Managed Services for IT Operations Center

Request for Proposal

Terms of Reference (TOR)

Introduction:

K-Electric Limited (referred to as "**KE** or the **Company**"), is a vertically integrated utility company responsible for generation, transmission, and distribution of electric power for its industrial, commercial and domestic users mainly within Karachi covering about 6026 sq. km area, including some parts of Thatta (up to Gharo – Sindh) and Lasbella districts (up to Bela Balochistan).

INVITATION TO TENDER FOR MANAGED IT OPERATIONS SERVICES
K-Electric (KE) Limited intends to engage a reputed, well-established, and financially sound service provider registered with appropriate authorities. The service provider will be responsible for delivering services to manage its 24/7 IT operations for proactive monitoring and provide incident management and response. The contract for Managed IT Operations Services will be awarded for the period of three (03) years from the date of contract execution. which may be extended subject to mutual agreement of the parties.

Interested vendors are requested to submit signed and stamped copy of this tender document by email to following from their official email addresses:

usama.manai@ke.com.pk
azka.rao@ke.com.pk

The E-mail for EOI should contain the subject line "Annual Contract of Managed IT Operations Services," identifying the party interested in bidding. The email should contain the following details:

- Contact Person's Name:
- Designation:
- Official Address:
- Phone Number:
- Email Address for Future Correspondence:

The deadline for submission is no later than April 26, 2024

Additionally, please complete the Ariba vendor registration form by clicking the following link:

http://k-electric.supplier.mn1.ariba.com/ad/selfRegistration/

Contents

Executive Summary

KE ITG requires Managed IT Operations Services to monitor, troubleshoot and manage 24/7 IT operations.

Scope

KE is seeking proposals from experienced vendors to manage its 24/7 IT operations for proactive monitoring and provide incident management and response. Scope includes:

- 24/7 Technical Support
- Network Asset management
- IT Racks and Preventive Maintenance
- ITOC Resources Requirements, Management & Eligibility Criteria
- SLA Requirements and Performance Management.
- Incident Management
- IT Logistics for Service request fulfilment and complaint resolution

Note: Vendors proposal should follow the format defined in section 7.

24/7 ITOC Technical Support

This support requires 24/7 proactive monitoring of IT network and infrastructure services to ensure smooth operation and support that will help to avoid service degradation. Sending out a daily report of downtime, follow up with service providers for timely restoration of service, ensure committed service levels are met by service providers and report on monthly basis.

Dedicated personnel, as mentioned in Appendix 3, are required for 24x7 (IT Operation Center – ITOC) and on-site operational activities. JDs of ITOC is mentioned in Appendix 5

Vendor shall provide tools and equipment mentioned in appendix 2 to successfully carry out ITOC operations.

Vendor is required to deliver/perform the following services but not limited to:

- ✓ New network equipment installation like routers, switches, WIFI access points etc.
- ✓ Installation of IP phones, IP Telephony Support, installation, and configuration
- ✓ Support in conducting wi-fi strength heat map survey.
- ✓ LAN & WAN Troubleshooting
- ✓ IP Address Management
- ✓ Internet Connectivity Troubleshooting
- ✓ IT rack management services within all KE designated network rooms
- ✓ Coordinate with KE IT infrastructure team for any issues over the wide area network or related issues.
- ✓ Active network/services monitoring 24x7x365 and issue troubleshooting.
- ✓ Site visits during the issues for rectification.

