



2025

Request for Proposal (RFP) – Onsite Hardware Support Service Level Agreement (SLA)



Farhana01/IT/Infrastructure Support
U Microfinance Bank Limited (UMBL)
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1.Introduction

UMBL invites proposals from qualified and experienced vendors to provide onsite hardware support services under a formal Service Level Agreement (SLA). This initiative aims to replace the current centralized repair process with a more agile, responsive, and cost-effective solution for maintaining the Bank's hardware infrastructure across its branch network and head office sites.

2.Purpose

The purpose of this RFP is to engage a qualified vendor to deliver onsite hardware support services, reducing repair turnaround times, minimizing downtime, and lowering logistics costs & risk of potential damage during transit. The successful bidder will sign a **one-year SLA**, with the possibility of renewal based on performance.

3.Objectives

The primary objectives of this RFP are to:

- Engage a **reliable and experienced vendor** for hardware support
- Reducing the turnaround time to ensure **timely service delivery**.
- Secure **competitive pricing** without compromising on quality or support.
- Support **scalability** by partnering with a vendor capable of SLA renewal based on performance.

4.Scope of work

1. Onsite Diagnosis & Repair

- Provide diagnosis and repair services for desktops, laptops, printers, and scanners at UMBL branches and site office locations.
- Each branch has maximum 8 Desktops, 1 or 2 Printers, scanners and Laptops in regional and area offices.

2. Locked Pricing for Parts

- Maintain locked prices for parts related to desktops, laptops, printers, and scanners as listed in **Annexure-1 Document (attached in pdf)**.

3. Branch Visit Charges for Incidents

- The vendor shall adhere to the fixed branch visit charges for hardware incidents at UMBL branches, same visit charges for all branches. Branches list with address are in **Annexure-2**.
- Each incident will be counted as a single visit until its resolution.
- No visit charges shall apply for services rendered at the Head Office locations G/8 and Gulberg Green Islamabad and cities where the vendor offices are located.

4. Technical Support

- Assign a **Resident Engineer** stationed at the Head Office, along with a designated backup, to manage complaints and escalations.
- All incidents will be logged by site offices/Head Office in the designated system, after which the Resident Engineer will assign cases to the respective regional hardware engineer.
- Ensure tickets are updated with correct details including model, serial number, and asset tag number.
- Keep ticket status updated at all stages until closure.

5. Incident Resolution Process

- The assigned site engineer will visit the branch to diagnose the issue.
- If the problem can be resolved onsite, the engineer will carry out the repair immediately.
- If a part replacement is required, the vendor will provide the repair cost based on the locked pricing for UMBL's approval before starting the work.
- No desktop or laptop shall be removed from the branch without first removing the hard drive and handing it over to the Operations Manager (OM), Branch Manager (BM), or UMBL Helpdesk Engineer.
- Once repaired, the device shall be returned to its location, the hard drive collected from the OM, BM, or Helpdesk Engineer, and reinstalled. The receiving document must be signed after successful testing.
- For any part replacement, both the new and old part numbers must be updated in the records, and all faulty parts must be returned to UMBL.

- Against the faulty equipment the vendor may provide a backup equipment with same or higher specifications, if the resolution time exceeds the agreed TAT.

6. Preventive Maintenance

- During branch visit, perform preventive maintenance on desktops and printers to reduce the risk of future failures.

7. Inventory Updates

- During branch visits, conduct a physical inventory check of desktops, laptops, printers, and scanners.
- Update physical inventory records of branches for Desktops, Printers, scanners and printers and submit a **quarterly inventory report**.

8. Invoicing & Payment Process

- Submit a single consolidated monthly invoice covering all incidents resolved during the month.
- Include the ticket number for each incident in the invoice for verification and processing.

5. Service Level Agreement Requirements

- **Response/Resolution Time:**

Priority Level	Response Time	Resolution Time
Critical	15 minutes	1 Day
High	30 minutes	2 Days
Medium	1 Hour	3 Days
Low	1 Hour	4 Days

- **Availability:** Monday to Friday 9:00 AM to 5:30 PM

Saturday: 9:00 AM to 2:30 pm

- **Penalty Clause:** Tickets breaching the defined Turnaround Time (TAT) will incur a penalty. A deduction of **5% of the ticket value** will be applied to the monthly invoice for each breached ticket.

6.Contact Duration

- **Initial Term:** 1 year.
- **Renewal:** Subject to annual performance review and business needs.

7.Vendor Eligibility Criteria

Below is a list of different pre-requisites and general terms and conditions to be met by each bidding vendor

- i. Vendor will lock prices against each item mentioned in **Annexure-1**.
- ii. Only authorized Gold Partners of the respective laptop, desktop, printer, and scanner manufacturers (OEM) or the principal itself may participate, with valid documentary proof.
- iii. Vendors must provide an endorsed original letter from the principal confirming their partnership level.
- iv. Must be a registered business entity with a valid tax registration.
- v. Minimum 5 years of experience in hardware maintenance and onsite support.
- vi. Demonstrated capacity to cover all UBank locations nationwide.
- vii. Technical Proposal must include:
 - Company Profile
 - Location of Branches in the field
 - Relevant company experience in the field
 - Technical staff details (branch-wise)
 - Similar services provided in banking or other reputed industries.
- viii. UMBL reserves the right to accept or reject, wholly or partially, any proposal without assigning any reason at any stage of the bidding process.
- ix. UMBL's decisions will be final and binding on all concerned and shall not be challengeable in any forum or court of law.
- x. Proposals not conforming to the terms, conditions, and specifications of this RFP will be rejected.
- xi. Incomplete or conditional proposals will not be accepted.
- xii. Vendors must share **project references** from various customers for similar projects undertaken; experience within the **banking sector** will be considered an advantage.

- xiii. The successful bidder will be required to sign a **Non-Disclosure Agreement (NDA)** with UMBL.
- xiv. All proposed solutions must comply with **State Bank of Pakistan (SBP)** guidelines.
- xv. All bidders must submit a signed NDA on the bidder's official letterhead along with their RFP response. No changes to the NDA clauses will be permitted.
- xvi. The Bank reserves the right to accept or reject any proposal.
- xvii. The successful vendor must sign the SLA before commencement of services.
- xviii. The bidder must comply with, and share the required documental evidence in their proposal bid with respect to the instructions below:

Sr. No.	Mandatory Instructions and Requirements	Documents and confirmation to be shared by the Bidder
A	Submit prices against listed items in Annexure-1	Price list of Annexure-1 list
B	Fix Price for Branch Visit, price should be same for all branches.	Fixed Price for branch visit.
C	The bidder must be an active authorized gold partner or reseller of their quoted OEM.	Provide valid proof and Manufacturer's Authorization Letter (MAL) certificate from the manufacturer.
D	The bidder must have a minimum of 5 years' experience in the supply and delivery of IT hardware, specifically laptops, to corporate or public sector clients.	Provide a list of at least two relevant references with contact details.
E	The bidder must have legal and physical presence in Pakistan. Having Offices in Islamabad, Lahore, Karachi, Multan and Peshawar will be preferred.	List of Offices across Pakistan must be submitted with list of technical resource at each location.
F	The bidder should have enough technical resource equipped with laptops and necessary tool kits in main cities of Pakistan. Islamabad, Peshawar, Lahore, Faisalabad, Multan, DG Khan, Sukkur, Hyderabad and Karachi	List technical resources from the bidder, along-with their CVs are to be submitted with respective regions.
G	The bidder must be a legally registered company/entity in Pakistan (or the relevant country of operation).	Valid NTN and GST registration certificates must be provided. Bidder must also provide details of last Five Years projects/services delivered in Financial Institutions
H	The bidder should not have been blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan	Undertaking on stamp papers should be submitted by the bidder that it is not being blacklisted. Bidder must provide List of arbitration/legal suits/unsettled disputes with the financial sector clients (if any) in the last five years
I	Bidder must Submit a duly NDA.	Non-Disclosure Agreement (NDA) on legal paper, as provided by the Procurement Team.

8. Instructions for Proposal Submission

- i. The Proposal, the related documentation and all correspondence must be submitted in the English language.
- ii. The requested proposal, both commercial and technical, shall be submitted by the vendor as described below:
- iii. **One (1) Hard Copy in a sealed envelope** with all technical documents. (The bidder should ensure that Technical Bids (un-priced) are in separate envelopes and sent to separate addresses to the designated personnel mentioned below in this RFP). In addition to that, one (1) Soft Copy should be sent to the person concerned with his email ID.
- iv. **One (1) soft copy (via Email Only)** including Commercial Proposal documents, in Microsoft Office formats (Word and Excel formats). (Commercial Files in Email should be protected by passwords. Password shall be communicated separately to the Procurement personnel as stated below in this RFP).

Address for Proposal Submission

UMBL – Procurement department

U Microfinance Bank,
Serene Heights, Block D Gulberg Greens Islamabad.

