



Planning Commission
Ministry of Planning, Development & Special Initiatives, Islamabad
Government of Pakistan

Request of Proposal

For

**Software Upgradation of old system, Integration,
Licensed Software, Primavera, Chatbot & Mobile
App for FY 2020-21**

For

**Project “Strengthening of Ministry of Planning,
Development and Reform in Monitoring &
Evaluation of PSDP Projects”**

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1.0 SECTION-1: Invitation of Bids (IFB)

Projects Wing, M/o PD&SI is issuing this solicitation as Request for Proposal (RFP) to update its Project Monitoring and Evaluation System PMES, for monitoring of development projects and for introduction of Primavera, chatbot, mobile app for inclusion of cutting edge technology to enhance the capabilities of PMES (Project Monitoring & Evaluation System).

The bidders are required to focus on service design and shall include service design and implementation plan with the bid.

2.0 SECTION –II: Introductions to Bidders

2.1 Scope of Bid

- i. Strengthening of Ministry of Planning, Development, and Special Initiative in Monitoring & Evaluation of PSDP Projects (PROJECTS WING), Government of Pakistan, invites RFP for Software up-gradation of old System, Integration, Licensed Software, and Primavera licenses.
- ii. Requirements specified in the Scope of Work at Section-III.
- iii. Bidders must quote prices for Schedule-I (Phase I & II) or Schedule-II (any component independently) the complete scope of services on a turnkey basis. Any Bid covering the partial scope of services of Schedule-I (Phase I & II) shall stand non-responsive. For Schedule-II bidder can bid for each component independently and is not required to bid for all component.
- iv. Bidder must mention and quote the cost of the missing component for the scope of work defined in Section-III to complete the turnkey project.
- v. Projects Wing can remove any component from a schedule.

2.2 Source of Funds

PSDP Fund

Scope of Work

This Invitation for Bids is addressed to only Authorized Partners of Oracle working in the Public Sector at local or abroad having the following relevant experience:

- a. Upgradation of the old system (database (development testing on Oracle) & Java front end) to new technology/solution and a responsive interface.
- b. Oracle-based Portfolio management software development for Project Monitoring and Evaluation.
- c. Development of Evaluation Module.
- d. Integration of Systems.
- e. Primavera implementation for large projects costing Rs. 2 billion and above.
- f. Dashboard Development for Portfolio monitoring & evaluation.
- g. GIS Integration with System and availability on the website.
- h. Mobile App for public use to identify projects in their locality.
- i. AI-enabled Chatbot development and its training.
- j. Training of Projects Development team.
- k. Technical Support defined at 7.31.

The Procuring Agency reserve the right not to buy any of the above solution.

2.3 Eligible Bidders (may be read with Section –IV)

Bidder(s) must have at least five (05) years of experience of similar nature as requisitioned in the bid. The bidder(s) must provide copies of supply orders to establish-

the required relevant experience.

- i. Bidder must qualify the criteria mentioned for each Schedule in Section-IV.
- ii. Bidder(s) must provide a Complete List of Clientele including details of at least two (02) current clients along with their contact information.
- iii. Bidder(s) shall provide National Tax No. and Sales Tax No. The bidder should be on the Active Taxpayers List (ATL) of both Income Tax and General Sales Tax of FBR.
- iv. Bidder(s) must submit Partner Authorization of the offered System from the Oracle on the format provided in Section IV of the bidding documents with his bid.
- v. Bidder(s) must provide the leaflets/ brochures/ catalogs/demo of the quoted items.
- vi. The bid and price schedule should be submitted in the prescribed format on the company's letterhead. Both must be properly signed and stamped by the authorized person.
- vii. Bidder must provide an Audited Financial Statement of the last two (02) years.
- viii. Bidders must provide an Affidavit on judicial stamp paper of Rs.100/- that bidder is not blacklisted by any Public Sector organization
- ix. Bids shall remain valid for the period of 120 days as mentioned at ITB clause 14.1

2.4 Corruption and Fraud

- i. Corrupt and Fraudulent Practices include the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or the Service Provider or contractor in the procurement process or in contract execution to the detriment of the procuring agencies; or misrepresentation of facts in order to influence a procurement process or the execution of a contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the procuring agencies of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty”.
- ii. Indulgence in corrupt and fraudulent practices is liable to result in rejection of bids, cancellation of contracts, debarring, and blacklisting of the bidder, for a stated or indefinite period of time.

2.5 Eligible Work package and Services

Detail Scope of Work defined in Section-III, IV

2.6 Cost of Bidding

- i. The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- ii. The Bidders are expected to examine carefully the contents bidding document. Failure to comply with the requirements of Bid submission will be at the Bidders own risk. Bids which are not substantially responsive to the requirements of the Bidding Documents will be rejected.

2.7 Bidding for Complete work in a Schedule

A bidder shall bid for complete work package in a schedule however the bidder is not bound to bid for all the schedules.

2.8 Pre-Bid Meeting

- i. A Pre-bid Meeting will be held on 28th April 2021 at 11:00 AM at Committee Room, PPMI complex, Street-1, H-8/1.
- ii. All the bidders are encouraged to attend the Pre-bid meeting.
- iii. Minutes of the pre-bid meeting will be transmitted promptly to all Bidders. Any modification of the Bidding Document that may become necessary as a result of the pre-bid meeting shall be made by PROJECTS WING exclusively through the issuance of an Addendum.
- iv. Non-attendance at the pre-bid meeting will not be a cause for disqualification of a bidder.

2.9 Discovery Phase for Legacy System

Bidders are encouraged to complete the discovery phase for developing an understanding of the old system i.e. PMES before the pre-bid meeting. For the purpose, they will contact DG MIS for facilitation in the discovery phase before the deadline of bid submission. The scope of the discovery phase shall be limited to developing an understanding of the old systems (PMES) working. It will not include understanding or discussion on any clause of this RFP.

The Bidding Procedure

2.10 The Governing Rules

The Bidding procedure shall be governed by the Public Procurement Rules-2004 issued and amended from time to time, by the Public Procurement Regulatory Authority (PPRA). The Procuring Agency shall reserve the right to accept or reject any schedule/phase or item of this RFP.

2.11 Applicable Bidding Procedure

The bidding procedure is governed by PPRA Rule 36 (b) Single Stage two envelop procedure for Schedule-I, Phase-I (3.1.1) & Phase-II (3.1.2):

(b) *Single stage – two envelope procedure.-*

- (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (ii) the envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- (iii) initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;

- (iv) the envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened;
- (v) the procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;
- (vi) during the technical evaluation no amendments in the technical proposal shall be permitted;
- (vii) the financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- (viii) after the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- (ix) the bid found to be the lowest evaluated bid shall be accepted.

The bidding procedure is governed by PPRA Rule 36 (c) Single Stage two envelop procedure for Schedule-II (3.2):

(d) Two stage – two envelope bidding procedure.-

First Stage:

- (i) the bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (ii) the envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- (iii) initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- (iv) the envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened;
- (v) the technical proposal shall be discussed with the bidders with reference to the procuring agency's technical requirements;
- (vi) those bidders willing to meet the requirements of the procuring agency shall be allowed to revise their technical proposals

following these discussions;

- (vii) bidders not willing to conform their technical proposal to the revised requirements of the procuring agency shall be allowed to withdraw their respective bids without forfeiture of their bid security;

Second Stage:

- (viii) after agreement between the procuring agency and the bidders on the technical requirements, bidders who are willing to conform to the revised technical specifications and whose bids have not already been rejected shall submit a revised technical proposal and supplementary financial proposal, according to the technical requirement;
- (ix) the revised technical proposal along with the original financial proposal and supplementary financial proposal shall be opened at a date, time and venue announced in advance by the procuring agency;
- (x) Provided that in setting the date for the submission of the revised technical proposal and supplementary price proposal a procuring agency shall allow sufficient time to the bidders to incorporate the agreed upon changes in the technical proposal and to prepare the required supplementary financial proposal; and
- (xi) the procuring agency shall evaluate the whole proposal in accordance with the evaluation criteria and the bid found to be the lowest evaluated bid shall be accepted.

The Bidding Documents

2.12 Content of the Bidding Document

- i. The supply & installation of work package and services required, applicable bidding procedures, and Contract Terms are prescribed in this Bidding Document. In addition to the Invitation for Bids, these Bidding Documents include:
 - a) Instructions to Bidders (ITB)
 - b) Scope of Work
 - c) Pre-qualification Criteria
 - d) Bid Forms
 - e) Technical Forms
 - f) Financial Forms
 - g) Draft Contract Agreement
 - h) Standard Forms

- ii. The Bidder is expected to examine all instructions, forms,
- iii. terms, and requirements in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect shall be at the Bidder's risk and may result in the rejection of its bid.

2.13 Clarification(s) on Bidding Documents

A prospective Bidder requiring any clarification(s) on the Bidding Documents may notify the Procuring Agency in writing at the Procuring Agency's address i.e. Director General MIS, Projects Wing, Street 1, H-8/1, Islamabad. The Procuring Agency shall respond in writing to any request for clarification(s) of the bidding documents, which it receives no later than seven (07) days prior to the deadline for the submission of bids prescribed in the Invitation for Bids. Written copies of the Procuring Agency's response shall be sent to all prospective Bidders.

2.14 Amendment(s) to the Bidding Documents

- i. At any time prior to the deadline for submission of bids, the Procuring Agency, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify the Bidding Documents by amendment(s).
- ii. All prospective Bidders that have received the Bidding Documents shall be notified of the amendment(s) in writing through Post, e-mail or fax, and shall be binding on them.

Preparation of Bids

2.15 Language of Bids.

All correspondences, communications, associated with the preparation of Bids, clarifications, amendments, submissions shall be written in English.

2.16 Documents comprising the Bids.

- i. The Bid submitted by the bidder shall comprise of two envelopes submitted simultaneously, one containing, only the 'Technical bid' and the other the 'Financial bid'.

The Technical Bid shall contain the following:

- (a) Bid Form for Technical Bid;
- (b) Confirmation of Eligibility;
- (c) Information on Qualification;
- (d) Filled Technical Compliance Sheet
- (e) Supporting documents to confirm technical compliance The Financial Bid shall contain the following:
- (f) Bid Form for Price/ Financial Bid;

- ii. The Bidder shall complete the Bid Forms and Price Schedule furnished in the bidding documents, indicating a detailed description/methodology duly supported with all necessary details with the proposed price.

2.17 Bid Price

- i. Bidders shall quote for the entire Schedule as a “single responsibility” of schedule I- (Phase I& II) basis such that the total bid price covers all obligations mentioned in one schedule or to be reasonably inferred from the bidding documents in respect of completion of requirements as per Scope of Work (Section-III).
- iii. A Bidder can bid for any component of Schedule-II, to bid against Schedule-II bidders are not required to bid for Schedule-I, both Schedules I & II are independent.
- ii. Bidders shall give a breakdown of the prices in the manner and detail called for in the Schedules of Prices, duly typed and printed on the bidder’s letterhead. Any alteration/correction must be initialed. Every page of the bid is to be signed and stamped at the bottom.
- iii. In the Schedule of prices, Bidders shall give the required details and a breakdown of their prices, including all applicable indirect taxes, duties, levies, and charges payable in Pakistan as follows:

S. #	Item Description	Unit Price Inclusive of all taxes	Total Price Inclusive of all taxes

- iv. The Bidder is required to offer a competitive price. All prices must include all applicable taxes (GST) as per Law. If there is no mention of taxes, the offered/quoted price(s) will be considered as inclusive of all applicable taxes.
- v. Prices quoted by the bidder shall not be subject to any adjustment during performance of the contract. No price adjustment provision will be taken into consideration in bid evaluation.

2.18 Bid Currencies

Prices shall be quoted in Pak Rupees.

2.19 Bid Validity

- i. Bids shall remain valid for 180 days for Schedule-I (3.1.1 Phase –I) and 240 days for Schedule-I (3.1.2 Phase-II & 3.2 Schedule-II), after the date of opening of technical bid prescribed by the Procuring Agency.
- ii. The Procuring Agency shall ordinarily be under an obligation to process and evaluate the bid within the stipulated bid validity period. However, under exceptional circumstances and for reasons to be recorded in writing, if an extension is considered necessary, all those who have submitted their bids shall

be asked to extend their respective bid validity period. Such extension shall be for not more than the period equal to the period of the original bid validity.

- iii. Bidders who;
 - (a) agree to the Procuring Agency's request for extension of bid validity period shall not be permitted to change the substance of their bids; and
 - (b) do not agree to an extension of the bid validity period shall be allowed to withdraw their bids.

2.20 Sealing and Marking of Bids

- i. The envelopes shall be marked as "FINANCIAL BID" and "TECHNICAL BID" in bold and legible letters to avoid confusion. Similarly, the Bidder shall seal the Bids in separate envelopes. The envelopes shall then be sealed in an outer envelope.
- ii. The inner and outer envelopes shall:
 - (a) be addressed to the Procuring Agency at the address given in the Invitation for Bids; and
 - (b) Bid Reference No. indicated in Invitation for Bid, and a statement: "DO NOT OPEN BEFORE", the time and the date specified in the invitation for bid for opening of Bids.
- iii. The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is late.
- iv. If the outer as well as inner envelope is not sealed and marked as required the Procuring Agency shall assume no responsibility for the bid's misplacement or premature opening.

2.21 Deadline

- i. Bids must be submitted by the Bidders on/or before 20th May 2021 at 1400 and shall be opened at 1430 for Schedule-I and for Schedule-II.
- ii. The Procuring Agency may, in its discretion, extend the prescribed deadline for the submission of bids by amending the bidding documents, in which case all rights and obligations of the Procuring Agency and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

2.22 Late Bids

Any bid received by the Procuring Agency after the deadline for submission of bids prescribed by the Procuring Agency pursuant to ITB Clause 2.21 (i) shall be rejected and returned unopened to the Bidder.

2.23. Withdrawal of Bids

- i. The Bidder may withdraw its bid after the bid's submission and prior to the deadline prescribed for submission of bids.
- ii. No bid may be withdrawn in the period between deadline for submission of bids

and the expiration of the period of bid validity specified in ITB Clause 2.19.

Opening and Evaluation of Bids

2.24 Opening & Evaluation of Technical & Financial Bid by the Procuring Agency

- i. The “Technical Bids” received, shall be opened by the Procuring Agency publically in the presence of the Bidders or their representatives who may choose to be present at Projects Wing, PPMI Islamabad on the date published in the Tender Notice. No Technical Bid shall be rejected at opening, except for late bids, which shall be returned unopened to the Bidder.
- ii. All those Bidders who present at the time of bid opening shall sign an attendance sheet.
- iii. Prior to the detailed evaluation, the Procuring Agency shall determine the substantial responsiveness of Technical Evaluation bid to the bidding documents. For purposes of this clause, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations
- iv. The Technical Bids shall then be evaluated conforming compliance of the Scope of Work (Section-III)
- v. The Financial Bids of technically qualified (i.e. compliant to the Scope of Work and other terms & conditions) bidders shall be opened publically on a specified date, time and venue which shall be communicated to the bidders.
- vi. The Procuring Agency shall open one Financial Bid at a time and read out aloud its contents which may include name of the Bidder, unit prices and total amount of the Bid. The Procuring Agency may choose to announce any other details which it deems appropriate if not in conflict with the Public Procurement Rules-2004, specifically Rule 28 (Opening of Bids).
- vii. In the Financial Bids the arithmetical errors shall be rectified on the following basis: -
 - a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.
 - b) If the Bidder does not accept the correction of the errors, its bid shall be rejected.
 - c) If there is a discrepancy between words and figures, the amount in words shall prevail.

2.25 Rejection

- i. The Procuring Agency may reject all bids or any item in the defined schedule at any time prior to the acceptance of a bid. The Procuring Agency shall upon request communicate to any Bidder who submitted a bid, the grounds for its rejection of all bids, but is not required to justify those grounds.

- ii. The Procuring Agency incurs no liability, solely by virtue of its invoking PPRA Rule 33(1) towards Bidders who have submitted bids.
- iii. Notice of the rejection of all bids shall be given promptly to the concerned Bidders that submitted bids

2.26 Re-Bidding

- i. If the Procuring Agency rejected all bids in pursuant to ITB Clause 24, it may call for a re-bidding. The Procuring Agency, if it deems necessary may prescribe another method of procurement not inconsistent with the Public Procurement Rules-2004.
- ii. The Procuring Agency before invitation for re-bidding shall assess the reasons for rejection and may revise specifications, evaluation criteria or any other condition for Bidders, as it may deem necessary.

2.27 Announcement of Evaluation Report

The Procuring Agency shall announce the results of the bid evaluation in form of a report as per Rule 35 of the PPR-2004 giving justification for acceptance or rejection of bids at least ten days prior to the award of procurement Contract.

