



PR. 2-47/2020

Government of Pakistan  
Ministry of Communications

**TENDER NOTICE**

**OFFICE OF THE GENERAL MANAGER, PLI NORTHERN PAKISTAN, LAHORE GPO BUILDING**  
**FOR CUSTOMIZATION, MODIFICATION AND UP-GRADATION AND OF EXISTING POSTAL LIFE**  
**INSURANCE SYSTEM (PLIS)**

Sealed tenders are invited from eligible bidders, well established and reputed firms / software houses, registered with Tax Department, for the Customization, Modifications and Upgradation of Existing Postal Life Insurance System. The firms must have a strong base of system developers with them. Bidding will be processed using National Competitive Bidding procedures specified in the Public Procurement Rules 2004 (PPRA 2004). The bidders are required to provide the following services:

- a) One time up-gradation, modification, installation and configuration of existing software. Specific details of existing software are mentioned in the tender documents. The vendor will be responsible for fixing bugs for One year. They may also quote price for developing additional modules on as and when required basis.
- b) Training of departmental officials for software operations, installation and configurations. They may quote price for providing further training on the basis of as and when required.
- c) Providing trained IT professional for technical administration, management, trouble-shooting and smooth operation of Postal Life Insurance Software Application(s) at various stations in Pakistan, which are; Lahore, Karachi, Multan, Peshawar, Quetta, Hyderabad. Locations can be increased or decreased as per request of GM concerned. Modification in existing modules will be one of the primary duties of these IT professionals. Contract for providing IT professional on above-mentioned locations will be initially for One year, extendable to TWO more years on satisfactory performance of the vendor.
- d) Establishment of Two Call Centers i.e. Lahore & Karachi for handling internal queries to ensure immediate technical support/troubleshooting. (Staff and bandwidth will be provided by the department).
- e) Server hosting and VPN will be provided by the department. However, the vendor will ensure initial configuration of Primary (PR) & Disaster Recovery (DR) Sites and successful implementation.
- f) Server Hardware for DR & PR Sites will be provided by the successful bidder.
- g) Provision of all required services, mentioned in Tender Documents to ensure smooth computerized operations of Postal Life Insurance.

**TERMS AND CONDITIONS**

1. The software system is already operational since 2007.
2. Source Code of PLIS along-with database backup is available with the Department.

3. There are 63 operational locations i.e. GM Offices, RD Offices, Field Offices, GPOs etc. where the existing PLIS is running.
4. 02% earnest money in the form of Postal Draft / Bank Draft in favour of the General Manager, Postal Life Insurance, Northern Pakistan, Lahore should be attached with the financial proposal; in absence of which, the tender will not be accepted.
5. SMS with masking for PLI customers to be incorporated by the successful bidder. However, SMS Service will be provided by the department.
6. The bidders are required to submit Technical and Financial Proposals in a separate sealed cover under rule 36-B of PPRA. The Financial Proposal of only technically qualified bidder(s) will be opened. The bids will be accepted only on departmentally designed technical and financial proforma.
7. Company profile and details of administrative and technical manpower available should also be mentioned in the Technical Proposal.
8. The General Manager, Postal Life Insurance may reject all bids or proposals at any time prior to the acceptance of a bid or proposals. The procuring agency shall upon request communicate in writing to any supplier or contractor who had submitted a bid or proposal, the ground for rejection of all bids or proposals, but is not required to justify those grounds in accordance with PPRA-2004.
9. 05% Performance Guarantee (calculated on the basis of **One year's total price quoted**) in the form of Postal Draft / Bank Draft in favor of the General Manager, Postal Life Insurance, Northern Pakistan, Lahore will be required to be furnished by the successful bidder before the award of contract. The same will be released after the successful completion of the contract.
10. Rates in PKR should be inclusive of all government applicable taxes.
11. The sealed tenders must be submitted to the undersigned by **04-08-2020 at 10:30 am**. The Technical bids will be opened on the same date at **11:00 am**, in the presence of bidders.
12. Tender documents may be obtained from the Computer Cell, office of the General Manager, Postal Life Insurance Lahore by depositing Rs. **1,000/-** in the shape of ACG-67 at any Post Office.
13. Any other information / clarification may be obtained, if required, during the office hours from the % the Assistant General Manager (Admn), Postal Life Insurance, Northern Pakistan, Lahore. (042-99210814).

**Fauzia Suleman**  
**(Director)**  
**Postal Life Insurance, Northern Pakistan, Lahore**  
**Lahore GPO Building Compound**  
**Phone #: 042-99210813**