Attention: Mr. Muhammad Umer Shamshad

Email: m.umer@ubank.com.pk

Designation: Head of Procurement

- v. Bidders are instructed to acknowledge receipt of this RFP document **by 18:00 hours, (Pakistan Local Time)** and declare your unconditional agreement with its instructions and bidding procedures, otherwise your Proposal, if any, shall be excluded from the evaluation process.
- vi. In case of doubts as to the meaning of any part of this RFP, or of any additional queries on this RFP, or for any further information comprised in the RFP documents, the Bidder should address his questions in writing to the person and email. Clarification questions will be accepted from until (18:00 hours, Pakistan Local Time) only in writing. Telephone or unscheduled in-person inquiries will not be accepted. Responses to the questions, clarifications and/or amendments related to the initial RFP documents will be sent in writing by UMBL to all Bidders.
- vii. Proposals and any other documentation or data submitted in response to this RFP shall become the property of UMBL and will not be returned.

- viii. Proposals should be comprehensive and detailed with emphasis on completeness and clarity of content.
- ix. UMBL reserves the right to reject any or all Proposals received in response to this RFP (completely or partially) and to negotiate with any of the Bidder or other firms in any manner deemed to be in the best interest of UMBL. In its sole discretion, UMBL reserves the right to modify or exclude any consideration, information or requirement contained in this RFP, and to add new considerations, information or requirements at any stage of the procurement process, including during negotiations with Bidders.
- x. UMBL reserves the right to enter into Contract negotiations with one or more Bidders. No contractual relationship will exist except pursuant to a written contract document signed by the authorized representative of UMBL.

9. Annexure-1

You will find separate document in pdf.

10. Annexure-2

S. No	Region	Area	Branch Name	Branch Address
1	East	Gujranwala	Muridke	Plot no. 1-5, Khewat no. 8302, Khatooni no. 2566, Khasra no. 3133 Timber Market, Qaiser Park, GT road Muridke.
2	East	Gujranwala	Wazirabad	PT 1 no BV-11-s-3/RH; Malik Building; Rex cinema Road near Boys High School Wazirabad district Gujranwala.
3	East	Gujranwala	Sambrial	Khewat # 630, Khatooni # 741, Mushtrka khata # 554/27200 Wazirabad Road, Opposite Dry Port Sambrial, Tehsil Sambrial, District Sialkot.
4	East	Gujranwala	Kamoki	Khewat # 1095, Khatooni # 1163, Khata # 10/30, Khasra # 4428/861, Near National CNG station, Opposite municipal corporation office, Gt

				Road, Tehsil Kamoki, District Gujranwala.
5	East	Gujranwala	Gujranwala-Islamic	Khasra # 469, GT Road, Shaheenabad, Near Soholat Center, Gujranwala.
6	East	Gujranwala	Sialkot-Islamic	Khewat # 600, Khatooni # 761, Khasra # 847, Shahaabpura Road Sialkot, Pakistan
7	East	Gujranwala	Pasroor-IMD	Near State Life Office, Sat Rah More, Class wala Road, Pasroor
8	East	Gujranwala	Daska IMD	Near Salman Sweets, College Chowk Chungi No. 6 Daska
9	East	Gujranwala	Narowal IMD	Khasra # 4216/1665, Near Iqbal Medical Complex, Siddique Pura Chowk, Narowal
10	East	Gujranwala	ShakarGhar IMD	Near Rehmat Cash & Carry, Main Noorkot Road, Gumtala Chowk, Shakargarh, Distt. Narowal
11	East	Hafizabad	Qala Didar Singh	khassra no 4203/150 , Near Jamiyah Muhammadia, Hafizabad road
12	East	Hafizabad	Alipur Chattha	Dera Qadirabad Road, Near Al-Qalam School, Alipur Chatha.
13	East	Hafizabad	Pindi Bhattian	Khewat no. 183; Khasra no. 397; Khatooni no.476/494 Main Bazar Hafizabad Road near nalka Stop Pindi Bhattian; District Hafizabad.
14	East	Hafizabad	Phalia	Khatooni no.80, Khasra no.364, Heelan Road Near Heelan Choungi opposite gourmet baker,Phalia.

15	East	Hafizabad	Jalapur Bhattian	Khewat no. 78 & 739, Khasra no. 446 & 1166 Khatooni no. 134 & 472/2 Vinkay Chowk Pull Same Nala Jalalpur Bhattian district Hafizabad.
16	East	Hafizabad	Kalaskay	Khewat # 157, Khatooni 304 to 327, Khasra # 41, Kalaskay, Tehsil Alipur, District Wazirabad
17	East	Hafizabad	Malakwal	Khewat No. 268, Khatooni No.371, Khasra No. 3220/456/1 Bismillah Plaza, Badshah Pur Road, Choungi No.2, Malakwal, District Mandi Bahauddin.
18	East	Hafizabad	Hafizabad IMD	Near DPO Office, Jinnah Chowk, Hafizabad
19	East	Faisalabad	Ghulam Muhammad Abad	House no 1451B(4M 119SF) Main GMA Road sabri chowk, 70fit bazar, civil quarters Ghulam Muhammad Abad Faisalabad.
20	East	Faisalabad	Jaranwala	P-1480, Faisalabad Road, Near NADRA office, Jaranwala, Tehsil & District Faisalabad.
21	East	Faisalabad	Kotwali Road Faisalabad	Faisalabad Branch, Khewat # 1858, Khatooni # 1885, Khasra # 1008, Liaqat Ali Khan Road, Kotwali Faisalabad.
22	East	Faisalabad	Safdarabad	Khewat # 174, Khatooni # 242 to 251 Near Gali Sharif Multani Wali Safdarabad, Tehsil Safdarabad, District Sheikhupura.
23	East	Faisalabad	NISHATABAD FSL	Khewat # 14310, Khatooni # 2142, 2192, 2140, 27527 & 2223, Nishatabad Road, Faisalabad
24	East	Faisalabad	Chiniot	Khewat No. 3188/3178, Faisalabad Road, Near ZTBL, Tehsil Chowk Chiniot, District Chiniot.

25	East	Faisalabad	Nankana Sahib	Khewat # 261, Khatooni # 365, Shora Kothi Road, Near Nadra Office, Nankana Sahib.
26	East	Faisalabad	Faisalabad-Islamic	Quarter # 408, Block C.F.G, in STS/ADS, Waqia Jinnah Colony, Androon Hadood Committee, Faisalabad,
27	East	Faisalabad	Susaan Road, Faisalabad-Islamic Branch	Khewat # 4037/3955, Khatooni # 4694, Khasra 2, Chak # 213 RB, Tehsil Faisalabad City, District Faisalabad
28	East	Lahore	Multan Road Lahore	117 -A, Chowk yateem Khana, Multan Road, Lahore
29	East	Lahore	shahdra	PTCL Exchange , Near Jia Musa Bazar,Sheikhupura Road, Shahdrah, District Lahore
30	East	Lahore	khudian	Main Kasur Road, Khudian Khas
31	East	Lahore	Raiwind	Khewat no 2432, khatooni no 3482, sunder road near sohail surgical hospital raiwind
32	East	Lahore	Kasur	Kasur Beroon (Jadeed Urban), Tehsil & District Kasur, Khawat # 169, Khatooni # 503, Khasra # 2193
33	East	Lahore	Sheikhupura	Khasra no 1284/1285, Khawat no 5-13, 5 College Road 129 Civil Line Sheikhupura.
34	East	Lahore	Sharkpur	Khewat # 7, Khatooni # 11 to 20, Mustarka Khata # 4624/68727, Khasra # 8, Opposite Virk Traders, Nazd Gill CNG, Lahore Jaranwala Road, Tehsil Sharkpur, District Sheikhupura.

35	East	Lahore	Heir Branch Bedian Road, Lahore	Khewat # 4, Khatooni # 20, Khasra # 3164, Waqia Raqba Hudbastaa, Moza Heer, Heir Branch Bedian road, Tehsil Cantt, District Lahore.
36	East	Lahore	Ferozepur Road-Lahore	Khewat # 1969, Khatooni # 3665, Khasra # 16, Main Ferozepur Road, Lahore.
37	East	Lahore	Mughalpura Branch, Lahore	Khatooni # 272, Khatooni # 529, Khasra # 11, Main Kanal Road, 2 Mughalpura Lahore.
38	East	Lahore	AL-KABIR TWN PH LHR	06A commercial, phase 01, Al-Kabir Town Lahore
39	East	Lahore	Lahore Defence DHA	32, Z Block, Commercial Area, DHA Lahore, Phase 3, Lahore.
40	East	Lahore	Faisal Town, Lahore-Islamic	Plot # 975, Block C, Faisal Town Lahore.
41	East	Lahore	Bhatta Chwok Islamic	Plot No.04, Divine Braodway, Main Defence Road (New Airport Road), Lahore Cantt., Lahore
42	East	Lahore	Thokar Niaz Baig Islamic	Plot # 13 & 14, Block B, Judicial Employees Cooperative Housing Society, Phase 1, Raiwind Road, Lahore
43	East	Toba Tek Singh	Dijkot	Chak # 263, Khewat # 920, Khatooni # 1126 to 1143, Khasra # 773/95752, Sammundari Road, Dijkot District Faisalabad.
44	East	Toba Tek Singh	Pir Mahal	Khewat # 1337, Khatooni # 1336, Khata # 35/35/4, Rahaba Road, Kousarabaad, Tehsil Pir Mehal, District Toba Tek Singh.
45	East	Toba Tek Singh	18 Hazari	Khata no. 328/321, Khatooni no. 891, 18 Hazari, District Jhang.
46	East	Toba Tek Singh	Sammundari	Khewat 604/592, Khatooni 604, Gojra Road, Opposite Government High School