- ✓ Server Alarms Monitoring and Escalations.
- ✓ Active directory user and group management
- ✓ Microsoft Exchange/O365 user account management
- ✓ Supporting Corrective and Breakdown Maintenance Activities.
- ✓ Clearing all Network and Servers Critical, Major and Minor Alarms.
- ✓ Monitoring Power Alarms and Escalations.
- ✓ Problem tickets are logged with appropriate details with the vendor.
- ✓ Problem tickets are closed with correct resumption time and root cause.
- ✓ All changes must follow KE IT change management process.
- ✓ Manage devices/equipment replacements.
- ✓ Link Performance Monitoring.
- ✓ Servers Health and Performance Monitoring.
- ✓ Bandwidth Monitoring and Utilization Reports.
- ✓ Manage link providers.
- ✓ Performance tuning as per agreed SOP.
- ✓ Ensure updated inventory of hardware and circuits/links.
- ✓ Maintain a day-to-day check list of activities to be followed by the team and update.
- ✓ Incident reporting and escalation, including critical situations and high severity management.
- ✓ Escalation communication in accordance with the incident management process.
- ✓ Incident queue monitoring and handling as per the SLA.
- ✓ Resolution, recovery, and Incident closure as per the SLA.
- ✓ Analyze incidents to identify underlying problems.
- ✓ Record and diagnose Incident. Updating the incident document (RCA: Root Cause Analysis) with complete chronology and the steps to remediate the incident.
- ✓ Support network inventory management.
- ✓ Developing and sharing monthly network and data center reports in agreed format.
- ✓ UPS alarms monitoring
- ✓ SAP accounts management
- ✓ VPN accounts management
- ✓ Dedicated Vehicle for field engineers to perform their duty as and when required must be provided by vendor
- ✓ Vendor must adhere to all risk and safety compliance requirements as per company policy
- ✓ Field engineers are to provide supervision services for all field related operations.
- ✓ Coordination with Resident Engineers to troubleshoot and resolve on site level 1 technical issues. This coordination can be done via email or phone.

Network Asset management

- ✓ Vendor shall maintain network asset inventory which includes IP phones, UPS, and Network devices such as routers, switches, firewalls, and wireless access points etc.

IT Racks and Preventive Maintenance

- ✓ Preventive maintenance of IT racks installed at KE locations which includes cable harnessing, and rack maintenance, will be the responsibility of the vendor
- ✓ Vendor shall perform rack maintenance of all KE IT racks at least once a year or as per need basis. Inspection of IT racks shall be done quarterly to identify the need for rack maintenance.
- ✓ Vendor shall have/provide required tools and equipment to successfully carry out IT racks and preventive maintenance.

Mandatory Requirements for Vendor Qualification

To ensure the smooth execution of all the services mentioned in this RFP, the vendor is responsible to hire and manage resources specialized in network and systems technologies.

Vendor should demonstrate the following capabilities and provide relevant evidence for the following:

- ✓ Vendor must be a Cisco partner who has successfully completed at least 3 network and systems deployment projects for medium to large enterprise networks.
- ✓ Vendor must have the previous experience in providing technical network services such as hiring network and systems resources and managing network operations etc.
- ✓ Vendor with higher partner level will be preferred.
- ✓ Vendor experience and quality of service delivery will be strongly considered during RFP evaluation phase.

ITOC Resources Requirements, Management & Eligibility Criteria

Vendor shall ensure that:

a) All Vendor deputed resources should be suitably qualified and certified (relevant certifications are preferable) to perform the Services in line with KE's requirements.

b) A new resource shall be screened and shortlisted by vendor, however, it shall be reviewed and finalized by KE team. KE should be intimated if employee is leaving. Notice period of ITOC Resource should be 45 Days. If ITOC Resource resigns, it is the vendor responsibility to arrange its replacement within the notice period.

c) All vendor resources must devote the time, care, attention, and skill required for the proper and diligent performance of services to KE in line with the agreed terms and conditions.

d) Each ITOC Resource deployed at KE shall neither be employed by KE, nor represent or pose him/her-self as being an employee of KE.

e) Vendor shall ensure to obtain and record signoff from its staff on information security requirements and provide it to KE ITG upon request.

f) Vendor shall ensure staff screening as per provided guidelines from KE ITG prior to staff assignment. KE may ask for relevant records when required.

g) If any ITOC Resource(s) chooses to leave the employment of Vendor for any reason whatsoever, such actions do not affect the provision of Services to KE hereunder. All onboarding and leaving staff detail in this context are to be shared immediately.