2.28 Contacting the Procuring Agency

- i. No Bidder shall contact the Procuring Agency on any matter relating to its bid, from the time of the bid opening to the time of announcement of Evaluation Report. If a Bidder wishes to bring additional information to the notice of the Procuring Agency, it should do so in writing.
- ii. Any effort by a Bidder to influence the Procuring Agency in its decisions on bid evaluation, bid comparison, or Contract award may result in the rejection of the Bidder's bid. Canvassing by any Bidder at any stage of the bid evaluation is strictly prohibited. Any infringement shall lead to disqualification.

Award of Contract

2.29 Acceptance of Bid and Award Criteria

The Bidder whose bid is found to be most closely conforming to the Qualification/Evaluation Criteria prescribed in Section IV and having the lowest evaluated bid, if not in conflict with any other law, rules, regulations or policy of the Government of Pakistan, shall be awarded the Contract, within the original or extended period of bid validity.

2.30 Notification of Award

- i. Before the expiration of the period of bid validity, the Procuring Agency will notify to the successful Bidder in writing that his bid has been accepted.
- ii. The notification of award shall constitute the formation of the Contract between the Procuring Agency and the successful Bidder.

- iii. The enforcement of the Contract shall be governed by Rule 44 of the PPR-2004.

2.31 Limitation on Negotiations

Negotiations, that may be undertaken in finalization of the Contract shall not relate to the price or substance of bid specified by the Bidder, but only to minor technical, contractual or logistical details.

2.32 Signing of Contract

- i. The bidder whose bid has been accepted will be sent a notification of award by Projects Wing prior to expiration of Bid Validity Period. At the same time Procuring Agency will notify the successful Bidder that its bid has been accepted and asked the bidder to authorize the representative of the bidder for the signing of the Contract.
- ii. Within 07 days of receipt of the notification of award, the successful Bidder and Procuring Agency shall sign the contract.
- iii. If the successful Bidder, after completion of all codal formalities shows an inability to sign the Contract then the bidder may be blacklisted and debarred from future participation, whether temporarily or permanently. In such a situation the Procuring Agency may award the contract to the next lowest evaluated Bidder or call for new bids.
- iv. The Contract shall become effective upon affixation of signature of the Procuring Agency and the selected Bidder on the Contract document.

2.33 Performance Guarantee

- i. Within seven (07) days of the signing of contract, the successful Bidder shall furnish Performance Guarantee @ 10% of the total Contract Price, in shape of unconditional Bank Guarantee as per the format provided in the bidding document, from any schedule Bank of Pakistan.
- ii. Failure to provide a Performance Guarantee by the Bidder is a sufficient ground for annulment of the award and to initiate the proceeding for Blacklisting.
- iii. The performance security shall be kept by the Procuring Agency till the completion of the contract.

3.0 SECTION –III: Schedule of Requirement

3.1 Schedule –I

3.1.1 Phase - I

- a. Up-gradation of PMES (existing (Dev) is backend database and front end Java) to new technology & additional requirement of Portfolio management software development for Project Monitoring and Evaluation.

Requirements are given in Annexure-A.

- b. Oracle Licenses.

Requirements are given in Annexure-B.

- c. Development of Evaluation Module.

Requirements are given in Annexure-A (Separate quotation is required for the module)

- d. Integration of Systems.

Integration of PMES, with SAP data (excel sheet) & Primavera for dashboard development. Requirements are given in Annexure-A (Separate quotation is required for the module)

- e. Primavera implementation for large projects costing Rs. 2 billion and above and dashboard development.

Primavera P6 EPPM for 5 user licenses as per Annexure-B & Implementation requirements are given in Annexure-C.

3.1.2 Phase -II

- a. Oracle License (part-II).

As defined in the Annexure-D.

- b. Primavera Licenses 5 users

As defined in Annexure D.

- c. Training Videos, Manuals and social media pages for PD's, Focal Person, and Monitoring.

For the scope and application development as defined in Annexure-A.

- d. Maintenance and Support for two years & Technical Support

For the scope defined in Annexure-A, the maintenance & support will include Updation of software, additional report as per scope of work defined in Annexure-A and the improvement of system. Technical Support is defined at 7.31 and agreement is given at Annexure-G.

3.2 Schedule -II

- a. Mobile App for feedback on development projects by the General Public with GIS capability.

As defined in Annexure-E.

- b. AI-enabled Chatbot development for PMES (new technology) and its training.

As defined in Annexure-F.

4.0 SECTION –IV: Pre-Qualification Criteria

4.1 Pre-qualification Criteria:

- i. The interested bidder must have successfully completed similar type of at least 3 x projects in the last 5- years in Pakistan or abroad. Supporting documents may be required from successful bidder as the evidence of work order.
- ii. The bidder must have sufficient oracle/Primavera & proposed technology qualified/trained staff related for each component of relevant Schedule i.e. Schedule-I or Schedule-II they submit bid against. Documentary evidence is required (e.g. certificates, CV of the technical staff).
- iii. The bidder(s) must provide copies of supply orders / agreements to establish the required experience.
- iv. Bidder(s) must provide a Complete List of Clientele including details of at least two (02) current clients along with their contact information.
- v. Bidder(s) shall provide National Tax No. and Sales Tax No. The bidder should be on the Active Taxpayers List (ATL) of both Income Tax and General Sales Tax of FBR.
- vi. Bidder(s) must submit Partner Authorization of the offered work package/services from the Oracle on the format provided in this Section i.e. Section IV of the bidding documents with his bid.
- vii. Bidder(s) must provide the leaflets/ brochures/ catalogs & Demos where required for the quoted items.
- viii. The bid and price schedule should be submitted on the prescribed format on company's letterhead. Both must be properly signed and stamped by the authorized person.
- ix. The bidder shall provide Audited Financial Statements of last 2 years.
- x. Bidders must provide an Affidavit on judicial stamp paper of Rs. 100/- that bidder is not blacklisted by any Public Sector Organization. Black listed Bidders cannot participate in this procurement process including all those who were cleared in last 12 Months.
- xi. Bid Validity period of Schedule-I (Phase-I) is 180 days, for Schedule-I (phase-II) & Schedule II is 240 days.
- xii. The vendor must have its offices in Islamabad to provide after sale support within the speculated time.
- xiii. The bidder must be security cleared.

- xiv. Compliance with Technical requirements/ Scope of Work as mentioned in Section –III.

Note: - Bidders are required to submit a signed copy of Technical Compliance Sheet at Bid Form 2.1 while affixing an official stamp on it.

TECHNICAL/MANDATORY REQUIREMENTS			
Acquisition of Oracle Licenses with Support Services			
Note: All participating bidders are advised to thoroughly review following, Evaluation Criteria before providing their responses against below mentioned requirements. “Technical Scoring of only those Bidders shall be carried out who meets all the following Mandatory Requirements”.			
	Requirements	Availability / Response	Bidder Response and/or Proposal Reference (Section/page#)
1.0	Bidder Qualification Requirements		
1.01	Bidder's company must have Active Tax Payer status with valid STRN (where applicable)/NTN/ Provincial tax authorities, with proof that company is in the business for at least last 5 years. (Documentation Proof must be provided with proper reference (page No) in the proposal)		
1.02	Bidder should have office in Pakistan. (Documentation Proof must be provided with proper reference (page No) in the proposal)		
1.03	Bidder should provide audited Profit & Loss (Income Statement) showing Sale volume/ Revenue of company of at least Rs. 600 Million aggregated in last 3 years (2017, 2018 & 2019). In case if audited statement is not available for last year then Bidder should provide letter from company's CFO or senior management staff confirming that Sale Volume / Revenue of company is at least Rs. 600 Million aggregated in last 3 years (2017, 2018 & 2019). (Documentation proof must be provided with proper reference (page No) in the proposal)		
1.04	Bidder should provide an undertaking on non-judicial stamp paper stating that "the bidder's company is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in lawsuits in this regard either current or pending". (The undertaking on legal paper provided by the bidder must cover all points mentioned in the statement mentioned above)		

1.05	Bidder should provide a list of three (3) implementations of Oracle databases. (Documentation proof must be provided with proper reference (page No) in the proposal)		
1.06	Bidder should have authorization from Oracle to participate in this bid		
1.07	In case of the joint venture, all the partners should have Public Oracle authorization from Oracle and have atleast 4 years experience of ERP development and supply of Licences & required services. The primary bidder should be responsible for the delivery of the complete solution.		

4.2 Marking / Scoring Sheet

The Marking / Scoring Sheet shall be prepared for each Work Package defined in Schedules. The term Work package shall be replaced by the relevant Work Package for example to evaluate Software Updation vendors experience shall be calculated against Software Updation in the below table, Oracle Licences shall be evaluated on the Technical Evaluation Points mentioned at 4.3:

Sr. #	Technical Evaluation Points	Max Score	Score Distribution	Requirements
1	Vendor's partnership status with work package proposed	10	7	Platinum
			3	Gold or any other
2	Vendor Financial Capabilities. Bidder should provide audited Profit & Loss (Income Statement) showing Sale volume/ Revenue of company. <i>(Documentation proof must be provided with proper reference (page No) in the proposal)</i>	5	5	Sale volume/ Revenue of the company is Rs.100 Million & above during the financial year 2018-2019.
			3	Sale volume/ Revenue of the company is at least Rs. 200 Million during financial year 2019- 2020.
			2	Sale volume/ Revenue of the company is at least Rs. 200 Million during financial year 2020- 2021
3	Vendor's current Active SLAs for Work package (with back to back support with Oracle or solution proposed)	10	10	15 Engineered Systems or more
			6	10 -14 Engineered system
			3	less than 10

4	Vendor's Work package installation capabilities	10	10	Oracle certified partner for installation (email/any documentary proof required)
5	Vendor's deployment capability in its proposed work package i.e. Oracle, system Updation, Primavera etc.	10	10	at least three deployments of the proposed solution
6	Vendor's deployment capability of proposed work package	10	10	at least three deployments of the proposed solution
7	Vendor's deployment capability of WebLogic-EE	10	10	at least three deployments of Oracle WebLogic-EE
8	Vendor's deployment capability of DB Security	10	10	at least three deployments of Oracle DB Security
9	Vendor's Proposed Service Design of Portfolio management solutions	15	15	at least three and technical evaluation of design
10	Vendor's schedule plan of work package	15	15	at least three and evaluation of schedule plan
	Total	100		
<p>Note:</p> <p>(i) The copies of contract agreements will be provided by the bidder, which shall be cross-verified by the Client from the Principal / Oracle and Executing Agency.</p> <p>Any bidder who got 75 Marks will be consider as eligible and qualified bidder.</p>				

4.3 Technical Scoring for Oracle Licenses

Sr. #	Technical Evaluation Points	Max Score	Score Distribution	Requirements
1.	Vendor's partnership status with Oracle	20	20	Modern OPN Partner with 10 or more expertise by Company (Certificates to be provided)
			5	Registered Partner

2.	Vendor Services partnership status with Oracle (Oracle Field Delivery services partner)	15	15	Oracle FDSP
			5	Non-FDSP Partner
3.	Vendor’s current Active SLAs for Oracle database (with back to back support with Oracle)	30	30	30 Engineered Systems/ DB or more
			10	10-29 Engineered/DB system
			5	less than 10
4.	Oracle certified Engineers	10	10	8 Certified Engineers
			05	5 Certified Engineers
5.	Vendor's deployment capability	25	25	At least 2 deployments of DB Security, Oracle MFA, SSO & IDM
			15	At least 2 deployments of DB Security
	Total Marks	100		

Ratings for tender evaluation shall be as follows:		
Sr. No.	Description	Evaluation Weightage
1.	Technical Proposal	80%
	*The minimum qualifying Technical Score is 80%.	
2.	Financial Proposal	20%
	<p>The formula for determining the financial scores is the following:</p> <p>$S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration.</p> <p>The weights given to the Technical (T) and Financial Proposals (F) are:</p> <p>$T = 0.80$, and $F = 0.20$</p>	

5.0 SECTION –V: Bid From

5.1 TECHNICAL BID FORM 1

Bid Submission Form

Bidder's Ref No.

Name of the Contract: {Add name}

To: [Name and address of Procuring Agency]

Dear Sir,

Having examined the bidding documents, including Addenda Nos [insert numbers& Date of individual Addendum (if applicable)] the receipt of which is hereby acknowledged, we, the undersigned, offer to supply and deliver the Services & Description under the above-named Contract in full conformity with the said bidding documents and at the rates/unit prices described in the price schedule provided in Financial Bid or such other sums as may be determined in accordance with the terms and conditions of the Contract. The above amounts are in accordance with the Price Schedules attached herewith and are made part of financial bid.

We undertake, if our Financial Bid is accepted, to provide the required Services in accordance with the Scope of Work (Section-III).

If our Financial Bid is accepted, we undertake to provide a performance security/guaranty in the form, in the amounts (10% of Contract Price) and within the times specified in the bidding document.

We agree to abide by this bid, for the Bid Validity period of 180 days for 3.1 Schedule-I 3.1.1 Phase –I and 240 days for 3.1 Schedule-I 3.1.2 Phase-II & 3.2 Schedule-II as specified in the Bid document at 2.19 and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your Notification of Award, shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Financial Bid you may receive. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Pakistan.

We confirm that we comply with the eligibility requirements as per ITB clause 3 of the bidding document. Dated this [insert: number] day of [insert: month],[insert: year].

Signed: In the capacity of [insert: title or position] Duly authorized to sign this bid for and on behalf of

[insert: name of Bidder

5.2 BID FORM 2

Manufacturer's Authorization Form

To:

Director General (MIS),
Projects Wing, M/o PD&SI

WHEREAS [name of the Manufacturer] who are established and reputable Manufacturers [name and/or description of the work package] having factories/outlet at [address of factory] do hereby authorize [name and address of Agent] to submit a bid, and subsequently negotiate and sign the Contract with you against IFB No. [reference of the Invitation to Bid] for the above work package manufactured by us.

We hereby extend our full guarantee and warranty as per **Clause 8** of the General Conditions of Contract for the work package offered for supply by the above firm against this Invitation for Bids.

[signature for and on behalf of Manufacturer]

Note: This Authorization should be on the letterhead of the Oracle and should be signed by a person competent and having the power of attorney from the Oracle. It should be included by the Bidder along with its bid.

5.3 BID FORM 3

Eligibility of Bidder

Required Documentation (To Be Filled by the Procuring Agency)	Checklist (To be initialed by the Bidder against each document)	Relevant Page Number in the Bid (To be filled by the Bidder)	Supporting Documents (To be filled by the Bidder with name of the documents that are submitted to meet the requirement)
Column:1	Column:2	Column:3	Column:4
Copy of Bidder's Certificate of Incorporation/ registration, signed & stamped.			
Documentary evidence for Registration with Sales Tax & Income Tax departments and on Active Taxpayer List of FBR			
Submitted a certificate of assurance and guarantee on the Letter Head from the bidder that it will ensure Services as per Scope of Work, within the time line specified in the Bidding Document.			
Affidavit on judicial stamp paper of Rs. 100/- that bidder is not blacklisted by any Public Sector Organization and the bidder is also not involved in any sort of litigation with any Government Department or Private Sector Enterprises			

Past Performance during the last 5 years. The bidder must provide documentary evidence for this past experience in the shape of purchase orders/ contract agreements containing description of work, value of contract, date of completion and clients' certificates.			
Bid Validity period as defined in clause 2.19 Bid Validity.			
Bidder(s) must provide Complete List of Clientele including details of at least two (02) current clients along with their contact information.			
Bidder(s) must submit Partner Authorization of the offered System from the Oracle on the format provided in Section IV of the bidding documents with his bid.			
Bidder(s) must provide the leaflets/ brochures/ catalogs of the quoted items.			
The bid and price schedule should be submitted on the prescribed format on company's letterhead. Both must be properly signed and stamped by the authorized person.			
Bidder must provide Audited Financial Statement of the last two (02) years			

5.4 BID FORM 4

Past Performance of Bidder

Assessment Period: (Five Years as per Evaluation Criteria)

Name of the Purchaser/Institution	Purchase Order/ Agreement	Description	Value	Date of Completion	Copy of Clients' satisfaction Certificates

Bidders may use additional Sheets if required. All certificates are to be attached with this for

5.4 BID FORM 5

Technical compliance as per detailed scope of work and technical specifications as per Section-III of bidding document

User Note: This form is to be filled by the Bidder and shall submit with Technical Bid.

Name of the bidder:

BID FORM 6

User Note: This form is to be filled by the Bidder and shall submit with Technical Bid.

