



GLOBAL PAYMENT & COMMERCE SYSTEM PLATFORM (GPC)

15th February, 2020

Request for Proposal (RFP)

Ref: No	NITB-RFP-GPC-2020-101
RFP Publication	15th February, 2020
Pre-Bid Conference/Demo	25th February, 2020
Bid Opening	5th March, 2020
Venue	National Information Technology Board, Islamabad. Conference Room, Plot # 24-B, Street # 06, Sector H-9/1, Islamabad.
Contact	051-9265065



National Information Technology Board (NITB)
Ministry of Information Technology & Telecom
Request for Proposal
(NITB-RFP-GPC-2020-101)

“GLOBAL PAYMENT & COMMERCE SYSTEM PLATFORM (GPC)”

National Information Technology Board, here and after referred as NITB, invites sealed bids, in favour of Deputy Director (Admin), from reputed firms registered with Income Tax and Sales Tax departments, Government of Pakistan, who are on Active Taxpayers List (ATL) of FBR for the provision of “GLOBAL PAYMENT & COMMERCE SYSTEM PLATFORM (GPC)”. Bidding documents, containing details specification and other terms and conditions can be downloaded from NITB website www.nitb.gov.pk.

A pre-bid meeting will be held on **25th February, 2020 at 11:30 AM** at the below mentioned address. The vendor may be requested to present the brief demo of proposed solution.

Sealed Technical and Financial proposals should be submitted in two separate envelopes placed and sealed in one big envelope up to **5th March, 2020 till 11:00 am**. Technical proposal will be opened on the same day i.e. **5th March, 2020 at 11:30 am**. In the Committee Room of NITB in the presence of bidders/ their representatives, who would care to be present at the time of opening of bids. Financial proposals will be opened later on, after the completion of technical evaluation procedures. The proposals received after due date and time will not be considered.

Deputy Director (Administration)

National Information Technology Board
Address: Plot # 24-B, Street No. 06, Sector H-9/1, Islamabad.

Phone #: 051-9265065

Data Sheet

Bid Selection Method	The method of selection is: Quality and Cost Based Selection (QCBS). RFP can be obtained from NITB or may be requested on business.analyst2@nitb.gov.pk
Deliverables	<ul style="list-style-type: none">▪ GLOBAL PAYMENT & COMMERCE SYSTEM PLATFORM (GPC)▪ Dedicated PaaS – Digital Commerce & Payments Platform including tools, methods, applications & solutions▪ Global Merchant Management System▪ Real-time reconciliation▪ Real-time settlement▪ Fund Manager – fund management system including multi-currency management, ledgers, journals, credit, debit, balance and payment audit trail▪ Commerce Analytics – Data Management, Business Intelligence & Analytics Platform for real-time AI tools▪ Reporting – reporting system for regulatory compliance, FBR reporting and TAX audit reporting▪ Acquiring – multi scheme acquiring system▪ Processor – multi scheme processor▪ Global Payment Gateway – multi issuer management system▪ Merchant System – merchant interface for commerce and payments▪ Wallet System – user interface for commerce and payments▪ Trade – cross border trade management system▪ Operations Centre – Operations & Business Management▪ Distributed Architecture – regional and localised instances to support end to end regulatory compliance and the flow of funds (PaaS including Servers, Storage & Network Capacity localised for Pakistan & outside regions)▪ Security – adhere to PCI-DSS standards and certification▪ Online Portal/ Commerce Portal▪ Mobile & Tablet App Store assets▪ Support centre – 24x7x365 global managed service, monitoring & support



	<ul style="list-style-type: none">▪ 1st 2nd & 3rd tier support service (multi-channel) to end users▪ Global SLA
Contact Person	For queries/ clarifications, if any please contact: Mr. Sarmad Sohail 051-9265065 business.analyst2@nitb.gov.pk
Language	Proposals should be submitted in English language.
Currency	All prices should be quoted in Pak Rupees.
Estimated Time	45 (calendar days) from the award of the contract.
Taxes	The price should exclude all applicable taxes. (After award of contract to successful Bidder, all taxes applicable as per Pakistan Laws should be implemented and added in Bid)
Proposal Validity	Proposals must remain valid for 30 days after the submission date.
Bidder must submit	Two (02) copies of both technical and financial proposals (one original and one photocopy) A printable and searchable PDF copy in a CD/ USB flash drive of technical proposal. <ul style="list-style-type: none">▪ Technical and financial proposals should be submitted in separate envelopes and CD/USB must be part of technical proposal and should be clearly marked “GLOBAL PAYMENT & COMMERCE SYSTEM PLATFORM (GPC)”.
Proposal Address	Submission Deputy Director (Admin) Plot # 24, B, Street No 06, Sector H-9/1, Islamabad.
Submission Date & Time	Both Technical proposal & Financial bid must be submitted in two different sealed envelopes on or before 5th March, 2020 at 11:00 am.