				No.1 Sammundari, District Faisalabad.
47	East	Toba Tek Singh	Kamalia	Khasra No.4193, House No. 875/1202-D, Mohallah Mhtain Wala, Tehsil Kamalia, District Toba Tek Singh.
48	East	Toba Tek Singh	Jhang- IMD	Khata # 820, Nawaz Chowk SSP Road Jhang Saddar.
49	East	Toba Tek Singh	Toba tak Singh-IMD	Khewat # 69/59, Khatooni # 82, Qita # 2, Chak # 326/GB, Allama Iqbal Road, Tehsil & District Toba Tek Singh
50	East	Toba Tek Singh	Gojra IMD	Gojra, Raod, District Toba Tek Singh
51	Central 1	Rahim Yar Khan	Jalalpur pirwala	Khewat # 246, Mouza jalalpur pirwala, District Multan
52	Central 1	Rahim Yar Khan	Khanpur	Ahmad Plaza Bypass Road Khanpur, Tehsil Khanpur, District Rahim Yar Khan
53	Central 1	Rahim Yar Khan	Rajanpur	Khata no. 644, Intaqal no. 12720, Moza Rajanpur 1, Kamran Market Indus Highway, Near Khushhali Bank, Rajanpur
54	Central 1	Rahim Yar Khan	Kot Mithan	Khewat no.1357, Khata no.17/486, Khawaja Ayaz Tower Baldia Chowk Kot Mithan Tehsil and District Rajanpur
55	Central 1	Rahim Yar Khan	Fazil Pur	Khata Number 437 Ward # 09 Main Indus Highway Fazilpur Tehsil and Distt Rajanpur
56	Central 1	Rahim Yar Khan	Zahir Peer	Khewat # 36/36, Khatooni # 80 to 85, Khasra # 308 to 14, Tataar Chaachar, Zahir Pir, Tehsil Khan pur, District Rahim Yar Khan.
57	Central 1	Rahim Yar Khan	Rahim Yar Khan-Islamic	Trust Colony, Mooza Rahim Yar Khan, Ander Hadood Committee Tehsil & District Rahim Yar Khan.

58	Central 1	Rahim Yar Khan	Sadiqabad-Islamic	Khewat # 167/162, Khasra # 57/3249, Khatooni # 768, Kacha Shahi Road, Tehsil Sadiqabad District Rahim Yar Khan
59	Central 1	Multan	MULTAN	Khewat No. 431, Khatooni # 786, Moza Neel Kot Chungi No 6, Bosan Road Punjab Nursery Gulgasht Colony, Multan.
60	Central 1	Multan	TIBBA SULTAN PUR	Khewat no.126,,khattoni no.326, khasra no. 104/121,plot no.133,ward no.4,Qutab Pur Road Tibba Sultan pur tehsil Mailsi district vehari
61	Central 1	Multan	Mian Channu	khawat no.635, khattoni no.647, khasra no.1672,Din Plaza 1672 Bodla Road, Mian Channu District Khanewal.
62	Central 1	Multan	ABDUL HAKEEM	Khatooni no. 191 & 199, Khata No. 63/27973, Kacha Kho road, Nized Sabzi Mandi Abdul Hakeem, district Khanewal.
63	Central 1	Multan	QADIRPUR RANWAN	Khewat No.449/443, Khatooni No. 1616 to 1617, Opposite Higher Secondary School Qadir Pur Ran towan, Tehsil Multan Sadar, District Multan.
64	Central 1	multan	Basti Malook	Khewat 5, Khatooni 15-17, Multan Road, Opposite Patrolling Post, Near Sabzi Mandi, Basti Malook, District Multan.
65	Central 1	Multan	SHUJABAD	Khewat # 92, Chungi # 10, Near ZTBL, Jalalpur road, Shujabad, District Multan
66	Central 1	Multan	Multan-Islamic	Property Unit No. 3626/J/SH, Ward No. VIII M (P-IV) Azmat Wasti Road Multan, Pakistan
67	Central 1	Multan	Khanewal-Islamic Branch	Near Bank Alfalah Islamic, College Road, Khanewal

68	Central 1	Layyah	Kot Addu	Khata#451 Khatoni#640 Near Al Quraish CNG GT Road Kot Addu
69	Central 1	Bhakkar	Mankera	Bhakkar Jhang Road, Gohar Wala Chowk, Near ZTBL, City Mankera, Tehsil Mankera, District Bhakkar.
70	Central 1	Bhakkar	Kehror Lal Essan	Khata # 74, Khatoni # 264, Near PTCL exchange fateh pur road, Tehsil KarorLal Essan District Layyah.
71	Central 1	Layyah	chowk azam	Khata no. 57, Under Haddod Municipal Committee ,MM road, Moza Lohanch,Thal Kalaan, Chowk azam, District Layyah
72	Central 1	Layyah	Chowk Sarwar	Khatooni no 54, Khewat no 35/32, MM Road, opposite general Bus stand , Chowk Sarwar Shaheed , tehsil Kot Addu District Muzafargarh.
73	Central 1	Bhakkar	Noorpur Thal	Khawat no.1134/1072, khatooni no.1717 Joharabad Road near Rescue 1122 Office Noorpur Thal.
74	Central 1	Bhakkar	Piplan	Plot # 40, Block # 4-5, Mandi Town Liaqatabad, Tehsil piplan, District Mianwali.
75	Central 1	Bhakkar	Fatehpur	Raqba Mutaqalla # 0-6, Chak # 249 T.D.A, Tehsil Kahrer Lal Esan, District Layyah.
76	Central 1	Layyah	Kot Sultan	Khata No.103,Khatooni No. 398-407,Layyah, Kot Addu Road, Near Askar 1 Petrol Pump, Kot sultan district Layyah.
77	Central 1	Layyah	Ahmed Pur Sial	Khewat No.581/558 Khatooni No. 1969, Opposite Usmania Masjid, Main Ahmedpur Sial Road, Tehsil Ahmedpur, District Jhang.

78	Central 1	Layyah	Chobara	KhataNo.8,Khatooni No.63, Near HBL branch Layyah Faisalabad Road, Tehsil Chobara,District Layyah.
79	Central 1	Bhakkar	PaharPur	Khewat No. 145, Khatooni No. 293, Rang Pur Adda, Tehsil Paharpur, District Dear Ismael khan.
80	Central 1	Bhakkar	Darya Khan	Khasra No. 1795/344/2, Khewat No. 51/11, Khatooni No. 72min, Bhakkar road, Tehsil Darya khan, District Bhakkar.
81	Central 1	Layyah	Gharmore Islamic	Main Garh Maharaja Road, Chowk Garh More, Tehsil Ahmedpur Sial, Distt. Jhang
82	Central 1	Layyah	Shorkot- Islamic Branch	Sabzi Mandi Road, Shorkot Cantt.
83	Central 1	Bhakkar	Dera Ismail Khan Islamic	Plot # 13, Survey # 68, Circular Road, Dera Ismail Khan Cantt
84	Central 1	Bhakkar	Bhakkar-Islamic Branch	Khewat # 36, Khatooni # 41 to 42, Near Jamil Stadium, Behal Road, Bhakkar
85	Central 1	Layyah	Layyah-Islamic Branch	Near Paracha Filling Station, Main Chobara Road,Mohalla Manzoorabad, Layyah
86	Central 1	Dera Ghazi Khan	Ali Pur	Khata no. 209,Rayan Plaza Near College Chowk, Multan Road, Alipur, District Muzaffargarh.
87	Central 1	Dera Ghazi Khan	Jampur	Ward No. 13, Khata No. 737, Dajal Road, Tehsil Jampur, District Rajanpur.
88	Central 1	Dera Ghazi Khan	Qasba Gujrat	Khata no. 118, Khattoni No. 326, Mansa Raam Khas ,Civil Hospital chowk, GT Road Qasba Gujrat tehsil kot addu District Muzaffargarh
89	Central 1	Dera Ghazi Khan	Dajal	Khata # 40, Herand Road, Mouza Dajal, Tehsil Jampur, District Rajanpur.