Name of the bidder:

APPROCAH, METHODOLOGY AND WORK PLAN FOR PROVIDING -----

The Bidder is required to submit a narrative outlining the method of performing the Services.
The narrative should indicate all details

FINANCIAL BID FORM
(To be sealed in a Separate Envelope)

Price Schedule in Pak. Rupees

Name of Bidder _____ . IFB Number. Page of ____.

Total Cost of Scope of Work for Schedule –I (Phase-I):

3.1 Schedule -I	Work Packages	Quantity	Unit Cost (inclusive of all taxes Pak .Rs)	Duration for completion of the work package after the signing of the contract
3.1.1 Phase-I	a. Up-gradation of PMES (backend Oracle and front end Java) to new technology (Oracle- based Portfolio management software for Project Monitoring and Evaluation integrated with Primavera and analytics tools)			4 Months
	b. Oracle Licenses.			1 Month
	c. Development of Evaluation Module.			4 Months
	d. Integration of Systems			2 Months
	a. Primavera implementation for large projects costing Rs. 2 billion and above & dashboard 5 user licenses and dashboard			2 Months
Total Cost				

Total Cost of Scope of Work for Schedule –I (Phase-II):

3.1 Schedule -I	Work Packages	Cost of Work Package	Duration for the completion of the work package after signing the contract
3.1.2 Phase-II	a. Oracle License		1 month
	b. Primavera Licenses 5 Users		2 months
	c. Training Videos, Manuals and social media pages for PD's, Focal Person, and Monitoring		3 months
	d. Maintenance and Support for two years.		2 Years
	e. Technical Support (as per 7.31)		
Total Cost			

Total Cost of Scope of Work for Schedule –II:

3.2 Schedule – II	Work Packages	Cost of Work Package	Duration for the completion of the work package after signing the contract
	a. AI-enabled Chatbot development for PMES (new technology) and its training.		6 months
	b. Mobile App for feedback on development projects by the General Public with GIS capability.		6 months
Total Cost			

Stamp & Signature of Bidder _____

Note:

- i. In case of discrepancy between unit price and total, the unit price shall prevail.
- ii. Delivered duty paid (**DDP**) is a delivery agreement whereby the seller assumes all of the responsibility, risk, and costs associated with transporting work package until the buyer receives or transfers them at the destination.

6.0 SECTION-VI. Draft Contract Agreement

Contract Agreement

THIS CONTRACT (hereinafter termed as "Contract" is entered into, signed and executed at Islamabad on this **the Day of, 2021**

BETWEEN

Project "Strengthening of Ministry of Planning, Development and Reform in Monitoring & Evaluation of PSDP Projects(PROJECT WINGS)", Government of Pakistan, having its office situated at **F- Block, Pak. Secretariat, Islamabad**, Herein after shall be termed as "**PURCHASER**", which expression shall include the successors in office, permitted assigns and legal representatives.

AND

M/s----, an Authorized Partner of _____ for up-gradation Public Sector and duly registered with

-----bearing number -----and has never been declared as defaulter by any authority or forum, having its registered office at---(Hereinafter referred to as "**SUPPLIER**", which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors in interests, administrators and/or assignees)

WHEREAS the Purchaser invited the Bid for -----and has accepted the following rates quoted by the Bidder for the supply of requisite item, quantities, and delivery: -

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

S #	Bidder Name	Item Name	Quantity	Brands/Models	Contract Price (Inclusive of GST if applicable) PKR

1. Notwithstanding, in this Contract, unless there is anything repugnant in the subject or context or in clash thereof the general laws, rules and principle words and expressions shall have the same meanings as are assigned to them in the Conditions of Contract referred to.

2. Both the parties of this Contract hereby agree that the following documents shall be read, understood and constructed as an essential and fundamental part of this Contract:

- (a) The General Conditions of Contract;
- (b) The Special Conditions of Contract;
- (c) The Schedule of Requirements;

- (d) Technical Specification;
- (e) Price Schedule;
- (f) The Integrity Pact;
- (g) The Purchaser's Notification of Award; and,
- (h) The Bid Form and the Price Schedule submitted by the Bidder.

3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser and shall be bound to provide the Work package or services set right, resolve, redress, remedy, and cure the complaints, deficiencies, defect(s), shortcomings, or flaw(s) therein in conformity with the provisions of the Contract, failing which, the payments or charges shall be withheld, accordingly, and no additional cost shall be made to the Supplier.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the work package and services and the remedying/resolving of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

PARTIES

For and on behalf of '**Purchaser/PROJECT WINGS**'

Name:

Designation:

CNIC:

For and on behalf of '**SUPPLIER**'

Name:

Designation:

CNIC:

WITNESSES

Name:

Designation:

CNIC:

Name:

Designation:

CNIC:

7.0 Section I. General Conditions of Contract

7.1 Definitions

Notwithstanding, in this Contract, unless there is anything repugnant in the subject or context in clash thereof the general laws, rules and principle shall apply, the following terms shall have the meaning ascribed thereto as provided below: -

- (a) "The Contract" means the agreement entered into between the Purchaser and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein. satisfactory
- (b) "The Contract Price" means the price which shall be payable to the Supplier under the Contract pursuant to the rates agreed at the time signing the contract subject to proper / satisfactory performance of its contractual obligations.
- (c) "The Licenses" means all of the third party licenses required for the implementation of work package as Trunkey project the supplier required to complete under the Contract.
- (d) "The Services" means those services ancillary to the supply of the Licenses , such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Supplier covered under the Contract.
- (e) "GCC" means the General Conditions of Contract contained in this section.
- (f) "SCC" means the Special Conditions of Contract.
- (g) "The Purchaser" means the organization purchasing the Work package, as named in SCC.
- (h) "The Purchaser's country" is the country named in SCC.
- (i) "The Supplier" means the individual or firm supplying the Work package and Services under this Contract.
- (j) "PROJECT WINGS" means the Strengthening of Ministry of Planning, Development and Reform In Monitoring & Evaluation of PSDP Projects established under the Strengthening of Ministry of Planning, Development and Reform in Monitoring & Evaluation of PSDP Project.

7.2 Definitions

- (k) "The Project Site," PPMI Complex, St 1, H-8/1
- (l) "Day" means calendar day.

7.3 Application

These General Conditions shall apply to the extent that they are not superseded by provisions of other parts of the Contract.

7.4 Delivery of the Application

Delivery of the Work packages shall be made by the Supplier in accordance with the Schedule of Requirements. For purposes of the Contract, DDP trade term is used to describe the obligations of the parties which means price inclusive of applicable taxes, transportation & delivery charges, insurances & warranties and Licenses required for smooth operations of the application or work packages if any, etc.

7.5 Payment

- The method and conditions of payment to be made to the Supplier under this Contract shall be specified in SCC.
- The Supplier's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Work package delivered and Services performed and upon fulfillment of other obligations stipulated in the Contract.
- Payment shall be contingent upon acceptance of work package by the Purchaser and payment will be released within 30 days upon acceptance of work package by the Purchaser.
- The currency of payment is Pak. Rupees.

7.6 Prices

Prices charged by the Supplier and Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in SCC or in the Purchaser's request for bid validity extension, as the case may be.

7.7 Change Orders

If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) working days from the date of the Supplier's receipt of the Purchaser's change order.

7.8 Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

7.9 Assignment

The Supplier shall not assign, in whole or in part, its obligations to perform under this Contract.

7.10 Performance

Security Performance Guarantee: The Supplier, within 10 days of signing of this contract, shall provide to the Purchaser a Performance Guarantee equivalent to 10% of the total Contract amount on the prescribed format and in prescribed manner. This Performance Guarantee shall be released to the Supplier upon successful completion of the Contract.

7.11 Delays in the Supplier's Performance

- i. Delivery of the Work package and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.
- ii. If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the work package and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.
- iii. Except as provided under GCC Clause 18, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 16, unless an extension of time is agreed upon pursuant to GCC Clause 15.2 without the application of liquidated damages.

7.12 Liquidated Damages

Subject to GCC Clause 16, if the Supplier fails to deliver any or all of the Work package or to perform the Services, as per satisfaction of PROJECT WINGS or within the period specified in this Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC for late delivery for each day up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Purchaser may consider termination of the Contract pursuant to GCC Clause 17.

7.13 Termination for Default

- i. The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:
 - (a) if the Supplier fails to deliver any or all of the Work package within the period specified in this Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 15.2; or
 - (b) if the Supplier fails to perform any other obligation(s) under the Contract.
 - (c) if the Supplier, in the judgment of the Purchaser has engaged in corrupt and fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

"corrupt and fraudulent practices" includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or the supplier or contractor in the procurement process or in contract execution to the detriment of the procuring agencies; or misrepresentation of facts in order to influence a procurement process or the execution of a contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the procuring agencies of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty.

- ii. In the event the Purchaser terminates the Contract in whole or in part, pursuant to GCC Clause 17.1, the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Work package or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for

any excess costs for such similar Work package or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

7.14 Force Majeure

i. Notwithstanding the provisions of GCC Clauses 15, 16, and 17, the Supplier shall not be liable for imposition of liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

ii. For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

iii. If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.15 Resolution of Disputes

i. The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

ii. If negotiations fails or the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed manner and/or arbitration subject to approval of the Competent Authority, PROJECT WINGS.

7.16 Governing Language

The Contract shall be written in the language specified in SCC. Subject to GCC Clause 20, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

7.17 Applicable Law

The Contract shall be interpreted in accordance with the laws of the Islamic Republic of Pakistan.

7.18 Notices

i. Any notice given by one party to the other pursuant to this Contract shall

ii. be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified in SCC.

iii. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

7.19 Taxes and Duties

Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Work package to the Purchaser.

7.20 Intellectual Property Rights

7.20.1 The Supplier hereby represents and warrants that:

- (a) the System as supplied, installed, tested, and accepted;
- (b) use of the System in accordance with the Contract; and
- (c) copying of the Software and Materials provided to under this contract in accordance with the Contract

do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for Projects Wing to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

7.21 Intellectual Property Rights Indemnity

7.21.1 The Supplier shall indemnify and hold harmless Projects Wing and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that Projects Wing or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:

- (a) installation of the System by the Supplier or the use of the System, including the Materials, in the country where the site is located;
- (b) copying of the Software and Materials provided the Supplier in accordance with the Agreement; and
- (c) sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of Projects Wing's breach.

7.21.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System produced thereby in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.

7.21.3 Such indemnities shall also not apply if any claim of infringement:

- (a) is asserted by a parent, subsidiary, or affiliate of Projects Wing's;

- (b) is a direct result of a design mandated by Projects Wing's Technical Requirements and the possibility of such infringement was duly noted in the Supplier's Bid; or
- (c) results from the alteration of the System, including the Materials, by Projects Wing or any persons other than the Supplier or a person authorized by the Supplier.

7.21.4 If any proceedings are brought or any claim is made against Projects Wing arising out of the matters referred above, Projects Wing shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in Projects Wing's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

If the Supplier fails to notify Projects Wing within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then Projects Wing shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify Projects Wing within the twenty-eight (28) days, Projects Wing shall make no admission that may be prejudicial to the defense of any such proceedings or claim. Projects Wing shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

7.21.5 Projects Wing shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with this Contract by Projects Wing or any persons (other than the Supplier) contracted by Projects Wing, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier's breach.

7.21.6 Such indemnity shall not cover any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, or any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by Projects Wing or any other person contacted by Projects Wing, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.

7.21.7 Such indemnities shall also not apply:

- (a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Supplier's organization;
- (b) to the extent that any claim of infringement caused by the alteration, by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing,

specification, or other documents or materials provided to the Supplier by Projects Wing or any persons contracted by Projects Wing.

- 7.21.8 If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in Clause 7.21.5, the Supplier shall promptly give Projects Wing notice of such proceedings or claims, and Projects Wing may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If Projects Wing fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless Projects Wing has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at Projects Wing's request, afford all available assistance to Projects Wing in conducting such proceedings or claim and shall be reimbursed by Projects Wing for all reasonable expenses incurred in so doing.

7.22 Copyright

- 7.22.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.
- 7.22.2 Projects Wing agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance software license agreement, except that additional copies of Standard Materials may be made by Projects Wing for use within the scope of the project of which the System is a part, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.
- 7.22.3 Projects Wing's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or as may be otherwise specified below.
- 7.22.4 Projects Wing's and the Supplier's rights and obligations with respect to Custom Software or elements of the Custom Software, including any license agreements, and with respect to Custom Materials or elements of the Custom Materials are that the intellectual property rights will vest with Projects Wing. The Intellectual Property Rights in all Custom Software and Custom Materials, at the date of this Contract or on creation of the rights (if later than the date of this Contract), vest in Projects Wing. The Supplier shall do and execute or arrange for the doing and executing of each necessary act, document, and thing that Projects Wing may consider necessary or desirable to perfect the right, title, and interest of Projects Wing in and to those rights. In respect of such Custom Software and Custom Materials, the Supplier shall ensure that the holder of a moral right in such an item does not assert it, and the Suppliers hall, if requested to do so by Projects Wing and where permitted by applicable law, ensure that the holder of such a moral right waives it.
- 7.22.5 Supplier will provide all the licenses, development kits and codes which are otherwise not the intellectual property of any Off the Shelf (OTS) software manufacturers for the FIS/MIS software to be developed/customized.

7.23 Project Plan

- 7.23.1 In close cooperation with Projects Wing and based on the Work Plan included in the Supplier's bid, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as specified in the Technical Requirements.
- 7.23.2 The Supplier shall formally present to Projects Wing the Project Plan in accordance with the procedure specified below.
- 7.23.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed and Finalized Project Plan shall be incorporated in the Contract by amendment, in accordance with GCC Clauses 2.4.
- 7.23.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Agreed and Finalized Project Plan and the Contract.
- 7.23.5 The Progress and other reports specified in the SCC shall be prepared by the Supplier and submitted to Projects Wing in the format and frequency specified in the Technical Requirements

7.24 Constituents of Project Plan

- 7.24.1 Chapters in the Project Plan shall address the following subjects:
 - a) Project Organization and Management Plan
 - b) Delivery and Installation Plan
 - c) Training Plan
 - d) Pre-Commissioning and Operational Testing Plan
 - e) Warranty Service Plan
 - f) Task, Time and Resource Schedules
 - g) Technical Support Plan

7.25 Approval of Project Plan

- 7.25.1 Within 2 weeks from the Effective Date of the Contract, the Supplier shall present a Project Plan to Projects Wing. Projects Wing shall, within 1 week of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements and/or the SCC herein called non-conformity. The Supplier shall, within 1 week of receipt of such notification, correct the Project Plan and resubmit to Projects Wing. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, Projects Wing shall provide confirmation in writing to the Supplier. This approved Project Plan ("the Agreed and Finalized Project Plan") shall be contractually binding on Projects Wing and the Supplier.

7.26 IMPLEMENTATION SCHEDULE

Implementation Schedule Table Software

S. No.	Milestone	Off The Shelf / Customised Off the Shelf Solution Deliverables	Custom Development Deliverables	Weeks from Effectiveness	Weeks from Acceptance
1	Project Initiation			W0	W0
2	Advance	Advance	Advance	W2	W2
3.a.	Project Plan	Statement of how and when a project's objectives are to be achieved, by showing the major products, milestones, activities and resources required on the project	Statement of how and when a project's objectives are to be achieved, by showing the major products, milestones, activities and resources required on the project	W02	W04
3.b.	Software Quality Assurance Plan	Plan stating set of standards, regulations, procedures and tools during the development lifecycle	Plan stating set of standards, regulations, procedures and tools during the development lifecycle	W02	W04
3.c.	Training Plan	Plan stating standards, training methods and schedules for training Super Users, End Users and System Administrators.	Plan stating standards, training methods and schedules for training Super Users, End Users and System Administrators.	W02	W04
4	Solution Design	Future Process Model stating customizations	UI Design Screens	W04	W8
4.a.		UI Design Screens	Entity Relationship Diagram	W02	W8
4.b.		Profiling Options used	Data Dictionary	W02	W8
4.c.	Integration Plan	Plan stating integration between proposed design and systems already running along with data bridging design	Plan stating integration between proposed design and systems already running along with data bridging design	W05	W8
4.d.	Software deployment Design & plan	Detailed Software deployment Design & requirements for running	Detailed Software deployment Design & requirements for running	W05	W8

		the proposed software solution	the proposed software solution		
4.e.	Disaster Recovery	Disaster Recovery Technical documents Disaster Recovery SOPs	Disaster Recovery Technical documents Disaster Recovery SOPs	W05	W10

5	User Acceptance Tests	User Acceptance Tests	User Acceptance Tests	W08	W12
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6	User Documentation	User Documentation	User Documentation	W08	W12
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7	Training of Users	Training of Users	Training of Users	W12	W12
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8	Sign Off	Sign Off	Sign Off	W16	W2
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7.28 Functional Performance Requirements of the System

7.28.1 The required system when deployed will cater to 200 concurrent users entering data simultaneously

7.28.2 The Supplier's obligations cover the provision of all Information Technologies, Materials and other Goods as well as the performance of all Services required for the design, development, and implementation (including procurement, quality assurance, assembly, installation on hardware, Delivery, Pre-commissioning, Installation, Testing, and Commissioning) of the System, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the Contract and the Agreed and Finalized Project Plan.