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1 Project Overview

Government of Pakistan is seeking a “**Global Payment & Commerce System Platform (GPC)**” through RFP process.

Global Payment & Commerce System Platform (GPC) should be PCI-DSS certified with secure payment, Advanced encryption, 3D secure payments, Fraud Management, Multi Currency, Merchant Management, Inventory, Pricing, P&L, Credit, Debit, Escrow, Reconciliation, Settlement features

GPC should support to perform real-time reconciliation between banks, acquirers, accounts and transactions. To generate a daily reporting of the reconciliation of all transactions including variance transactions.

1.1 About NITB¹

National Information Technology Board (NITB) is mandated with broad range of technical guidance and consultancy services to the public-sector organizations for identification of key areas/services for automation; including design, development, and implementation. In addition, NITB provides technical assistance and subject matter experts to various Ministries/Divisions for their respective IT operations, infrastructure, general purpose and application specific trainings and e-Government projects. Federal Ministries, Divisions, and Departments are having due advantage of NITB technical services, consultancy and advice. Provision of these services to government organizations across Pakistan has resulted in bringing efficiency and transparency for the public organizations and contributed in quick delivery of information and services to public at a large scale.

2 General Requirements

2.1 Scope

Government of Pakistan is seeking a Global Payment & Commerce System Platform (GPC) through RFP process.

- Global Payment & Commerce System Platform (GPC) should be PCI-DSS certified with secure payment, Advanced encryption, 3D secure payments, Fraud Management, Multi Currency, Merchant Management, Inventory, Pricing, P&L, Credit, Debit, Escrow, Reconciliation, Settlement features
- GPC manages the payments against below use cases:
 - Payments for Freelancer services
 - Inward Remittance Payment Service
 - Cross Border B2B Sales
 - New User & Merchant setup
 - Change orders
 - Purchase with fulfilment
 - Payment Against Delivery & Logistics
 - Pay and buy with Account Transfers, Account Debits or Payment Schemes
 - Government Payments
 - Subscription payments
 - Advanced payments

¹www.nitb.gov.pk

- Delayed payments
- Post Bill payment
- Prepaid Account handling and account credit replenishment
- GPC should also provide below capabilities
 - Payer & Payee Interfaces
 - Portal - B2B and B2C
 - Mobile APP
 - Commerce Portal
 - B2B and B2C Transactions
 - Customer BI & CRM
 - Kiosk
 - Wallets
 - 3rd party API support
 - Distributed ledgers
 - Reconciliation & Settlements
 - Calculations and appropriations of taxes and levies by jurisdiction
- GPC should support all the below External Payment processor types with operations supported from them.
 - Debit Card
 - Payment schemes such as MasterCard & VISA
 - PayPal
 - Account Based Payments
 - Direct Bank Integration
 - Escrow
- GPC should support
 - Single Merchant
 - Multi Merchant
 - Multi Payment with split payment options
 - Bulk Processing of any of the above via Interface GUI and API
- GPC should support perform real-time reconciliation between banks, acquirers, accounts and transactions. To generate a daily reporting of the reconciliation of all transactions including variance transactions.

Bidder should follow high level topology as recommended below:

1. The Bidder shall provide a full functional International payment gateway & global commerce management platform Test bed, with the option of operating the Live System for Testing Purposes without affecting live traffic.
2. All future Functional features, SW upgrades and related testing shall be done on this test bed prior to deployment in the live system.
3. Proof of concepts shall also be performed in the test bed without commercial implications prior to deployment in the live.
4. A pooled architecture should contain at least two physical sites.
5. Bidder shall supply High capacity solution with distributed core for greater infrastructure resilience & diversity.
6. The solution shall be certified to PCI-DSS standards.

7. The bidder shall provide a monitoring tool for troubleshooting end-to-end subscriber complaints.
8. The bidder shall include a system health check tool which will help in smooth operation and maintenance tasks.
9. All data must also be kept in Pakistan without compromising requirements on other cross border jurisdictions.

2.2 Resiliency

Bidder shall plan and design of the service architecture which can accommodate the total loss of one core site with no adverse effect on normal customer experience.

Bidder shall dimension each Node to cater at least 50% of total network traffic during busy hour at 40% rated load capacity in all dimensioning aspect. Bidder shall dimension hardware to ensure no transaction limit be reached in failure scenario.

Bidder shall ensure equal capacity in all nodes in pool to ensure easy balancing of traffic in normal or failure conditions as well as maximum utilisation of all nodes.