h) Vendor to maintain and share its employee attendance with agreed frequency. Attendance recording must not be manual recording but should be automated based on IT Service Management System via card swapping or thumb impression, KE portal logon etc.

i) Vendor to pay salary to employees before the 5th day of each month and offer market competitive compensation and benefits (medical facility for self and family (OPD one month salary per annum + IPD)/PF/Gratuity/Mobile Allowance/Transportation Allowance etc.) with annual inflation adjustments and bonuses.

j) Compensations such as disturbance allowance, overtime allowance, meal allowance and/or Cash/Leave Allowance must be provided to the team for working on Gazetted holidays/emergency situations/non-shift workings in office over weekends.

k) Vendor shall ensure availability of ITOC shift engineer at KE location 24 x 7 x 365.

l) If at any time during the Term, in KE's opinion:

   A. a ITOC Resource commits any act or makes any omission contrary to the interests of KE.
   B. a ITOC Resource conducts himself in a manner prejudicial to the business and/or reputation of KE; and/or
   C. a ITOC Resource is under-performing or unsuited for the Services being, or to be, provided,

   Vendor shall, on being so requested by KE, immediately withdraw such ITOC Resource(s) from providing any further Services to KE and shall ensure that such actions do not affect the provision of Services to KE in any manner whatsoever. Vendor shall replace such ITOC Resource(s) with an appropriate substitute of comparable competence, acceptable to KE; this shall not in any way be construed as an exercise of control or supervision over ITOC Resources by KE as such ITOC Resource(s) shall at all times be the sole responsibility of Vendor. Furthermore, no ITOC Resource, once requested by KE to be withdrawn from providing Services under this Agreement, shall at any point be re-assigned/utilized for provision of Services.

SLA Requirements and Performance Management

1. **Service Targets**
   i. Issue identification, timely resolution, and root cause analysis
   ii. Completion of service requests within TAT

2. Service Level Reporting

Performance of ITOC Resources will be assessed by KE based on parameters mentioned below. Team lead is expected to share such reports with KE management based on agreed frequency or format.

- ✓ Non-compliance of Infrastructure Downtime
- ✓ Response Time of an engineer
- ✓ Resolution Time of complaints
- ✓ Number of escalations

3. Team Performance Indicators

S. No	Monitoring, Troubleshooting & Installation	Number of Links/Equipment/ servers	Resolution/Response Time	KPI
1	WAN Links	250 WAN Links	Coordination With vendor within 10 minutes.	100% response time
2	Internet links	4	Coordination With vendor within 10 minutes.	100% response time
3	Wireless Access Points	600	Inventory management, Troubleshooting or replacement, RMA Claim within a same day.	100% up to date inventory 100% response time over technical complaints
4	Core & remote sites Router, Switches, controllers, internet gateways & Firewalls.	600	Inventory management, Troubleshooting, updates, hardware/part replacement, RMA Claim within 5 hours.	100% up to date inventory 100% response over technical complaints
5	Physical server/ Virtual Infrastructure	500	Inventory management, Troubleshooting, hardware/part replacement, RMA Claim within 5 hours.	100% up to date inventory 100% response over technical complaints
6	VPN	2000 users	Monitoring, Provisioning, troubleshooting, management on daily basis.	100% SRs processing and response over technical complaints

				100% up to date inventory
7	UPS	130	Inventory management, Troubleshooting or replacement within a same day.	100% response over technical complaints
8	Project Related Support		For All Network and Infrastructure project related activities	On time delivery of project tasks
9	Daily/Monthly Reports		All uptime related reports.	
10	User Account (SAP/AD/VPN) Management		Daily SR closure	100% daily
11	Campus Fiber	40 Sites	Coordination with vendor for troubleshooting, Survey and Laying within a same day	100% daily
12	Civil Works		Coordination with works department for new equipment/WAN links installation	On Need basis

