

Expression of Interest (EOI)

Outsourcing of IT Operation Services

DHA SUFFA University (DSU), Karachi

The DHA SUFFA University (DSU), Karachi invites **Expressions of Interest (EOIs)** from qualified and experienced **Managed Service Providers (MSPs)** for the outsourcing of critical IT operations at the University.

Scope of Services:

DSU intends to engage a reputable MSP for the comprehensive management of the following services:

1. Datacenter Management

- Operation and maintenance of **Primary Datacenter and Disaster Recovery Site (DRS)**
- Infrastructure monitoring, performance tuning, backup, and recovery
- Security management and compliance with industry standards

2. Power Supply Systems:

- Management and maintenance of **Primary, Backup, and Standby Power Systems**
- Uninterrupted power supply to critical IT infrastructure
- Routine inspections, load testing, and reporting

3. User Support Helpdesk

- End-user technical support for faculty, staff, and students
- Multi-channel helpdesk operations (phone, email, web portal)
- Incident logging, resolution tracking, and SLA adherence

Eligibility Criteria:

- Proven experience in managing IT infrastructure in higher education or large-scale enterprises
- Relevant certifications (e.g., ISO 20000, ISO 27001, ITIL, etc.)
- Strong technical expertise and skilled workforce
- Financial stability and compliance with regulatory frameworks

Submission Details:

Interested MSPs are invited to submit their Expression of Interest including:

- Company profile and relevant experience
- Technical capabilities and certifications
- Approach to service delivery and SLA management
- List of current or past clients with references

Deadline for Submission:

19th of June, 2025

EOIs must be submitted in sealed envelopes (or via email where applicable) clearly marked **Expression of Interest – IT Operations Outsourcing** to the following address:

**Office of the Director IT Services
DHA Suffa University,
Ph-VII- DG-78, Off Khayaban-
e-Tufail- Ext, Phase 7 Ext
Karachi, 75500
Email: director.it@dsu.edu.pk
Phone: +92 21 35244873**

Note: This is not a Request for Proposal (RFP). Only shortlisted firms will be invited to participate in the subsequent Request for Proposal process.