90	Central 1	Dera Ghazi Khan	ROHILANWALI	Khewat No. 22, Khatooni No.76-82, Opposite ZTBL Branch, Main Alipur Road, Rohillanwali, Tehsil & District Muzaffargarh.
91	Central 1	Dera Ghazi Khan	Kot Chutta	Khewat No. 109, intaqal No.9252, Kot Chutta No.3, Tehsil Kot Chutta, District Dera Ghazi Khan.
92	Central 1	Dera Ghazi Khan	Taunsa Sharif	Khata No.1313, Opposite Adil Shah Bus stand, Mouza Taunsa Sharif, District D.G.Khan
93	Central 1	Dera Ghazi Khan	Dera Ghazi Khan - Islamic	Khewat # 515, Nazd HBL Bank, Cinema Chowk, Multan Road, DG Khan
94	Central 1	Dera Ghazi Khan	Muzaffargarh-Islamic Branch	Khewat # 26, Inteqal # 12753, Basti Lutkaran, Main Alipur Road, Tehsil & District Muzaffargarh,
95	South	Kunri	Digri	City Survey # 1185, Mirwah Road digri Taluka Digri, District Mirpurkhas
96	Central 2	Sukkar Area	Ghotki	City Survey # 890, Ward B, Near Faisal Bank, Dewari Road, Ghotki
97	Central 2	Jacobabad Area	Sohbatpur	Khata & Khatooni number 49/49, Main Road Suhbat Pur, near Noorani Mosque/PTCL office Sohbat Pur.
98	Central 2	Sukkar Area	Pano Aqil	City Survey No. 1159, Near EidGah Chowk, Taluka, Pannu Aqil, District Sukkur
99	Central 2	Sukkar Area	Mehrabpur	Plot No# III A-13 A Thari Mirwah Road ,Mehrabpur District Naushahro feroze.
100	Central 2	Jacobabad Area	Kandh Kot	Registration No# 464, Entry No# 1000, Juman Shah Mohalla Kandhkot District Kashmore.
101	Central 2	Sukkar Area	Daherki	Survey No. 446, GT Road, Daharki, District Ghotki.
102	Central 2	Jacobabad Area	Thul	survey # 401, Riaz Chowk, Kandhkot Road, Tehsil Thul, District Jacobabad.

103	Central 2	Sukkar Area	Naushahro Feroze	Plot No. 327, Old National Highway, Noshahroferoze,
104	Central 2	Jacobabad Area	Dera Murad	New Circuit House, Opposite Officer Club & D.C. Office, Allah Chowk, PTCL Exchange Road, Dera Murad Jamali.
105	Central 2	Jacobabad Area	Usta Muhammad	Shop No. 386/4-17-5-3 & 368/4-17-5-4, Bala Khana # 368/4-17-5-5, Near Main Police Station, Jinnah Road, Tehsil Usta Muhamamd, District Jafarabad.
106	Central 2	Jacobabad Area	Dera Allah Yar	Near District Council Hall, D.C. Office, Tehsil Road, PTCL Exchange, Dera Allah Yar, District Jafarabad.
107	Central 2	Sukkar Area	Pir Jo Goth, khairpur	Ward A # 2243, Mohalla Chatti pur, Pir Jo Goth, Taluka Kingri, District Khairpur.
108	Central 2	Sukkar Area	THARI MIRWAH	Survey # 153 (1-00), 836 (1-10), Near Al Murtaza Marriage Hall , Thari Sui gas Road Thari Mirwah,
109	Central 2	Sukkar Area	Ranipur	Plot no.659 National Highways, Ward no.04, Town Ranipur.
110	Central 2	Sukkar Area	IMD Sukkur	City Survey 1712-B, Station Road, Sukkur.
111	Central 2	Sukkar Area	IMD Khairpur	Plot # 6, Survey # 193, New Abadi Deh Bhurgari, Taluka & District Khairpur.
112	Central 2	Sukkar Area	IMD Shikarpur	City Survey # 19-101/1, Hathi Gate, Near dadwai Road, Shikarpur
113	Central 2	Sukkar Area	IMD Gambat	Survey # 2118, Station Road, Adjut Caltex Pump, Ghambat, District Khairpur
114	Central 2	Sukkar Area	Kandiari, Naushahro Feroze-Islamic Branch	Near, Al-Makkah Restaurant main National Highway Bus stop Kandiari, District, Noushehro feroze

115	Central 2	Jacobabad Area	Jacobabad-Islamic Branch	City Survey # 606/2/A, Jacobabad
116	Central 2	Jacobabad Area	Quetta-Islamic	Main Suraj Gunj Bazar, Quetta.
117	Central 2	Sahiwal Area	Chichawatni	kewat no.17,Fazal Plaza, Begum Shahnaz road, Chichawatni
118	Central 2	Sahiwal Area	Basirpur	Khewat # 453/442, Khatooni # 449/4, Opposite Niazi Adda, Near allied bank, Basirpur, Tehsil Depalpur, District Okara.
119	Central 2	Sahiwal Area	Hujra Shah Muqem	Khewat # 690/661, Khatooni # 1369, Hujra Shah Muqem, Tehsil Depalpur, District Okara.
120	Central 2	Sahiwal Area	Depalpur	Khewat # 1916, Khatooni # 3060, Khasra # 45/1449, Hujra road, Deepalpur Opposite lari Adda
121	Central 2	Sahiwal Area	Okara	Khewat No 1320, Khatooni No 1408, Khasra No C/2771, Sahi Manzil, College Road, Opposite Municipal Corporation, Okara.
122	Central 2	Sahiwal Area	Harrapa	Khewat # 128, Khatooni # 309 to 3103, Khasra # 7, Main Bazaar Harappa, Near Khushkhali Bank, Tehsil & District Sahiwal.
123	Central 2	Sahiwal Area	Manga Mandi	Khewat # 99, Khatooni # 199, Manga Autaar Main Bazaar, Tehsil Raiwind, District Lahore
124	Central 2	Sahiwal Area	Pattoki	Khewat # 874, Khatooni # 2305 to 2426, khasra # 155, Chak # 35, Pattoki Bypass, Tehsil Pattoki & District Kasur
125	Central 2	Sahiwal Area	Sahiwal IMD	Khewat # 6024, Khatooni # 6098, 388/I Fareed Town Sahiwal.

126	Central 2	Arif Wala Area	Pakpattan	Plot No. B-I/92/A-II Khasra No. 208/14, Khewat No.2603, Khatoni No. 2928, College road Pakpattan
127	Central 2	Arif Wala Area	Haroon Abad	Khewat # 685, Khatooni # 685, Shop # 195/C Block C, Bangla Road, Near Grain Market, Haroonabad, Distt. Bahawalnagar.
128	Central 2	Arif Wala Area	Minchen Abad	Khewat # 471, Khatooni # 472, Circular Road, Minchen Abad, Distt. Bahawalnagar,
129	Central 2	Arif Wala Area	Burewala IMD	Khewat # 10/10, Khatooni # 19, Khasra 19/16, Azimabad, Tehsil Burewala, District Vehari,
130	Central 2	Arif Wala Area	Arifwala IMD	Khewat # 89/88, Khatooni # 463-C 469, Khasra # 13, Tehsil Arifwala, District Pakpattan,
131	Central 2	Arif Wala Area	Bahawalnagar IMD	Khewat # 2262, Khatooni # 2409, Kacheri Road, Nazd Finca Bank, Bahawalnagar
132	Central 2	Arif Wala Area	Vehari IMD	Khewat # 711, Khatooni # 739, Khasra 138, Vehari,
133	Central 2	Hasilpur Area	Chishtian	Khewat No. 659/661, 660/662, Khatooni No. 659,660, Baldia Road, Near DPS School, Tehsil Chishtian, District Bahawalnagar.
134	Central 2	Hasilpur Area	Kehror Pacca	Khewat # 92, Dunyapur road near railway phatak, zafar abad tehsil Kahrora Pacca, District Ldhran
135	Central 2	Hasilpur Area	Hasilpur	Khewat & Khatooni # 103, Altaj Plaza, railway road, Hasilpur, District Bahawalpur
136	Central 2	Hasilpur Area	Fort Abbas	Khewat no. 267, Khasra no. 126/B, Moulana Hafeez Street near Boys' High School, Fort Abbas, District Bahawalnagar.

137	Central 2	Hasilpur Area	Mailsi	Khewat # 45/45, Khatooni # 202 to 220, Khasra # 87/2, Salim Khata # 508-13, Tehsil Mailsi, District Vehari.
138	Central 2	Hasilpur Area	Khairpur Tamewali	Opposite Chand Restaurant, Thana Mor, Main Bhawalpur Road, Basti Malook, Khairpur Tamewali.
139	Central 2	Bahawalpur Area	Lodhran	Khata no.291, ward no. 26, Near Jalalpur Mor, Opposite Ahl-e-Hadis Masjid, Multan Bahawalpur Road Lodhran
140	Central 2	Bahawalpur Area	DUNYAPUR	Khewat No. 233, Near Khawaja Asim & Qasim Company, Railway Road Dunyapur, District Lodhran
141	Central 2	Bahawalpur Area	Ahmedpur east	Khata # 136/134, Khatooni # 193, Near Rohi Autos, Kachahry Road, Ahmedpur East, District Bahawalpur
142	Central 2	Bahawalpur Area	Uch Sharif	13/13, Khatooni No. 20 Sohail Trade centre, Near ZTBL, Ahmedpur East road, Uch sharif Tehsil APE, district Bahawalpur
143	Central 2	Bahawalpur Area	Liaquatpur	plot no.133 City Center Rest House Road Tehsil Liaquat Pur, District Rahim Yar Khan.
144	Central 2	Bahawalpur Area	Yazman	Khata no 423/373, khatooni no. 572, Rec no.228/12, Muraba no. 9 _Kila no.25/1, chak no 56_DB-(A),Bahawalpur Road Yazman, Near Tool Tax Tehsil Yazman, District Bahawalpur.
145	Central 2	Bahawalpur Area	Head Rajkan	Khewat # 25/51, Khatooni # 210 to 217, Chak # 35, DNB, Tehsil Yazman, District Bahawalpur.
146	Central 2	Bahawalpur Area	Bahawalpur-IMD	Khewat # 267, Khatooni # 626, House #406/C