2.3 Software Licensing Concept

Bidder shall provide Software license as a Service based on “**Pay as You Use model**” basis. The Bidder shall provide pool license system wide for all capacity related feature and license and shall apply “**Pay as You Use model**” scheme. The capacity license shall be opened up to maximum hardware capacity without expiration date. NITB and Bidder shall measure and agree the utilization of service every month and settle the commercial aspect of the usage.

The Disaster recovery license capacities (offline license) should not bind commercial obligation.

The Bidder must provide at least 5 years roadmap for platform and features that are supported.

Respondent should include a copy of each proposed Software License and Annual Maintenance Agreement for all proposed software, including third-party software.

Respondent should provide an explanation of the software licensing or subscription fee basis upon which costs have been calculated (e.g., number of employees, full-time enrollment, Customer budget).

Ownership of all licenses will be of NITB.

2.4 Acceptance

Detailed acceptance procedures for GPC Platform and any other elements or software/hardware supplied by the Bidder under this contract will be furnished by the Bidder.

2.4.1 Provisional Acceptance Certificate (PAC)

The Provisional Acceptance Test (PAT) will be carried out by the Bidder along with NITB to the satisfaction of NITB after the system’s installation and customization is completed. PAT will consist of sub-system and component tests, verification of installation, functionality tests, and overall system tests including Hardware and Software. The purpose of PAT is the following:

- a. To ensure that the installed system, documentation, and services provided correspond to those contracted.

- b. To verify that, after installation, the performance (KPI), and functionality of the various components of the system has remained unchanged from the performance observed during the pre-delivery tests and that the system performance is within NITB's requirements.
- c. To verify that the installation has been accomplished in compliance with the Specifications.
- d. To measure the overall system performance and system availability, as well as assess the overall system functionality and integration, in order to ensure that these are in accordance with the Contract Specifications.
- e. To ensure that all tasks included in the system setup phase have been properly completed and the solution can be provisionally accepted as being ready for operation.
- f. As part of PAT, the Bidder should specify specific key performance indicators (KPI's) that are measured and monitored from the operations and management system to demonstrate the performance of the system. This is also considered as part of the KPI's.
- g. PAT will be repeated in case of bug fixing.
- h. The successful completion of PAT will qualify the system as being in operational/ production status. The PAT will be followed with an observation period of minimum 3 (three) weeks, where the vendor will demonstrate system stability and performance (KPI) improvement.

The provisional acceptance Certificate (PAC) will be issued to the supplier upon successful demonstration of stability and performance improvement. Any technical deficiency (installation/ performances) must be fixed in two weeks' time.

The Provisional Acceptance Certificate (PAC) will be signed once "all" the GPC Platform is in production and the following criteria are met:

- Have successfully passed the stability period of one Month.
- All Major System deficiencies have been resolved.
- Operations KPI's and Statistics validation has been completed for a period of three continuous weeks.

2.4.2 Final Acceptance Certificate

Final Acceptance Certificate (FAC) will be submitted by the Bidder after **2 months of Provisional Acceptance Certificate (PAC)**, or satisfactory performance of the system observed for minimum 2 months from the date of provisional acceptance, whichever is later upon which NITB will issue the **Final Acceptance Certificate (FAC)**.

2.5 Training

Complete Training and knowledge transfer of solution to NITB staff is responsibility of Vendor. Maintenance & Support for 24 months after configuration, and acceptance of the solution by NITB is responsibility of Vendor.

The Bidder will propose Tier 1 & 2 training for service usage being proposed in the RFP response so that NITB team is able to propagate the usage of the Bidder solution independently to other government agencies and stakeholders. Training of the NITB personnel shall be based on the recommended courses in the Bidders training program.

The total number of days offered under the Training Program shall be minimum of 15 working days. All Trainings will be conducted in English Language. The Bidder will be required to provide soft copy of all the Trainings offered under their Training Program.

Bidder should plan for knowledge transfer covering service flows & operational concepts. Successful knowledge transfer to NITB team will be main conditions for PAC & FAC.

2.6 Project Management

The Bidder shall provide as part of the submission detailed project plan. Bidder shall describe all the resources (including personnel, hardware and software), available in Pakistan & Globally.

The extent and the form of the Bidder's presence in Pakistan must be clearly explained. Bidders shall specify how their local resources will be utilized in the implementation of the project, and what the involvement of the local personnel will be in case the project is awarded to them

- NITB requires close management of the project beginning with the issuing of the Letter of Acceptance (LOA). Project implementation meetings will be held regularly. The Bidder shall prepare progress reports and present it in weekly meetings.
- The Bidder shall submit weekly project progress reports in agreed format to NITB.
- The Bidder shall be responsible to resource this project with experienced staff, both from a technical and project management perspective.
- The Bidder shall present in detail Project Implementation Plan (PIP) and responsibility matrix for the project.
- The Bidder shall use all best practices of project management for timely delivery of the project
- All change requests in the project shall be approved by NITB before the execution at vendors own cost.

