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NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)



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NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)

Request for Proposal

**Development of IT Standards, Policies, Guidelines, Procedures,
Processes and Frameworks**

November, 2023

www.nitb.gov.pk



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Data Sheet

Bid Selection Method	Single Stage - Two Envelope (PPRA Rule 36-b): The method of selection is: Quality and cost based selection (QCBS). RFP is available under tender link of NITB website https://nitb.gov.pk and https://www.ppra.org.pk
Bid Security	PKR 1,200,000/-
Deliverables	Development of standards, policies, guidelines, procedures, process and frameworks of the following domains <ol style="list-style-type: none">IT Policies & Guidelines for eGovernmentNon-Functional Requirements for eGovernment SystemsCloud Infrastructure and Hosting PoliciesSocial Media Guidelines & PoliciesRFP, EoI, Contracts and SLASystems & Software Quality ServicesApplication Deployment CertificationInfrastructure Deployment Certification
Contact Person	Program Director, Email: ddiqcep@nitb.gov.pk Phone: 051-9265065
Language	Proposals should be submitted in English language
Currency	Prices can be quoted in USD and/or Pak Rupees (For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents. The rate of exchange shall be the selling rate, prevailing on the date of opening of bids specified in the bidding documents, as notified by the State Bank of Pakistan on that day. PPRA Rule no. 30(2))
Completion Time	Within 06 months from the date of signing the contract
Taxes	The price should include all applicable taxes
Proposal Validity	Proposals must remain valid for 60 days after the submission date
Bidder must submit	Two (02) copies of both technical and financial proposals (one original and one photocopy)



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A printable and searchable copy in a USB flash drive of technical proposal should be in the Technical proposal envelope and searchable copy in a USB flash drive of financial proposal should be in the envelope of financial proposal envelope.

Proposal shall contain separate envelope of PKR. 1,200,000/- of bid security and should be the part of technical proposal.

Proposal Submission
Address

Plot # 24, B, Street No 06, Sector H-9/1, Islamabad

Submission Date & Time

Bid must be submitted on or before 1th December at 1400 hrs.
Technical Bid shall be opened on the same date at 1430 hrs.

Pre-Bid Meeting on 24th November, 2023 at 1400 hrs.



Definition

- a) “Affiliate(s)” means an individual that directly or indirectly controls, is controlled by, or is under common control with the Consultant.
- b) “Applicable Law” means the laws and any other instruments having the force of law in Pakistan, or in such other country as may be specified in the Data Sheet, as they may be issued and in force from time to time.
- c) “Consultant” means a legally established professional consultancy company that may provide or provides the Services to the Procuring Agency under the Contract.
- d) “Contract” means a legally binding written agreement signed between the Procuring Agency and the Consultant.
- e) “Day” means a calendar day.
- f) “Document” means document that provides directives, requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.
- g) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant or Joint Venture member(s).
- h) “Force majeure” includes act of God, natural disasters (such as earthquakes, floods, or hurricanes), acts of war or terrorism, Government actions, labor/political strikes, epidemics or pandemics, and other similar events.
- i) “ICT” means Information and communications technology.
- j) “Joint Venture (JV)” means an association with or without a legal personality distinct from that of its members, of more than one Consultant where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Procuring Agency for the performance of the Contract.
- k) “Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Consultant’s proposal.
- l) “Lead Bidder” means the company which will take the lead in the management of the JV affairs.



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- m) “Non-Key Expert(s)” means an individual professional provided by the Consultant and who is assigned to perform the services or any part thereof under the contract and whose CVs are not evaluated individually.
- n) “Proposal” means the Technical Proposal and the Financial Proposal of the Consultant.
- o) “Procuring Agency” means National Information Technology Board (NITB).
- p) “RFP” means the Request for Proposals prepared by the Procuring Agency for the selection of consultant.
- q) “Services” means the work to be performed by the Consultant pursuant to the contract.
- r) “SME” means Small Medium Enterprise.
- s) “ToRs” (this Section 7.1.7 of the RFP) means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Procuring Agency and the Consultant, and expected results and deliverables of the assignment.



Executive Summary

PROCURING AGENCY is in the process of hiring consultancy company(s) for the project *Demand Driven Industry Quality and Capacity Enhancement Program (DDIQCEP)*, hereinafter referred to as the “CONSULTANT”. Request for Proposal (RFP) is invited on the basis of the terms and conditions detailed herein below, for which requisite evidence and details shall be provided along with the proposal. The objective of these consultancy services include but are not limited to the following:

- IT Policies & Guidelines for eGovernment
- Non-Functional Requirements for eGovernment Systems
- Cloud Infrastructure and Hosting Policies
- Social Media Guidelines & Policies
- RFP, EoI, Contracts and SLA
- Systems & Software Quality Services
- Application Deployment Certification
- Infrastructure Deployment Certification
- Data Governance Policy and Framework

Project Description

“Demand Driven Industry Quality and Capacity Enhancement Program” will define the standards & policies, testing & audit, trainings and product certification mechanism and frameworks for government departments to conceive, plan, design, ICT capacity building or deploy and implement ICT solutions to automate the business processes.

Policies, standards, guidelines, procedures, processes and frameworks definition provide adequate level of confidence that Government IT/software RFPs comply with minimum quality standards. These ensure that eGovernment projects are reliable, risks are reduced and increase confidence in execution bodies of these projects on the outcomes of the project. It also helps local industries to raise their level of quality, competitiveness and enable compliance to minimum standards of IT software and systems.

Testing and audit component will test, audit, and ensure compliance with all formulated standards, policies, guidelines, procedures, processes and frameworks for IT domain.

The product certification helps to improve the quality of services/products and will also ensure the reliable adoption of the products that are certified as the outcome of this component and will boost the capability of local industry to produce high-quality products which may increase the demand for such products in the local and global market. The product certification component will lead this effort for conformity assessment to validate, verify and certify the IT products (software and hardware).

Training component is to train the government officials & SME's (Small and medium-sized enterprises) involved in IT procurement and IT industry to understand these standards being developed through this project.

Objectives

The development of IT policies, standards, guidelines, procedures, processes and frameworks will yield the following benefits to the following:



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- Building government's capacity to procure, develop, manage and deliver high quality software and systems for eGovernment initiatives.
- Reduce risks in IT procurement.
- Ensure inclusion of local IT industry supporting “Made in Pakistan” in government IT procurement.
- Enabling them to deliver products and services of global standards.
- Support national eGovernance plan through quality & system security evaluations of IT systems and other projects of national importance.
- Providing certification services to industry for processes and products for national standard compliance.
- Enhancement of knowledge of professionals.
- Will help develop, integrate and approve the customized standards in-line with international standards and benchmarks in relation to quality, security, performance, accessibility etc. in local IT industry.
- Will help to standardize the Government IT procurement process.
- Standardize various government's departmental IT projects either lead by an organization or lead by individuals.
- Enhance the quality and standardization of the government technology by leveraging the expertise, standardization benchmarking and technology support.
- Ensure the quality and standardization of the software solutions used, or procured by government projects by performing IT audits.
- Will measure to enhance demand driven industry quality by providing technical support during the phases of project planning, designing, development, deployment and management.
- Development in the industry by training individuals on defined IT standards in relation to the software development, deployment and operations.
- Capacity enhancement of the government officials and local IT industry by training on the defined standards and policies.
- Enhance the capacity building of the local industry.
- Ensure outreach effects of the program both at national and international level by integrating the standards.
- Capacity building of the local industries by providing them platform to learn the state of art technological advancements.
- Improve productivity and adherence to quality standards by performing IT audits against the security and governance frameworks benchmarks by the body.



1. Invitation to Bids

The National Information Technology Board, hereinafter called “NITB” or the ‘Procuring Agency’, intends to invite bids for the “Development of IT Standards, Policies, Guidelines, Procedures, Processes and Frameworks” for project titled "Demand Driven Industry Quality and Capacity Enhancement Program”, from eligible bidders.

1.1 PPRA Rules to be followed

Public Procurement Regulatory Authority (PPRA) Rules, will be strictly followed. These may be obtained from PPRA’s website.

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Public Procurement Regulatory Authority Rules.

1.2 Mode of Advertisement(s)

As per Rule 12, this RFP is being placed online at PPRA's and NITB websites, as well as being advertised in the print media. Bidding document containing detailed instructions, terms and conditions and this advertisement can be downloaded for review from NITB and PPRA websites.

1.3 Type of Open Competitive Bidding

As per PPRA rule 36 (b), *Single-Stage - Two Envelope Procedure* shall be followed:

- The bid shall comprise of a two sealed packages, one package should be marked as “Original” and the other one as “Copy”. Each package should contain two envelopes separately the financial proposal and the technical proposal.
- The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion, a printable and searchable copy in a USB flash drive of technical proposal should be in the technical proposal envelope and searchable copy in a USB flash drive of financial proposal should be in the envelope of financial proposal envelope.
- Proposal shall contain separate envelope of PKR. 1,200,000/- of bid security and should be the part of technical proposal.
- Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened.
- The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the Procuring Agency without being opened.
- The bidders will be first checked for the eligibility, as per the requirements in eligibility criteria. Thereafter, all eligible bidders shall be shortlisted against the technical requirements.
- The shortlisted bidders will be technically evaluated and those securing a minimum of 60 marks in the technical evaluation will be considered as qualified for financial evaluation.
- In case of one/none of the bidder secures equal to or greater than 60 marks in technical evaluation, Procuring Agency may reduce the technical qualifying score to 50 or may decide to cancel/re-advertise.



- During the technical evaluation no amendments by the bidder in the technical proposal shall be permitted.
- After the evaluation and approval of the technical proposals, the Procuring Agency shall open the financial proposals of the technically accepted bids, publicly at the time, date and venue mentioned in the later portion of this document, within the bid validity period.
- The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders.
- The contract may be awarded to successful bidder securing highest combined score of technical plus financials bids. The overall bid score has been divided as follows:
 - Technical proposal evaluation carries 60% weightage; whereas
 - Financials proposal evaluation carries 40% weightage.
- The Procuring Agency may reject all bids or proposals at any time prior to the award of contract. The Procuring Agency shall upon request communicate to any bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
- The Procuring Agency shall incur no liability towards bidder who have submitted bids or proposals except towards successful bidder after completing milestones mentioned in clause no. 4.5.
- Notice of the rejection of all bids or proposals shall be published on the Procuring Agency's website.