The Supplier shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and / or items and Materials were expressly mentioned in the Contract.

The Supplier shall achieve Operational Acceptance of the System (or Subsystem(s) where a separate time for Operational Acceptance of such Subsystem(s) is specified in the Contract) within the time specified in the SCC and in accordance with the time schedule specified in the Implementation Schedule in the Technical Requirements Section and any refinements made in the Agreed and Finalized Project Plan, or within such extended time to which the Supplier shall be entitled (Extension of Time for Achieving Operational Acceptance).

7.29 Software Specifications

7.29.1 System Software and System-Management Utilities:

- 7.29.1.1 All user workstations will use browsers i.e Chrome and Microsoft explorer based on Windows 10 or higher.

7.29.2 Networking and Communications Software:

- 3.4.1.1 Support TCP/IP Protocols
- 3.4.1.2 Support for HTTP and HTTPS Protocols
- 3.4.1.3 Support for FTP and Secure FTP Protocols
- 3.4.1.4 Support for NFS Protocols

7.29.3 Database Software and Development Tools:

- 7.29.3.1 Support latest version of ORACLE & integration with Primavera and iPas.

7.30 System Management, Administration and Security Specifications

General Requirements:

- 7.30.1 A report is provided that gives information on the implications of providing a role with access to a particular field, table or form (e.g. “giving permission to access this form will allow the user to navigate to another form and change field values even though the field is not visible on this form”).
- 7.30.2 Role based access is sufficiently granular that one can be sure that only those with a need to access certain data will be able to access that data.
- 7.30.3 It is relatively easy to deactivate access for a user.
- 7.30.4 Users are not required to have access privileges to the underlying database in order to run workflow processes.
- 7.30.5 Context-sensitive roles can be defined (e.g. this user can perform function for specified records only at a specified point in the processing cycle).
- 7.30.6 Roles can be established that allow a user to process sensitive data in the software but restrict that user from downloading the data.
- 7.30.7 The third party products and reporting tools which the Supplier says are part of an integrated package have a role based architecture that is consistent with the software rather than a standalone role based architecture (e.g. Adhoc reporting Tools).
- 7.30.8 There is a web-based tool provided that allows you to see the access that has been provided to a user with respect to the fields/tables/forms in the software, its underlying database, and integrated third party products and reporting tools if any.
- 7.30.9 There is a tool that allows easy to manage access to and deactivation from the software, its underlying database and the integrated third

party products and reporting tools if any.

- 7.30.10 The integrated system (consisting of the software, the underlying database, and/or the integrated third party products) has password change policies and timelines which can be subordinated to and controlled by the Projects Wing DD PMES.
- 7.30.11 The software system requires a strong password.
- 7.30.12 There is a low overhead but secure method to change a password.
- 7.30.13 Data fields can be encrypted at the database level.
- 7.30.14 All data fields come with auditing enabled.
- 7.30.15 Adding audit trails to data fields does not cause a significant degradation of performance.
- 7.30.16 Each data field is adequately documented in a data dictionary.
- 7.30.17 As Projects Wing articulates the standards/rules that define a data field, these standards/rules are then easily imported into a data dictionary.
- 7.30.18 If fields have table lookups, only values from the table can be entered into the field unless otherwise specified by Projects Wing.
- 7.30.19 There are validity rules in place to ensure consistency of data across fields.
- 7.30.20 Sufficient data reconciliation and exception reports are provided.
- 7.30.21 There are adequate system features in place to prevent the creation of duplicate records during batch transactions. If not possible, Reports are provided that make it easy to locate duplicate records and Functions are provided by the system that make it relatively easy to correct duplicate records.
- 7.30.22 The reporting tool(s) recommended by the software Supplier encrypt sensitive data as the data passes from the central system to PC's for external access.
- 7.30.23 The system generates reports showing who has requested data exports that include sensitive data.

7.31 Technical Support:

- 7.31.1 Warranty Service: Supplier shall provide comprehensive warranty coverage for a period of 2 years. Consultant will respond to technical support request in a timely fashion as laid out in a Technical Warranty Service Level Agreement to be submitted by the Supplier.
- 7.31.2 User support / hot line: Supplier will provide a dedicated hotline for user support for a period of 1 Year.
- 7.31.3 Technical Assistance: Consultant will provide Technical Assistance for a period of 1 Year

Annexure 1

Installation Certificate

Date: [insert: **date**]

Loan/Credit Number: [insert: **loan or credit number from IFB**]

IFB: [insert: **title and number of IFB**]

Contract: [insert: **name and number of Contract**]

To: [insert: **name and address of Supplier**]

Dear Sir or Madam:

Pursuant to Technical Requirements of the Contract entered into between yourselves and the [insert: **name of Purchaser**] (hereinafter the "Purchaser") dated [insert: **date of Contract**], relating to the [insert: **brief description of the Information System**], we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: [insert: **description**]
2. Date of Installation: [insert: **date**]

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [state: **"DG MIS"** or state **the title of a higher level authority in the Purchaser's organization**]

Annexure 2

7.2 Operational Acceptance Certificate

Date: [insert: **date**]

Loan/Credit Number: [insert: **loan or credit number from IFB**]

IFB: [insert: **title and number of IFB**]

Contract: [insert: **name of System or Subsystem and number of Contract**]

To: [insert: **name and address of Supplier**]

Dear Sir or Madam:

Pursuant to Technical Requirements (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the [insert: **name of Purchaser**] (hereinafter the “Purchaser”) dated [insert: **date of Contract**], relating to the [insert: **brief description of the Information System**], we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Purchaser hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): [insert: **description**]
2. Date of Operational Acceptance: [insert: **date**]

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [state: **“Project Manager” or higher level authority in the Purchaser’s organization**]

8.0 Part Two – Section II Special Conditions of Contract

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

1. Definitions (GCC Clause 1)

GCC 1.1 (a)—**The Purchaser is:** Project Wing, project “Strengthening of Ministry of Planning, Development and Reform in Monitoring & Evaluation of PSDP Projects, Government of Pakistan”

GCC 1.1 (b)—**The Purchaser’s country is:** Islamic Republic of Pakistan.

GCC 1.1 (c)—**The Project Site is:** PPMI Complex, Street 1, H-8 Islamabad.

2. Delivery and Documents (GCC Clause 6)

GCC 6 – Upon shipment, the Supplier shall notify the Purchaser the full details of the shipment, including Contract number, description of Work package, quantity and usual transport document. The Supplier shall mail the following documents to the Purchaser:

- (i) Copies of the Supplier’s invoice showing Work package’ description, quantity, unit price, and total amount;
- (ii) Original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the work package;
- (iii) Manufacturer’s or Supplier’s warranty certificate;
- (iv) Certificate of origin.

3. Insurance

The Work package supplied under the Contract shall be delivered duty paid (DDP) under which risk is transferred to the buyer after having been delivered, hence insurance coverage is sellers responsibility. Since the Insurance is sellers responsibility they may arrange appropriate coverage.

4. Warranty (GCC Clause 8)

GCC 8.2— In partial modification of the provisions, the replacement/warranty/ subscription period of the supplied items **shall remain valid till the warranty/subscription period as mentioned under Scope of Work** from date of acceptance of the supplies.

Incidental Services

The supplier will provide preventive maintenance throughout the Warranty Period.

GCC 8.4 & 8.5—**The period for correction of defects in the warranty period is: 15 (fifteen) days.**

5. Payment (GCC Clause 9)

GCC 9.1 & 9.3 —The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

- (i) **Advance Payment:** Ten (10) percent of the Contract Price shall be paid within thirty (30) days of signing of the Contract, and upon submission of claim and a bank guarantee for equivalent amount from any Schedule Bank in Pakistan in the form provided in the bidding documents, valid until 30 days after the Work package are delivered and all related services are performed. **The Advance Payment (Bank Guarantee) shall be released at the time of Final Payment.**
- (ii) **Payment for Work package supplied:** Eighty (80) percent of the Contract Price of the Software shall be paid to the Supplier upon acceptance of work package, and remaining twenty (20) percent on satisfactory performance after two months of acceptance of work package.
- (iii) **Licenses Cost:** (80) percent of the Contract Price on delivery, deployment and after testing of the of the software Work package.
- (iv) **Final Bill:** Final bill shall be paid within thirty (30) days of receipt of the Work package and completion of related services as per schedule of requirement upon submission of claim supported by the acceptance certificate issued by the Purchaser. **The Performance Security (Bank Guarantee) shall be released after successful completion of warranty period where applicable or on the completion of work package if warranty is not required.**

A copy of the sales tax, must be submitted along with the invoice besides receipt of original delivery challan(s), in duplicate duly completed in all respect. In case GST is not applicable on the Work package to be procured, the Bidder shall provide the documentary evidence to the said effect issued from the Competent Authority.

Tax(s) if any, shall be deducted at source as per applicable taxation laws, while making the payments to the Supplier.

6. Prices (GCC Clause 10)

GCC 10.1—Prices shall be: Fixed.

7. Performance Guarantee (GCC Clause: 14)

The Supplier, within ten (10) days of signing of this contract, shall provide to the Purchaser a Performance Guarantee (**valid till expiry of warranty / replacement / subscription period**) from any scheduled Bank of Pakistan equivalent to 10% of the total Contract amount in the shape of unconditional Bank Guarantee on the prescribed format as provided in the Bidding document.

Service Provider's Bid Security already submitted with the Bid shall only be released upon satisfactory submission of a Performance Guarantee in accordance with provision mentioned above. Failure to submit a Performance Guarantee shall result in to Cancellation of Contract and to initiate the process of Blacklisting etc.

The Performance Bank Guarantee shall be released upon completion of support and after sales services including all the warranties of hardware/expiration of subscription period of software.

CC 16.1—**Applicable rate:** The applicable rates on account of later delivery or unperformed Services including change of defective/sub-standard items, etc., shall be 0.01% per day and up to maximum 10 % of the contract price to the extent of delayed work package / unperformed services.

8. Termination for Default (GCC Clause 17)

If during the currency of the period it is found that supplied items are sub –standard or defective,

If the Supplier fails to deliver any or all of the Work package within the period specified in this

Contract,

or within any extension thereof granted by the Purchaser pursuant to GCC Clause 15.2;

2 If the Supplier fails to perform any other obligation(s) under the Contract

or

If the Supplier, in the judgment of the Purchaser has engaged in corrupt and fraudulent practices in competing for or in executing the Contract, the contract will be cancelled and Performance Security will be forfeited and the firm will also be blacklisted.

9. Resolution of Disputes (GCC Clause 19)

GCC 19.2—**The dispute resolution mechanism to be applied pursuant to GCC Clause 19.2 shall be as follows:**

In the case of a dispute between PROJECT WINGS and the Supplier, the dispute shall be addressed and settled in accordance with the Standard Operating Procedures devised by PROJECT WINGS Management to this effect besides invoking provision of Public Procurement Rules, 2004 and the relevant laws of the Islamic Republic of Pakistan.

10. Governing Language (GCC Clause 20)

GCC 19.1—The Governing Language shall be: English.

11. Notices (GCC Clause 23)

GCC 21.1—Purchaser’s address for notice purposes:

Director (MIS)

Projects Wing, PPMI Complex, Street 1, H-8, Islamabad.

—Supplier’s address for notice purposes:

9.0 SECTION VII. STANDARD FORMS

9.1. Form of Integrity Pact

Contract No. _____ Dated _____
Contract Value: _____
Contract Title: _____

[name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoP through any corrupt business practice.

2. Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, Supplier, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

3. [name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

4. [name of Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

5. Notwithstanding any rights and remedies exercised by GoP in this regard, [name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

Name of Procuring Agency:

Name of Supplier:.....

Signature:

Signature:.....

[Seal]

[Seal]

9.2 Form of Performance Security

To: [Name & Address of the Procuring Agency]

Whereas [Name of Service Provider] (hereinafter called "the Service Provider") has undertaken, in pursuance of Contract No.[number] dated [date] to supply [description of Services] (hereinafter called "the Contract")

And whereas it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a scheduled bank for the sum of 10% of the total Contract amount as a Security for compliance with the Service Provider's performance obligations in accordance with the Contract.

And whereas we have agreed to give the Service Provider a Guarantee:

Therefore we hereby affirm that we are Guarantors and responsible to you, on behalf of the Service Provider, upto a total of [Amount of the Guarantee in Words and Figures] and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the Contract and without caviler argument, any sum or sums within the limits of [Amount of Guarantee] as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guaranteed valid until the _____ day of _____, 2021

Signature and Seal of the Guarantors/ Bank

Address Date

9.3. Bank Guarantee for Advance Payment

To: *[name of Purchaser]*

[name of Contract]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, to provide for advance payment, *[name and address of Supplier]* (hereinafter called "the Supplier") shall deposit with the Purchaser a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of *[amount of guarantee in figures and words]*.

We, the *[bank or financial institution]*, as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Purchaser on its first demand without whatsoever right of objection on our part and without its first claim to the Supplier, in the amount not exceeding *[amount of guarantee in figures and words]*.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed thereunder or of any of the Contract documents which may be made between the Purchaser and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until *[date]*.

Yours truly,

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

Annexure -A

3.1.1 (a) Upgradation of PMES system to new technology & development of additional features

1.0 Scope of Work

- Bidder shall migrate the system from old to new technology, the new system shall have integration options and enhanced security features. All the features & reports of the old system shall be in working condition in the new system. The purpose of upgradation is that the old system has Updation limitation due to old technology. The system shall have the feature to easy access and upgradation.
- The Bidder shall present a technical solution for service design and its ability of Integration with other systems. The backend will be on Oracle.
- The webpage shall have the features of HTML5 and cutting edge web technology (5)
- The service design needs to address the following pain points in addition of the features already available in the PMES:
 - Creation of Project Profile from Excel sheet
 - Updation of yearly PSDP from excel sheet
 - Updation of releases from excel sheet and easy interface for defining of releases on quarterly basis
 - Releases entering interface for Ministries, Focal person and PDs
 - Updation of Cash/Work Plan from the NIS and provision to convert it to quarterly basis and defining physical progress
 - Reconciliation of expenditure with SAP system
 - Easy interface for monthly progress report
 - Communication among stakeholders and integration with social apps
 - Training manual, videos and social media pages development and integration

1.1 Detail of the Old PMES system

Detail documentation and Demos shall be provided to shortlisted Vendors for the submission of Financial quotation.

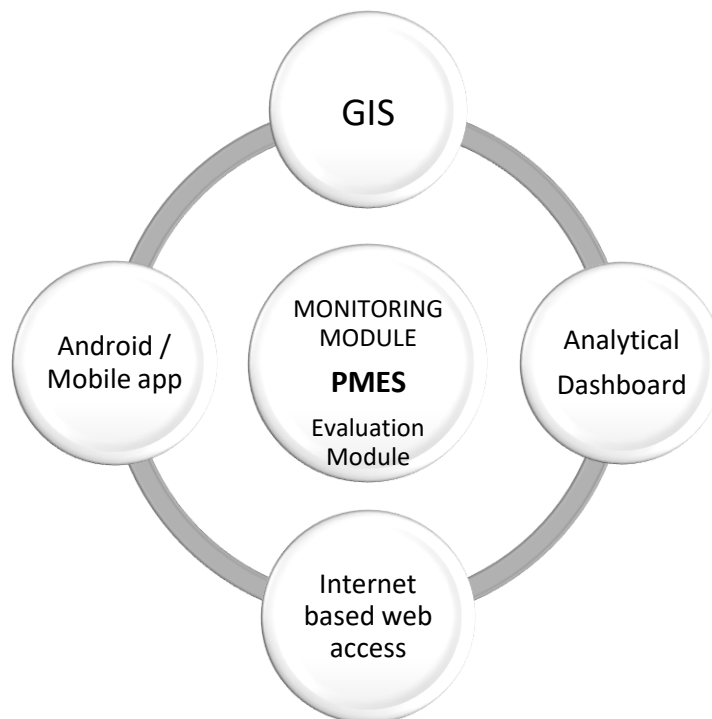
2.0 Deliverables

A software solution that fulfills all the requirements mentioned in annexure-A.