Incident Management

- ✓ All network incidents should be recorded/logged and communicated to the KE management
- ✓ External and internal escalation matrix should be followed
- ✓ Investigation and diagnosis/root cause analysis should be done to prevent reoccurrence of incidents in future.
- ✓ Monthly detailed reporting of incidents should be presented to the KE management

IT Logistics

Below Relocation/Transportation services should be provided by the vendor.

i. Transportation/Relocation of IT assets installed at all KE premises. IT assets which are installed at various locations of KE could be switches, IP phones, routers, firewalls, access points etc.

ii. Transportation of ITOC personnel between all KE premises

iii. For planned activities, KE shall give twenty - four (24) hours' notice for transportation service.

iv. For emergency requirements such as equipment failures/network outages, fiber maintenance/deployment, vendor shall arrange transportation service within 30 minutes of the intimation.

v. Vendor to take care of multiple transportation requirements in parallel when required.

vi. Penalties mentioned in section 2.14 shall be applied in case of delay providing transportation services.

Vendor must undertake to relocate such equipment or any part thereof without the involvement of KE, vendor must be responsible for any loss or damage to the Equipment due to such relocation.

Vendor must protect confidentiality, integrity and availability of information stored on equipment during transport outside KE premises. All receiving, delivery and handing over must be done against a signoff document.

Rate Card

Vendor shall propose rate card for all resource levels mentioned in appendix 3 as per their respective category.

Rotation Plan

Vendor shall share the rotation plan to cover 24/7 IT operations by 12 [9+3] team members.

ITOC Resource Security

- ✓ Providing Physical access to Vendor representative will be KE responsibility subject to showing ID card provided by the Vendor.
- ✓ KE will ensure that ITOC resources and representatives are given necessary access to the software and systems in order that the Services may be delivered and maintained in accordance with the terms of agreement.
- ✓ Vendor's employees and representative will have to comply with KE's Information security and Physical security policy and procedures.

Existing ITOC Employees

- ✓ Vendor shall retain existing ITOC employees currently working for KE ITOC as per KE recommendations and offer at least 10% raise on current salary package.
- ✓ Rate card will be applicable for new hiring's.

Smartphone with SIM and WhatsApp Account for ITOC

- ✓ Vendor shall provide a dedicated smartphone for ITOC operations center with existing ITOC mobile number.
- ✓ Vendor shall provide data/voice package on the active number

Penalties and liquidated damages

Monetary penalties shall be applicable upon Vendor in accordance with the following table ("Liquidated Damages") subject to ITG approval in the event of failure or negligence to duly render/delay/complaint in the rendering of the relevant Service(s) or due to the ineffectiveness in the execution of daily monitoring of services and preventive maintenance or due to unavailability of hardware required to resolve issue etc. Such Liquidated Damages shall be deducted from any/all charges/Service Fee(s) payable by KE to Vendor.

Liquidated Damages:

Penalty based on late Hiring of ITOC team. Penalty will be calculated on per day basis and will start after 45 days, counted from the acceptance of resignation of an engineer.

Penalty Factors	Penalty rate per Day (PKR)
Late Hiring of ITOC Engineer	2000/Day
Late Hiring of Senior ITOC Engineer	3000/Day
Late Hiring of ITOC Team Lead	6000/Day
30 Days delay in hiring resource	KE may consider termination of the Agreement

Penalty based on van/vehicle requirement for ITOC field activities.

Penalty Factors	Penalty rate per Hour (PKR)
Delay in providing van/vehicle for planned Activities (will be counted from the planned time)	1000/Hour
Delay in providing van/vehicle for emergency activities. (Penalty time will start after 30 minutes of reporting time)	500/Hour
60+ Hours service delay in one month	KE may consider termination of the Agreement at KE's sole discretion

Contract Duration

The contract will be valid for a period of three (3) years unless terminated earlier.

Contract Termination

If during the services contract/period KE found vendor's non-compliance against the requirements mentioned in this RFP, KE at its sole discretion shall terminate the contract with one month's notice.