2. Instructions to bidders

2.1 Language

The bid and all documents relating to the bid, exchanged between the bidder and the Procuring Agency, shall be in English language. Any printed literature furnished by the bidder in another language shall be accompanied by an English translation which shall fulfill the purpose of interpretation of the bid.

2.2 Bid Document

The bid document can be downloaded from the NITB or PPRA websites.

2.3 RFP Clarifications and Questions

- To ensure fair consideration for all bidders, NITB prohibits communication to or with any department, officer or employee during the evaluation process.
- No bidder shall be allowed to alter or modify his bid after the bids have been opened. However, the Procuring Agency may seek and accept clarifications to the bid that do not change the substance of the bid. Any request for clarification in the bid, made by the Procuring Agency shall invariably be in writing. The response to such request shall also be in writing.

2.4 Pre-Bid Meeting

A pre-bid meeting will be scheduled as per 'Annexure A' at the NITB premises to respond to queries of interested bidders.



- Queries from the bidders (if any) for seeking clarifications regarding the specifications of the services must be received in writing to the NITB, 24 hours before the pre-bid meeting. NITB reserve the right not to address any verbal query, phone calls during pre-bid meeting.
- If any queries raise during the pre-bid meeting should be submitted in writing on the same day of the pre-bid meeting, reply to those queries will be responded within 24 hours by NITB.
- Bidders should note that during the period from the advertisement of the bid till the receipt of the bid, all queries should be communicated to contact person(s), mentioned in this document, in writing via e-mail or post only.
- Any oral interpretations or clarifications of this RFP shall not be relied upon.
- Bidder shall include the following reference as the subject of email/letter:
“Development of IT Standards, Policies, Guidelines, Procedures, Processes and Frameworks”

2.5 Bid Price

The quoted price shall be:

- In USD and/or Pak Rupees.
- Inclusive of all taxes and government fee(s) and printing requirements.
- If not specifically mentioned in the bid, it shall be presumed that the quoted price is as per the requirements given in this document.
- The bidder is hereby informed that the NITB will deduct tax at the rate prescribed under the Tax Laws of Pakistan, from all payments for the services (consultancy) rendered by any bidder who signs a contract with NITB.

2.6 RFP Schedule

Critical dates and milestones in connection with this RFP (Annex-A).

2.7 Timeline of the Deliverables

All deliverables should be completed within 06 months of awarding the contract.

2.8 Confidentiality

- No information pertaining to this RFP or the examination, clarification, evaluation, comparison and award of this RFP shall be disclosed to other bidders or any other persons not officially connected with the RFP process, including, but not limited to, the bidder’s own affiliate companies and subsidiaries. The bidder is not permitted to make any public announcement or release any information regarding this RFP without Procuring Agency’s prior written approval.
- Procuring Agency reserves the right to share the bidder’s response to this RFP with its advisors and affiliates.
- In the event the bidder commits a breach of confidentiality, Procuring Agency reserves the right to disqualify the bidder from this RFP process and furthermore not include the bidder in any future similar exercises.
- Procuring Agency is not responsible for declaration of the short-listed bidder(s).
- The bidder shall state clearly those elements of its response that it considers confidential and/or proprietary. Failure to properly identify and mark confidential or proprietary information may result in all information received being deemed non-confidential, non-proprietary, and in the public domain.



- Separate Non-Disclosure Agreement (Annex-H) shall be signed with the successful bidder upon award of contract.

2.9 Option to Bid

The bidders must bid for all of the required deliverables, however in that case, it is preferred that the bidders form joint venture in case they do not offer all required services.

2.10 Joint Venture (JV)

Bids submitted by a JV of two or more companies shall comply with the following requirements:

- a) The bid, and in case of successful bid, the contract form, shall be signed by all so as to be legally binding on all the JV partners.
- b) The lead bidder must be registered in SECP at-least for the (05) years and this authority shall be evidenced by submitting a “Power of Attorney” signed by legally authorized signatories of lead bidder along with JV partners. Lead bidder shall be authorized to be in charge and this authority shall be evidenced by submitting a “Power of Attorney” signed by legally authorized signatories of all the JV partners.
- c) JV arrangement may pool their resources however, the lead bidder must be in IT business for the past 05 years.
- d) Lead bidder shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all JV partners.
- e) All JV partners shall be liable jointly and severally for the executing of the contract in accordance with the contract terms, and a relevant statement to this effect shall be included in the authorization as well as in the “Bid Forms” and the “Form of Agreement” and a signed copy of the agreement entered into by the JV partners shall be submitted with the bid.
- f) Any bid submitted by the JV shall indicate the part of proposed contract to be performed by each party and each party shall be evaluated (or post qualified if required) with respect to its contribution only, and the responsibilities of each party shall not be substantially altered without prior written approval of the Procuring Agency.

2.11 Corrupt Practices

- Procuring Agency requires that bidders observe the highest standard of ethics during the procurement and execution of contract and refrain from undertaking or participating in any corrupt or fraudulent practices.
- Procuring Agency will reject a proposal for award, if it determines that the bidder recommended for award was engaged in any corrupt or has been blacklisted.
- Any false information or misstatement on the part of the bidder will lead to disqualification or blacklisting or legal proceeding regardless of the price or quality of the product.



2.12 Conflict of Interest

Serving government officials and civil servants of Pakistan are not eligible to be included as “Experts” in the consultant’s proposal.

“A conflict of interest in the bidding process occurs when an individual or entity involved in the evaluation or selection of bids has a personal or financial interest that could compromise impartiality or fairness. This conflict may lead to biased decision-making that favors a specific bidder, distorting fair competition. Proper disclosure and mitigation strategies, such as recusal from decision-making, are vital to maintain transparency and ensure a level playing field for all bidders.”

2.13 Indemnification

Bidder will, at its own expense, indemnify and hold the Procuring Agency harmless, and their respective officers, directors, employees, representatives, licensees and agents from and against and in respect of any and all claims, liabilities, allegations, suits, actions, investigations, judgments, deficiencies, settlements, inquiries, demands or other proceedings of whatever nature or kind, whether formal or informal, brought against Procuring Agency or any of their respective officers, directors, employees, representatives, licensees or agents, by any third parties against and in respect of any and all damages, liabilities, losses, costs, charges, fees and expenses, including without limitation reasonable legal fees and expenses, as and when incurred, relating to, based upon, incident to, arising from, or in connection with any claim or allegation with regard to any misrepresentation by the bidder, breach of any provision of this document by the bidder, negligence or willful misconduct of the bidder, infringing in any manner any copyright, trademark, intellectual property, trade secret or patent of any third party. The foregoing obligation is subject to Procuring Agency giving bidder a prompt written notice of any claim and giving the bidder sole control of the defense of such claim. Bidder agrees that it may not, without Procuring Agency’s prior written consent, as the case may be, enter into any settlement or compromise of any claim that results in any admission of liability or wrongdoing on the part of Procuring Agency, as the case may be.

To the fullest extent permitted by law, the bidder shall indemnify and hold Procuring Agency harmless and their respective officers, directors, employees, representatives, licensees and agents from and against claims, damages, losses and expenses, including but not limited to legal fees, arising out of or resulting from performance of the work under this document in relation to any claim, damage, loss or expense attributable to bodily injury, sickness, disease or death to the bidder’s personnel or any third party hired by the bidder or to injury to or destruction of tangible property.

3. Eligibility Criteria (Preliminary Criteria)

Below is the criterion for the eligibility of the interested bidders. These are All mandatory requirements and failing to comply will result in ineligibility for further technical evaluation. Please ensure complete and valid documentary evidence is provided against each item. Procuring Agency reserves the right to check the authenticity of any submitted document.

- The lead bidder is a registered/incorporated company with SECP at least for the last 05 years.
- Bidder and in case of JV, lead bidder has a valid “Registration Certificate for Income Tax”, “Sales Tax” and/or other allied agencies / organizations / regulatory authorities.



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- Bidder and in case of JV, lead bidder is an active taxpayer as per Federal Board of Revenue (FBR)'s database i.e. “Active Taxpayer List (ATL)”.
- Bidder and in case of JV, lead bidder should have physical presence in Islamabad/Rawalpindi.
- The JV company should be mentioned in the local company’s affidavit as per Government of Pakistan rules. If JV partner(s) is an international company(s), they must provide the same on company’s letter head.
- Affidavit on judicial / stamp paper duly attested by “Notary Public” that the bidder and in case of JV, lead bidder and JV partner(s) are not blacklisted by any Government / semi Government department. In case of foreign JV partner(s), the JV partner(s) must provide affidavit of non-blacklisting in their letterhead at the time bid submission. NITB may ask for attestation from concerned authorities of foreign country at the time of contract signing.
- Audited financial statement duly signed and stamped by bidder to demonstrate that minimum accumulative turnover of PKR 250 million in the last 5 financial years. In case of JV partner, the financial strength will be considered either of the lead bidder or its JV not cumulatively.
- In case of JV, RFP clause 2.9 must be followed.
- The bidder must not have any linkage with Israel or India regarding ownership, sponsoring and financing.
- The bidder and in case of JV, lead bidder must provide on letter head, name of organization, details of offices across Pakistan and location of head office, size of company (number of employees), and number of years of being incorporated. Already mentioned in marking criteria.
- At least one resource in at least 10 of the following 14 categories mentioned below must be available in HR staff (**Annexure B1**):
 - a. IT Policy Expert
 - b. IT Guidelines Expert
 - c. Non-Functional Requirement Expert
 - d. Cloud Expert
 - e. Hosting and Deployment Expert
 - f. Infrastructure Expert
 - g. Information Security Expert
 - h. Cyber Security Expert
 - i. Social Media policy and Guidelines Expert
 - j. Legal Expert-IT
 - k. Procurement Expert
 - l. Software Quality Assurance Expert
 - m. Database Expert
 - n. Software Development Expert

Note: Verifiable documentary proof for all above requirements is a mandatory requirement i.e. bidder to present at least one document as sample for his quality of work each from policy, standard and guideline.