Milestone Description	Delivery Location	Date
Progress Reports <ul style="list-style-type: none"> Regular development updates via presentations for work packages being developed Additional ad hoc meetings may be requested as needed 	PPMI, Islamabad	Monthly or as required
Acceptance of Full-scale solution <ul style="list-style-type: none"> i. Full scale project plan ii. Full scale solution architecture iii. Full scale project implementation iv. User Acceptance Testing v. Full scale training and support, including training documentation where relevant 	PPMI, Islamabad	After signing of the Agreement <ul style="list-style-type: none"> i. One Month ii. One Month iii. One Month iv. 15 days v. 15 days

Diagram: Working of PMES

Project Monitoring and Evaluation System (PMES)



3.0 Non-Functional Requirement of Upgraded System

1. The system shall have user friendly interface
2. The system shall be integrated with Dashboard and SAP (excel format)
3. The system shall be responsive and shall be mobile enabled
4. The system shall be integrated with GIS for project communication and project marking on Pakistan map to find out projects in their locality
5. The system shall have SMS enabled service for communication with stakeholders
6. The system shall provide reporting for stakeholders.

4.0 Functional Requirements of the System

- PDF format of PC-I, PC-II, PC-III, PC-IV, PC-V will be stored in PMES
- Simplified PMES interface as per user access rights & roles
- Android based access with enhanced video and geo coordinates features
- Strong cyber security features
- Analytical Dashboard for Executive
- Full functional PMES access through web

- Detailed project progress, issues, way forward,
- Images, Observations of project authorities
- Detailed monitoring reports , issues & observations
- Progress reporting against objectives with reports

10.0 Index

PMES Main Interface	
Monitoring Module (PC-I, PC-III)	
Profile information changes	
Cash/work plan changes	
Progress from PD related changes.....	
Monitoring reports changes	
Release Form Changes	
Project Revision Changes	
Admin Module Changes	
PMES Interface for PIP	
Reports changes (flexible type for all reports, custom report enhanced)	
New Reports	
Evaluation Module (PC-IV & PC-V)	
Working Paper (PC-II).....	
Migration to New Server	
Executive Dashboard	
Android Mobile App:	

PMES MAIN INTERFACE

Look and feel and access enhancement of PMES:

- PMES interface to be simplified only user role based icons to be displayed on home page.
- On the main menu for each user show basic analytics as Time overrun, Cost overrun, Missing items such as cash/work plan, progress report etc.

MONITORING MODULE

a) PROFILE INFORMATION CHANGES

- Geo Coordinates field to be added
- Date of commencement and completion to be made mandatory
- Technical sections of PD&R field to be added
- Project objectives, targets, achievements against objectives
- **Project Documents to be uploaded in soft form**
 - **PC-I (Upload PDF/Word Format), Store with Date and Remarks.**
 - **Approval Forum (DDWP/CDWP/ECNEC) decisions copy**
 - **Authorization (Upload PDF/image Format) Store with Date and Remarks.**
 - **Admin Approval (Upload PDF/image Format) Store with Date and Remarks.**
 - **Project Profile (PW-002) (Upload PDF/Word/Excel Format) Store with Date and Remarks.**
- An option be provided to collect RBM information in the monitoring module so as to facilitate RBM goals

b) CASH/WORK PLAN CHANGES

- Merger of work / cash plan screens

c) PROGRESS FORM CHANGES

- Add - Expected completion date, expected time/cost overrun from PD.
- Correction of formula for calculation of physical progress and display on Progress Screen.
- Add - Provision of picture/video upload for Project Director along with geo coordinates to identify locations.
- Add - Remarks with caption Major Work Done from Project Director.
- Add - Remarks with caption Reason of Time Over Run from Project Director
- Add - Remarks with caption Reason of Cost Over Run from Project Director
- Add- Remarks performance against project objectives from PD

- Issues and remedial measures as proposed by PD
- Expenditures and releases received as per PD
- Progress reports over a time range/latest option
- Bottlenecks reported by Project Director.

Most of the above given information items are also entered by Monitoring officer in PMES but to capture the Project director's opinion separately these provisions are required.

Bottlenecks		What's this?	
<input type="checkbox"/> Co-ordination Issues	<input type="checkbox"/> Contractor's Problem	<input type="checkbox"/> Delay in Suppliers Appointments/Designing	<input type="checkbox"/> Delay in Procurement
<input type="checkbox"/> Delay in Releases of Funds	<input type="checkbox"/> Governance Issues	<input type="checkbox"/> Lack of Decision Making	<input type="checkbox"/> Land Acquisition
<input type="checkbox"/> Management Capacity	<input type="checkbox"/> Non Existence of PMUs	<input type="checkbox"/> Turn-over of PD/Staff	<input type="checkbox"/> Law & Order Situation
		<input type="checkbox"/> Any Other	

d) MONITORING FORM CHANGES

- Addition of executive summary
- Bottlenecks may be increase / change
- Bullet symbols formatting error
- Monitoring observations, proposed corrective actions, deadlines so as to automatically print all projects without partial or no corrective actions
- Addition of Advanced table features
- Addition of monitoring observations against objectives of the projects
- Monitoring reports categorization such as reports with identification of major financial irregularities, procedural irregularities, stalled projects since more than specified number of years etc.
- **Publish monitoring reports in PDF format can be uploaded**
- **Provision to attach 2-3 supporting document for monitoring findings**
- Add process to track compliance of monitoring observation by Project Director and produce quarterly compliance report
- There must be a notification for PD on submission of monitoring report by Monitoring Officer
- Monitoring report approval flow must be implemented
- Awaited

e) RELEASE FORM CHANGES

- Add - Released authorized by PIP.
- Add - Annual surrender amount.

- Add - Release Demand, Additional Demand if any and Anticipated Saving
- Formula for calculation of total released amount after surrender.

f) PROJECT REVISION CHANGES

- In project revision case all previous entered progress, work and cash plan shows null value; it must be displayed in case of revision of projects.

g) ADMIN MODULE MODIFICATIONS

- Some modification/addition required in user creation, project assigning, and log generation corrections in admin module.

h) PMES INTERFACE FOR PIP

- A specialized interface for PIP section of Planning Ministry

i) REPORTS CHANGES/CORRECTIONS

- Correction required in already created reports (6 reports needs correction which are not fetching correct data)

Summary Custom Report

Sector / Ministry / Agency:			
<input checked="" type="radio"/> Admin Sector	Select		
Ministry	Select		
<input type="radio"/> Funding Agency	Select		
<input type="radio"/> Executing Agency	Select		
<input type="radio"/> Admin Sector	Select		
Sector	Select		

Summary:			
Enter Report Title:			
<input type="checkbox"/> Sector Name	<input type="checkbox"/> Ministry Name	<input type="checkbox"/> Project Name	<input type="checkbox"/> Approval Date
<input type="checkbox"/> Capital Cost	<input type="checkbox"/> Total Expenses	<input type="checkbox"/> Total Releases	<input type="checkbox"/> Total Physical Progress
<input type="checkbox"/> Total Financial Progress	<input type="checkbox"/> Total PSDP Allocation	<input type="checkbox"/> Expense % of Release	<input type="checkbox"/> Release % of Allocation
<input type="checkbox"/> Expense % of Allocation	<input type="checkbox"/> Project Director Name / Phone / Independent Additional	<input type="checkbox"/> Cash requirement	<input type="checkbox"/> Time Over Run (Months)
<input type="checkbox"/> Completion Date (As Per PCI)	<input type="checkbox"/> Expected Completion Date	<input type="checkbox"/> Project Cost (As Per PCI)	<input type="checkbox"/> Expected Completion Cost
<input type="checkbox"/> Cost Over Run (Rs. Million)			

Reporting Parameters:			
Project Type:	All PSDP	From Cost:	
Province:	-- Select --	To Cost:	
City:	-- Select --	Project Director:	All
Province:	-- Select --		
Project Status:	All		

<input type="radio"/> Upto selected Quarter - Financial Year <div> Quarter: -- Quarter -- Financial Year: -- Year -- </div>	<input checked="" type="radio"/> Dynamic <div> From Date: <input type="text"/> To Date: <input type="text"/> </div>
---	---

[View Report](#)

The above report does not fetch the data as per PSDP Financial year, option to select financial year required. This report requires some changes such as addition of more attributes in selection list, flexibility to extract with different options such as only projects of specific cost limit, only time over run projects, only monitored /unmonitored projects, by monitoring officer, projects without progress for any month/quarter etc. Some more check boxes required as mentioned in single liner report.

j) NEW REPORTS

- It is estimated that 10 new reports will be added. Two reports are listed below whereas rest of the reports will be identified with the feedback from stakeholders.
- Single Liner report (Ministry wise/year wise/province wise) Excel/PDF format (Report Format Attached) with two options to fetch physical/financial progress and issues, pictures from Project Director OR from Monitoring Officer with clear indication in titles (e.g. Issues, progress as reported by PD)

- One Pager Report (Ministry/province/year wise) Excel/PDF/Word format (Report Form attached)
- It is preferable if for all reports there is a provision to print either in EXCEL, PDF or Word format.

k) Monitoring Schedule and approval process

- Preparation of Yearly and quarterly monitoring schedule of projects
- Rescheduling of monitoring plan
- Reminders to DG, CMO's, MO's for monitoring progress
- Entering Monitoring progress and sharing with stakeholders
- Follow-up reminders with the stakeholders for compliance of recommendation
- Status update and tracking of compliances against the recommendations

EVALUATION MODULE (3.1.1 c)

Presently evaluation module is not working. So it requires anomalies correction in some forms for data uploading and saving to make evaluation module operational. Some modifications will also be needed in evaluation module to implement evaluation as per current processes. Besides the module must provide facility to store PDF/images of following documents:

- **PC-IV (Upload PDF/Word Format) Store with Date and Remarks.**
- **PC-V (Upload PDF/Word Format) Store with Date and Remarks.**
- **Evaluation Report (Upload PDF/Word Format) with date and remarks**
- **Any supporting document/ images reviewed during the evaluation**

Functional Requirements of Evaluation Module

Purpose of evaluation

The final phase of the project cycle is an evaluation. The analysts look systematically at the elements of success and failure in the project experience to learn how to plan better for the future. The basic objective of such a study is to ascertain the real worth of a project or programme as far as possible. Broadly speaking, the evaluation may be defined as "a process which attempts to determine as systematically and objectively as possible the relevance, effectiveness and impact of activities in the light of the objectives". It is, thus, a critical analysis of the factual achievements and results of a project, programme or policy vis-à-vis the intended objectives, underlying assumptions, strategy and resource commitment. In specific terms, it makes an attempt to objectively assess the following:

- i. the relevance and validity of the objectives and design of the project or programme in terms of broader issues of the development policy, sector or sub- sector priorities and strategies as well as other problems of wider nature
- ii. the efficiency and adequacy of the pace of progress of the project or programme where the focus is mainly on the managerial performance and productivity
- iii. the effectiveness of the project or programme - a major part of an evaluation exercise in

realizing the intended objectives from a variety of angles

- iv. the identification of reasons for the satisfactory or unsatisfactory accomplishment of the results of the project or programme and to deduce critical issues and lessons, which may be of relevance to other on-going and future projects or programmes of a similar nature

Types of evaluation

- i. Evaluation can be applied for different purposes as well as to a specific activity, project or programme. It is not restricted to the completion stage only, but involves periodic investigations at many stages.
- ii. The different types of project evaluations carried out are: (i) ex-ante evaluation, (ii) on-going evaluation and (iii) terminal evaluation or ex-post evaluation. The ex-ante evaluation or pre-approval appraisal has already been discussed with methods and techniques in earlier chapters. The on-going evaluation is carried out by the organisation of its own to reassess the projected feasibility of the PC-I content because of the time lag, while external evaluation is done by an agency other than the body involved in the implementation of a project. The on-going and post-completion evaluation have been discussed below.

(a) On-going or mid-term evaluation

The main purpose of an on-going or mid-project evaluation is to assist the project management to make appropriate adjustments in the changed circumstances or to rectify any shortcomings in the original design so as to improve its efficiency and overall performance.

(b) Post-completion evaluation

The purpose of an ex-post or post-hoc evaluation is to discover the actual as opposed to the projected, results of implementing a project. The aim of evaluation is primarily to compare the actual outcome of the project with the projections made at the appraisal stage. The examination of different aspects of the project can provide important lessons derived from the experience for the new projects. The overall impact of the project will result in a number of effects, which can be classified as costs and benefits, direct and indirect or tangible and intangible. The ex-post evaluation takes place after completion of the project and is often more in-depth as it focuses on the analysis of impact. Besides, it is time-consuming, costly and calls for persons with special skills. For this purpose, PC-V proforma is used in Planning Commission. In terms of the provisions of the PFM Act 2019, for projects with a total cost exceeding a threshold which is yet to be set by the Planning Commission, an independent impact assessment within five years after completion of the projects is required.

Method of evaluation

Evaluation indicators

These indicators are the yardsticks for the assessment of the overall performance of a project or programme with reference to the stipulated targets and objectives. The main indicators can be identified as under:

i) Physical achievements indicators

- Overall physical progress and overall cost utilisation
- Timely or delayed completion of a project or programme (delay in years)

ii) Output or impact indicators

Production (whether crops, livestock, forest products, fish, etc.), for example, the percentage of children in a target group receiving supplies feed, number of acres surveyed, loan applications processed or approved, trained manpower, a laboratory set-up, etc.

iii) Economic indicators

Financial and economic benefits (for example, the financial rate of return, IRR, B/C ratio, etc.)

iv) Social indicators – Quality of life indicators

Income distribution with equity, level of food consumption, health and education facilities, shelter, access to the essential amenities or basic needs life expectancy, etc.

PROJECT CLOSURE AND TRANSFER OF ASSETS

The principal aim of the project closure is to mark the achievement of an important stage in the project cycle and to inform all parties concerned about it. The final stage of the project is its completion and formal closure. The project closure triggers the winding up of technical, operational and administrative actions by the project-sponsoring public sector entity as determined in the last approved version of the PC-I.

Completed or closed project

- a. The project is considered to be completed or closed when all the funds have been utilised and objectives achieved or abandoned for any reason. At this stage, the project has to be formally closed and completion report (PC-IV proforma) should be submitted to PIA Section of DR&R Division. This PC-IV is evaluated by the Projects Wing and decision on project assets or requirement of human resources is decided to run the activities after completion of the project.
- b. The project closure involves handing over the deliverables to the authorities concerned, closing of the supplier's contracts, and closure of bank account, releasing security money, staff and equipment and informing stakeholders about the closure of the project as per the last approved PC-I. The project closure can be best understood by dividing the closure into operational closure and financial closure.

Operational closure

This closure signifies the stage when the last input has been provided, all project activities have ended, assignments of all project personnel have been completed, disposal of or transfer of equipment purchased by the project has been carried out. It also marks the point in time beyond which no further financial obligations or commitments should be incurred. For regular operation and maintenance of projects after the completion stage, it should be handed over to the agency responsible for maintenance and operation. The timely efforts are required to be made for the handing over of the project and provision of maintenance cost to the authority concerned. This exercise should be taken in hand before six months of the expected completion date. If any of the project staff has to be retained for the operation of the project, a case for the shifting of the post in revenue budget may be initiated and got approved from the Finance Division well in time so that the continuity in project operation is not hindered and public assets created under the project are properly maintained. After the closure of the project, the annual operation reports have to be submitted to the Planning Commission every year for five years on PC-V proforma for evaluation.

Financial closure

This closure follows the operational closure as soon as possible. Ideally, the operational and

financial closures should be done simultaneously in order to avoid large gaps between the operational closure and financial closure. The financial closure marks the date after which no further transaction on that project account will be permitted. The sponsoring agency concludes that all financial transactions authorised by it are finalised and that there are no further financial commitments (hard or soft) or forecasts, that there exists no cash deficit or a liability. The sponsors must also verify that the total expenditures are within the allocated budget. However, the closure of the project may not be delayed on account of the security money. It is recommended that pay order of the security money be got prepared from banks and released after completion of the maintenance period or defect liability period as per rules. The financial closure may be achieved within six months of the operational closure.

Responsibility for project closure

The project sponsoring agency is responsible for initiating, carrying out and monitoring and executing the tasks necessary for completion and closure of the project. They have the final responsibility for ensuring the project closure tasks are undertaken as and when required. It is worth mentioning that liquidation of commitments is usually the most time demanding task and for this reason, it is advisable that the sponsoring agency should prepare and regularly update the liquidation of commitments, including the final payments. The same applies to the disposal or transfer of the project assets.