SLA Requirements

Successful bidder will sign an SLA with KE, which will include all clauses related to support of services, nonstop resource availability, and service level on ticket response and service satisfaction clauses.

Information Security Requirements

✓   KE IT Security team (either itself or through any independent third-party vendor) will perform the Security testing of new and/or change in existing applications.

✓   Vendor will fix all identified vulnerabilities during above exercise before delivery of

finished product.
- ✓ Development shall be performed based on Secure coding practices based on OWASP, SANS, Vendor Specific Guidelines, other applicable standards and/or KE special security requirements agreed with KE.
- ✓ Complete Source Code of the application and/or supporting utilities handover to KE or Escrow agreements requirements shall be part of the contract.
- ✓ Vendor shall ensure to develop the product as per the agreed development platform, architecture, technology, database High Availability and integration requirements ok KE.
- ✓ Non-Disclosure Agreement shall be part of the contract with vendor.
- ✓ Vendor shall adhere to KE IT Security policy requirements throughout the project lifecycle, including:
  - ▪ Physical Access to KE locations
  - ▪ Logical Access to KE systems, networks, data etc.
  - ▪ Restriction to access KE production systems, data, networks etc.
- ✓ All Passwords either related to the application users, systems users, database users, integration users, Operating System users etc. shall not be hard-coded. In case of password required for backend application integration with any KE or external system shall be encrypted.
- ✓ VPN or remote access to Vendor resources to KE systems, networks, data etc.
- ✓ All mobile and computing devices of Vendor staff (either KE owned or Vendor owned) that connect to the KE internal network must comply with KE's Access Control Policy.

Compliance with K.E Policies

Vendor needs to make sure that the vendor company and its support staff is aware with K.E mandatory compliance policies. Vendor is required to show compliance with these policies during this SLA agreement.

- ▪ *K.E--Information Security Policy*
- ▪ *K.E-IT Infrastructure Usage Policy*
- ▪ *K.E-User Password Management Policy*
- ▪ *K.E-HR Security Policy*
- ▪ *K.E- Physical and Environmental Security Policy*
- ▪ *K.E- Compliance Policy*
- ▪ *K.E- Access Control Policy*
- ▪ *K.E- Information System Acquisition Development and Maintenance Policy*

* K.E will provide up to date information and security policies at the start of this agreement.

Vendor Acceptance Criteria

Vendor is required to furnish all the below mentioned requirements as separate section in Technical Proposal in the same order and print the below mentioned criteria on company letter head.

Note: If vendor has already been submitted few of the documentation (e.g. Company incorporation certificate, tax certificate, financial reports, undertakings etc.) to KE in some recent projects in last 1 year, then they only need to mention the last project reference for the same.

S#	Vendor Acceptance Criteria	Do you Qualify this Criteria? Yes/No (If Yes provide evidence)	Evidence Reference Section/Heading in Technical Proposal
1.	Vendor (Lead Vendor, in case of Joint Venture or Consortium) shall be incorporated in Pakistan for at least last three (03) years. Certificate of incorporation from SECP shall be provided.		
2.	Vendor (Lead Vendor, in case of Joint Venture or Consortium) shall be an active taxpayer for at least last one (01) year. NTN Certificate, Sales Tax Certificate, and proof of active taxpayer from FBR shall be provided.		
3.	Vendor (Lead Vendor, in case of Joint Venture or Consortium) shall have offices in any one of the three (03) major cities (i.e. Karachi, Lahore and Islamabad) of Pakistan.		
4.	Vendor (Lead Vendor, in case of Joint Venture or Consortium) shall have annual net revenues of at least PKR 50 Million in last three (03) years. Audited Financial Statements/Reports for last three (03) years shall be provided and bank statement of last 6 months.		
5.	Vendor (or its' partners, in case of Joint Venture or Consortium) shall have experience of completion of three Cisco based projects in last three (03) years. The experience shall preferably be of multinational companies, banking / financial sectors, or utilities companies. Project Completion certificate (or similar letters/emails from clients)/POs shall be provided.		
6.	Vendor (or its' partners, in case of Joint Venture or Consortium) shall have dedicated project manager and skilled and professional		