4. Preparation of Bid

4.1 Cost of Bidding

The issuance of this RFP and the receipt of information in response to this RFP shall not in any way cause Procuring Agency to incur any liability or obligation to the bidder, financial or otherwise. NITB assumes no obligation to reimburse or in any way compensate the bidder for costs and/or expenses incurred in connection with the bidder's proposal in response to this RFP. All costs and expenses incurred by the bidder pertaining to all activities in the preparation, submission, review, selection and negotiation of the bidder's proposal in response to this RFP shall be borne by the bidder ("costs and expenses").

4.2 Bid Security

In accordance with PPRA Rules 2004, Rule 25, the bidder will submit a bid security of PKR 1,200,000/- of total amount in shape of Bank Draft/Bank Guarantee in favor of NITB:

- The bid security issued by any scheduled bank of Pakistan will be acceptable. Cheques will not be acceptable in any case. Bid security of the successful bidder will be returned once the "Performance Guarantee" is submitted to NITB.
- Proposal shall contain separate envelope of PKR. 1,200,000/- of bid security and should be the part of technical proposal.
- Bid security envelope will be opened at the time of opening of technical proposal.
- The bid security shall be forfeited by the NITB, on the occurrence of any / all of the following condition:
 - If the bidder, having been notified of the acceptance of the bid by the NITB during the period of the bid validity, fails or refuses to furnish the Performance Security, in accordance with the bid document.
- The bid security shall be returned to the technically unsuccessful bidder with unopened/sealed financial bid.
- The bid security of unsuccessful bidders will be returned within one month period after the financial bid opening.
- Validity of the bid security should be 90 days minimum.

4.3 Technical Proposal

Bidders are required to submit the following:

- Technical proposal stating a brief description of the bidder's organization outlining their relevant experience & related projects.
- Bidders are also required to state, in their proposals, the name, title, fax number and e-mail address of the bidder's authorized representative through whom all communications shall be made until the process has been completed or terminated.
- Organization and staffing part of related projects with their profiles.
- Names, CV and Annexure-F (Staff resume) of professional staff who participates during the assignment.
- Technical approach and methodology.



- Detailed “Implementation Plan & Methodology” with “Work Breakdown Structure (WBS)”.
- Consultant is required to submit the working paper regarding scope, impact and way forward for mentioned policies, standards, guidelines, procedures, process and frameworks defined as project deliverables and suggest any other impactful requirements for standardization of IT industry.

Note: The bidder shall also provide recommended requirements as mentioned in **Annexure B** – submittal requirements for technical proposal.

Any other technical and/or sales and marketing materials provided separately by the bidder shall not be considered as part of the proposal. Such additional materials may be provided as a part of annexures.

4.4 Financial Proposal

- The financial proposal shall be prepared using the standard form attached, duly signed by the authorized representative of the bidder.
- The contract will be awarded to the bidder(s) who submit financial proposal of both (lot-1(development of new documents) and lot-2(review of developed documents)). Bidder will be disqualified in financial opening in case, price of both the lots is not provided.

Note: The bidder shall also provide recommended requirements as mentioned in **Annexure C** – Submittal Requirements for Financial Proposal.

4.5 Payment Terms/Schedule

Payments will be made by NITB against each deliverable as per invoice/s raised by the bidder, following procedures against each milestone on production of following documents:

- Sales tax invoice duly signed and stamped by the organization.
- The total amount of the bid shall be considered to be distributed equally against each deliverable(s) for development of new documents and review of developed documents.
- The documents which are in lot-2 will remain in the same lot even it is rejected by relevant authority/stakeholders and will be resubmitted after the recommended changes. The documents which are in lot-1 will remain in the same lot.
- Both PAC (Provisional Acceptance Certificate) and FAC (Final Acceptance Certificate) will be issued by Program Director, DDIQCEP NITB.

Following is the payment schedule for lot-1 and lot-2, based on defined milestones:

Milestone (MS)	Payment mode for development of new documents (Lot-1)	Payment %	Remarks
1	Submission of initial draft in hard and soft copy (editable)	10	Cost for particular deliverable
2	Provisional Acceptance Certificate (PAC) *	30	
3	Review and endorsement of draft documents from technical committee and relevant stakeholders**	30	
4	Approval of policies, standards, guidelines, procedures, processes and frameworks ***	30	



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5	Final Acceptance Certificate (FAC) ****	(Performance guarantee)	Release of performance guarantee is subjected to obtaining of FAC
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Milestone (MS)	Payment mode for review of developed documents (Lot-2)	Payment %	Remarks
1	Submission of initial draft in hard and soft copy (editable)	10	Cost for particular deliverable
2	Provisional Acceptance Certificate (PAC) *	30	
3	Review and endorsement of draft documents from technical committee and relevant stakeholders**	30	
4	Approval of Standards, Policies, Guidelines, Procedures, Processes and Frameworks***	30	
5	Final Acceptance Certificate (FAC) ****	(Performance guarantee)	Release of performance guarantee is subjected to obtaining of FAC

<i>Development of new documents (Lot-1)</i>	<i>Review of developed documents (Lot-2)</i>
<p><i>*Provisional Acceptance Certificate (PAC) includes the sign-off from the Program Director DDIQCEP, NITB. (MS-1)</i></p> <ul style="list-style-type: none"> • <i>Research on international policies/standards and best practices in effect</i> • <i>Research on local market perspective and requirements.</i> • <i>Comparative analysis of different countries & organizations to define the benchmarks with respect to local requirements</i> 	<p><i>*Provisional Acceptance Certificate (PAC) includes the sign-off from the Program Director DDIQCEP, NITB. (MS-1)</i></p> <ul style="list-style-type: none"> • <i>Review of the developed documents should be as per the international standards by considering the requirement of local IT industry to make the documents at par</i> • <i>Review documents by considering that no copyright policy is violated, also avoid conflict & defamation against NITB/Govt. of Pakistan in</i>



<ul style="list-style-type: none"> • <i>Standardized template for draft document</i> • <i>Develop documents by considering that no copyright policy is violated, also avoid conflict & defamation against NITB/Govt. of Pakistan in order to protect National interest</i> • <i>Define Version control/ Change management mechanism</i> • <i>Submission of draft document to project team</i> • <i>Briefing on draft document to project team</i> • <i>Approval of draft document from Program Director, DDIQCEP NITB</i> <p><i>**Review and endorsement of draft documents from Technical Review Committee and relevant stakeholders include: (MS-2)</i></p> <ul style="list-style-type: none"> • <i>Ensure presence in technical committees during document review process</i> • <i>Incorporation of recommended changes/feedback from technical committee in draft document</i> • <i>Endorsement of technical committee on draft document</i> • <i>Presentation of each approved deliverable and detailed briefing to the project team</i> • <i>Endorsed documents and research work must be saved in Centralized repository</i> • <i>Endorsed documents from the technical committee will be</i> 	<p><i>order to protect National interest</i></p> <ul style="list-style-type: none"> • <i>After review, update the document by incorporating the recommendation/suggestions provided by the Consultant</i> • <i>Define Version control/ Change management mechanism</i> • <i>Submission of reviewed draft document to project team</i> • <i>Approval of reviewed draft document from Program Director, DDIQCEP NITB</i> <p><i>**Review and endorsement of reviewed draft documents from Technical Review Committee and relevant stakeholders includes: (MS-2)</i></p> <ul style="list-style-type: none"> • <i>Ensure presence in technical committees during document review process</i> • <i>Incorporation of recommended changes/feedback from technical committee in draft document</i> • <i>Endorsement of technical committee on draft document</i> • <i>Presentation of each approved deliverable and detailed briefing to the project team</i> • <i>Endorsed documents and research work must be saved in Centralized repository</i> • <i>Endorsed documents from the technical committee will be provided to NITB along with</i>
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<p><i>provided to NITB along with complete research work, citation and all reference material</i></p> <p>***Approval of Standards, Policies, Guidelines, Procedures, Processes and Frameworks (MS-3)</p> <ul style="list-style-type: none"> • <i>Approval of Standards, Policies, Guidelines, Procedures, Processes and Frameworks from relevant competent authority/forum</i> <p>**** Final Acceptance Certificate (FAC) includes:</p> <ul style="list-style-type: none"> • <i>Approved Standards, Policies, Guidelines, Procedures, Processes and Frameworks from relevant competent authority/forum</i> • <i>Knowledge Transfer</i> <ul style="list-style-type: none"> ○ <i>Draft document to be submitted as hard copy to project team for receiving/record purpose</i> ○ <i>Documents and research work must be saved in Centralized repository</i> ○ <i>Approved documents will be provided to NITB along with complete research work, citation and all reference material</i> • <i>Assistance and support</i> <ul style="list-style-type: none"> ○ <i>Technical assistance in conducting trainings,</i> 	<p><i>complete research work, citation and all reference material</i></p> <p>***Approval of Standards, Policies, Guidelines, Procedures, Processes and Frameworks (MS-3)</p> <ul style="list-style-type: none"> • <i>Approval of Standards, Policies, Guidelines, Procedures, Processes and Frameworks from relevant competent authority/forum</i> <p>**** Final Acceptance Certificate (FAC) includes:</p> <ul style="list-style-type: none"> • <i>Approved Standards, Policies, Guidelines, Procedures, Processes and Frameworks from relevant competent authority/forum</i> • <i>Knowledge Transfer</i> <ul style="list-style-type: none"> ○ <i>Draft document to be submitted as hard copy to project team for receiving/record purpose</i> ○ <i>Documents and research work must be saved in Centralized repository</i> ○ <i>Approved documents will be provided to NITB along with complete research work, citation and all reference material</i> • <i>Assistance and support</i> <ul style="list-style-type: none"> ○ <i>Technical assistance in conducting trainings,</i>
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<p><i>seminars, roadshows, conferences</i></p> <ul style="list-style-type: none"> • <i>Declaration of work completion by Consultant</i> • <i>Non-Disclosure Agreement (NDA) compliance to be verified</i> 	<p><i>seminars, roadshows, conferences</i></p> <ul style="list-style-type: none"> • <i>Declaration of work completion by Consultant</i> • <i>Non-Disclosure Agreement (NDA) compliance to be verified</i>
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4.6 Bid Currencies

Bids are to be quoted in USD and/or PKR.