				Satellite Town, Bahawalpur, Pakistan
14 7	North	Islamabad	Islamabad - Blue Area	Shop no.7 & 8, Plot no.64W, Masco Plaza,Ground Floor, Jinnah Avenue, Blue Area,Islamabad.
14 8	North	Potohar	Wah Cantt	Ground Floor, Plot # 09, Wah Model Town, Phase 1, Near Allied Bank, G.T. Road, Wah Cantt.
14 9	North	MZA	Skardu	Khata # 21/61 to 21/68, Khasra # 39, Mooza Sakmidaan, Skardu.
15 0	North	Potohar	Pindi Gheb	Khewat # 1867, Khatooni # 3315, Khasra # 4077/2, Near ZTBL, Tehsil Pindi Gheb, District Attock.
15 1	North	Islamabad Urban	F-8 Islamabad	PTCL Revenue office, Johar Road, Near PSO Pump, F-8 Markaz Islamabad.
15 2	North	Islamabad Urban	Gulberg Green Islamabad	Sarene Heights, Gulberg Greens, Islamabad.
15 3	North	Islamabad	Timargarah	Shaheed Chowk, Near Public Library, Bypass Road, Tehsil Timergarah, District Lower Dir.
15 4	North	Islamabad Urban	Tarlai	Khewat # 633, Khatooni # 750-754, School Stop, Tarlai Kalan, Islamabad.
15 5	North	MZA	Balakot	Khasra No 1887 Police Market, opposite Balakot police station, Kaghan Road Balakot.
15 6	North	Islamabad	Mingora Swat	Registry No. 293, Abaseen tower, China Plaza, Tehsil Mingora, District Sawat.
15 7	North	MZA	Bagh	Khasra No 212, Near Pulli Stop, Bagh, District Azad Kashmir.
15 8	North	Peshawar	Swabi	Khata no.1889/3308, 1897/3308, & 4478/3617, Grade Station, Khangira Road, District Sawabi.

15 9	North	MZA	Gilgit	Khasra # 1935, Jutial Road, District Gilgit.
16 0	North	Potohar	Tala Gang	Khewat 435, Khatooni 834, Khata 10/55, B-11, 203-E-2, Near Madni Chowk, Pindi Road, Talagang, District Chakwal.
16 1	North	Potohar	Fateh Jang	Khewat 495, Khatooni 605, Pindi Road, Near UBL, Tehsil Fateh Jang, District Attock.
16 2	North	Islamabad Urban	G-8 Booth Islamabad	PTCL Head Quarter, Block E, Sector G-8/4, Islamabad.
16 3	North	Islamabad Urban	CSD Booth Rawalpindi	CSD head Quarter, 265, Muhammad Hussain Road, Newar FWO, Rawalpindi Cantt
16 4	North	MZA	Muzaffarabad	Shop # 1-6, 1st floor, Bilal Shopping Complex, Upper Adda, Muzaffarabad
16 5	North	Peshawar	Peshawar-Islamic	Jaanisar Plaza, GT Road, Hasshtnagri, Peshawar City.
16 6	North	Peshawar	Mardan-Islamic	Shop # 29, 30, 31, Shaheen Shopping Mall – 3, Malakand Road, Mardan.
16 7	North	Islamabad	Rwp IMD	B-1000, 4th Road, Satellite Town, New Town Police Station Road, Rawalpindi.
16 8	North	MZA	Abbotabad- Islamic	khasra # 1001 new 2336, 2335, Shop # 173, 174 & 175 Mansehra Road supply bazar Jinnah road Abbottabad.
16 9	North	Potohar	Haripur-Islamic	Khasra # 406/407, Shahrah e Resham, Main GT Road, Haripur Hazara.
17 0	North	Peshawar	Nowshera-Islamic	Khata # 81, Khatooni # 186, Khasra # 6693/6827/7, Nowshera Kalaan, Tehsil & District Nowshera
17 1	North	Peshawar	Charsadda-Islamic	Khatooni # 619/1118 to 1122, , Mian Babar Zaman Building, Tangi Road, Charsada.

17 2	North	MZA	Mansehra-Islamic	Khata # 590, Khatooni # 1138, Khasra # 9408/2702, Ghulam Ghos Hazarvi Road Near Noor College Mansehra.
17 3	North	Islamabad	G-10 Islamabad-Islamic Branch	Plot # 27-A, G-10 Markaz Islamabad
17 4	North	Islamabad	Matta-Islamic	Opposite Shell Filling Station, Near Faisalabad Bakers, Mingora Road, Matta
17 5	North	Islamabad	Batkhela-Islamic	Riaz Market, Batkhela Bazar, Tehsil Batkhela, District Malakand
17 6	North	Potohar	Hassanabdal-Islamic	Near THQ Hospital, Main Hazara Road, Hassanabdal
17 7	North	Peshawar	Kohat-Islamic Branch	at Khata & Khatooni # 317/313, 321, Khasra # 7, Moza Meri Qureshi Plaza, Near Suzuki Showroom, University Road, Kohat
17 8	North	Potohar	Attock-Islamic	Near Bonanza Satrangi, Main Kamra Road, Attock
17 9	North	Potohar	Chakwal IMD	Near DC Complex, Main Talagang Road, Chakwal
18 0	North	MZA	Chitral-Islamic	Village Bypass Road, Post office Chitral, Attaliq Bazar, Tehsil Chitral
18 1	North	Gujrat	Dinga	Khatooni #370, Paris plaza, Lal qila chowk, Jinnah road Dinga, Tehsil Kharian, District Gujrat.
18 2	North	Gujrat	Jehlam	OSS Hall, Kazim Kamal Road, PTCL Compound, Jhelum Cantt.
18 3	North	Gujrat	Rawat	Khewat # 676 & 772, Khatooni # 1000, 1187, 1188, Khasra # 2375, 2372, 2373, 2374, Main GT Road Rawat. Tehsil & District Islamabad.
18 4	North	Sargodha	Silanwali	Khewat # 1947, Khatooni # 1977, Khasra # 46/7 to 4, Zafarabaad, Tehsil

				Sillanwali, District Sargodha.
18 5	North	Sargodha	Bhalwal	Khata No. 35, Ahata No. 131, Liaqat Shaheed Road, Tehsil Bhalwal, District Sargodha.
18 6	North	Sargodha	Mandi Bahauddin	Khewat No.258,Khatooni No. 363, Khasra No.368, Main Bazar Bank Square, District Mandi Bahauddin.
18 7	North	Sargodha	Kot Momin	Khata No. 104, Khewat No. 483 1/2, Bhagtanwala Road, Tehsil Kot Momin, District Sargodha.
18 8	North	Sargodha	Quaidabad	P-12, 3 Marla Scheme, Khewat No. 32 & 33, Lakkar Mandi, Tehsil Quaidabad, District Khushab.
18 9	North	Sargodha	Chhota Sahiwal	Khewat No. 1239, Khatooni No. 1998, Sahiwal Sargodha Road Sahiwal,Choota Sahiwal,district Sargodha.
19 0	North	Gujrat	Lala Moosa	Khewat No. 215, Qiata 27, Khatooni No. 493-516, Behari Colony, Near Graveyard, GT Road, Lala Moosa, Tehsil Kharian & District Gujrat.
19 1	North	Sargodha	Sargodha-IMD	Khewat # 266, Khatooni # 278, Killa/ Khasra # 21/2, Square # 32, Chak # 46/NB, Lahore Road, Sargodha
19 2	North	Gujrat	Gujrat-IMD	Opposite Pak Fan Factory, Main G. T. Road, Gujrat
19 3	North	Sargodha	Jauharabad-Islamic Branch	Plot # 31, Khewat # 291, Khatooni # 401, Block # 2, near Alfalah Chowk, Jauhrabad
19 4	North	Gujrat	Kallar Syedan IMD	Near DHQ Hospital, Main Pindi Road, Kalar Syedan
19 5	North	Sargodha	Mianwali-IMD	Shahmeer Plaza, Near ZTBL Bank, Govt. High School Road, Mianwali

19 6	North	Gujrat	Gujjar Khan IMD	Umer Farooq Plaza, Opposite Nadra Office, Main G.T. Road, Gujar khan
19 7	South	Kunri	Umarkot	Plot # 19, 20, 40 & 41 Mirpurkhas, Road Umar Kot District Umar Kot.
19 8	South	Kunri	Mithi	Plot No. 10 and 11, Near Press Club Mithi District Tharparkar
19 9	South	Badin	Golarchi	Plot No. A-1, Main Karachi Road ,Golarchi , District Badin
20 0	South	Badin	Mirpur Sakro	Plot No. 285, Main Gharo Road Mirpur Sakro District Thatta
20 1	South	Kunri	Islamkot	Plot No. 49A, Nangar Parkar Road, Mukhi Mohla, Islamkot, District Tharparkar.
20 2	South	Badin	Sujawal	Plot No. 5-A, Main Sujawal to Karachi Road, near irrigation colony, Sujawal District Sujawal.
20 3	South	Kunri	Chachro	Plot 294/02, Main Umer Kot Road, Chachro, District Tharparkar.
20 4	South	Kunri	KGM	Deh # 290-A City Survey Plot # 978, Tehsil Kot Ghulam Muhammad, District Mirpurkhas.
20 5	South	Badin	Thatta	S. No. 117, Sujawal Road, Near Shah Jahan Masjid, Thatta Sindh, District Thatta.
20 6	South	Kunri	Dhoronaro	Rajar Shopping Center Shop No: 2,3,4,11,12,13,14 near PTCL Exchange, P.O Dhoronaro Taluka & District Umerkot.
20 7	South	Badin	Tando Bago	Shop#16, 17 & 18 Faiz Town, opposite Degree College, Tehsil Tando Bago, District Badin.
20 8	South	Badin	MP Bathoro	Plot/Survey No. 168-169, Tando Muhammad khan, Sujawal Road, Mirpur