	team possessing the right experience as per the project and technical requirements mentioned. Detail CVs of the project team shall be provided.		
7.	Vendor (All members, in case of Joint Venture or Consortium) shall not involve in any legal disputes, bankruptcy or blacklisting cases in Pakistan. An undertaking on legal paper shall be provided.		
8.	Vendor (Lead Vendor, in case of Joint Venture or Consortium) shall have valid licenses and/or principal/manufacturer authorization for the supply, installation and maintenance/support requirements of the project. Copies of the valid Licenses and/or principal/manufacturer authorization certificates shall be provided.		
9.	Vendor (Lead Vendor, in case of Joint Venture or Consortium) shall provide undertaking on Legal paper that their proposed solution is not being developed, acquired, hosted, managed through services, or supported by any Indian firm or any other firm restricted by Federal Government of Pakistan for doing business in Pakistan.		
10.	Vendor (Lead Vendor, in case of Joint Venture or Consortium) that has a business or family relationship or having staff which are previous employee of KE or any other conflicting situations with KE, shall declare the relationship details and also provide the undertaking on Legal paper that there is no conflict of interest stemming from this relationship. It is at the discretion of KE management to accept or reject the vendor proposal if the declaration of relationship is not acceptable to KE.		

Technical Proposal Structure

Vendor is required to submit their Technical and Financial Proposals in two phases separately as mentioned in RFP requirements.

Executive Summary
Bidder Profile and Qualification
Functional and Technical Solution Architecture
Deliverables Schedule
Licensing Criteria if any
Warranty and Support
Training

Assumptions and Constraints

Bidder's Response to Requirement

S. no.	Requirement	Reply (B / C / N)	Remarks

B - Baseline to reflect meeting the requirement or exceeding it.

C - Customization if the requirement is to be developed to be met.

N - No for all other reply cases.

Appendix 1: Definitions:

For the purposes of this document, when used in this RFP, the following terms shall have the respective meanings indicated, such meanings to be applicable to both, the singular and plural forms of the terms defined:

i. **"Confidential Information"** means any information disclosed including but not limited to, any confidential information, ideas, know-how, business plans, database in print and/or electronic form, strategies, artwork, data, patent(s) and patent applications, trade secrets, Intellectual Property, proprietary information in any form whatsoever (including, but not limited to, disclosure made in writing, orally, machine readable or other tangible forms of samples, models, computer programs or otherwise) including information about the process, technique, program, design, formula, marketing, advertising, financial, commercial, sales or programming matter, written materials, compositions, drawings, diagrams, computer programs, studies, work in progress, visual demonstrations, ideas, concepts, hardware and software designs and code, product specifications and documentation, business and product plans and strategies, names of consumers, lenders, investors, suppliers or partners (whether trading or otherwise) disclosed by KE to VENDOR/ITOC Resource(s) vide this Agreement and/or obtained/accessed by VENDOR/ITOC Resource(s).

ii. **"ITOC Resource"** means an employee of vendor, whether permanent, contractual, or otherwise, who is utilized by vendor for the purposes of rendering of the Service(s) to KE hereunder.

iii. **"Services"** means the Services as described 24/7 ITOC support, complaint resolution services, Service Request fulfilment services, the Mobilization/Transportation Services, and/or the Preventive Maintenance Services as described in this RFP.

iv. **"User"** means an employee of KE, whether permanent, contractual, or otherwise, who is authorized by KE to utilize the Service(s) hereunder.

Appendix 2: List of Tool Kit Required

Following but not limited to following items should be provided to ITOC Engineers.