4.7 Advice of Omission or Misstatement

In the event it is evident to a bidder responding to this RFP that NITB has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding bidder shall advise the contact identified in the RFP Clarifications and Questions section above of such omission or misstatement.

4.8 Bid Validity Period

The bid shall have a minimum validity period of sixty (60) days from the last date for submission of the bid.

4.9 Additional Charges

No additional charges, other than those listed in the financial proposal shall be made.

4.10 Right to Request Additional Information

NITB reserves the right to request any additional information that might be deemed necessary during the evaluation process which will not affect the scope of work and financials.

4.11 Right of Refusal

The Procuring Agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The Procuring Agency shall upon request communicate to any bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.

The Procuring Agency shall incur no liability towards bidder who have submitted bids or proposals except towards successful bidder after completing milestones mentioned in clause no. 4.5. Notice of the rejection of all bids or proposals shall be given promptly to all bidders that submitted the proposals.



5. Submission of Bids

5.1 Sealing and Marking of Bids

- Bid shall comprise a single sealed package containing two separate sealed envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. Envelope shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion.
- The bids along with the bid security, must be dropped at: National Information Technology Board.
- Technical proposal must contain bid security envelope which would be opened at time of opening of technical proposal.
- All submissions are due to the attention of the authorized person, no later than the date and time specified in **Annexure A**. Any proposal received after the due date and time will not be accepted by NITB.

Proposal Identification

- Proposal submissions must be organized according to the instructions provided in this and separately packaged, sealed and identified as follows:
 - Identify as Technical or Financial Proposal
 - To Program Director (Demand Driven Industry Quality and Capacity Enhancement Program)
 - Title: Development of IT Standards, Policies, Guidelines, Procedures, Processes and Frameworks
 - NITB, Plot No 24B, H-9/1 H-9, Islamabad, Pakistan.
- Proposal submissions must include the following copies:
 - One (1) original version of the entire technical proposal with original signatures along with USB softcopy containing the entire technical proposal;
 - One (1) envelope containing bid security must be submitted along with technical proposal
 - One (1) photocopied version of the entire technical proposal;
 - One (1) original version of the financial proposal with original signatures along with USB softcopy containing the entire financial proposal;
 - One (1) photocopied version of the entire financial proposal.

If the envelopes and packages with the proposal are not sealed and marked as required, the Procuring Agency will assume no responsibility for the misplacement, loss, or premature opening of the proposal. If there is a conflict between the soft copy and hard copy, only the hard copy will be accepted.

5.2 Extension of Time Period for Submission of Bids

NITB may extend the deadline for submission of bids (PPRA rule 26.3), if the following condition exists;

- If Procurement Committee is convinced that such extraordinary circumstances have arisen owing to Law and Order situation or a natural calamity that the deadline should be extended.
- If Procurement Committee decides to extend the deadline, it will be announced through “Corrigendum” and will be published in newspapers as well as on the website of NITB and PPRA.



5.3 Late Bids

Bid(s) received after the defined submission date and time (defined in datasheet and in Annexure-A), will be considered as late bid and shall not be considered. Therefore, it is suggested that the response be sent in a manner that ensures it arrives on time, for example, through verifiable courier, registered mail or in person. Responses through Fax, email, and non-registered delivery through Pakistan Post mail will not be considered.

5.4 Presentation by Bidders

Bidder(s) shall present their proposal as per the terms and conditions listed along with the announcement of this RFP. Bidder will be required to provide and present a detailed and comprehensive project management plan that will become the sole source for determining implementation tasks and completion time of each task. Bidders are expected to present the technical proposal and the various components fitment within the overall proposal. Bidder must be able to answer all queries and question of the evaluation committee during the presentation.

5.5 Modification of Proposals

No bidder shall be allowed to alter or modify its bids after the defined date and time for the receipt of the bids unless, NITB may, at its discretion, ask a bidder for a clarification of bid for evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of bid shall be sought, offered or permitted.

5.6 Submittal Requirements

- For technical proposal, please ensure that the listed requirements in “Annexure B” are provided.
- For financial proposal, please ensure that the listed requirements in “Annexure C” are provided.

6. Opening and Evaluation of Bids

6.1 Opening of Bids by NITB

Initially only the envelope marked “TECHNICAL PROPOSAL” and “BID SECURITY” shall be opened and envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the NITB without being opened. NITB shall evaluate the technical proposal and without reference to the price and may reject any proposal which does not confirm to the specified requirements.

6.2 Missing Information

Information requested in this document is aimed to evaluate the bidder in a best possible way, therefore NITB encourages bidder to furnish the information as requested in this document. Any missing information shall be considered as not available.

6.3 Addendum or Supplement to Request for Proposal

At any time prior to the deadline for submission of the bid, NITB may, for any reason, whether on its own initiative or in response to a clarification request by prospective bidder, modify the RFP by issuing addenda.



A summary of all questions and responses as well as any adjustments regarding the scope of this bid (if any) will be prepared and distributed to all potential bidders that submitted their intent to bid (if any, changes will be reflected in the revised proposal published at NITB and PPRA websites).

6.4 Shortlisting of bidders

Shortlisting will purely be based on the information provided in the submitted proposal and related documents, where the eligible bidder would acquire at least 60 score in the given technical evaluation criteria.

6.5 Current References

The bidder must provide references in prescribed format in **Annexure-D** in the proposal, the names and complete contact information of at least three (3) clients (national/international), of which the projects have been completed.

The given references are able to discuss bidder's performance in providing solutions similar to those contemplated in this RFP, and have agreed to be contacted by NITB representatives. NITB expects the bidder to contact their client references to confirm their availability to speak with NITB during this time.

6.6 Bidder Evaluation

- Contract shall be awarded at the sole discretion of NITB after evaluation of the bidder's proposal, reference discussions, determination of competitive advantage and cost.
- Bidder must have a satisfactory record of contract performance, integrity, business ethics, adequate financial resources (in the opinion of NITB) and vision to meet the contractual requirements contemplated in this RFP.
- By submitting a proposal, the bidder warrants that:
 - It is in compliance with all applicable laws and regulations;
 - It is not prohibited from doing business with NITB by law, regulation or otherwise;
 - The person submitting the proposal on behalf of the bidder is authorized to bind it to the terms of the proposal.
- An evaluation committee ("Technical Evaluation Committee") will evaluate all submitted proposals. Proposals may be evaluated and eliminated without further discussions and at the sole discretion of NITB. NITB will be the sole initiator of discussions to clarify the proposal offerings. The NITB evaluation committee will evaluate each proposal based upon their understanding of the proposals. The NITB evaluation committee will conduct a fair, impartial and comprehensive evaluation of all proposals. If applicable, a contract shall be awarded, taking into consideration the best interests of NITB.
- The selection criteria are defined in subsequent section and may include:
 - Experience of the bidder with similar projects, size and scope;
 - Management and staff profiles;
 - Cost/value/favorable contract terms & conditions.



- NITB reserves the right to award a contract without any further discussion with the bidder(s) who has submitted proposals in response to this RFP. Therefore, proposals should be submitted initially on the most favorable terms available to NITB from a price and technical standpoint. However, NITB reserves the right to conduct discussions with bidder(s) who have submitted proposals.
- NITB is not under any obligation to reveal, to a bidder(s), how a proposal was assessed or to provide information relative to the decision-making process.
- NITB shall evaluate a bidder's "confidence in its own ability to perform" based on a bidder's willingness to provide NITB with meaningful contractual assurances and remedies. NITB may exercise in the event of that bidder's non-performance.

6.7 Proposal Acceptance

A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated by the signature of the participant bidder or an officer of the participant bidder legally authorized to execute contractual obligations. A submission in response to this RFP acknowledges acceptance by the participant of all terms and conditions. A participant shall identify clearly and thoroughly any variations between its proposal and the NITB's RFP. **Bidder shall ensure that every page of their proposal is signed and stamped.**

6.8 Availability of Professional Staff/Experts

Having selected the bidder on the basis of, among other things, an evaluation of proposed professional staff as Annexure-F, the NITB expects to get the contract executed by the professional staff named in the proposal. Before contract negotiations, the NITB shall require assurances that the professional staff shall be actually available. NITB shall not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that professional staff were offered in the proposal without confirming their availability, the bidder may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and his name be submitted by the bidder within the period of time specified in the letter of invitation to negotiate.

6.9 Alternative Provisions

Alternative proposals are not allowed.

6.10 Redressal of Grievances by the Procuring Agency

The Procuring Agency will constitute a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

- Any bidder feeling aggrieved by any act of the Procuring Agency after the submission of his bid may lodge a written complaint concerning his grievances within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report.
- The Grievance Redressal Committee (GRC) shall investigate and decide upon the complaint within ten days of its receipt.
- In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report as per PPRA rule 48(5).



- Any bidder or party not satisfied with the decision of the GRC, may file an appeal before the Authority within thirty (30) days of communication of the decision subject to depositing the prescribed fee and in accordance with the procedure issued by the Authority. The decision of the Authority shall be considered as final.

7. Scope of Work

To define the policies, standards, guidelines, procedures, processes and frameworks for Government departments to conceive, plan, design, ICT capacity building or deploy and implement ICT solutions to automate the business processes. Standardization and Policy framework will help to build up the unified ICT ecosystem considering the vision of Digital Pakistan. Moreover, this will also play a vital role of ICT contribution in Pakistan GDP growth and to expedite, secure, integrate the processes of different traditional Government institutes through developed Policies, Standards, Guidelines, Procedures, Processes and Frameworks and make them transparent.

7.1 Policies, Standards, Guidelines, Procedures, Processes and Frameworks Development Requirements

Development of policies, standards, guidelines, procedures, processes and frameworks must be in line with international standards and fulfill the demand of local IT industry and implementable at national level. The IT standards and policies should consider the improvement in EGDI (eGovernment Development Index), global ICT index and IT standards impact in GDP growth. Moreover, it should also be ensured that the policies, standards, guidelines, procedures, processes and frameworks are up-to-date, aligned with existing national policies regarding legal, technical and local needful demands or requirements of relevant local industry. All the project activities shall be performed by the Consultant in coordination with project team.

7.1.1 General Requirements for the Drafting of Policies, Standards, Guidelines, Procedures, Processes and Frameworks

Table following contains a specification of general requirements (but not limited to) for development of policies, standards, guidelines, procedures, processes and frameworks drafts.