Basic procedures and checklist for project closure

The project sponsoring agency initiates project closure by:

- i. Consulting the last approved version of the PC-1 and its amendment(s), revision(s) if any to determine the final closure date
- ii. Preparing the project completion report PC-IV well in time
- iii. Ensuring the terminal report on PC-IV is drafted and technically cleared by the relevant sponsoring agency
- iv. Submitting the same PC-IV to the PIA Section of the Planning Commission
- v. Changing the project status in the PMES to “Activities Completed” as the means of marking a project as being in the process of operationally and financially closed
- vi. Providing recommendations for the disposal or transfer of assets purchased by the project
- vii. Coordinating the departure of the project personnel and communicating with the unit concerned six months before the project closure date so that action to the transfer or separate personnel is taken
- viii. The project sponsor ensures that the last project inputs are provided by directing completion of all sub-contracts, ordering the last expendable or non- expendable equipment items.
- ix. Providing the account closing instructions, including impress accounts to the quarters concerned if relevant and applicable
- x. Conducting disposal of the project equipment if required either by transfer or donation to other sections or departments, sale or write-off. Unless disposal directives are already specified in the PC-1, the main options for disposal of the equipment in projects are to be transferred to the recipient department or government, transferred to another or follow-

up project or become part of the sponsoring agency's inventory. Further options are that the equipment items may be sold, or under specific circumstances, written-off with the approval of the competent authority. For all projects, vehicles shall be transferred to the government or ministry concerned.

- xi. It is the responsibility of the sponsoring agency to inform all parties concerned about the operational closure. The sponsoring agency of the project is responsible for conducting a post-completion audit and prepares a budget revision in order to surrender the balance of the project allocation or release if any.

INTEGRATION OF SYSTEMS (3.1.1 d)

a. Working Paper Module Integration

Working paper module is in development phase the system shall provide interfaces and integrate with the Module.

b. Integration of SAP with PMES

The MIS team has online access of SAP system and the data is available in excel sheets. For project wise expenditure NIS and the cash plan need to be integrated. The PMES reports must take expenditure from SAP data as well as shall have a separate column for expenditure reported by PD's.

The system shall be able to integrate NIS its code for Cash Plan and the provision to assign weights to the task as well as convert the CFY NIS to quarterly basis.

c. Integration with SUPARCO Dashboard

The PMES system shall be integrated with SUPARCO dashboard and with the dashboard developed for PMES.

d. Integration with Mobile App

The PMES system shall be integrated with Mobile App developed by the SUPARCO and shall have interface for Mobile Apps.

Need for android interface is required to facilitate monitoring as well as for reporting to senior management. Android interface should provide interface for three types of users namely, monitoring officers, Project implementation authorities and senior management. The interface should provide access to essential project data for monitoring officer to monitor the project. As well as it must provide facility to monitoring officers for upload videos, pictures, scanned documents etc. Similarly, Project directors should be provided with facility to upload overall progress information, videos, pictures, issues etc. For senior management individual project details may be viewable as well as some analytical reports for overall PSDP performance and individual projects be provided.

e. Integration with GIS system

Integration with GIS system developed by SUPARCO for Projects Wing, demo and technical details shall be shared with the Vendor on request.

Additional Functional Requirements:

1	There must be a monthly progress report instead of quarterly as well as provision in Qtr columns initial with 1 or 2 or 3 that represent (how many months PD punched the data in that Qtr).
2	Project components windows serial number changed in next page screen.
3	Appropriate adjustment of Columns in Work/Cash plan window (All PDs facing this issue, urgent)
4	Monthly Progress Data must be archived (as well as incorporated with revised PC-I case) when project revised.
5	Check required for entering last month progress instead of annual check to ensure some extend real time data. The best practice will be to give an option between save and submit (initial submission) to cater real time data punching.
6	Hiding of Dissolved Ministries
7	In Monitoring option, there must be copy pasting of word or excel data
8	In admin panel, searching option in Assigning User Rights from financial year as well as ministry wise not up to the mark basically it displays all record.
9	In Admin panel, assigning of projects need to be fast
10	There must be secure/encrypted pmes communication as well as medium (website)
11	PDs can upload progress images as well as necessary documents uploading
12	Lengthy Project Name not fully readable in Assign Project windows while assigning in admin panel.
13	To Do List need to be accurate
14	Email Generation at any major events (i.e., Progress Submission & Verification, Work/Cash plan events, Monitored Progress.
15	Vendor or contractor Info addition in PMES
16	In Executive Reports, Scrutiny of Cash Work Plan for first province option National and Province wise not generating accurate data. Whereas, 2nd Province option for all working but only lack of sum in Ministry Clearance (FP) work cash plan.
17	Functional of Working Paper & Evaluation Modules
18	Provision of reports in excel format as well
19	Provision for further comments of Monitoring (CMO to DG to Mem, to Sec need to be incorporated through pmes and corresponding report including Evaluation modules as well

20	In Executive Reports, Sector wise PSDP report heading name and calculation must be as per current approval mechanism authorization (DDWP, CDWP & ECNEC). And main heading label must be dynamic (as per selected option) instead same for all under reports.
21	Reports Heading need to be updated and downloaded name as per report names
22	In Executive Reports, Summary of Allocation/Releases report working for all and sector wise selection but data not properly generated.
23	In Executive Reports, Scrutiny of Cash Work Plan for first province option National and Province wise not generating accurate data . Whereas, 2 nd Province option for all working but only lack of sum in Ministry Clearance (FP) work cash plan .
24	In Executive Reports, No Desk Monitored result (data) in Progress of Monitored Project Report.
25	In Executive Reports, need to check, Project wise progress report
26	In Executive Reports, Ministry wise Project Allocation report working but sector to further ministry wise option not working
27	In Executive Reports, Ministry Division Agency wise Utilization not working
28	In Executive Reports, Employment Generation Report not working
29	Displaying of Component in work & cash plan must be as per components added instead of alphabetically sorted & displaying.
30	Change Project Status should not display all project before searching, as it has been done for adding or searching pmes user module.

MIGRATION TO NEW SERVER:

PMES application and data base will be migrated to new hardware and software. The Bidder shall include all costs of the activity to install and performance monitoring of the system for a period of 1 year.

EXECUTIVE DASHBOARD:

There is a requirement for analytical and executive dashboard for senior officers. One dashboard environment has been developed in PHP. It requires some corrections and some additional functionality. This application shall be integrated with PMES in addition a similar dashboard shall be developed for projects costing 2 Billion and above with S-Curve, mitigation plan and analytic features for future projection of cost and time of projects.

Annexure-B

3.1.1. (b) Oracle Licenses

Note:- Requirements of Oracle Licenses for the first phase have been worked out and given below however if the bidder wants to include any licenses for the completion of the first phase as a turnkey project he can mention additional requirements as an option.

S. #	Description	Metric	Quantity	Unit Cost (Inclusive of all taxes) Pak Rs.	Y1 Support (Inclusive of all taxes) Pak Rs.
1	P6 Enterprise Project Portfolio Management	Application User	5		
2	Database Enterprise Edition	Names User Plus	25		
3	Diagnostic Pack	Names User Plus	25		
4	Tuning Pack	Names User Plus	25		
	Percentage of discount				
Total Cost (Inclusive of all taxes) Pak Rs.					
Total amount after Discount (Inclusive of all taxes) Pak Rs.					

Annexure – C

3.1.1 Phase - I

- a. Primavera implementation for five licenses for large projects costing Rs. 2 billion and above & dashboard.

Primavera P6 EPPM for 5 (5 each in pahse I & II) user licenses.

Statement of Work

- a. The bidder shall initiate discovery phase to collect the requirement of the system.
- b. The Project shall be as a service design proposal. A service design shall be submitted by the Bidder to address following pain points:
 - i. Bidder shall submit detail schedule plan with work break down structure and work packages defined linked and duration required (this part has major technical points in technical evaluation).
 - ii. Facilitate Projects Wing as third party in monitoring of mega projects (costing 2 billion and above)
 - iii. Portfolio mentoring, reporting and facilitating in mitigation plan defining
 - iv. Flagging/alerts of cost and time over run of projects
 - v. Provision to crush scheduling and defining critical path of each project
 - vi. Generation of Alerts to stakeholders for data Updation and cost and time over run in projects.
 - vii. Calculation of Schedule Performance Index (SPI) & Cost Performance Index (CPI), Estimate at Completion and Estimate to Complete and S-Curve etc.
 - viii. Provision of easy data Updation from PDs, including Project Profiles, Cash/Work Plan, Monthly Progress report.
 - ix. Reporting Provision of progress to stakeholders in PMES/Primavera
 - x. The system shall be integrated with PMES and with SAP (Excel sheets)
 - xi. Provision for cost of items as defined in SAP and provision to pull data from SAP (Excel sheet) to sync NIS and Cash Plan.
 - xii. Updation of expenditure from SAP (Excel)
- c. Projects Wing desires to migrate Project Plan Schedule of 289 large projects to Primavera P6 EPPM, Vendor shall install and customize Primavera P6 EPPM on the Server, data shall be provided by the project team to the selected Vendor data in excel, format for collecting data for projects in execution shall be developed by the Vendor and shall be collected and provided by the Projects Team.
- d. The Vendor shall migrate the plan to Primavera P6 EPPM and train the Projects Team for data migration.
- e. Primavera P6 EPPM shall be integrated with PMES for fetching data available in PMES.
- f. A dashboard shall be developed by the selected Vendor for following stakeholder:

Secretary P&D, Member I&M, all Chiefs, DGs, Secretary Relevant Ministry of the project, Project Directors, CMO's and MO's

- g. The Vendor shall be responsible for configuring Primavera P6 EPPM for portfolio monitoring of 289 projects and dashboard for projects.
- h. The PMES shall be integrated with Primavera and the PD's shall upload monthly progress report in PMES. The reports shall be simplified and the data which has already provided by the PDs shall be fetched to facilitate the PD's.
- i. The bidder shall define format of data migration and status updates, for initiating the entry of project details (Project Profiles).
- j. Data of the Projects in execution shall be taken from the PMES system.
- k. Samples of reports shall be shared with the selected Vendor
- l. A demo of dashboard shall be shared with Shortlisted Vendors

Reports required in the Primavera dashboard (samples shall be shared):

- a. P6 Dashboard for the executive view
- b. P6 Dashboard for users
- c. Project milestone report
- d. Quarterly project delivery block
- e. Project variance
- f. S-Curve report
- g. Portion and Work Package
- h. Project Profile
- i. Resource Profile
- j. Monthly Project Delivery Dashboard Monthly & Quarterly
- k. Earned Value Report by Project Control
- l. Project Profile
- m. Cost Analysis
- n. Progress Tracking
- o. Any other report

Annexure – D

Phase – II 3.2 (a) Oracle Licenses (additional)

Note:- The Vendor can propose additional licenses if required as option.

S.I No.	Description	Metric	Quantity	Unit Cost in million (Pak Rs.)	1 year Support
1	P6 Enterprise Project Portfolio Management	Application User	5		
2	Analytics Server	Names User Plus	25		
3	WebLogic Suite	Names User Plus	25		
4	Data Integrator Enterprise Edition	Names User Plus	25		
5	WebLogic Server Management Pack Enterprise Edition	Names User Plus	25		
	Percent Discount				
Total in Pak Rs. Inclusive of all taxes					
Total After Discount					

Annexure – E

3.1.2 (a) Mobile App for feedback on development projects by the General Public with GIS capability.

Scope of Work

The government of Pakistan is trying to improve the basic needs of the citizens of Pakistan through Public Sector Development Projects every year. PC1 are prepared in almost all ministries and submitted to the Ministry of Planning Development and Special Initiatives (Mo PD& SI) for approval, almost several and especially infra sector projects have a specific location in Pakistan. Its location is not only important for the general public but also for decision-makers as well. PMES has all the necessary information about PDSP but lacks GIS information. There should have an admin panel and user's views of the PSDP Locations in terms of Point, Line & Polygon.

It will easily visualize all the PSDP Projects locations which are required and which are best represented through Spatial Location in conjunction with PMES Relational database using Georelational Data Model. The Web GIS should have the admin panel and User views.

Where the admin has all the CRUD capabilities and other important rights options and control also admin can easily add additional operational layers when and where required. There should have different types of queries and spatial queries and their result should be displayed on the base map. Should have spatial filters like projects locations and their spatial distribution of the projects province wise, Ministry wise, sector-wise as well as district wise, provincial and national constituencies, district, province, constituencies allocations, release, progress, distribution representation of the PSDP Projects. While the system has the functionalities of PSDP locations demarcation methods in several ways like absolute locations entry (Lat, long should be entered through the keyboard), Picker tool (Lat, long should be marked from base map through mouse click) and through import the location information in shapefile or kml format when the exact format is submitted by the respective project Director of the project when the alignment was finalized.

There should have a base map and operational maps to represent the distribution of projects.

Base maps:

Base map is a layer with geographic information that serves as a background. A base map provides context for additional layers that are overlaid on top of the base map. Base maps usually provide location references for features that do not change often like boundaries, rivers, lakes, roads, and highways. Even on base maps, these different categories of information are in layers. Usually, a base map contains this basic data, and then extra layers with a particular theme, or from a particular discipline, are overlaid on the base map layers for the sake of analysis.

Examples of base maps are:



Google map, open street map, google traffic map, google satellite map etc. are examples of base map.

Operational map: The layers overlaid on top of the base map is known as operational layers. Operational layers are often interactive and tell the story of your web scene. Operational layers can be visualized differently depending on the source data.

In PSDP the Operational layers are the Project locations, Road Network, Cities locations, Railways network, Health facilities location, Police stations Locations, Transportations terminals locations, Pakistan boundary, Province boundaries, Districts boundaries,

Like Point locations of PSDP projects, Line locations of PSDP Projects, Pakistan layer, Pakistan Provincial layer, Pakistan District layer of Pakistan,



Point representation is better to check the distribution of projects and it is often used for higher officers/ officials. There should have a Pakistan District-wise map and the projects should be plotted on it. Also, the system has the functionality to easily add new operational layers and visualized on map with possible filters when and where needed or demand from decision-makers. The user's views should have the best aesthetics to represents point layers, thematic layers, line layers, almost all possible queries, spatial queries, graphs like charts for the best information representation for users and decision-makers.

Filters/ Spatial Filters: The filters/ spatial filters are required to ease the viewer or decision-maker use of the application both web GIS and mobile application.

- Provinces wise PSDP Project

- District wise
- Constituencies wise project distribution.
- Ministry wise project distribution.
- Sector wise distribution.
- Budget wise project distribution
- Cost over run project distribution
- Time over run project distribution
- Others query if and when required

Decision maker: This view should not be limited to find the projects within the specified buffer range but also give detail about release, allocation, physical and financial process information must be shown with best representable esthetics charts and graphs also name of constituencies either provincial or national in combination with drawing and measuring tools capabilities. Any other important or necessary functionality can be added before the final delivery of the product upon the instruction of high officials.

General Public views

Should have view of all the psdp locations whenever any general public using this app if found any issues or pressing concern about the project best achievement can share the pictures, video, voice regarding the particular project, by providing name, contact number, email address and complaints/ messages box information.

Users of the mobile app shall be Ministers, Politicians & General Public. The users shall be able to install the app from the GoogleApp store. The purpose of the App is to view the progress status of PSDP development projects, identify nearby or while moving development projects, and collect user's feedback on the projects to improve the implementation of these projects.

1.0 Deliverables of the Project:

- i. The Project shall be implemented on SCRUM, Agile principles
- ii. The bidder shall propose a service design for the project along with a detailed project plan.
- iii. The bidder shall also provide a plan for risk mitigation and shall identify the potential risks
- iv. Please provide details of the methodology for delivering the solution.
- v. Please provide details of the Technology Stack required for delivering the solution.
- vi. The bidder shall define the technical team for the projects and shall provide CV's of the project team, the project team shall not be changed during the execution of the project or could be replaced by an equally qualified and experienced team member if required.
- vii. The bidder shall provide a scheduled project plan with detail of project packages in MS projects/Primavera format (soft and hard copies both shall be provided).
- viii. The bidder shall provide the hourly rate of the project team member and shall define the

required hours for each member of the team in a tabular form.

- ix. The bidder shall identify the training requirements and shall provide a training plan.
- x. The bidder shall provide an implementation plan.
- xi. Maintenance requirements for 3 years
- xii. The bidder shall provide the cost of all items mentioned in Deliverables of the project & Functional & non-functional requirements.
- xiii. Bidder will hand over the latest working code once deployed and during the maintenance contract.
- xiv. Bidder will submit the project plan for the work and on delivery will hand over the complete documentation of the work as per Software Engineering standards.