The Bidder shall also submit details on:

- i. SLA Services
- ii. Security Guidelines
- iii. Operational Service Management

2.7 Security

Bidder should describe the security approach within the solution. The system shall provide application controls to prevent unauthorized use of the system, maintain system process controls, and log all transactions. In addition, the system shall provide security to limit availability to application functionality, software screens, data records, data elements, and data element values where appropriate.

2.8 Service Levels

The bidder should specify the service levels for:

- a. Fixation of critical and non-critical bugs and errors.
- b. Response to any queries.
- c. Time required for maintenance and upgrades.

- d. The bidder should also quote the technical support services charges after the expiration of free services.
- e. The bidder shall provide Testing report including stress testing with each major fix/release/version.

2.9 Availability

The proposed platform should be available for users 24 x 7 x 365 with no downtime.

2.10 System Architecture

- Software should be cross platform: IOS, Android & Web.
- The interface shall be same on all platforms.
- The portal should have a capacity to handle server requests/ web traffic of unlimited users.
- Average response time should be less than 5ms.
- Seamless update of the app on all user devices.
- Build pixel perfect graphically-rich UI that scales automatically across multiple form factors.
- The hosting of Pakistan node of the system shall be on NTC datacenter, all the hosting activities shall be performed by the bidder. NITB will provide the necessary computing power, access and other management support.
- The Bidder shall also create staging and training environment.

2.11 System Security

- User authentication via encrypted password or via Active Directory/LDAP, automatic logoff of inactive users, device lockout.
- All communication should be encrypted.

3 General Requirements and Information for Proposal Submission

For a BIDDER to be considered, NITB must receive two (02) copies (one original and one photocopy) of the proposal by **11:00 am 5th March, 2020** at the following address:

Deputy Director (Admin), National Information Technology Board, Plot No 24-B, Street No 06, Sector H-9/1, Islamabad.

Please also send one printable and searchable PDF copy of technical proposal in a CD/ flash drive.

All proposals must be clearly marked separately for both technical and financial proposals:

Technical / Financial Proposal
“Global Payment & Commerce System Platform (GPC)”

Sealed Technical and Financial proposals should be submitted in two separate envelopes placed and sealed in one big envelope (as per single stage – two envelopes bidding procedure).

There is no expressed or implied obligation for the NITB to reimburse responding BIDDER for any expenses incurred in preparing proposals in response to this request.

NITB reserves the right to retain all proposals submitted, and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the BIDDER of the conditions contained in this request for proposal, unless

clearly and specifically noted in the proposal submitted and confirmed in the contract between NITB and the BIDDER selected.

The NITB shall not bear any cost related to the preparation of proposal as well as any subsequent cost such as pre bid meeting visit cost, etc. incurred by the BIDDER.

4 Project Contact

The NITB invites you to submit a proposal in accordance with the terms, conditions, and specifications contained in this document. Please submit the proposals by **5th March, 2020** no later than 11:00 am. Questions about the project may be directed to:

business.analyst2@nitb.gov.pk

The BIDDER is responsible for ensuring that the email was successfully received. Questions and requests for clarification and/or additional information should be directed via email to the contact above. Any change in response to questions/clarifications will be re-shared as an addendum to this RFP and communicated to the bidder through email.

5 Schedule & Deliverables

The following is a tentative time schedule and deliverables:

Date	Activity
15th February, 2020	RFP Release
24th February, 2020	RFP written questions deadline
25th February, 2020	Pre-bid meeting
5th March, 2020	Proposals Due(by11:00 am)
Within 10 days after due date (tentative)	Presentations by shortlistedfirms
15th March, 2020 (provided that the final evaluation has been approved by the competent authority by this date)	Contract awarded, work begins
20th March, 2020 (tentative)	Submits Inception Report, Project Charter, Project Schedule (WBS)
Fortnightly (before close of business of each fortnight)	Fortnightly Progress Reports giving target achieved against planned, targets slipped, causes and recommendations and next targets.
45 days of contract award	Provision of solution and deployment fully tested.
10 days of deployment	Completion of training and UAT
End of configurations	Handing over of related technical documentation as discussed above
After sign-off	Closeout and handing over and taking over.

6 Eligibility Criteria

6.1 Eligibility Criteria for the Firm Applying

This Invitation for Bids is open to reputed firms/vendors registered with Income Tax and Sales Tax Departments, who are on Active Taxpayer List of FBR, Government of Pakistan for supply and provisioning of such services.

Bidders shall not be under a declaration of ineligibility for corrupt and fraudulent practices.

The bidder should have completed successful implementations of proposed solution in past.