Basic Requirement.
Assess the local requirements and need of specific domain of IT Industry to identify and define the scope of relevant deliverable
Research work must include comparative analysis of different countries & organizations to define the standards and policies. It must highlight the detailed comparison of scope, technical aspects and its impact on local IT industry of regional, European and Middle East countries.
Consultant should develop documents by considering that no copyright policy is violated, also avoid conflict & defamation against NITB/Government of Pakistan in order to protect national interest
Version control mechanism and document drafting template should be defined



7.1.2 Requirements for the Feedback/Input and Acknowledgment from Stakeholders

Feedback/input from stakeholders (public, private sector) will play a key role in refining Policies, Standards, Guidelines, Procedures, Processes and Frameworks documents. Acknowledgment from stakeholders on documents will ease the process of approval of documents.

The following table contains a specification of consultative sessions requirements (but not limited to).

Requirement
Consultant must identify relevant stakeholders with assistance of project team
Consultant must coordinate and liaison with the stakeholders for requirement gathering
Consultant will ensure presence in “Technical Review Committee”
Consultant must engage in conference/workshop arranged by project team
All feedbacks/comments must be tracked/recorded properly
Relevant feedback/input should be incorporated in document after consultation with project team
Consultant will be responsible to provide draft document to project team for publication on website for public review and collection of feedback accordingly
Feedback/suggestions from “Technical Review Committee” will be incorporated accordingly

7.1.3 Ownership of the Project

All the documents of standards, policies, guidelines, procedures, processes, frameworks and any other developed as per requirement in the project shall be the property and copy right of NITB as a Federal Government Autonomous Board of Pakistan.

7.1.4 Consultant Responsibilities

- The Consultant will be responsible to develop the documents of IT standards, policies, guidelines, procedures, processes and frameworks in-line with international standards.
- Consultant will be responsible to assist consultative sessions with stakeholders (public and private sector) along with event management Consultant for feedback/comments on documents and incorporate accordingly if required.
- Consultant will be responsible to present draft document in technical review committee for review, feedback and endorsement along with project team.
- Consultant should present the documents in conferences, seminars, workshops, roadshows with assistance of project team when required.



7.1.5 Submission of Documents and Related Research Material

The Consultant will be responsible to deliver all the documents of standards, policies, guidelines, procedures, processes and frameworks along with all research related material which has been used in preparation of draft document to the project team (both in hard and soft (editable) forms).

7.1.6 Preparation of Documents Model

Standards, policies, guidelines, procedures, processes and frameworks will be developed by Consultant. Consultative sessions will be held with stakeholders (public, private sector) and after collection and conduction of feedback/comments from stakeholders, research work and gap analysis will be performed in line with the international standards and best practices. On completion of initial draft, same will be submitted to project team for review purpose. If any changes are recommended, Consultant will incorporate changes accordingly. After incorporation of changes, document will be resubmitted to project team for review and further process accordingly. Project team will submit the document to Program Director for review and approval. If any changes are recommended from Program Director, Consultant will incorporate changes accordingly. After incorporation of changes, document will be submitted to Technical Review Committee by Program Director/Nominated officer by CEO, for review and approval. If any changes are recommended from Technical Review Committee, Consultant will incorporate changes accordingly. After incorporation of changes, document will be resubmitted to Technical Review Committee by Program Director for review and approval. After the endorsement of Technical Review Committee, document will be pursued for approval process from competent authority. If any changes are recommended from competent authority, Consultant will incorporate changes accordingly. After incorporation of changes, document will be resubmitted to competent authority by Program Director for final approval.

7.1.7 Terms of Reference

- a. To review the scope of work and define the impactful strategies/framework to formulate IT standards, policies, guidelines, procedures, processes and frameworks for both public and private sector.
- b. To define, formulate and draft IT standards, policies, guidelines, procedures, processes and frameworks at national level for both public and private sector in-line with international standards.
- c. Provide impact analysis report for each deliverable based on real indicators.
- d. To identify relevant public and private stakeholders for each domain of deliverable.
- e. To develop stakeholders consensus on the developing standards, policies, guidelines, procedures, processes and frameworks and to ensure these are consistent, flexible, localized and practically implementable.
- f. Standards, policies, guidelines, procedures, processes and frameworks to be developed should support the verticals and implementation framework of existing policies.
- g. Perform diverse qualitative and quantitative research and analysis on latest technologies and trends keeping in view the business requirements and industry gap analysis for the prevailing standards situation in the country.
- h. Technical Review Committee's feedback and suggestions will be incorporated accordingly.



- i. PIP should be provided by Consultant for project execution.
- j. Consultant will ensure to provide and follow version control mechanism.
- k. Consultant will follow the priority/sequence defined by project team (NITB) for the development of draft documents.

7.2 Project deliverables

Following is the list of quantifiable standards, policies, guidelines, procedures, processes and frameworks which includes the documents to be newly developed and already developed documents to be reviewed in the best interest of Government of Pakistan, deliverables will be in the following domains:

- a. IT Policies & Guidelines for eGovernment
- b. Non-Functional Requirements for eGovernment Systems
- c. Cloud Infrastructure and Hosting Policies
- d. Social Media Guidelines & Policies
- e. RFP, EoI, Contracts and SLA
- f. Systems & Software Quality Services
- g. Application Deployment Certification
- h. Infrastructure Deployment Certification

7.2.1 Domain-a (IT Policies & Guidelines for eGovernment)

1. Email Policy
2. Domain Name Policy
3. Website Guidelines for eGovernment
4. Mobile Application Guidelines for eGovernment
5. eCommerce Guidelines
6. Business Continuity and Disaster Recovery Policy
7. Digital Identity Procedures
8. Data Governance and sharing Policy
9. Data Formats for Inter-governmental Communication

7.2.2 Domain-b (Non-Functional Requirements for eGovernment Systems)

1. Scalability and availability requirements (Load balancing)
2. Performance
3. Compatibility (Device compatibility based for citizen inclusion)



4. Interoperability (Data access standards, Open Government Data standards)
5. Accessibility and Usability Guidelines or Standards (Local Language, etc.)

7.2.3 Domain-c (Cloud Infrastructure and Hosting Policies)

These standards, policies, guidelines, procedures, processes and frameworks are required to ensure that all Government and citizen data is safe and secure while being hosted in compliant public and private data centers/cloud. The minimum criteria will be defined in line with international standards and compliance disciplines such as ISO27001, ISO27002, ISO27017, ISO27018 and ISO/IEC17788. All Government applications should ensure these policies to ensure data protection and safety:

1. Standard Hosting-Customization Policy
2. Application Deployment Certification Policy
3. Hosting & Housing Policy
4. Network Services Policy
5. Infrastructure Deployment Certification Policy
6. Major Incident Procedure
7. Mobile Device Policy
8. Network Device Management Policy
9. Off-Hours Coverage Policy

7.2.4 Domain-d (Social Media Guidelines & Policies)

1. Social Media for Personal Use Policy
2. Social Media for State Business Policy
3. Website/Web Application Standards Website Acceptance Policy
4. Mobile Application Standards and Acceptance Policy

7.2.5 Domain-e (RFP, EoI, Contracts and SLA)

1. Supplier, EoI, RFIs and RFPs etc.
2. Evaluation & Acceptance Criteria

7.2.6 Domain-f (Systems & Software Quality Services)

1. Review of delivered software system
2. Software/Mobile Application Functional Testing & Evaluation (Evaluation and Testing of software/mobile application for Functional, Integration, API, Configuration, Interface, User Acceptance Test (UAT), etc. is also undertaken)
3. Service Level Agreement-SLA Measurement



4. Review of Requirements Documentation (System Study Report, Gap Analysis Report, SRS, etc.)
5. User Documentation (Installation Guide, User Manual, System Manual, etc.)
6. SW/HW/DC/Hosting Solution & Architecture Review Document (Audit Procedure of critical IT Infrastructure deployed at Silo's Infrastructure, Data Centers, Disaster Recovery Site, Network Connectivity, Storage optimization, Gateway, Regional Connectivity, Front-Offices and Back Office locations is undertaken to verify that they are in compliance to requirements specification's document and defined architecture. The audit may also cover operational aspect of IT infrastructure and technical services)
7. Code Review/Static Analysis
8. Software/Mobile Non-Functional Testing & Evaluation (Testing for Usability, Performance, Scalability, Efficiency, Reliability, Penetration, Inter-operability, Accessibility, Maintainability, Portability, Load, Volume, Recovery and Documentation)
9. Quality Assurance /Conformity Assessment Framework
10. Software Development Standards

7.2.7 Domain-g (Application Deployment Certification)

Following is some of the validation indicators for the functional units of the project.

A certification can be issued for application that successfully clears following tests:

1. Use Cases (Functional) Test: Ensures proper functioning of all of the new and changed features of the application
2. Accessibility Test: Ensures compliance with the Government IT accessibility policies and standards
3. Data Conversion Test: Ensures the accurate migration of appropriate legacy data.
4. Interfaces Test: Ensures proper functioning with all companion applications. Security Test: Ensures the confidentiality, integrity, and availability of the application
5. Performance Test Ensures responsiveness against projected average and peak processing loads
6. Restoration Test: Ensures full functioning of the application following an infrastructure rollback/restoration
7. Regression Test: Applies exclusively to modifications of existing applications. Ensure that a new version does not compromise existing functionality
8. Operating Platform Test: Ensures proper functioning of the application across all combinations of relevant hardware and software components
9. Infrastructure Certification Validation: Has the application hosting environment been certified according to the Infrastructure Deployment Certification



7.2.8 Domain-h (Infrastructure Deployment Certification)

A certification can be issued for infrastructure that successfully clears following tests.