				Bathoro, Taluka Batoro, Distt. Thatta.
20 9	South	Badin	Badin IMD	Deh Sohenri Turk Mohallah, Ward No. 04, Shahnawaz Chowk, District Badin
21 0	South	Kunri	Kunri-IMD	Deh Chhajro, Tappa Chhajro, Tluka Kunri, District Umarkot
21 1	South	Nawabsha h	Shahpur Chakar	Plot # 17 A, Survey # 193, Near Main Bus Stop Shahpur Chakar, Tehsil Shahdadpur, District Sanghar.
21 2	South	Larkana	Mehar	Ward# A City Survey # 752, 1041 & 1042 School Road Mehar District Dadu.
21 3	South	Larkana	Qambar	Ward –B city survey no 63/132-64/88, 65 & 66 Muhabbat Ali Road Old Shahdad Kot, Near NBP/Sindh Bank, Qambar.
21 4	South	Nawabsha h	Moro	Ward# 13 Main Road, Moro, District Naushahro feroze.
21 5	South	Larkana	Ratodero	city survey no 794/34, 794/35 & 794/36 shikarpur road ratodero
21 6	South	Larkana	Nasirabad	House No.# 2334 Ward-B Madina Shopping Centre, Mohallah Kathia Bazar, Badah Road, Nasirabad, District Qambar, ShahdadKot.
21 7	South	Nawabsha h	Qazi Ahmed	Ward No. 2 Sardar Colony, Near Police Station National High Way Road Qazi Ahmed, District Nawabshah.
21 8	South	Nawabsha h	Shahdadpur	Plot 10/11/12/13/14/15, Station Road, Shahdadpur, District Sanghar.
21 9	South	Nawabsha h	Daur	Ward: No, 04, House# IB/137 Mohallah Jamali Road Daur, District

				Shaheed Benazirabad (Nawabshah).
220	South	Nawabshah	Sehwan	Mashallah Petrol Pump, Dargah Road, Sehwan Shareef, Tehsil Sehwan, District Jamshoro.
221	South	Larkana	Larkana (IMD)	City Survey # 700, Taluka Larkana, Bank Square Larkana.
222	South	Nawabshah	IMD Nawabshah	Ward B, Mohani Bazaar, Nawabshah, Pakistan
223	South	Larkana	Dadu (IMD)	City Survey # 155, Deh Markhpur, Tapa-A, Makhdoom Bilawal, Sehwan Road Taluka Dadu,
224	South	Nawabshah	Sanghar-Islamic Branch	Thana Road, Sanghar Town, Tehsil & District Sanghar
225	South	Hyderabad	Mirpurkhas	PTCL Exchange Office near Main GPO chowk Mirpurkhas
226	South	Hyderabad	Tando muhammad Khan	City Survey No. 831/1, Ward-B, Khawaja Mohallah, Tando Muhammad Khan, District Tando Muhammad Khan.
227	South	Hyderabad	Tando Allahyar	Plot no.7, Near Grid Station Mohalla Main Hyderabad Road Tando Allahyar Tehsil & District Tando Allahyar
228	South	Hyderabad	Tando Adam	Ward# A House# 516 Near Indus Hotel, Hyderabad Road Tando Adam District Sanghar.
229	South	Hyderabad	Hala	City Survey No.1365, Dargah Road Near the first Microfinance Bank District Matiari.
230	South	Hyderabad	khipro	Ward no.76, Mirpurkhas Road, Khipro Taluka Khipro District Sanghar.
231	South	Hyderabad	IMD Hyderabad	Thandi Sarak, PTCL Exchange, Hyderabad.

23 2	South	Karachi	Nazimabad	plot no 1/28, nazimabad no 1, Al-ghafoor , eden groud floor, karachi.
23 3	South	Karachi	Gulshan e Iqbal	Block 10-A, KDA Scheme No. 24, District Gulshan-e-Iqbal, Karachi.
23 4	South	Karachi	Shahrah e Faisal	Showroom NO.11 & 13 Ground floor Pak Avenue,Plot No 24/A survey Sheet No.35-P/1, Block No.6, PECHS, Shakra-e-Faisal Karachi
23 5	South	Karachi	North Karachi	Plot no R-12, sector no 5 c/4 North karachi township Karachi
23 6	South	Karachi	Sibi	Allahabad Road, PTCL T & T Office, Near General Bus Stand, Tehsil & District SIBI.
23 7	South	Karachi	Tariq Road	Plot # 152-S, Block # 2, PECHS Karachi.
23 8	South	Karachi	Badar Commercial	Plot # 13-C, Street # 10, Shop # 1 & 2, Badar Commercial, DHA Phase 5 Karachi.
23 9	South	Karachi	Gulshan e Iqbal,13-D,Branch Karachi	Gulshan e Iqbal,13-D,Branch Karachi
24 0	South	Karachi	Gulshan Islamic	Shop #SB 15/1, block #13-c, Ghulshan e iqbal, KDA scheme, 24, Karachi
24 1	South	Karachi	Gwadar Islamic	Jannat Bazar, Opposite ZTBL Gawadar City, Gawadar.
24 2	South	Karachi	Pishin Isl	Khalo jan street Main Bazar Oishin

10.Schedule of Event

S. No	Events	Timelines
1	Circulation of RFP to procurement team	20-Aug-2025
2	Circulation of RFP to vendor in new Paper	22-Aug-2025
4	Last day for submission of Clarifications Questions	29-Aug-2025
5	Procurement replies to vendor queries	02-Sep-2025
6	RFP Submission date (technical and Commercial)	4-Sep-2025
7	Technical RFP evaluation including vendor clarifications	10-Sep-2025
8	Commercial clarifications with vendors	12-Sep-2025
9	Commercial negotiation round with vendors	16-Sep-2025
10	Finalization of Commercial Evaluation and vendor selection	18-Sep-2025
11	SLA Finalization with Vendor	25-Sep-2025

End of Document

RFP for Disaster Recovery Site Infrastructure Enhancement & Production ELK Stack Deployment

1.0 Project Overview and Objectives

This Request for Proposal (RFP) seeks a qualified strategic partner to design, supply, implement, and support a significant enhancement of our IT infrastructure at the Disaster Recovery (DR) site. This project is critical for ensuring business continuity, meeting projected growth, and enabling advanced data analytics capabilities.

The solution encompasses Four primary objectives:

1. **Capacity Expansion:** Augmenting compute, memory, and storage for the existing OpenShift Container Platform (OCP) and VMware vSphere clusters.
2. **New Workload Deployment:** Provisioning and integrating a dedicated, production-grade ELK (Elasticsearch, Logstash, Kibana) stack on the VMware platform for centralized logging and analytics.
3. **Operational Excellence:** Ensuring the entire enhanced environment is resilient, performant, secure, and supported by a robust operational framework.
4. Procurement and installation of SSL certificates for 4xOCP clusters console and API access.

The successful vendor will be responsible for an end-to-end, turnkey solution, including all hardware, software, licensing, professional services, and long-term support.

2.0 Detailed Technical Specifications & Architecture

Vendors must propose a coherent, scalable, and optimized solution that includes a detailed architectural diagram addressing the following mandatory enhancements.

2.1 Core Infrastructure Enhancement

- 2.1.1 OCP Cluster Enhancement: Integrate net new worker node capacity into the existing cluster.
 - CPU: 64 Cores (Intel 6th Gen XEON with P Cores)
 - RAM: +1 TB (DDR5 Memory)
 - Storage: +2 TB all Flash NVME capacity

- 2.1.2 VMware vSphere Cluster Enhancement (General Purpose): Integrate net new capacity for general VM workload growth.
 - vCPU: 96 Cores (Intel 6th Gen XEON with P Cores)
 - RAM: +1 TB (DDR5 Memory)
 - Storage: +2 TB all Flash NVME capacity

2.2 New ELK Stack Deployment on VMware Cluster

The new ELK solution must be covered for the end-to-end deployment, configuration, and operationalization of (Elasticsearch, Logstash, Kibana) stack for centralized logging, monitoring, and analytics across the organization's infrastructure and applications.

The scope shall include, but not be limited to:

- Supply, setup, and installation of ELK stack (latest stable version) on designated servers/VMs/containers.
- Integration of ELK with existing infrastructure (servers, databases, middleware, applications, and network devices).
- Configuration of log ingestion pipelines (via Logstash, Beats, or other supported agents).
- Setup of Elasticsearch clusters (including node roles, shards, and replication strategies) for scalability and high availability.
- Deployment and configuration of Kibana dashboards for visualization, reporting, and alerting.
- Implementation of data retention, indexing, and archival policies.
- Configuration of user authentication, access controls, and integration with existing identity providers (e.g., LDAP/AD, SSO).
- Performance tuning of the ELK stack to ensure optimal ingestion, indexing, and query performance.