Bidder must have regular place of business, telephone numbers and email address and must provide proof of their existence in the particular business.

A brief profile of the bidder, along with list of major customers (corporate sector) along with Their contact details are required.

Affidavit that the documents/details/information submitted is true and liable to be rejected if proven false and in that case legal action is liable on that bidder.

Affidavit that the bidder has never been blacklisted by any Government / Semi Government/ Autonomous organization

6.2 Proposal Requirements

The Proposal should include the minimum information requested below in the order listed. Emphasis should be on completeness and clarity of content. Please do not include sales and marketing brochures. Additional information, if provided, should be separately identified in the proposal.

Comprehensive warranty & onsite support for mentioned years shall be given for the equipment/software/renewal at solution deployment locations.

All software based items contains installation and configuration and end user orientation which is responsibility of the supplier (if support is not provided by the Principal).

The equipment/software/renewals supplied must be duty paid in respect of all applied duties and taxes.

The end user License, end user warranties and end user support services will be in the name of NITB for all equipment and software loaded on the equipment delivered.

A copy of valid authorized agency/partnership/dealership/distributorship certificate from their principals is to be submitted with the bid in case of any such claim.

Section One – Transmittal Letter

A cover letter (Annex - 1, to be furnished with technical proposal and Annex - 2, to be furnished with financial proposal) signed by an official authorized to solicit business and enter into contracts for the BIDDER. The cover letter should introduce your firm and summarize general qualifications, including the firm's legal entity name, address, email address, phone number of contact person, and short synopsis of the proposal and credentials to deliver the services sought under the RFP.

Section Two – Experience and Qualifications

- a) The BIDDER should describe the company's profile giving details of legal status, services and products offer, number of offices, overall staff strength and other details highlighting the company's profile along with Annex – IV.

- b) A description summarizing the BIDDER's experience over the past five years in performing similar services as listed in this RFP to Government Organizations in Pakistan or International Organizations globally. Please include the year, key scope objective(s), and with the list of applications that you're firm implemented, include the names of the project manager, team members and their roles.
- c) A statement identifying the names of key personnel that will be assigned to this project, including their titles, length of relevant experience (name of projects executed and task performed), qualifications and proof of certifications for the products and services being offered (attach resumes). Please include the BIDDER's ability to adequately and consistently staff the project with the same team.
- d) The firm's ability to complete the work specified in this RFP and produces the required products in a timely fashion and the ability to present any necessary reports and recommendations to NITB. This section should contain the description of three (3) successfully completed projects in the last five years, including the name of public sector / International Organization for which work was performed, general description of the scope of work, budget, name and contact information of agency representative responsible for the project.
- e) Evaluation of the bids will be conducted in the following Two stages:
- Technical Stage-1 (A): Preliminary Examination**
- Proof of Registration (Certificate of Incorporation)
 - Proof that the PORPOSER is original owner of the proposed solution or authorized representative of the owner (Annex – IX)
 - NTN Certificate
 - Sales Tax Certificate
 - Authorization letter/ certificate from the principal (if any off the shelf tool will be used) to market their products along with partnership status (Annex-X)
 - At least 3 Client's References as mentioned above (Annex-V)
 - At least 3 Completion Certificates of successful implementations along with project cost
 - CVs of key personnel (along with the certificates)
 - Letter of bid (Bid Form) as per Annex-I
 - Bidder Qualification statement as per Annex-IV

The preliminary examination will be conducted on a Responsive or non-responsive basis. Only bids which have been rated "responsive" in the preliminary examination of bids shall be considered for further evaluation.

Technical Stage-1 (B): Technical Marking

In second stage of technical marking will be done as per "selection criteria" of this RFP

The Technical marking will be conducted on a pass or fail basis. Only bids which have been rated "pass" in the technical marking of bids shall be considered for further evaluation.

Financial Stage-2: Financial/Final Evaluation

- Letter of Bid (Bid Form) as per Annex-II

Section Three – Outline Strategies and Options

Outline methodology, planning, design and execute strategies that will result in the analysis, design, implementation, and training of solution that are practical to the NITB. Include a detailed plan for the services to be provided, along with deliverables to be provided at each step, with a corresponding timeline, including meetings with NITB. The work plan should be

consistent with the scope of work presented above; however, the BIDDER may suggest changes where appropriate.

Section Four – References

Provide a minimum of Three (3) references from different clients from within the past Seven (7) years. Include the entity name and website URL, and title, email address and telephone number for a contact person from each reference, as well as scope of work and project start/end dates (Annex – V).

Section Five – Estimated Project Timeline and Pricing

The BIDDER should provide the proposed solution within 45 days of receipt of LOI. as mentioned in “Priority Matrix for Deployment”.