1. **Operating Test:** The infrastructure must operate as stated by its vendor, be it the original equipment manufacturer or the value-added reseller
2. **Security Test:** The infrastructure must ensure the highest levels of Confidentiality (no unauthorized access), Integrity (no tampering), and Availability (no denial-of- service). It must not compromise any data or workflow that either resides on it, or transits through it. It must support encryption, should the data or the workflow that is either in residence or transit merit encryption. A full vulnerability assessment and penetration test must be performed on the infrastructure. At a minimum, such an assessment should include hardened configuration, strong credentials, vetted access control lists, log mining, forensic auditing, integrity checks, and simulated denial-of-service attacks. All hosts, servers, and devices must have currently-supported and hardened operating systems, the latest anti-malware utilities and have the most aggressive intrusion-detection and firewall protection.
3. **Backup and Recovery Tests:** Two distinct tests must be performed as part of backup and recovery. The first is to restore the current state, or as close to it as possible, from the backup media in order to simulate recovery-from a disaster. The second is to roll back the infrastructure to a previous state from archived media in order to simulate recovery from a disastrous upgrade, a series of flawed transactions, etc.

The details of documents for both categories (development of new documents and review of developed documents) are given below:

Category	Development of new documents	Review of developed documents
Standard	Scalability and availability requirements	Interoperability
	Performance requirements	
	Compatibility	
Policy	Standard Hosting-Customization Policy	Email Policy
	Application Deployment Certification Policy	Domain Name Policy
	Hosting & Housing Policy	Business Continuity and Disaster Recovery Policy
	Network Services Policy	Social Media for Personal Use Policy
	Infrastructure Deployment Certification Policy	Social Media for State Business Policy
	Mobile Device Policy	



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	Network Device Management Policy	
	Off-Hours Coverage Policy	
	Website/Web Application Standards Website Acceptance Policy	
	Mobile Application Standards and Acceptance Policy	
Guidelines	Accessibility and Usability Guidelines/Standards (Local Language, etc.)	Website Guidelines for eGovernment
	Supplier, Expression of Interest (EoI), Request for Information (RFI) and Request for Proposal (RFP) & etc.	Mobile Application Guidelines for eGovernment
	Evaluation & Acceptance criteria	eCommerce Guidelines
	Software/Mobile Application Functional Testing & Evaluation	Review of delivered software system
	Review of Design & Development Documentation	Service Level Agreement-SLA Measurement
	SW/HW/DC/Hosting Solution & Architecture Review Document	Review of Requirements Documentation
	Code Review/ Static Analysis	User Documentation
	Quality Assurance /Conformity Assessment Framework	Software/Mobile Non-Functional Testing & Evaluation
	Major Incident Procedure	Digital Identity Procedures
	Application Deployment Certification - Use Cases (Functional) Test	
	Accessibility Test	
	Data Conversion Test	
	Interfaces Test	
	Security Test	
	Performance Test	
	Restoration Test	
	Regression Test	
	Operating Platform Test	
	Infrastructure Certification Validation	
	Infrastructure Deployment Certification - Operating Test	
Security Test		
Backup and Recovery Tests		



8. Evaluation Process

A brief description of the consultant’s organization and an outline of the recent experience of the Consultant that is most relevant to the assignment. In the case of a JV, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Consultant’s key experts who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a JV, the amount paid to the Consultant), and the Consultant’s role/involvement.

8.1 Technical Evaluation Criteria and Bidder’s Response

Bidder(s) are required to provide their responses on the following sheet:

Sr. No.	Evaluation Criteria	Max. Marks																											
1.	<p>Company/Bidder Profile The bidder to demonstrate its experience in the IT consultancy business and to successfully delivered consultancy projects in last 5 years. 01 year experience = 2 marks 02 years’ experience = 4 marks 03 years’ experience = 6 marks 04 years’ experience = 8 marks 05 years’ experience = 10 marks</p>	10																											
2.	<p>Relevant Work Experience Bidder must provide evidence of completion certificate. Calculation Criteria: Relevant experience of the company in similar projects (national/international) as mentioned in section 7.2 (Project Deliverables) and have successfully completed project(s) of similar nature (Section 7.2) in last five years and each project should not be less than 1 million.</p> <table border="1"> <thead> <tr> <th>Domain</th> <th>No. of Projects</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Less than 4 domains</td> <td></td> <td>0</td> </tr> <tr> <td rowspan="3">Minimum 4 domains</td> <td>1 in each domain</td> <td>3</td> </tr> <tr> <td>2 – 3 in each domain</td> <td>6</td> </tr> <tr> <td>>3 in each domain</td> <td>9</td> </tr> <tr> <td rowspan="3">Minimum 6 domains</td> <td>1 in each domain</td> <td>15</td> </tr> <tr> <td>2 – 3 in each domain</td> <td>18</td> </tr> <tr> <td>>3 in each domain</td> <td>21</td> </tr> <tr> <td rowspan="3">Minimum 8 domains</td> <td>1 in each domain</td> <td>24</td> </tr> <tr> <td>2 – 3 in each domain</td> <td>27</td> </tr> <tr> <td>>3 in each domain</td> <td>30</td> </tr> </tbody> </table> <p>Note: Domains are mentioned in Clause No. 7.2</p>	Domain	No. of Projects	Marks	Less than 4 domains		0	Minimum 4 domains	1 in each domain	3	2 – 3 in each domain	6	>3 in each domain	9	Minimum 6 domains	1 in each domain	15	2 – 3 in each domain	18	>3 in each domain	21	Minimum 8 domains	1 in each domain	24	2 – 3 in each domain	27	>3 in each domain	30	30
Domain	No. of Projects	Marks																											
Less than 4 domains		0																											
Minimum 4 domains	1 in each domain	3																											
	2 – 3 in each domain	6																											
	>3 in each domain	9																											
Minimum 6 domains	1 in each domain	15																											
	2 – 3 in each domain	18																											
	>3 in each domain	21																											
Minimum 8 domains	1 in each domain	24																											
	2 – 3 in each domain	27																											
	>3 in each domain	30																											
3.	<p>Financial Capability Bidder has minimum accumulative turnover of PKR 250 million in the last 5 financial years (from Jul 2018 – Jun 2023):</p>	10																											



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Calculation Criteria	<i>Minimum 250 Million</i>	<i>3 marks</i>
	<i>>250 to 275 Million</i>	<i>5 marks</i>
	<i>>275 to 300 Million</i>	<i>7 marks</i>
	<i>>300 Million</i>	<i>10 marks</i>

Note: Bidder MUST provide Audit report of last 5 years (from Jul 2018-Jun 2023). Cumulative financial strength of the JV partner and lead partner will not be considered. Only the highest financial strength of any one partner will be considered.

Team Capacity

Calculation Categories:

Bidder to provide resource profiles/CVs (**Annexure-F**) with experience in relevant areas like Cybersecurity, Cloud Computing, Development of Standards, Guidelines and Frameworks, Policy making, Social Media Policies and Guidelines, Software Quality Assurance, Procurement, Legal and IT Audit along with proof of their employment with the company, otherwise no score shall be provided under this category. For this, each CV will be evaluated separately on the basis of education and experience of the following required human resource (**Annexure B1**): -

4.

Domain Expert	Type of Expert	Minimum resources	Marks	No. of Resources	Marks	No. of Resources	Marks
IT Policies, Guidelines, and Non-Functional Requirements Expert	IT Policy Expert	1	10	2	20	>2	30
	IT Guidelines Expert	1		2		>2	
	Non-Functional Requirement Expert	1		2		>2	
Cloud and Infrastructure, Hosting and Deployment including Cyber Security Expert	Cloud Expert	1		2		>2	
	Hosting and Deployment Expert	1		2		>2	
	Infrastructure Expert	1		2		>2	
	Information Security Expert	1		2		>2	
	Cyber Security Expert	1		2		>2	
Social Media Guidelines & Policies Expert	Social Media policy and Guidelines Expert	1		2		>2	

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SLA, RFP, EoI and Contract Expert	Legal Expert-IT	1		2		>2		
	Procurement Expert	1		2		>2		
	Systems & Software Quality Assurance Expert	1		2		>2		
	Application Deployment Certification	1		2		>2		
	Software Development Expert	1		2		>2		
5. Presentation by the Bidder and Proposal Methodology								
The bidder should present the following in the presentation as well as in the proposal:								
S. No.	METHODOLOGY			Marks for technical proposal		Marks for Presentation		
	Criteria							
1	Project Implementation Plan (PIP)			2		1		
2	Work Breakdown Structure (WBS)			1		1		
3	Resource Assignment Matrix (RAM) and its linkage with the WBS			1		1		
4	Risk Management Methodology			1		1	20	
5	Research Methodology			2		1		
6	PM Methodology			2		1		
7	Stakeholders Management Methodology			1		1		
8	Working paper regarding scope, impact and way forward for mentioned policies, standards, guidelines, procedures, processes and frameworks domains and suggest any other impactful requirements for standardization of IT industry.			2		1		
TOTAL MARKS								100
NOTE:								
i. Total Technical Marks = 100 Marks								
ii. Minimum Technical Qualifying Marks = 60 Marks								
iii. Financial Marks 100 Marks								



- iv. **Weightage of Technical Marks is 60%**
v. **Weightage of Financial Marks is 40%**

8.2 Technical Proposals Evaluation Summary

- The bidders shall be first evaluated as per the eligibility criteria. Thereafter, all eligible bidders shall be shortlisted against the technical requirements.
- The shortlisted bidders shall be technically evaluated and those securing a minimum of 60 marks in the technical evaluation will be qualified for financial evaluation.
- In case of one/none of the bidder secures equals to or greater than 60 marks in technical evaluation, NITB may decide to lower the cut-off score for technical qualification but not beyond 50 marks.
- During the technical evaluation no amendments by the bidder in the technical proposal shall be permitted.
- After the evaluation and approval of the technical proposals, the Procuring Agency shall open the financial proposals of the technically accepted bids, publicly at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period.
- The financial proposal of bids found technically non-responsive shall be returned unopened to the respective bidders.
- The contract may be awarded to bidder securing highest combined score of technical and financials bids. The overall bid score has been divided as follows:
 - Technical Proposal Evaluation carries 60% weightage; whereas
 - Financials Proposal Evaluation carries 40% weightage.

Please see below the formula for calculating the weightage:

- a) Technical score calculation: Bidder's Score= (Points Obtained in Technical Domain/Total points of Technical Domain) x 100
- b) Financial score calculation: Bidder's Score = (Min. Bid Value / Bid in Consideration) x 100
- c) Total score = (Technical Score x 60%) + (Financial Score x 40%)

9. Award of Contract

9.1 Award Criteria

NITB shall award the contract to the successful bidder, whose bid has been determined to be substantially responsive in the view of our requirements & expectations and has provided the most competitive bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

9.2 Right for Acceptance and Rejection of Bids

NITB reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the bidder(s).