1.1 Functional Requirements:

- i. For Android and Apple mobiles
- ii. The mobile apps need to be programmed in their native platform languages, i.e. iOS application should be code in Swift language latest version. Similarly, the android application should be developed in kotlin or java.
- iii. Both mobile applications should be fully functional offline and sync/push data to server whenever get connectivity.
- iv. Both mobile applications shall support the current android and iPhone mobiles available in the market.
- v. UI should be interactive and as per the market standards.
- vi. From OS point of view, iOS application should be available to iPhones from iPhone 5s onwards and android application should be available to android mobiles supporting android version 8.0 onwards.
- vii. Both applications should be able to work in low connectivity mode. Application may support 2G, Edge and onwards.
- viii. Geo fencing shall be done to avoid invalid complaints.
- ix. There should have a dynamic buffer functionality depends on the user that how much buffer he/she wants to choose to finds the projects within that buffer that should be highlighted and displayed on the map.
- x. Decision-makers should have extra capabilities as well when the dynamic buffer is applied to find near projects locations within the range of that buffer, there should have a financial distribution of the selected project in the range like the release, allocation, time overrun, cost overrun within selected projects as well.
- xi. Have some drawing and measuring tools functionality like distance measuring, area measuring, or like highlighter functionality.
- xii. Oracle/ PostgreSQL/PostGIS should be used on the backend for fetching and storing the information.
- xiii. The app shall support at least 2 million concurrent users

- xiv. There should have different options for web GIS for entering/creating the location of PSDP projects.
- xv. On zooming in and zooming out the application shall have reasonable readability or have the ability to identify the Projects.
- xvi. The App shall be integrated with PMES to get GIS Coordinates along with the basic data of the Projects
- xvii. The user shall be able to identify the project and view detail of the project which shall be uploaded from PMES to the system.
- xviii. From the interface of the application with a simple access option user shall be able to take Geotagged pictures, videos or upload comments through a text box, along with voice messages, which shall be synched with the relevant data of the projects in PMES as public user feedback.
- xix. A feedback mechanism shall be provided to inform the user about the action taken on his suggestions, comments, or feedback.
- xx. The App shall be integrated with Google Map to identify Pakistan's Map, location of projects on the Map and on however the project shall have the ability to display projects basic data.
- xxi. The App shall be useable on the bandwidth available by mobile operators in Pakistan.
- xxii. Middle ware of the system should be either in .NET Core or Django Python using rest framework.
- xxiii. The database may be any of the following:
 - a. PostGreSQL
 - b. Mongodb
 - c. Casandra
 - d. MariaDB (Not MySql)
- xxiv. The APP shall have web admin access to view the following reports of the app:
 - a. Login users
 - b. Dashboard
 - c. UI should be interactive
 - d. Monthly report on users accessing the App, their email or contact numbers
 - e. Bandwidth utilization or average bandwidth
 - f. Suggestions of each user and answers by the PMES staff, the record shall be kept for three years and shall be archived after every three years.
 - g. Performance reporting etc.
 - h. Shall develop 25 to 50 reports

1.2 Non Functional Requirements:

- i. The bidder shall define the cost of the application and hosting cost for one year with two years of support charges.
- ii. The bidder shall be responsible for the implementation and maintenance of the app for a total of three years.
- iii. The bidder shall quote the cost of the total solution and shall identify the required license and hosting cost for three years.
- iv. Projects Wing shall have 100% Intellectual Property and rights and ownership of the app developed and delivered by the bidder.
- v. Bidder shall define service level agreement and KPI's for the application.
- vi. Bidder shall ensure the service level KPI's of the application and shall submit a monthly report to Projects Wing to inform the usability of the application along with the bandwidth utilization of the application.
- vii. Bidder will not share the code of the application with any third party or sublet the maintenance to a third party without the approval of the Projects Wing.
- viii. The Mobile app shall be as per industry standard and the cutting edge technology available in the market. It shall have the functionality as per the latest mobile apps available for the users in the market.
- ix. The vendor shall define the bandwidth requirements of the App.
- x. The App shall be for Pakistan and should work on remote Project's locations.
- xi. Special features of fast access for Ministers shall be proposed and shall be embedded in the App to avoid any bandwidth issues.

Deployment and provision of 15 satellite mobiles and bandwidth procurement for Apps for higher management for a period of three years.

Annexure – F

3.1.2 (e) Delivery of on online Form submission, Complain and Report Handling AI Chatbot for all the stakeholders of PMES

Requirements

1. About the Project

The bid is intended for national and International bidders.

Projects Wing, M/o PD&SI is monitoring and evaluating (M&E) PSDP development projects all over Pakistan. For the purpose Projects Wing collects Project Profiles, Cash/Work Plan (Yearly work schedule for the project) and monthly progress reports, which is provided by the PDs.

To ensure the effective operation of the PMES for M&E and provide seamless handling support to stakeholders Projects Wing desire to deploy a chatbot to achieve the following main objectives:

- i. Easy and fast access to reports for the stakeholders with voice commands
- ii. facilitate PDs in entering cash/work plan and monthly progress (form PC-III-A & B available on the M/o PD&SI website)
- iii. Dashboard access to Ministers/Secretaries/Chiefs & PDs
- iv. Information to public to access and view projects in their locality
- v. The AI enabled chatbot shall be accessible through PMES website
- vi. Self-learning and ability to be trained easily

2. About our requirements

The development shall be on SCRUM principles. Tabled in **Schedule - I** are business requirements that the seller's solution should aim to fulfil. Any assumptions, pre-requisites, preconditions have also been identified and captured. It should be noted that these requirements are based on the use-cases identified in the incumbent business processes and as such any changes to existing business processes may result in additional requirements. The requirements captured below are holistic (but non-exhaustive) in nature as they encompass the functional & non-functional, technical & operational, usability & user experience, interoperability & integration aspects of the project. As such these requirements should form the basis of any design, quality testing, scope determination and benefits realization activities for this project.

The minimum number of Chat requests per year shall be 80,000.

3. Key Dates

ACTIVITY	DATE
Date the provision of services is required to be completed on or before	Full solution: 14 June 2021
Contract term	1 year from the commencement date
Contract extension option	An option to extend the term of the contract for period/s up to 12 months

4. How to respond

- a. You must comply with all requirements set out in this request, the Master Agreement and terms.
- b. Responses must be submitted as the date specified in the RFP.
- c. The Projects Wing may request a **presentation** to help understand a seller's approach to deliver the outcome, e.g. by demonstrating a live product or technical prototype. If held, these presentations would be expected to occur January **2021**

5. Validity Period

Your response remains valid for a period of up to 240 days from the opportunity closing date and time.

Conditions of Participation and Mandatory Requirements

- a. The response must be in English
- b. All price information must be in Pak Rs in millions, including all taxes

Technical Capability

6. Services Requirements

Please refer to **Schedule-I** for a full list of service requirements

7. Maintenance & Support

The seller must specify the duration, effort and cost of any maintenance and support activities required for this project and the proposed solution.

8. Training

The seller must specify any training activities required for this project and the proposed solution.

9. Derivable

A software solution that fulfils all the requirements tabled in Schedule-I.

Milestone Description	Delivery Location	Date
Progress Reports <ul style="list-style-type: none"> Regular development updates via presentations for the solution being developed Additional ad hoc meetings may be requested as needed 	, PPMI Complex, Street 1, H-8/1, Islamabad, Pakistan	Monthly or as required
Acceptance of Full-scale solution <ul style="list-style-type: none"> Full scale project plan Full scale solution architecture Full scale project implementation User Acceptance Testing 	Same as above	30 th June 2021

<ul style="list-style-type: none"> • Full scale training and support, including training documentation where relevant 		
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10. Delivery & Acceptance

The technical team of Projects Wing, headed by DG (MIS) shall issue delivery and acceptance certificate after the completion of the all the activates mentioned in the Scope of Work.

11. Standards

Compliance with applicable standards, including those set out in Schedule-I.

12. Security Requirements

In addition to the fact that the data centres where this data will be stored must be within Pakistan, or as mutually agreed location, please refer to annexure A for more specific data security and protocol requirements.

Capacity

13. Experience

The seller must list any relevant and similar demonstrated experience in terms of the nature, complexity, size and scale of this project.

14. Key Personnel Expertise

The seller must provide details of the relevant experience and expertise of the key personnel they will assign to this project. This could include their CVs.

15. Quality Systems and Project Governance

The seller is to mention the quality systems and measures they have in place to ensure the successful delivery of this project. The Seller should provide details of demonstrable project governance experience that ensure risks are identified and mitigated in a timely way

16. Work, Health and Safety

The seller must be compliant with the WHS policies, procedures and practices applicable when dealing with a Commonwealth agency.

17. Additional Terms and Conditions

An executed work order will incorporate with the Terms and Conditions as mentioned in the RFP.

Schedule – I

The business requirements in this section have been drafted consistent with the AGILE framework i.e. they have been categorized, sub categorized, prioritized and individualized acceptance criteria has been provided for each. Any assumptions, pre-requisites, preconditions have also been identified and captured. Although these requirements are holistic, it must be noted that they are non-exhaustive and may need further development before they are finalized for project scoping, contractual agreements and commencing build activities. It should also be note that these requirements are based on use-cases captured on business processes identified and any change to the business processes will warrant change to these requirements. As such, these requirements aim to the capture the functional & non-functional, technical & operational, usability & user experience, interoperability & integration aspects of the project.

1. EPIC 1: Receive Project Progress*

User Story 1.1: Receive a Project Profile, Cash/work plan and monthly progress of a Project*	
As a	Project Director
I want to	be able to submit a Project Profile, Cash/Work Plan and Monthly Progress report electronically
So that	I can report progress of project in PMES as well as Primavera
Preconditions	<ul style="list-style-type: none"> . PD has determined that they have submitted Project Profile. . His cash/work plan is approved and Monthly progress is updated . PD has the necessary means to update the Project Profile, Cash/Work Plan and Monthly Progress report.
Priority	High and Mandatory
Assumption	The PD is required to fill Project Profile, Cash/Work Plan and Monthly Progress report electronically
Acceptance Criteria	<p>This requirement will be determined as fulfilled when:</p> <ol style="list-style-type: none"> 1. The PD is able to fill in the following forms available on the website www.pc.gov.pk: <ol style="list-style-type: none"> a. Project Profile PW002; b. Cash/Work Plan PC-III-A; and c. PC-III-B d. Any attachments and/or supporting documents. e. PD receives a 'receipt' confirming report has been submitted, and tracking number

*PD can be a member of a department of any Ministry

2. EPIC 2: Assess PD's Progress reports and data

User Story 2.1: Assess the Project Profile, Cash/Work Plan and Monthly Progress report	
As a	PD
I want	the system to assess the nature of the issue automatically and in real time.
So that	it prompts me to: <ul style="list-style-type: none"> . send a Project Profile, Cash/Work Plan and Monthly Progress report electronically to the Projects Wing; or . communicate with Projects Wing, depending on subject matter
Preconditions	<ul style="list-style-type: none"> . PD has uploaded a Project Profile, Cash/Work Plan and Monthly Progress report electronically . PD has the necessary means to Project Profile, Cash/Work Plan and Monthly Progress report electronically.
Priority	High
Acceptance Criteria	<p>This requirement will be determined as fulfilled when:</p> <ul style="list-style-type: none"> . The system automatically assesses the nature of the issue entered (in the free text field) by the user. . Depending on this assessment of the issue in Project Profile, Cash/Work Plan and Monthly Progress report electronically, the system should prompt the user to: <ol style="list-style-type: none"> a. Update Project Profile, Cash/Work Plan and Monthly Progress report electronically; b. Suggests who in Project Wing is best suited to manage my issue. <p>An example of this could be a 'chatbot' or 'autobot' technology - that will assess the user's entry against</p> <ol style="list-style-type: none"> a. a well-developed criteria, rules & definitions and b. previous free text entries for similarities and patterns. <p>A combination of a and b will power this technology to make useful suggestions to the user in real time.</p>

3. EPIC 3. Incomplete form saved

User Story 3.1: Save an incomplete Performa form	
As an	external user
I want	to be able to save a partially completed complaint form
So that	I can complete and submit it at a later stage
Preconditions	Project Director has partially filled in the Performa form.
Priority	High

Acceptance Criteria	<p>This requirement will be deemed as fulfilled when the system has the ability to:</p> <p>Let an Project Director save a partially completed form.</p> <p>Email to the Project Director and display on screen a form ID or a complaint ID as a tracking ID.</p>
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User Story 3.2: Retrieve a saved data	
As an	PD
I want to	Update or save my data (Project Profile, Cash/work Plan & Monthly progress)
So that	I can complete and submit it
Preconditions	<ol style="list-style-type: none"> 1. PD has saved a partially completed data form. 2. PD shall edit saved data till submission.
Priority	High
Acceptance Criteria	<p>This requirement will be deemed as fulfilled when the system has the ability to:</p> <ol style="list-style-type: none"> 1. Let an PD retrieve/access a partially completed complaint form by using a previously generated tracking ID provided.

4. EPIC 4: Submit a data (Performa)

User Story 4.1: Submit a Performa	
As an	PD
I want to	be able to submit a Performa electronically
So that	I can inform the progress
Preconditions	<ol style="list-style-type: none"> 1. Project Director has the necessary means to submit form electronically. 2. Project Director has determined that they have a valid concern and hence they need to submit a report about it to the relevant agency.
Assumption	Performa has its own distinct form that needs filling in.
Priority	High
Acceptance Criteria	<ol style="list-style-type: none"> 1. The Project Director is able to submit a data via the PMES websites. 2. The Performa details are captured in a free text field in the generic form (stage 1). 3. Based on the content entered and submitted in the free text field on the

	generic form, the system:
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5. EPIC 5: Workflow capabilities

User Story 5.1: Ability to create workflows	
As an	internal user*
I want	the system to have workflow capability
So that	the Performa received are auto assigned to the relevant entities and organised in accordance with the workflow stages, steps and life cycle (where applicable).
Preconditions	1.The Project Director has successfully submitted data via PMES websites. 2. All the workflow stage, steps and life cycle including their condition and preconditions have been predetermined for the successful processing of the Performa.
Priority	High
Acceptance Criteria	This requirement will be determined as fulfilled when: 1. The system has the ability to create workflows. 2. The Performa received by the system are, auto- tagged, assigned and organised in accordance with the workflow created. 3. Workflows will comprise of conditions, prerequisites and defined life cycle stages for various issues. An example of a workflow could be: Receive (auto-assign) > Assess > Acknowledge > Re-assign > Investigate > Respond

* Internal user - any PMES user who has access to the system

6. EPIC 6: Data security

User Story 6.1: Ability to maintain and safeguard system passwords	
As an	Internal user
I want	the password storage to be robust and secure
So that	the system is impenetrable
Preconditions	1.The Performa received are stored in the system

	and available to internal users for processing. 2. Internal users are set up with their relevant roles in the system.
Priority	High
Acceptance Criteria	This requirement will be deemed as met when, any password storage is one way hashed encryption based and hence protected from breaches and cyber attacks.

User Story 6.2: Ability to maintain and safeguard sensitive data

As an	internal user
I want	all sensitive data to be stored securely
So that	the system meets the data security requirements in line with the industry best practises and standards.
Preconditions	1.The Performa received are stored in the system and available to internal users for processing. 2. The nominated PD information is marked as sensitive for storage and access.
Priority	High
Acceptance Criteria	This requirement will be deemed as met when, sensitive data storage is totally encrypted and hence protected from breaches and cyber attacks.

User Story 6.3: Ability to transfer data securely

As an	Internal user
I want	any and all data transfer to be secure
So that	the system meets the data security and transfer requirements in line with the industry best practises and standards.
Preconditions	1.The Performa received are stored in the system and available to internal users* for processing. 2. Sensitive data is transferred between the front end and back end (case management) systems.
Priority	High
Acceptance Criteria	This requirement will be deemed as met when any and all sensitive data transfer between known systems happens via Hyper Text Transfer Protocol Secure (HTTPS) with a valid security certificate.

7. EPIC 7: Technical Validations

User Story 7.1: Technical validations for all form fields	
As an	Internal user
I want	technical validations performed on all fields of every form
So that	the field entries made by the user are not technically invalid
Preconditions	1.The data have individual forms that the Project Director needs to fill in before sending to the relevant agency. 2. These forms should be available on the PMES websites.
Priority	High
Acceptance Criteria	This requirement will be deemed as met when all field entries in all forms are subject to technical validations for the successful submission of the Performa .

8. EPIC 8: Business Validations

User Story 8.1: Business validations for all CRUD actions	
As an	Internal user
I want	Business validations performed prior to any CRUD operations
So that	the CRUD operations are consistent with business intent, logic and rules.
Preconditions	1.The internal users are set up in the system. 2.The Performa received are stored in the system and available to internal users for processing.
Priority	High
Acceptance Criteria	This requirement will be deemed as met when all applicable business validations are performed on every CRUD operation performed by an authorised user in the system.