- a) Provide pricing estimates that include:
 - Transactional pricing inclusive of all assets both software, hardware & support for the successful execution of the service

6.3 Available Budget/ Contract

Usage price contract with “fixed rate” based on a clearly defined scope of work.

The NITB reserves the rights to accept the proposal either in full or part.

All proposal responses must be received by 11:00 am **5th March**, 2020 for a BIDDER to be considered. The NITB reserves the right to reject all proposals without assigning any reason.

6.4 Award Criteria

LOI shall be issued to the bidder securing highest combined score of Technical plus Financials Bids.

6.5 Selection Criteria

A two stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. Only those financial proposals of the bidders will be considered for opening that scores 70% marks in Technical Documents Evaluation. Before opening of financial proposals the qualified vendors will be called for Presentations Session.

The technical proposal which comprises of Technical Documents and Presentation shall be evaluated on the basis of its responsiveness to the Term of Reference (TORs)/ Scope of Work.

In the Final Stage, the price proposal of all the qualified contractors will be compared. The overall weight-age factor applied to Technical & Financial scoring will be as under:

Sr. No.	Criteria	Weightage
1	Technical Proposal	
1.1	Technical Documents	50%
1.2	Presentation (Proposed Work Plan, Approach and Live Demo)	20%
2	Financial Proposal	30%

The selection process shall be based on the received bids. The process may include discussion and clarification through any means as notified. Criteria for evaluation shall include:

Factors	Max. Marks
Relevant solution implementations in International / Government Organisations	30
Proposed Work Plan and Approach along with infrastructure details.	15
List of Personnel, their Qualification and Experience Criteria: Relevant Qualification (Max 10 Marks) Bachelors (0.5 Marks), Masters (0.75 Marks), Doctorate (1 Mark) Relevant Experience (Max 15 Marks) 1 Mark per year for each personnel and the marks awarded will be the average of all personnel. 1 Mark for each year of experience for each personnel engaged, with maximum limit of 15 marks for each employee. The marks will be computed on the basis of weighted average of total number of persons engaged. The BIDDER will depute at least 05 qualified staff in this project, mainly comprising of Project Manager, Functional Consultants, Developers, Business Analyst, QA Analyst, Database Administrators, Technical Writer, etc.	15
Completeness of PROPOSAL REQUIREMENTS	10
Number of Years the firm has been in collaboration suite business either Nationally or Internationally: 1 Mark for each year	15
Availability of local office in Islamabad.	5
POC of the proposed solution within 01 week of Bid submission.	10

6.6 Final Evaluation

The final evaluation will be based on the respective weightage assigned to Technical Criteria and Financial Criteria and the marks attained.

$$TM \times 0.7 = TTM$$

$$FM \times 0.3 = TFM$$

GTM = TTM + TFM, where:

TM=Technical Marks

FM = Financial Marks

TTM= Total Technical Marks

TFM= Total Financial Marks

GTM= Grand Total Marks

7 Contract Terms & Conditions

7.1 Inspections and Tests

The NITB or its representative shall have the right to inspect and/or to test the product to confirm their conformity to the Contract specifications at no extra cost to the NITB.

The inspections and tests may be conducted on the premises of the vendor and/or at the final destination. If conducted on the premises of the vendor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the NITB.

7.2 Delivery

Delivery of the Goods/Services shall be made by the vendor according to project deliverable and set deadline made by NITB after award of the contract.

7.3 Warranty

Delivery of Services/solution shall be made by the vendor in accordance with the time schedule prescribed by the NITB.

If at any time during performance of the Contract, the vendor encounters conditions impeding timely delivery of the Goods and performance of Services, the Vendor shall promptly notify the NITB in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the NITB shall evaluate the situation and may at its discretion extend the Vendor's time for performance, in which case the extension shall be ratified by the parties by amendment of Contract.

7.4 Payment

The Vendor's shall derive all revenues from the provision of the service on usage pricing model. No costs for setup or operations are to be recovered from NITB.

7.5 Delays in the Vendor's Performance

Delivery of Services/solution shall be made by the vendor in accordance with the time schedule prescribed by the NITB.

If at any time during performance of the Contract, the vendor encounters conditions impeding timely delivery of the Goods and performance of Services, the Vendor shall promptly notify the NITB in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the NITB shall evaluate the situation and may at its discretion extend the Vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.

A delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.

7.6 Termination for Default

The NITB, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part:

- (a) If the Vendor fails to deliver any service within the period(s) specified in the Contract, or within any extension thereof granted by the NITB; or
- (b) If the Vendor fails to perform any other obligation(s) under the Contract.

- (c) If the Vendor, in the judgment of the NITB, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“Corrupt practice” means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution. This will also include selling of the developed solution to other clients.

“fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the NITB, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the NITB of the benefits of free and open competition.

7.7 Force Majeure

The Vendor shall not be liable for forfeiture of its performance security, 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.

For purposes of this clause, “Force Majeure” means an event beyond the control of the Vendor and not involving the Vendor’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify the NITB in writing of such condition and the cause thereof. Unless otherwise directed by the NITB in writing, the Vendor 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.

7.8 Termination for Insolvency

The NITB may at any time terminate the Contract by giving written notice to the Vendor if the Vendor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the NITB.

7.9 Settlement of Disputes

If any dispute or difference of any kind whatsoever shall arise between the NITB and the Vendor in connection with or arising out of the Contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the NITB or the Vendor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods or Services under the Contract.

Arbitration proceedings shall be conducted in accordance with the rules.



Notwithstanding any reference to arbitration herein,

- a. the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and
- b. The NITB shall pay the Vendor any monies due the Vendor.

7.10 Limitation of Liability

Except in cases of criminal negligence or wilful misconduct, and in the case of infringement,

- a. the Vendor shall not be liable to the NITB, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Vendor to pay liquidated damages to the NITB and
- b. The aggregate liability of the Vendor to the NITB, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective goods.

RFP



Annexure – Bidding Forms

RFP



Annexure - I

LETTER OF BID (LETTER OF INTENTION)
(To be furnished with technical proposal)

Date: _____

No: NITB-RFP-GPC-2020-101

To:

The Dy. Director (Admin),
National Information Technology Board,
Islamabad.

Dear Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer GLOBAL PAYMENT & COMMERCE SYSTEM PLATFORM (GPC).

We undertake, if our Bid is accepted, to deliver the product **within 45 days** from date of award of contract.

We agree to abide by this Bid for the Bid Validity Period specified in the bidding documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof 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 bid you may receive. We certify/confirm that we comply with the eligibility requirements as per bidding documents.

Dated this _____ day of _____ 2020

[Signature]

[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____



Annexure – II

LETTER OF BID (LETTER OF INTENTION)

(To be furnished with financial proposal)

Date: _____

Ref. No: _____

To:

The Dy. Director (Admin),
National Information Technology Board,
Islamabad

Dear Sir,

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer GLOBAL PAYMENT & COMMERCE SYSTEM PLATFORM (GPC).

in conformity with the said bidding documents for the sum of _____ [*total bid amount in words and figures*] or such other sums as may be ascertained in accordance with the Price Break-down schedule attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the product within _____ days from date of award of contract.

We agree to abide by this Bid for the Bid Validity Period specified in the bidding documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof 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 bid you may receive.

We certify/confirm that we comply with the eligibility requirements as per bidding documents.

Dated this _____ day of _____ 2020

[Signature]

[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____



Annexure - IV

(LETTERHEAD OF VENDOR/TENDERER/MANUFACTURER)
BIDDER QUALIFICATION STATEMENT

Name and Address of Tenderer/Bidder

- A. Name of Vendor/Tenderer _____
- B. Address of Head Office _____
- C. No. of Employees/Engineers _____
- D. Date Established and/or Registered _____
- E. Project In-charge _____
- F. Section/Department/Division _____
- G. Tele facsimile Number _____
- H. Email Address _____
- I. Telephone Number _____
- J. Mobile Number _____
- K. National Income Tax No. _____



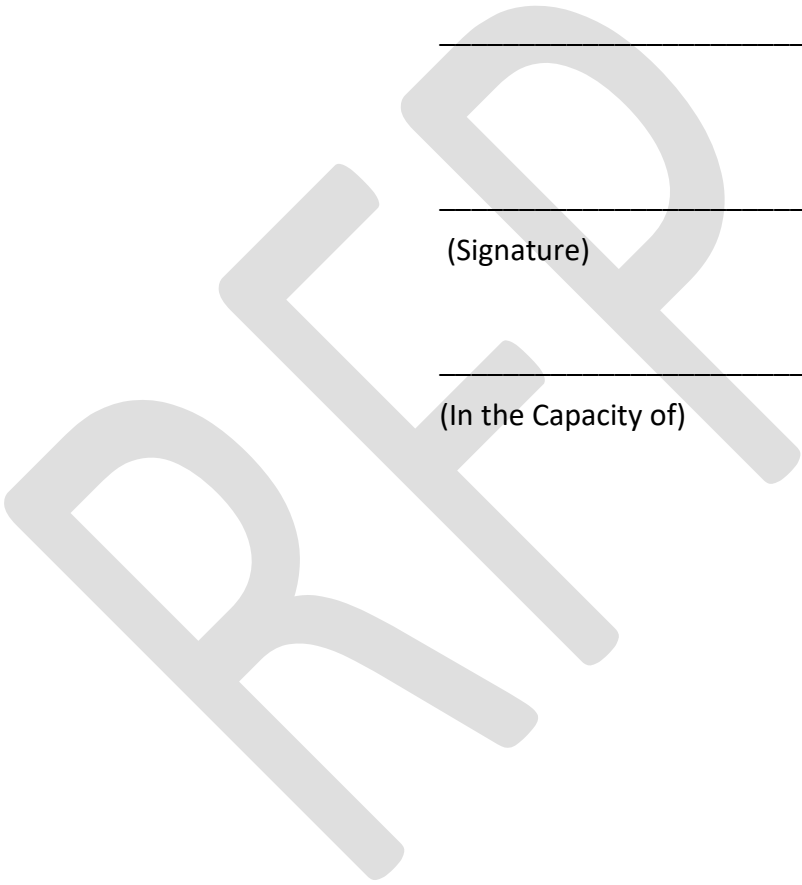
We hereby certify to the best of our knowledge that the foregoing statement are true and correct and all available information and data have been supplied and that we agree to show documentary proof thereon upon your request.