9.3 Notification of Award

Prior to the expiration of the period of bid validity, NITB will notify the successful bidder in writing by letter or by facsimile, to be confirmed in writing by letter, that his/her bid has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of the performance security, NITB will promptly notify each unsuccessful bidder.

9.4 Signing of Contract

Within twenty-two (22) working days from the date of notification of the award, the successful bidder shall furnish to NITB particulars of the person who would sign the contract on behalf of the successful bidder along with an original "Power of Attorney" executed in favor of such person. Draft contract will be shared with the successful bidder only.

9.5 Performance Security

Within (15) days of the receipt of notification of award from the Procuring Agency, the successful bidder will furnish the performance security/performance insurance security and sign the contract. The value of performance security shall be 10% of the bid value to be issued by any Scheduled Bank/Insurance Company of Pakistan having "A" rating. The performance security will remain valid till FAC signoff.

9.6 RFP Response Ownership

All information, materials and ideas submitted become the property of NITB upon submission. NITB reserves the right to reject or use without limitation any or all of the ideas from submitted information. All information, materials and ideas contained in the bidder's proposal can be used by NITB without any restriction, provided that NITB will not disclose any financial and pricing information the bidder designates as confidential with any other potential bidder. NITB reserves the right to share, disclose or discuss to any of its Consultants any proposal in response to this RFP in order to secure expert opinion. Please submit the softcopies of technical and financial proposals in USB / CD / DVD, along with the respective proposal in sealed envelopes (Technical USB / CD / DVD must be in technical envelope and Financial USB / CD / DVD should be in financial envelope).

9.7 Integrity Pact

The successful bidder shall upon the award of the contract execute an Integrity Pact with NITB. [Specimen is attached in Annexure "G"]

9.8 Non-Disclosure Agreement

The successful bidder shall upon the award of the contract execute a Non-Disclosure Agreement with NITB. [Specimen is attached in "Annexure H"]

9.9 Contract Terms and Conditions

The successful bidder shall upon the award of the contract, agree and sign a formal contract with NITB, which includes the terms and conditions of this document along with additional negotiated terms and conditions at the time of contract, PPRA contractual guidelines and NITB's contractual requirements.

Where ever in conflict with the RFP and the contract or no safeguard of NITB is mentioned, the stipulation of PPRA 2004 as internally adopted by NITB shall prevail.



10. Annexures

Annexure A – RFP Schedule

Event No	Event Description	Timelines
1	Circulation / Advertisement of RFP	17 th Nov 2023
2	Last day for submission of clarifications queries/ questions from bidders	23 rd Nov 2023
3	NITB reply to bidder queries and Pre-Bid meeting	24 th Nov, 2023
4	RFP submission date and opening of technical proposal	1 st Dec, 2023
5	Technical evaluation result and opening of financial proposal	Shall be intimated in due course of time
6	Announcement for award of contract	



Annexure B – Submittal Requirements for Technical Proposal

S. No.	Description
1.	Cover letter (on bidder's letter head)
2.	Eligibility requirements (Mandatory requirements as mentioned in eligibility criteria)
3.	Technical proposal stating a brief description of the bidder's organization outlining their relevant experience & related projects
4.	Organization structure and human resource staffing part of related projects with their profiles
5.	Approach and methodology to achieve the deliverables of project within due time mentioned in RFP
6.	Responses to Sections 4.3 (Technical Proposal) and 8.1 (Technical Evaluation Criteria & bidder's response) of this document
7.	Company Profile (Detailed profile, history, addresses, contact information, number of full-time employees, clients/partners etc.)
8.	For JV, provide the alliance agreement while identifying the lead as well as the respective roles/ responsibilities
9.	The bidder(s) must provide a PIP and WBS based on their experience of a project with similar scope & should contain only sufficient details as would be required to assess the interested party's competency Resource Assignment Matrix (RAM) and its linkage with the WBS. Working paper regarding scope, impact and way forward for mentioned standards, policies, guidelines, procedures, processes and frameworks domains and suggest any other impactful requirements for standardization of IT industry
10.	Project organization and team profiling (Annexure-E and Annexure-F)
11.	Customer references and relevancy
12.	Version control and change management process
13.	Contact details of representative

Note. Include at least three (3) commercial customers, NITB reserve the rights to contact the references mentioned by bidder. NITB may ask the bidder to arrange a reference visit.



Annexure B1

Domain Expert	Type of Expert	Qualification/Experience
IT Policies, Guidelines, and Non-Functional Requirements Expert	IT Policy Expert	At least 16 years of education in Public Administration, or related field to this assignment. Must be ITIL certified Must be certified in any one of the following CRISC CIPP CGEIT Expertise related to this assignment
	IT Guidelines Expert	At least 16 years of education in Public Administration, or related field to this assignment. Must be ITIL certified Must be certified in any one of the following CGEIT Expertise related to this assignment
	Non-Functional Requirement Expert	At least 16 years of education in Public Administration, or related field to this assignment. Expertise related to this assignment
Cloud and Infrastructure, Hosting and Deployment including Cyber Security Expert	Cloud Expert	At least 16 years education in Computer Science, Information Technology, Cloud Computing, or a related field Must be certified in any one of the following CCSP AWS MCASA CKA CompTIA Cloud+ Certification Expertise related to this assignment



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	Hosting and Deployment Expert	At least 16 years education in Computer Science, Information Technology, Cloud Computing, or a related field Must be ITIL certified Must be certified in any one of the following AWS Certified Solutions Architect, Microsoft Certified: Azure Solutions Architect, Google Cloud Professional Architect Expertise related to this assignment
	Infrastructure Expert	At least 16 years education in Computer Science, Information Technology, Networking, or a related field. Must be ITIL certified Must be certified in any one of the following CBCP CGEIT CompTIA IT Certification Expertise related to this assignment
	Information Security Expert	At least 16 years of education in Computer Information Systems, Information Technology, or related field to this assignment. Must be certified in any one of the following CISSP CISM CISA Expertise related to this assignment
	Cyber Security Expert	At least 16 years of education in Computer Information Systems, Information Technology, or related field to this assignment. Must be certified in any one of the following CISSP



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		CISA Expertise related to this assignment
Social Media Guidelines & Policies Expert	Social Media policy and Guidelines Expert	At least 16 years education in Communications, Public Relations, Marketing, Business, or a related field Expertise related to this assignment
SLA, RFP, EoI and Contract Expert	Legal Expert-IT	At least 16 years of education in Law, or related field, or related field to this assignment Must be certified in any one of the following CLT IGP CLSP Implement Information Technology law in at least one of the following Electronic Data Interchange, Telematic Data Interchange, Software Development and Implementation. Also worked on specialized contracts and agreements related to Information Technology (Hardware, Web Development, Hosting) Expertise related to this assignment
	Procurement Expert	At least 16 years of education in Business, Supply Chain Management, Procurement, Economics, or a related field is often required Must be certified in any one of the following CPSM CSCP CIPS



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Systems & Software Quality Assurance Expert	Software Quality Assurance Expert	At least 16 years of education in Computer Science, Software Engineering, Information Technology, or a related field. Must be certified in any one of the following CMSQ ISTQB Or any other relevant certification.
Application Deployment Certification	Database Expert	At least 16 years education in Computer Science, Information Technology, Database Management, or any related field. Must be certified in any one of the following Microsoft Azure Database Administrator Oracle Database Administrator (OCA/OCP)
	Software Development Expert	At least 16 years education in Computer Science, Information Technology, Database Management, or any related field. Must be certified in any one of the following CSSLP CSM Or any other relevant certification Expertise related to this assignment



Annexure C – Submittal Requirements for Financial Proposal

Bidders should submit financial cost as per table below. The total proposed cost should cover all the allied costing and no other cost shall be entertained. All the cost should be one time and no recurring cost shall be allowed/accepted.

LOT-1

Sr. No.	List of deliverables to be developed	Unit Price	GST/Local Taxes	Total Price (PKR)
1	Scalability and availability requirements			
2	Performance requirements			
3	Compatibility			
4	Standard Hosting-Customization Policy			
5	Application Deployment Certification Policy			
6	Hosting & Housing Policy			
7	Network Services Policy			
8	Infrastructure Deployment Certification Policy			
9	Mobile Device Policy			
10	Network Device Management Policy			
11	Off-Hours Coverage Policy			
12	Website/Web Application Standards Website Acceptance Policy			
13	Mobile Application Standards and Acceptance Policy			
14	Accessibility and Usability Guidelines/Standards (Local Language, etc.)			
15	Supplier, Expression of Interest (EoI), Request for Information (RFI) and Request for Proposal (RFP) & etc.			
16	Evaluation & Acceptance criteria.			
17	Software/Mobile Application Functional Testing & Evaluation			



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18	Review of Design & Development Documentation			
19	SW/HW/DC/Hosting Solution & Architecture Review Document.			
20	Code Review/ Static Analysis			
21	Quality Assurance /Conformity Assessment Framework			
22	Major Incident Procedure			
23	Application Deployment Certification - Use Cases (Functional) Test			
24	Accessibility Test			
25	Data Conversion Test			
26	Interfaces Test			
27	Security Test			
28	Performance Test			
29	Restoration Test			
30	Regression Test			
31	Operating Platform Test			
32	Infrastructure Certification Validation			
33	Infrastructure Deployment Certification - Operating Test			
34	Security Test			
35	Backup and Recovery Tests			

LOT-2

Sr. No.	List of deliverables to be reviewed	Unit Price	GST/Local Taxes	Total Price (PKR)
1	Interoperability			
2	Email Policy			
3	Domain Name Policy			
4	Business Continuity and Disaster Recovery Policy			
5	Social Media for Personal Use Policy			
6	Social Media for State Business Policy			



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7	Website Guidelines for e-Government			
8	Mobile Application Guidelines for e-Government			
9	E-commerce Guidelines			
10	Review of delivered software system			
11	Service Level Agreement-SLA Measurement			
12	Review of Requirements Documentation			
13	User Documentation			
14	Software/Mobile Non-Functional Testing & Evaluation.			
15	Digital Identity Procedures			



Annexure D – Client References:

Reference One (1)	Response		
Company name			
Contact name and title			
Company address/phone			
Industry			
Worth of Project		Completion Time	
Comments			
Reference Two (2)	Response		
Company name			
Contact name and title			
Company address/phone			
Industry			
Worth of Project		Completion Time	
Comments			
Reference Three (3)	Response		
Company name			
Contact name and title			
Company address/phone			
Industry			
Worth of Project		Completion Time	
Comments			



Annexure E – Staff Profiling

While selecting a staff member following should be considered and stated for each member:

Proposed Staff						
Sr. No.	Name of Staff	Type of Expertise (Should be from Annexure B1 (Type of Expert))	Position Assigned	Full Time / Project based	Level of Involvement (%)	Certifications



Annexure F – Staff Resume

Domain Expert: (Should be from Annexure B1 (Type of Expert))	
Name of Staff:	CNIC #:
Date of Birth:	Age:
Total experience:	
Nationality/Origin:	Number of Years with Bidder Company:
Educational Qualification:	
Relevant Work Experiences:	
Certifications (if Any):	
I am willing to work on the project as indicated as per scope and as required during the assignment period. I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me my qualification and my experience.	
Signature of Candidate	Signature of the Authorized Representative of the Company
Date:	
Email and Contact Number:	



Annexure G – Integrity Pact

__ [the Bidder] 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 it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Bidder] 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, Consultant, 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.