2.3 Deliverables

The bidder shall deliver the following:

1. Installed and configured ELK stack, fully integrated with Ubank organizational infrastructure.
2. Custom log ingestion pipelines for critical systems i.e. a banking critical application logs (to be defined jointly during project initiation).
3. Predefined Kibana dashboards for system monitoring, security monitoring, and application performance insights.

4. Knowledge transfer and documentation, including:
 - System architecture and design document.
 - Installation and configuration manuals.
 - Runbooks for common operational tasks.
 - Backup and recovery procedures.
5. Training sessions for nominated staff on ELK administration and dashboard usage.

4.0 Support & Maintenance

The bidder shall provide **comprehensive support services** post-deployment, including:

- Onsite support of 12 months after successful Go-Live.
- Annual Support & Maintenance services thereafter, covering:
 - Incident resolution and troubleshooting (24x7 or as per agreed SLA).
 - Patch management, upgrades, and security fixes for ELK components.
 - Performance monitoring and proactive health checks.
 - Enhancement support for adding new log sources and dashboards.
- Defined SLAs for response and resolution times (to be finalized with the organization).

5.0 Compliance & Standards

The bidder must ensure that:

- The solution complies with industry best practices for security, scalability, and high availability.
- Sensitive log data is protected in accordance with organizational data protection and regulatory requirements.
- Open-source licensing requirements for ELK and related components are clearly documented and adhered to.

6.0 Architectural and Integration Mandates

The proposal must explicitly address:

- Full compatibility with existing infrastructure. Provide an interoperability matrix.
- Rationale for the chosen architecture (e.g., HCI vs. Traditional). Justify the consolidation of ELK and general workloads or separation thereof.
- Detail required network changes, including switch ports, VLANs, MTU, and specific bandwidth/segmentation considerations for ELK node-to-node and ingestion traffic.

- Integration with existing security frameworks for access control, specifically for the ELK stack.
- Use of Infrastructure as Code (IaC) tools like Terraform/Ansible for deployment and configuration reproducibility.
- Approach to tuning the VMware and storage layers specifically for the demanding ELK workload.

7.0 Software, Licensing, and Support

7.1 Licensing Requirements

- A one (1) year subscription for VMware vSphere Foundation (VVF) bundle for the total net new capacity.
- All required subscriptions for the net new OCP nodes for a five (5) year term.
- Enterprise-grade subscription (e.g., Elasticsearch) or supported distribution license for a five (5) year term.
- All necessary licenses for management, monitoring, and automation tools.

7.2 Support Services

- A single, comprehensive five (5) year hardware and software support agreement covering the entire solution.
- Defined response and resolution times for 24/7 hardware support and software issues.
- Must include proactive monitoring, health checks, and firmware/software update management for all components.

8.0 Professional Services Requirements

The vendor must provide a detailed Statement of Work (SOW) for the following phased approach:

- Phase 1: Planning & Design: Discovery workshop and sign-off on detailed Design Document (HLD/LLD).
- Phase 2: Implementation & Deployment: Physical installation, cabling, and firmware updates.
- Phase 3: Configuration & Integration:
 - Integration of new resources into existing OCP and VMware clusters.

- ELK-Specific Deployment: Deployment, configuration, and security hardening of the complete ELK stack per best practices.
- Phase 4: Testing & Validation: Execution of a test plan for performance, failover, and specific ELK stack benchmarking. Delivery of "as-built" documentation.
- Phase 5: Knowledge Transfer & Handover: Training for operational teams on managing the new and enhanced environments.
-

9.0 Vendor Qualifications & Mandatory Requirements

The bidding vendor must meet all following criteria for consideration:

- Partnerships: Current VMware Partner.
- Certified Personnel:
 - Project Manager: The assigned PM must hold a current Project Management Professional (PMP®) certification. Include resume and certification number.
 - Technical Staff: Assign a certified Solution Architect and deployment engineers with current relevant certifications (e.g., VCP, OCP, RHCE, platform-specific).
- Past Performance: Provide three (3) detailed case studies from the last 36 months for projects of similar scope and complexity, specifically involving VMware, OCP/Kubernetes, and preferably data-intensive workloads (like ELK). Client references must be included.
- Corporate Certifications: Active ISO 9001:2015 (Quality Management) and ISO/IEC 27001:2022 (Information Security Management) certifications. Submit proof.

10.0 Proposal Response Requirements

Vendors must structure their response to include:

- Executive Summary & Statement of Compliance table.
- Technical Solution Deep Dive with architecture diagrams and full BoM.
- Detailed Pricing with a 5-year TCO breakout (Hardware, Software by year, Services, Support).
- Implementation Plan, Timeline, and Risk Assessment.
- Company Profile, qualifications, case studies, and references.
- Copies of proposed support agreements and SLAs.

11.0 Proposal Response Structure

Vendors must structure their response as follows:

- Executive Summary: Business-focused overview of your solution's value.
- Statement of Compliance: A table confirming compliance/non-compliance with each requirement in this RFP.
- Technical Solution Deep Dive: Detailed architecture, rationale for technology choices, Bill of Materials (BOM), and full specifications.
- Implementation Approach: Detailed project plan, timeline, risk assessment, and mitigation strategies.
- Pricing: Detailed total cost of ownership (TCO) for 5 years, with clear breakout for: Hardware, Software Licenses (by year), Professional Services, and Ongoing Support.
- Company Profile: Qualifications, certifications, case studies, and references as requested above.
- Support & SLA Documentation: Full copy of the proposed support agreement.

12.0 Procurement and Installation of SSL Certificates for OCP Clusters Console & API endpoints.

The bidder shall provide, deliver, and implement SSL/TLS certificates for securing OpenShift Container Platform (OCP) clusters, covering both API endpoints and the OpenShift web console.

The scope shall include, but not be limited to:

- Procurement of SSL/TLS certificates from a recognized and trusted Certificate Authority (CA).
- Installation and configuration of SSL certificates for:
 - 4xAPI's end point single domain certificates i.e. → api.ocp-xx-xxx-xxx.xxx.com.pk at PR and DR sites
 - 4xWeb/apps Console wild card SSL certificates i.e. → *apps.ocp-xxx-xxx.com.pk at PR and DR sites
- Validation of proper certificate chaining, including root and intermediate CAs.
- Renewal strategy and automation setup for certificate lifecycle management.
- Testing and validation to ensure uninterrupted secure access to OCP console/apps and API.

12.1 Certificate Requirements

The SSL/TLS certificates must:

- Be issued by a trusted CA (commercial or organizational PKI, as per policy).
- Support industry-standard SHA-256 or higher hashing algorithms.
- Be valid for a period of 3 years (minimum 5 years, renewable).
- Support Subject Alternative Names (SANs) for API, console, and wildcard subdomains where applicable.
- Meet compliance standards such as TLS 1.2/1.3 support and be aligned with security best practices (no weak ciphers).
- Procured SSL/TLS certificates (or integration with internal CA).
- Installed and configured certificates on designated OCP clusters.
- Testing results confirm successful secured access to OCP console and API endpoints.

[illegible]

[illegible][illegible]

DESKTOP	HP	COMPAQ 8300														
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Description	Make	Model	Unit Price (Without Tax)																		
			Printhead	Toner Cartridge	Drum Unit	Fuser Unit	Transfer Belt / Transfer Roller	Paper Feed Rollers	Paper Tray	Duplex	Output	Power Supply Unit	Power Cord	USB/ Network Port	WiFi Card	Control Panel / Buttons	LCD / Touchscreen Display	Casing / Cover Panels	Gear & Belts	Cooling Fan	Sensor
PRINTER	HP	LASER JET PROM4002																			
PRINTER	HP	LASER JET PROM4004																			
PRINTER	HP	LASERJET M402DNE																			
PRINTER	HP	LASERJET PRO M4026DN																			
PRINTER	HP	LASERJET PRO M404N																			
PRINTER	HP	LASERJET PRO MFP M426FDN																			
PRINTER	HP	PRO M203DW																			
PRINTER	HP	SHNGC-1800-00																			
PRINTER	HP	W1A52A																			
PRINTER	HP	W1A53A																			
PRINTER	HP	CE651A																			
PRINTER	HP	LASERJET PRO M404DN																			
PRINTER	HP	COLOR LASER 179 FFW																			

Description	Make	Model	Unit Price (Without Tax)																
			Scanner Glass / Platen Glass	Image Sensor	Light Source	Lens Assembly	Automatic Document Feeder	Feed Rollers / Picking Rollers	Separation Pad	Paper Exit Rollers	ADF Belt	Power Supply Unit	Power Cord	USB / Network Port	Control Panel / Buttons	LCD/ Touchscreen Display	Scanner Lid	Hinges	Cooling Fan
SCANNER	CANON	LIDE 300																	
SCANNER	CANON	LIDE120																	
SCANNER	CANON	LIDE300																	
SCANNER	HP	FCLSD-1104																	
SCANNER	PLUSTEK	OPTICSLIM 2700																	