Date _____

Name & Address of the Tenderer _____

(Signature)

(In the Capacity of)





Annexure - V

REFERENCE LIST OF SIMILAR NATURE COMPLETED PROJECTS

Name of Organisation	Purchase order No. and date	Contact Person/ Contact No./ Email/ Website	Product Implemented	Value of order	Date of completion

Note: Please attach the supporting documents such as PO, Completion Certificates, etc.



Annexure - VI

CONTRACT FORM

THIS AGREEMENT made the _____ day of _____ 2020 between National Information Technology Board (hereinafter called “the NITB”) of the one part and [name of Vendor] (hereinafter called “the Vendor”) of the other part:

WHEREAS the NITB invited bids for the GLOBAL PAYMENT & COMMERCE SYSTEM PLATFORM (GPC) and has accepted a bid by the Vendor for the development, installation, commissioning, testing, training and implementation.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Price Schedule submitted by the Bidder;
 - (b) the Technical Specifications;
 - (c) the General Conditions of Contract;
 - (d) the NITB’s Notification of Award.
 - (e) Bidding Documents.
3. In consideration the Vendor hereby covenants with the NITB to provide the services and to remedy defects therein in conformity in all respects with the provisions of 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.

Signed, sealed, delivered by _____ the _____
(for the NITB)

Signed, sealed, delivered by _____ the _____
_____ (for the Vendor)



Annexure - IX

**INSTALLATION/COMMISSIONING/TRAINING UNDERTAKING BY ORIGINAL
EQUIPMENT/SOFTWARE MANUFACTURER**

We **(Name of Original Software Manufacturer or Authorized Dealer)**, a manufacturer/ authorized dealer duly organized under the law of **(Name of Country)** and having its principal place of business at **(Address of Original Software Manufacturer or Authorized Dealer)** hereby undertake that we are exclusively responsible for the successful Installation, Commissioning, and Training for the equipment/software offered by us/ our local agent for your Invitation for Bids Reference Number _____ dated _____.

If for any reason, such as travel restrictions imposed by our government etc., we are unable to send our engineers/supervisors to perform the installation, commissioning, and training for our equipment/software at the NITB’s designated premises, then we are exclusively responsible for all the costs inclusive of all associated expenses for seven (7) days detailed training of technical personnel of the NITB at our premises at **(Original Software Manufacturer or Authorized Dealer premises Address)** for each lot secured as per the NITB bidding documents.

Any and all costs associated with successful installation, commissioning, and training has been included in our aforementioned quotation.

Date _____

Name & Address of the Original Software Manufacturer or Authorized Dealer

(Signature)

Note: This letter should be on the letterhead of the Original Software Manufacturer or Authorized Dealer and should be signed by a duly person, and shall be used only if any of the shelf software is used.



Annexure - X

ORIGINAL SOFTWARE MANUFACTURER'S AUTHORIZATION FORM

To:

Dy. Director (Admn)
National IT Board,
Islamabad.

WHEREAS [_____ name of the Original Software Manufacturer or Authorized Dealer] who are established and reputable manufacturers of [_____ name and/or description of the goods] having factories at [_____ address of factory] do hereby authorize [name and address of Agent] to submit a bid, and subsequently negotiate with you against Invitation for Bids Reference No. _____ for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per General Conditions of Contract (1 year warranty) for the goods offered for supply by the above firm against this Invitation for Bids.

[Signature for and on behalf of Original Software Manufacturer or Authorized Dealer]

Note: This letter of authority should be on the letterhead of the Original Software Manufacturer or Authorized Dealer and should be signed by a person competent and having the power of attorney to bind the Original Software Manufacturer or Authorized Dealer.

{End of document}