- ✓ Laptops (minimum specs are mentioned in Appendix 4)
- ✓ Smartphones for all ITOC Resources with voice and data packages
- ✓ Console Cable
- ✓ Backpack
- ✓ USB Stick
- ✓ Screwdriver set
- ✓ Crimping tool
- ✓ Cutter Plyer
- ✓ Nose plyer

- ✓ Star set tools
- ✓ Cable tester
- ✓ RJ 45 connectors
- ✓ Power Cords 2pins / 3 pins
- ✓ Cage Nuts
- ✓ Cable ties (6, 8 and 10 Inches)
- ✓ Masking tape
- ✓ Velcro tape
- ✓ Cat 6 I/O Jack

Appendix 3: Minimum Staff Required, Performance Management and Educational Requirements:

- ✓ Performance monitoring for each engineer will be carried out by KE-IT to assess quality of work being carried out by a particular Engineer. Based on this assessment, KE may ask Vendor for replacement of a resource through written advice along with the assessment results.

- ✓ Vendor is accountable to conduct monthly training on soft and technical skills required with any update of technology or configuration supported by manuals or related documents.

- ✓ The remuneration for travelling between branches is to be managed entirely by Vendor and KE will not entertain any extra charges in this regard. As and when available, transport may be arranged.

- ✓ Personnel deputed at KE MUST fulfill the minimum qualification criteria set by KE mentioned below. These requirements may be updated/ revised from time to time at the sole discretion of KE.

- ✓ Following are the minimum requirements for Vendor ITOC Personnel which shall be put under consideration while hiring and deputing resources at KE.

- ✓ For detailed JD, Qualification, and experience requirement, please refer appendix 5.

S/no	Descriptions	Qualification	Experienced (Years)	Number of Resources
1	ITOC Shift Engineers	Graduate engineers, IT Certified preferred	2-3	5
2	Senior ITOC Shift Engineers	Graduate engineers, IT Certified preferred	3-5	3
3	ITOC Team Lead	Graduate engineers, IT Certified preferred	5 +	1
4	ITOC Field Engineers	Graduate engineers, IT Certified preferred	4+	5
	Total Resources			**14**

Appendix 4: Minimum Specifications of ITOC Engineer Laptops

Below table provide minimum specifications of laptops which will be provided to ITOC engineers. Systems must comply with KE hardening policy.

Specifications	Minimum Requirement
Processor	At least 13th Generation or equivalent
RAM	8 GB
HD	240 GB SSD

Appendix 5: ITOC JDs

Team Lead ITOC (1)	
Qualification	Bachelor's degree in Computer Engineering or equivalent field, MS preferred
Certification	Must be Cisco Certificate Network Professional CCNP/HCIP, any certification in server/system administration will be a plus
Required Skills	Ensure service uptime 99.5% across KE including Data centers, IBC, NCC, Admin Building, Generation stations & Grid stations.
	Responsible for managing and coordinating the ITOC team. The main aim for this coordination is to ensure that the networking and infrastructure system runs efficiently without interruption
	Keep track of activities, assigned resources, and ensure all processes are carried out according to SLA and professional conduct.
	Perform direct follow-up with escalation resources for incident remediation where appropriate
	Strict observance to company policies, confidentiality, and mature judgment must always be demonstrated.
	Analyze trending data and make recommendations for infrastructure improvements
	Responsible for informing Management, partners and peers about network/infrastructure performance and service availability
	Coordinates the duty shift table for the ITOC operations and carefully allocates ITOC engineers on different shift duties for ensuring the whole ITOC shift works in an efficient and effective manner

	Other responsibilities as directed by management
Experience	5+ years of IT Network/Infrastructure Operations experience