3. EPIC 9: System integration

User Story 9.1: Ability to integrate with PMES	
As an	internal PMES user
I want	the front-end system to integrate with PMES backend Performa's (bespoke system developed for the Projects Wing)
So that	all the Performa's captured by the front-end solution can be passed down to the backend system i.e. PMES.
Preconditions	1.The internal users are set up in the system. 2. The front-end system has captured Performa made by the external users.
Priority	High

Acceptance Criteria	This requirement will be deemed as met when: 1. Complaints data captured in the Performa form by the front end solution is successfully passed down accurately and in a timely manner to the PMES.
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User Story 9.2: Ability to integrate with the PMES

As an	internal PMES user
I want	the front-end system to integrate with PMES
So that	all the preforms and data captured by the front-end solution can be passed down to PMES
Preconditions	1.The internal users are set up in the system. 2. The front-end system has captured the data entered by the external users.
Priority	High
Acceptance Criteria	This requirement will be deemed as met when: 1. The data (Performa's) captured by the front end solution are successfully passed down accurately and in a timely manner to the PMES database (Oracle).

10. EPIC 10: User experience

User Story 10.1: Ability to seamlessly adopt and be responsive across all form factors

As an	Internal and external user
I want	the system to have the ability to have a responsive UI display for all form factors at all times.
So that	the quality and standard of the user experience is preserved and maintained.
Preconditions	1. External users using multiple types of form factors to access the system.
Priority	High
Acceptance Criteria	This requirement will be deemed as met when: 1. UI must be responsive and of a high standard regardless of the form factors used.

User Story 10.2: Adoption of User Centered Design (UCD) principles

As a	Internal and external user
I want	the system UI to be designed by following UCD principles.
So that	the user experience is of a high quality and in line with the industry best practices and standards.
Priority	High

Acceptance Criteria	This requirement will be deemed as met when: UCD principles are followed when Complex the system and the UI/UX of the system is of a high quality and in line with the industry best practices and standards.
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User Story 10.3: UI should be accessibility complaint

As a	system user
I want	the UI to be designed such that it is accessible via all browsers
So that	the user experience is of a high quality and in line with the industry best practises and standards.
Priority	High
Acceptance Criteria	This requirement will be deemed as met when: UI is designed in manner that makes it accessible via the latest versions of most widely used browsers such as Chrome, Firefox, safari, edge etc.

NON-FUNCTIONAL REQUIREMENTS

This section provides a list of the non-functional requirements applicable to this project. These non-functional requirements are designed to aid and support the delivery and operations of the functional requirements captured in the previous sections.

For the avoidance of doubt, the requirements below prioritized as 'mandatory' are not mandatory for the purposes of the *Conditions of Participation and Mandatory Requirements* set out in section 5 of this Requirements Document.

Environment

No	Feature	Priority
NFR 1	The solution must deliver a 3-environment setup/configuration: <ol style="list-style-type: none"> 1. Test Environment 2. Production Environment 3. Training Environment 	Mandatory
NFR 2	The solution should be able to be used in both the standard operating environment and the protected classification environment	Desirable

Access and Privileges

No	Feature	Priority
NFR 3	The solution must have ability for multifactor authentication.	Mandatory

NFR 4	The solution must have an Administrator role function, for the creation and maintenance of user accounts and management of user permissions.	Mandatory
NFR 5	Ability to define user access security, including multiple levels of security (e.g. read-only, modify or full access, the ability to lock-down records at individual level to particular users)	Mandatory

Ease of Use

No	Feature	Priority
NFR 6	The solution must be simple and user friendly with appropriate UI standards maintained.	Mandatory
NFR 7	The solution must have read/write functionality access based on permission levels.	Mandatory
NFR 8	The solution should not depend on the user having to install any 3rd-party applications (E.g.: Java) or browser applets in order to run.	Mandatory
NFR 9	The solution should support the upload and download of data files "drag & drop" functionality/capability among GUI windows or desktops.	Mandatory
NFR 10	The solution should support the bulk upload/download of data files.	Mandatory
NFR 11	The solution should be accessible to users with disabilities, which minimum 508 compliances would provide. It should also be accessible via screen readers, with the provision for keyboard shortcuts where applicable	Highly Desirable

Reliability and Availability

No	Feature	Priority
NFR 12	The solution must be available 24/7 except for scheduled outage for maintenance.	Mandatory

Managed System Outage

No	Feature	Priority
NFR 13	The solution must not have any outage during peak hours. Peak hours for the solution usages are between 9 am and 5 pm Pakistan Standard Time during weekdays.	Highly Desirable

NFR 14	Scheduled outage for updates and maintenance should be for a maximum of four hours per month. Scheduled outage must be after hours to 5am on weekends.	Highly Desirable
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Backup & Recovery

No	Feature	Priority
NFR 15	<p>Back up for system (including data and database) is required.</p> <ul style="list-style-type: none"> Backups of important information, software and configuration settings are performed at least daily. Backups are stored offline, or online but in a non-rewritable and non-erasable manner. Backups are stored for three months or greater. Full restoration of backups is tested at least once when initially implemented and each time fundamental information technology infrastructure changes occur. <p>Partial restoration of backups is tested on a quarterly or more frequent basis.</p>	Mandatory
NFR 16	The solution must provide the capability to restore data in case of failure, including point in time recovery and recovery for individual data sets.	Mandatory

Disaster Avoidance / Disaster Recovery (DA / DR)

No	Feature	Priority
NFR 17	In the event of a localized application failure, the solution must be re-instated within 4 hours during peak hours. Hence the Recovery Time Objective (RTO) for this solution is 4 hours.	Mandatory
NFR 18	In the event of a localized application failure, data loss must be limited to the point the application failure occurred. Recovery Point Objective (RPO) is 4 hours.	Mandatory
NFR 19	<p>Vendor to provide Business Continuity and Disaster Recovery Plan, which include:</p> <ul style="list-style-type: none"> engagement escalation and governance processes and structures testing plan reporting <p>service restoration priority plan in multi-tenant environment (where applicable)</p>	Mandatory
NFR 20	The solution should use multiple, secure data centres to achieve High Availability	Mandatory

Note: Vendor to address what are the standard offerings to meet DA/DR requirements. If the requirements are not achievable in the standard offering, then what is the indicative cost to provide this service.

Release

No	Feature	Priority
NFR 21	Release and deployment management should be conducted in a structured fashion - Deployment path: Deploy to TEST, then deploy to PRODUCTION on approval. An appropriate version control and configuration management is required with release cycle determined by PMES requirements	Mandatory

Audit & Data Retention

No	Feature	Priority
NFR 22	The solution must record all requests (such as user log in, view, add, update operations, by whom, when, what was changed, etc.) to the system. These records must be retrievable by the Agency administrators when required.	Mandatory
NFR 23	Event logs and audit trails must be kept for 7 years.	Mandatory
NFR 24	It should not be possible to destroy information. Data must be soft deleted only and a full version history of data state should be retrievable by an administrator.	Mandatory
NFR 25	The system need to have log maintaining function	Moderate
NFR 26	<p>1. The following information is required:</p> <ul style="list-style-type: none"> Log authentication attempts and unsuccessful authentication attempts. Audit trails for transactions must be maintained and provided. Audits trails must be able to be exported. 	Highly Desirable

No	Feature	Priority
NFR 27	The solution must log authentication attempts and unsuccessful authentication attempts.	Highly Desirable
NFR 28	Audit trails for transactions must be maintained and provided to the agency when required.	Highly Desirable
NFR 29	Audits trails must be able to be exported.	Highly Desirable
NFR 30	Single-sign-on with “password reset via email” capability	Highly Desirable

Support

No	Feature	Priority
NFR 31	Response time and resolution time for severity 1, 2, 3 and 4 issues must be defined as per the Agency's standard.	Mandatory
	Priority Level	
	Level 1	
	Level 2	
	Level 3	
	Level 4	
NFR 32	The vendor must provide professional support services as required in Islamabad.	Mandatory
NFR 33	The vendor must outline support arrangements in the response and must utilise Baseline Security cleared support administrators who are available to provide direct support to Agency personnel in Pakistan locations. <i>Where this cannot be done, support arrangements and solution design may need to be appropriately negotiated with additional contract control clauses sought to risk minimize use of non-Security cleared personnel.</i>	Highly Desirable

Monitoring

No	Feature	Priority
NFR 34	The solution must provide systems down notification to the nominated agency representative (such as systems administrator, application administrator) via Service Desk, Email and SMS within a reasonable time	Mandatory
NFR 35	The solution must provide background service monitoring notification to the nominated Agency representative (such as systems administrator, Application Administrator) via Service Desk, Email and SMS.	Mandatory
NFR 36	The solution must provide systems error such as backup failure notification; known load limits v/s capacity trigger notification to the nominated agency representative (such as systems administrator, application administrator) via Service Desk, Email and SMS.	Mandatory

Solution Security

No	Feature	Priority
NFR 37	The implemented solution must conform to the Information Security standards.	Mandatory
NFR 38	PMES must be the identity source for all authentication and local user identity creation must be able to be disabled.	Mandatory
NFR 39	The solution must support encryption in transit and at rest.	Mandatory
NFR 40	Transparent reporting of how encryption works; the agency may require inspecting an encryption process has occurred. The vendor must have the ability to demonstrate this process when requested.	Mandatory
NFR 41	The solution should support multi factors authentication when required (configurable by the Systems Admin Staff) verification.	Mandatory
NFR 42	The solution must prevent any malicious attacks from: <ol style="list-style-type: none"> 1. Degrading the services 2. Corrupting data and content 3. Exposing confidential information 	Mandatory
NFR 43	Any data pertaining to the Agency that is stored or transiting via the solution must be protected from corruption, loss or theft.	Mandatory
NFR 44	The vendor is to provide evidence of a currently valid IRAP assessment being completed/or underway on their solution including "on premise", SaaS offering.	Highly Desirable
NFR 45	The vendor must undertake regular (at least once a year) Penetration Testing on the solution, must share test results with the Agency and harden against such attacks.	Highly Desirable

No	Feature	Priority
NFR 46	The Vendor must undertake monthly vulnerability scans and must share test results and the status of any remediation activities with the Agency. The Agency's preference is that systems are tested against the OWASP top 10 web application vulnerabilities.	Mandatory
NFR 47	For Software as a Service (SaaS) solution, the Vendor should provide evidence that the solution is hosted upon an ASD certified infrastructure.	Highly Desirable

NFR 48	<p>Authentication:</p> <ol style="list-style-type: none"> 1. Only accept connections from the defined connection point. 2. Authenticate the user prior to allowing access. <p>only permit enrolled and registered users to authenticate</p>	Mandatory
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Incident Response & Privacy and Cyber Security Responsibilities

No	Feature	Priority
NFR 49	The Vendor must provide a solution-based Data Protection Plan, Incident Response Plan (IRP), and Disaster Response Plan (DRP).	Mandatory
NFR 50	<p>The vendor must:</p> <ol style="list-style-type: none"> 1. do all things that a reasonable and prudent entity would do to ensure that all Agency Data is always protected from unauthorized access or use by a third party or misuse, damage or destruction by any person; 2. provide protective measures as part of the system that are no less rigorous than accepted industry standards and commensurate with the consequences and probability of unauthorized access to the service; 3. comply with all security regulations or procedures or directions as are specified in the Contract requirements or given by the Agency from time to time regarding any aspect of security of, or access to, the Agency's information, material or premises; and 4. unless the Contract or the Agency in writing expressly states that it is not required, the Vendor must ensure that the services they provide discharge their obligations in respect of Agency Data (including personal information) during the provision of the Services and: <ol style="list-style-type: none"> i. specifically deal with cybercrime risks, including unauthorised access; 	Mandatory

No	Feature	Priority
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NFR 51	<p>If the Vendor becomes aware of any actual or suspected:</p> <ol style="list-style-type: none"> 1. Action taken using computer networks that result in an actual or potentially adverse effect on the Vendor's information system and/or Customer Data residing on that system (Cyber Incident); or 2. Any other unauthorised access or use by a third party or misuse, damage or destruction by any person (Other Incident), <p>the Vendor must:</p> <ol style="list-style-type: none"> 1. Notify the Projects Wing in writing immediately (and no longer than 2 hours after becoming aware of the Cyber Incident or Other Incident); and 2. Provide advice to the Agency about the immediate threat remediation steps available to it 	
NFR 52	The Vendor must take out and maintain insurance to protect against the risks of a Cyber Incident and comply with the provisions of the clauses in respect of that insurance.	Mandatory

NFR 53	<p>The vendor must ensure that:</p> <ol style="list-style-type: none"> 1. All subcontracts and other supply chain arrangements, which may allow or cause access to Customer Data are consistent with the Agency policies applicable to the vendor; and 2. All Personnel and any Subcontractors who have access to Customer Data comply with Agency policies applicable to the vendor. 	Mandatory
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No	Feature	Priority
NFR 54	System documentation The vendor should create, provide and maintain: <ol style="list-style-type: none"> 1. Incident Response Plan specific to the Agency 2. System Security Plan–Describes the system and associated security controls that have been implemented, this should cover components from all documentation 3. Audit Logging Policy/procedure– details what logs are captured, reviewed etc. 4. Change Management Procedures 5. Standard Operating Procedures for support staff 6. Vulnerability Management policy/procedure –it should cover the process for undertaking vulnerability assessments/penetration tests, analyzing findings and implementing mitigations based on findings etc. 	Mandatory

Self-Hosted /Cloud

No	Feature	Priority
NFR 55	The solution should support - <ol style="list-style-type: none"> 4. Both as a self-hosted solution, set up and maintained locally, or as Cloud hosted, hosted and maintained by vendor's team. 5. Option to choose the installation type. Opportunity for the full-service solution of the SaaS resources. Full support and on going upgrades shall be provided in both types of installation.	Highly Desirable

Data Sovereignty

No	Feature	Priority
NFR 58	The solution must ensure to keep all data within Pakistan shores and must not allow any data to leave Pakistan Sovereignty (the vendors cannot move, copy, or share Agency data to international sites/staff even within their own organisation) without prior inspection of the impacted data by the Agency and without the express and written approval of the Agency.	Mandatory
NFR 59	Any data residing in the solution including backups are owned by the Agency.	Mandatory
NFR 60	Data Clean Up - Ensure that on termination of contract or on other written instruction by the Agency, the vendor will (and provide evidence of occurrence) delete and sanitize its systems of all agency data – usually within specified timeframes – i.e. within 30 or 60 days of notice or termination of contract deletion of data is to be conducted, within 100 days backups will also be deleted etc.	Mandatory

Customisation & Enhancement

No	Feature	Priority
NFR 61	The solution must provide the capability for customisation / enhancement to meet specific Agency functional and non-functional requirements.	Mandatory
NFR 62	The vendor must support customisations ongoing once implemented.	Mandatory

Usability & Accessibility

No	Feature	Priority
NFR 63	The solution must be usable across a WAN with very poor characteristic, e.g. low bandwidth, high latency, intermittent connectivity, etc.	Mandatory
NFR 64	The solution will have features that assist users with impairment to use the solution, e.g. vision impaired users.	Highly Desirable
NFR 65	The solution will have accreditation to support the user assistant features.	Highly Desirable

Performance, Speed and Latency

No	Feature	Priority
NFR 66	The solution must support multiple-user access.	Mandatory

NFR 67	The solution should support a 1 to 3 second web-page response latency (completely load all objects within the web-page).	Highly Desirable
NFR 68	The solution must support the ability to transfer large document sets.	Highly Desirable

No	Feature	Priority
NFR 69	The user's network connection may be interrupted while uploading/downloading functions. The solution should be able to resume at the appropriate point once connectivity is re-established.	Highly Desirable

Compliance

No	Feature	Priority
NFR 71	The solution must comply with Industry standards	Highly Desirable
NFR 74	The solution must comply with Pakistan Government and Agency ICT security policies and guidelines.	Mandatory
NFR 75	The solution must have ongoing technical and business support/helpdesk available for internal stakeholders, with a minimum timeframe of 8am to 5pm on weekdays.	Mandatory
NFR 76	The solution must provide user assistance/help.	Mandatory

Methodology & Technology

Please provide details of the methodology for delivering the solution.

Please provide details of the Technology Stack required for delivering the solution.

Statistics

Feature
No of PDs: 1030
No of PMES users: 1050

Design considerations

**RFP for Software upgradation of old System, Integration, Licensed Software and Primavera
for FY 2020-21**

1. The following factors need consideration for (machine level) Authentication purposes
 - a. the type of mechanism required i.e. Basic/ Token based, trust certificate / SAML based.
 - b. Communication is via intranet or internet.

2. The following factors need consideration for (machine level) Authorisation purposes
 - a. Is there an OpenID/OAuth based authorisation involved?
 - b. the number of roles layers required and the capabilities of each role clearly defined and distinguished.
 - c. All authorisations to be taken into consideration for any APIs exposed.