Description	Make	Model	Unit Price (Without Tax)			
			Display	Display Case	Power Supply	Screen Panel
LCD	ACER	AL1717F				
LCD	ACER	B193W				

LCD	ACER	B196WL				
LCD	ACER	G185H				
LCD	ACER	LED MONITOR				
LCD	ACER	V173				
LCD	ACER	V173B				
LCD	ACER	V17HL				
LCD	ACER	V183HV				
LCD	ACER	V193W				
LCD	ACER	V193WB				
LCD	ACER	V193WD				
LCD	ACER	V196WL				
LCD	ACER	X183HB				
LCD	ACER	X193W				
LCD	AOC	718S				
LCD	AOC	919VWA				
LCD	AOC	992SW2				
LCD	AOC	TFT19W80PSA				
LCD	ASUS	VE198				
LCD	ASUS	VH192				
LCD	ASUS	VH192D				
LCD	ASUS	VH196				
LCD	ASUS	VW193				
LCD	ASUS	VW199				
LCD	BENQ	ET0025TA				
LCD	COMPAC	TFT185W80PSA				
LCD	DELL	0W5HWWR				
LCD	DELL	1703FPF				
LCD	DELL	1703FPS				
LCD	DELL	17047PVT				
LCD	DELL	1704FPBT				
LCD	DELL	1704FPTT				
LCD	DELL	1704FPVS				
LCD	DELL	1704FPVT				
LCD	DELL	1707FPC				
LCD	DELL	1707FPF				
LCD	DELL	1707FPT				
LCD	DELL	1708FET				
LCD	DELL	1708FPB				
LCD	DELL	1708FPF				
LCD	DELL	1708FPI				
LCD	DELL	1708FPT				
LCD	DELL	170F4PVT				
LCD	DELL	19 INCH				
LCD	DELL	1907FPT				
LCD	DELL	1908WFPF				
LCD	DELL	1909WB				
LCD	DELL	1909WF				
LCD	DELL	190WFPF				
LCD	DELL	2007FPB				
LCD	DELL	2009WT				
LCD	DELL	E1709WC				
LCD	DELL	E170SC				
LCD	DELL	E170SE				
LCD	DELL	E170SP				
LCD	DELL	E170ST				
LCD	DELL	E1715SC				
LCD	DELL	E171FP				
LCD	DELL	E172FPT				
LCD	DELL	E173FPB				
LCD	DELL	E173FPC				

LCD	DELL	E173FPF				
LCD	DELL	E176FPB				
LCD	DELL	E176FPC				
LCD	DELL	E176FPF				
LCD	DELL	E176FPM				
LCD	DELL	E177FPB				
LCD	DELL	E177FPC				
LCD	DELL	E177FPF				
LCD	DELL	E177FPV				
LCD	DELL	E178FPB				
LCD	DELL	E178FPC				
LCD	DELL	E178FPT				
LCD	DELL	E1909WB				
LCD	DELL	E1909WC				
LCD	DELL	E1909WF				
LCD	DELL	E1910C				
LCD	DELL	E1910HC				
LCD	DELL	E1911C				
LCD	DELL	E1911F				
LCD	DELL	E1912HF				
LCD	DELL	E1913C				
LCD	DELL	E1914HC				
LCD	DELL	E1914HEF				
LCD	DELL	E1916H				
LCD	DELL	E1916HA				
LCD	DELL	E1916HEF				
LCD	DELL	E1916HV				
LCD	DELL	E198WFPF				
LCD	DELL	E198WFPV				
LCD	DELL	E2011HC				
LCD	DELL	E2016H				
LCD	DELL	E2016T				
LCD	DELL	IN1910NF				
LCD	DELL	OPTIPLEX 3020				
LCD	DELL	P170SB				
LCD	DELL	P170SF				
LCD	DELL	P170SP				
LCD	DELL	P170ST				
LCD	DELL	P172FPT				
LCD	DELL	P1911B				
LCD	DELL	P1911T				
LCD	DELL	P1913B				
LCD	DELL	P1913T				
LCD	DELL	P1914SC				
LCD	DELL	P19LLT				
LCD	DELL	P1F0ST				
LCD	DELL	SE177FPF				
LCD	DELL	SE198WFPF				
LCD	DELL	SE198WFPV				
LCD	DELL	TFT MONITOR				
LCD	ECO STAR	LCD DISPLAY				
LCD	EDGEIO	GS19XX				
LCD	EMACHINES	E181H				
LCD	EMACHINES	E182H				
LCD	EMACHINES	E192HQV				
LCD	FUJITSU	IP CAMERA LCD				
LCD	FUJITSU	L7ZA				
LCD	FUJITSU	T17BA				
LCD	GNR	MR17E-AAAD				
LCD	GNR	TS702				

LCD	HAIER	NK570A				
LCD	HANNES.G	035GH3BY01988				
LCD	HANNES.G	HE196APB				
LCD	HANNES.G	HE196APV				
LCD	HANNES.G	HSG1060				
LCD	HANNES.G	HX171D				
LCD	HANNSPREEX	M19W1				
LCD	HP	1956X				
LCD	HP	COMPAQ LE1711				
LCD	HP	HP COMPAQ LE1711				
LCD	HP	HP L1750				
LCD	HP	HPL31901WI				
LCD	HP	HPLA1905WG				
LCD	HP	HPL1901W				
LCD	HP	HPLV1911				
LCD	HP	HPLV911				
LCD	HP	HPP17A				
LCD	HP	HPV193V				
LCD	HP	HSTND-2351-L				
LCD	HP	HSTND-2741-A				
LCD	HP	HSTND-2B07				
LCD	HP	HSTND-2L05				
LCD	HP	L1706				
LCD	HP	L1710				
LCD	HP	L1745				
LCD	HP	L1750				
LCD	HP	L1908W				
LCD	HP	L1908WL				
LCD	HP	L1910				
LCD	HP	LA1905WG				
LCD	HP	LE 1711				
LCD	HP	LE1711				
LCD	HP	LE1901W				
LCD	HP	LE1901WI				
LCD	HP	LE4711				
LCD	HP	LV1911				
LCD	HP	PE1231				
LCD	HP	Q1859				
LCD	HP	V193B				
LCD	LENOVO	9417-HC2				
LCD	LENOVO	L1711PC				
LCD	LENOVO	L197WA				
LCD	LENOVO	T2224PD				
LCD	LENOVO	T2254PC				
LCD	LG	FLATRON 1934S				
LCD	LG	FLATRON L1750S				
LCD	LG	W1934SI				
LCD	MRAMW	MR17C-ABAD				
LCD	NEC	17709XMBK				
LCD	NOC	LM745				
LCD	PHILIPS	170S7FS/69				
LCD	PHILIPS	190BL1CB/00				
LCD	PLANAR	PJ19W				
LCD	PLANAR	PL1700-BK				
LCD	SAMSUNG	7209				
LCD	SAMSUNG	723N				
LCD	SAMSUNG	943BWPLUS				
LCD	SAMSUNG	B1940W				
LCD	SAMSUNG	S19C450BW				
LCD	STONE	MR17CABAD				

LCD	VIEW SONIC	VA1913W				
LCD	VIEW SONIC	VA1913WM-4				
LCD	VIEW SONIC	VA1932WM				
LCD	VIEW SONIC	VS12294				
LCD	VIEW SONIC	VS15826				

Accessories

Description	Remarks	Unit Price (Without Tax)
Wired Mouse		
Wired Keyboard		
Wireless Mouse	With Cell And 1 Year Warranty	
Wireless Mouse+Keyboard Set	With Cell And 1 Year Warranty	
Laptop Charger	HP, Dell, Lenovo	
Laptop RAM 8Gb		
Laptop RAM 16Gb		
Desktop RAM 4Gb		
Desktop RAM 8Gb		
Hard Disk HDD 512Gb	For Desktop	
SSD SATA 512Gb	For Desktop	
SSD NVME 512Gb	For Laptop	
SSD NVME 1Tb	For Laptop	
USB 32Gb		
USB 64Gb		
HDMI To VGA Converter		
HDMI To VGA Cable 3M		
HDMI To VGA Cable 5M		
HDMI To HDMI Cable 3M		
HDMI To HDMI Cable 5M		
USB Cable C To C		
USB Cable C To USB		
Ethernet Cable (LAN) 3M		
Ethernet Cable (LAN) 5M		
Power Cables	For Laptop	
Power Cables	For Desktop	
VGA Cable for LCD		
CD Rom (External)		
Printer Toners		
Laptop Cleaner (Glint)		
Tool Kit	For Laptop	
Tool Kit	For Desktop	
BIOS CMOS Cell	For Desktop	
Tablets Charger C/D Type		

C Type Multi port Hub		
HP C-type Charger (Adapter + power Cable)		
HP Charger (Adapter + power Cable)		
Lenovo Charger (Adapter + power Cable)		
Dell Charger (Adapter + power Cable)		
Tablets C-type charging cable		
Tablets Android charging cable		
Laptop Bags		
Liquid Screen Cleaner		
Ethernet Cable (LAN) 10 M		
Scanner charger (Adapter + power cable)		
USB cable for printers		
C-type USB Hub		