and databases, error logs, space ,monitoring of critical IT systems.
12. Perform SAP/HANA Systems maintenance tasks, startup, shutdown backup & recovery.
13. Ensure SAP/HANA systems Backups are smoothly taken and moved to off-site DR site for testing restoration
14. Coordinate with end users for technical and performance related issues.

Work Requirements
==========
The contractor shall:
1. ensure uninterrupted, efficient and smooth operation at all mentioned

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	base station and there assigned region 2. Provide high quality services to the company as per mentioned service description. 3. be required to keep back-up of same capacity to provide the same services in case of absence or to cope any urgency. 4. be responsible to keep the given material in safe custody and in working condition during entire contract period. 5. be fully responsible for any accident fatal or otherwise caused which may occur while discharging his obligations under this contract by him or his workers. In all such cases, compensation payable to the claimant shall be on contractor's account and the contractor shall keep PSO absolutely indemnified and free from such responsibility and harm. 6. be responsible in case of any accident/damage to the equipment if occurred while performing this contract. 7. Make sure to the continuity of uninterrupted operations during the weekly and gazette holidays and the quality of services during these days should remain seamless. Termination and Payment term ========== CONTRACT RENEWAL: 1. Initially the contract period is (01) one year which may further renew for the next (01) one year on same terms and conditions based on the vendor's satisfactory performance and consent of both parties. 2. Escalation would be allowed (on yearly basis) after completion of each year of contract with average rate of 12 months of CPI- General inflation (Year on Year) published by Government of Pakistan, Statistics Division and Pakistan Bureau of Statistics 3.Payment will be released on monthly basis and as per actual acquired services. PSO IT required six(6) support services in the following areas a. Network & communication b. Systems c. SAP					

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	d. Helpdesk The IT operation runs 24/7 (observing 03 shifts per day) to ensure non-stop services to all remote locations. Solution is required to ensure support services in all above mentioned areas. The services are required at Head Office IT dept and DRP LMT korangi Note: 1. All IT related tools including software and hardware shall be provided by PSO. 2. Three shifts at Head office and DRP are generally comprise with following timing. 1st Shift: 0830 hrs # 1700 hrs 2nd Shift: 1500 hrs # 2300 hrs 3rd Shift: 2300 hrs # 0830 hrs 3. The required support service will be for six days in a week including gazetted holidays (Eid, Muharram, Pakistan Day etc.)					