[The Bidder] 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. [The Bidder] 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 right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [the Bidder] 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 [the Bidder] 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.

For and on behalf of

 Signature: _____

Name: _____

NIC No: _____



Annexure H – Non-Disclosure Agreement

This Mutual Non-Disclosure Agreement (“Agreement”) is made and entered into between National Information Technology Board (NITB), and [Bidder Name], individually referred to as a ‘Party’ and collectively referred to as the ‘Parties’. The Parties wish to exchange Confidential Information (as defined below in Section 2) for the following purpose(s):

a) to evaluate whether to enter into a contemplated business transaction; and
b) if the Parties enter into an agreement related to such business transaction, to fulfil each Party’s confidentiality obligations to the extent the terms set forth below are incorporated therein (the “Purpose”). The Parties have entered into this Agreement to protect the confidentiality of information in accordance with the following terms:

1. The effective date of this agreement is _____ 2023.

2. In connection with the purpose, a party may disclose certain information it considers confidential and/or proprietary (“Confidential Information”) to the other party including, but not limited to, tangible, intangible, visual, electronic, present, or future information such as:

- Business secrets;
- Financial information, including pricing;
- Technical information, including research, development, standards, policies, guidelines, procedures, processes and frameworks, data, and know-how;
- Business information, including operations, planning, marketing interests, and products;
- The terms of any agreement entered into between the parties and the discussions, negotiations and proposals related thereto; and
- Information acquired during any facilities tours.

3. The party receiving Confidential Information (a “Recipient”) will only have a duty to protect Confidential Information disclosed to it by the other party (“Discloser”):

- If it is clearly and conspicuously marked as “confidential” or with a similar designation;
- If it is identified by the discloser as confidential and/or proprietary before, during, or promptly after presentation or communication; or
- If it is disclosed in a manner in which the discloser reasonably communicated, or the recipient should reasonably have understood under the circumstances, including without limitation those described in Section 2 above, that the disclosure should be treated as confidential, whether or not the specific designation “Confidential” or any similar designation is used.

4. A recipient will use the Confidential Information only for the purpose described above. A recipient will use the same degree of care, but no less than a reasonable degree of care, as the recipient uses with respect to its own information of a similar nature to protect the Confidential Information and to prevent:

- Any use of Confidential Information in violation of this agreement; and/or
- Communication of Confidential Information to any unauthorized third parties. Confidential Information may only be disseminated to employees, directors, agents or third party contractors of recipient with a need



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to know and who have first signed an agreement with either of the parties containing confidentiality provisions substantially similar to those set forth herein.

5. Each party agrees that it shall not do the following, except with the advanced review and written approval of the other party:

- Issue or release any articles, advertising, publicity or other matter relating to this agreement (including the fact that a meeting or discussion has taken place between the parties) or mentioning or implying the name of the other party; or
- Make copies of documents containing Confidential Information.

6. This agreement imposes no obligation upon a recipient with respect to Confidential Information that:

- Was known to the recipient before receipt from the discloser;
- Is or becomes publicly available through no fault of the recipient;
- Is independently developed by the recipient without a breach of this agreement;
- Is disclosed by the recipient with the discloser's prior written approval; or
- Is required to be disclosed by operation of law, court order or other Governmental demand ("Process"); provided that (i) the recipient shall immediately notify the discloser of such process; and (ii) the recipient shall not produce or disclose Confidential Information in response to the process unless the discloser has: (a) requested protection from the legal or Governmental authority requiring the process and such request has been denied, (b) consented in writing to the production or disclosure of the Confidential Information in response to the process, or (c) taken no action to protect its interest in the Confidential Information within 14 business days after receipt of notice from the recipient of its obligation to produce or disclose Confidential Information in response to the process.

7. EACH DISCLOSER WARRANTS THAT IT HAS THE RIGHT TO DISCLOSE ITS CONFIDENTIAL INFORMATION. NO OTHER WARRANTIES ARE MADE. ALL CONFIDENTIAL INFORMATION DISCLOSED HEREUNDER IS PROVIDED "AS IS".

8. Unless the parties otherwise agree in writing, a recipient's duty to protect Confidential Information expires [YEARS] from the date of disclosure. A Recipient, upon discloser's written request, will promptly return all Confidential Information received from the discloser, together with all copies, or certify in writing that all such Confidential Information and copies thereof have been destroyed. Regardless of whether the Confidential Information is returned or destroyed, the Recipient may retain an archival copy of the Discloser's Confidential Information in the possession of outside counsel of its own choosing for use solely in the event a dispute arises hereunder and only in connection with such dispute.

9. This Agreement imposes no obligation on a Party to exchange Confidential Information, proceed with any business opportunity, or purchase, sell, license and transfer or otherwise make use of any technology, services or products.

10. Each Party acknowledges that damages for improper disclosure of Confidential Information may be irreparable; therefore, the injured Party is entitled to seek equitable relief, including injunction and preliminary injunction, in addition to all other remedies available to it.

11. This Agreement does not create any agency or partnership relationship. This Agreement will not be assignable or transferable by Participant without the prior written consent of the other party.



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12. This Agreement may be executed in two or more identical counterparts, each of which shall be deemed to be an original including original signature versions and any version transmitted via facsimile and all of which taken together shall be deemed to constitute the agreement when a duly authorized representative of each party has signed the counterpart.

13. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes any prior oral or written agreements, and all contemporaneous oral communications. All additions or modifications to this Agreement must be made in writing and must be signed by the Parties. Any failure to enforce a provision of this Agreement shall not constitute a waiver thereof or of any other provision.

NITB	Company Name:
Address:	Address:
Name:	Name:
Signature:	Signature:
Title:	Title:
Date:	Date:



Annexure I – Technical Proposal Submission Form

Technical Proposal Submission Form

{Location, Date}

To: [Name and address of Procuring Agency]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposals dated [Insert Date] and our Proposal. [Select appropriate wording depending on the selection method stated in the RFP: “We are hereby submitting our proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope” or, if only a Technical Proposal is invited “We hereby are submitting our proposal, which includes this Technical Proposal only in a sealed envelope.”].

{If the Consultant is a joint venture, insert the following: We are submitting our proposal a joint venture with: {Insert a list with full name and the legal address of each member, and indicate the lead member}. We have attached a copy {insert: “of our letter of intent to form a joint venture” or, if a JV is already formed, “of the JV agreement”} signed by every participating member, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture.

We hereby declare that:

- a. All the information and statements made in this proposal are true and we accept that any misinterpretation or misrepresentation contained in this proposal may lead to our disqualification by the Procuring Agency.
- b. Our proposal shall be valid and remain binding upon us until [insert day, month and year in accordance with clause 4.8].
- c. We have no conflict of interest in accordance with clause 2.13.
- d. [Note to Procuring Agency: In competing for (and, if the award is made to us, in executing) the contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in the country of the Procuring Agency.]
- e. We undertake to negotiate a contract on the basis of the proposed Key Experts. We accept that the substitution of Key Experts for reasons other than those stated in Clause 6.10 and Clause 6.11 may lead to the termination of contract negotiations.
- f. Our proposal is binding upon us and subject to any modifications resulting from the contract negotiations.

Yours sincerely,



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Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Consultant (company's name or JV's name): _____

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}



Annexure J-Consultant's Experience

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Procuring Agency & Country of Assignment	Approx. Contract value (in US\$/PKR)	Role on the Assignment
{e.g., Jan.2015– Apr.2016}	{e.g., “Improvement quality of.....”: designed master plan for rationalization of; }	{e.g., Ministry of, country }	{e.g., PKR 1 mill/PKR 0.5 mil }	{e.g., Lead partner in a JV A&B&C }
{e.g., Jan-May 2016}	{e.g., “Support to sub-national Government.....” : drafted secondary level regulations on..... }	{e.g., municipality of....., country }	{e.g., PKR0.2 mil/PKR 0.2 mil }	{e.g., sole Consultant }



Annexure K – Financial Proposal Submission Form

Financial Proposal Submission Form

{Location, Date }

To: [Name and address of Procuring Agency]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of {Indicate the corresponding to the amount(s) currency (ies)} {Insert amount(s) in words and figures}, *[Insert “including” or “excluding”] of all indirect local taxes.* The estimated amount of local indirect taxes is {Insert currency} {Insert amount in words and figures} which shall be confirmed or adjusted, if needed, during negotiations.

Our Financial Proposal shall be valid and remain binding upon us, subject to the modifications resulting from Contract negotiations until *[insert day, month and year]*.

Commissions and gratuities paid or to be paid by us to an agent or any third party relating to preparation or submission of this Proposal and Contract execution, paid if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____

{If no payments are made or promised, add the following statement: “No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Proposal and Contract execution.”}

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

{For a joint venture, either all members shall sign or only the lead member/Consultant, in which case the power of attorney to sign on behalf of all members shall be attached}