Senior ITOC Engineer (4)	
Qualification	Bachelor's degree in Computer Engineering or equivalent field
Certification	Must be Cisco Certificate Network Professional CCNP/HCIP, any certification in server administration will be a plus
Required Skills	Troubleshoot networks- and systems-related issues, work with vendors and handle fault management and event notification and escalation as needed
	Ensure service uptime 99.5% across KE including Data centers, IBC, NCC, Admin Building, Generation stations & Grid stations.
	Basic understanding of infrastructure monitoring protocols and methodologies
	Keep track of activities, assigned resources, and ensure all processes are carried out according to SLA and professional conduct.
	Perform direct follow-up with escalation resources for incident remediation where appropriate
	Strict observance to company policies, confidentiality, and mature judgment must always be demonstrated.
	Analyze trending data and make recommendations for infrastructure improvements
	Must be willing and able to work non-standard work shifts, including evenings, overnight, holidays, and weekends
	Other responsibilities as directed by management
Experience	3-5 years of IT Network/Infrastructure Operations experience or equivalent

ITOC Engineer (6)	
Qualification	Bachelor's degree in Computer Engineering/ Science or equivalent field

Certification	Must be Cisco Certificate Network Associate CCNA/HCIA, Certification in Server administration will be a plus
Required Skills	Trouble shoot reported issues on pertaining Networking and Infrastructure
	Provide first line troubleshooting and information gathering from business customers via phone, email, NMS &Dashboard
	Work with engineering to drive improvements in ITOC applications and tools
	Must possess strong interpersonal skills and have an ability to interact with all levels of employees in a professional manner
	Manage replacement of active & passive Network Equipment.
	Configure and Maintain Cisco/FortiGate client-based VPN.
	Completion of H2H Daily Requests.
	Test and deploy software patches and security updates as per approved methodology of NWC Managers.
	Strict adherence to company policies, confidentiality, and mature judgment must always be demonstrated.
	Must handle responsibilities by multi-tasking, working independently and with minimal direction.
	Must be willing and able to work non-standard work shifts, including evenings, overnight, holidays, and weekends
	Other responsibilities as directed by management.
Experience	2-3 years of IT Network/Infrastructure Operations experience or equitant

ITOC Field Engineer (3)	
Qualification	Must be Graduate or equivalent
Job Description	Maintenance of Network rack and management of cables.
	Cleaning and dusting of complete rack.

	Cleaning of all cisco related installed equipment in the rack. Equipment's will be clean after un-mounting of upper cover.
	Management of all Ethernet within rack.
	Label Printer must be used for tagging of active equipment, fiber, coaxial, Ethernet Uplinks, ODF & Rack.
	Cleaning all the relative equipment
Experience	4+ years of IT Network/Infrastructure Operations experience or equitant

Technical and Commercial Score Card

Bid Evaluation:

The total points allocated for the technical and organizational strength component of the bid is 60.

If the technical component achieves 70% points (out of 60 Points), the bid will be considered technically responsive. Those bids scoring less than 70% will not be considered for financial bid opening.

The contract validity shall be for three years from the signing of the contract subject to satisfactory performance of services.

KE shall evaluate the technical proposal in a manner prescribed ahead in the document, without reference to the price and reject any proposals that do not conform to the specified requirements. After submission, no amendments in the technical or financial proposal shall be permitted. Conditional discounts shall not be considered in evaluation.

The offer must be valid for 120 days from the date of bid submission.

Based on the scorecard KE will evaluate and enter into formal agreement with successful Service Provider accordingly. Non-confirming bids against TOR, Techno-commercial scorecard and ITB will be rejected.

Financial Evaluation:

S/No.	Financial Score Card	Weightage 40%
2.1	**Quoted Price**	**Marks 30**
2.2	**Payment Terms**	**Marks 04**
2.3	**Compliance to KE Terms and Conditions**	**Marks 03**
2.4	**Performance Bond**	**Marks 03**

Performance Guarantee:

The Service Provider shall furnish a performance guarantee in the shape of pay order / retention/performance bond from a recognized bank operating in Pakistan in favor of KE of the amount equivalent to 10% of the total contract value.

Pay order / performance bond to be submitted within 30 days of the issuance of Contract Release Order (CRO) by KE. In case of pay order / performance bond not preferred then retention amount equivalent value (10%) will be retained from each monthly invoice.

The pay order / performance bond will be released after the completion of contract period.