



CPPA-G IT Department

# Request for Proposal (RFP)

**No: CPPA-G/ 1118-23**

***Independent System and Market Operator  
(ISMO) Website Development***

***Version (V.1.0)***

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A handwritten signature in blue ink, appearing to read 'Salman H. Ahmad', written over a horizontal line.



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## List of Acronyms

Acronym	Definition
CDXP	CPPA-G Data Exchange Portal
CPPA - G	Central Power Purchasing Authority - Guarantee
MO	Market Operator
SO	System Operator
ISMO	Independent System and Market Operator
NPCC	National Power Construction Corporation
SPT	Special Purpose Trader
BPC	Bulk Power Consumer
CTBCM	Competitive Trading Bilateral Contract Market
DISCO	Distribution Company
ERP	Enterprise Resource Planning
GoP	Government of Pakistan
IPP	Independent Power Producer
MoE (Power)	Ministry of Energy (Power Division)
NEPRA	National Electric Power Regulatory Authority
NTDC	National Transmission and Dispatch Company
SLA	Service Level Agreement
BPC	Bulk Power Consumer(s)



## 1. INTRODUCTION

### 1.1. OVERVIEW

The CPPA-G on behalf of Independent System and Market Operator (ISMO) has issued this Request For proposal (RFP) to select and contract with company (“vendor”) to create a new website that is modern, highly attractive and built with responsive web design.

The CPPA-G is seeking proposals from highly qualified, experienced website development companies to design, develop and implement ISMO public facing website. The chosen strategic partner must be a firm that has experience in managing government, international organizations website design projects, and expertise with best practices regarding:

- Successful website design
- User experience and usability testing
- Information Architecture
- Website development and deployment
- Website hosting
- Content strategy
- Social media integration
- Search engine optimization
- Responsive design

This RFP does not obligate the CPPA-G to award a contract or complete the project and the CPPA-G reserves the right to cancel the solicitation if it is in its best interest.

### 1.2. ABOUT INDEPENDENT SYSTEM AND MARKET OPERATOR (ISMO)

CPPA-G being a function of NTDC earlier, was legally separated in 2009 and started its independent operations in 2015. During the same year, the Economic Coordination Committee (ECC) of the Cabinet decided to transition from the current regime towards CTBCM and mandated CPPA-G to prepare a design and plan for this transition and get it approved from NEPRA.

The Central Power Purchasing Agency’s (CPPA-G) current role is expected to change enormously owing to the significant redesign of the power Sector of Pakistan. To meet the challenges of the above change, CPPA-G will be operationally segregated into two functions:

- Market Operator (MO) Function
- Special Purpose Trader (SPT) Function

The CPPA-G being conscious of its changing role in becoming the most modern, effective, and efficient Market Operator in the power sector, has assigned the highest priority to build its IT capabilities over the last couple of years. One of the key objectives of Independent System and Market Operator (ISMO) would be to ensure the transparency in the processes of the market functions to build up investor confidence and making things transparent and efficient. To ensure this objective, among other required IT interventions, one of the major interventions required is to develop a state-of-the-art website for Independent System and Market Operator (ISMO) for availability and accessibility of information, processes, and data publicly.

It is high time that task of developing modern website for Information sharing incorporating market & system operator functionalities be initiated as it takes quite some time to plan, develop, test and complete project cycle of software development.

### 1.2.1. MARKET OPERATOR (MO)

Market Operator is the institution responsible for centrally administering market mechanisms for participants to buy and sell electricity. Therefore, one of the most important requirements of a competitive wholesale electricity markets (as is the case of the CTBCM) is to avoid any conflict of interest of the Market Operator with another entity. Additionally, the Market Operator must be completely independent of any commercial interest of participants and not be involved in buying electricity in contracts to resell.

### 1.2.2. SYSTEM OPERATOR (SO)

NPCC being the System Operator (SO) is a very critical entity for the smooth operation of an electricity market. Therefore, significant efforts are essential to modernize NPCC which is the technical pillar of the competitive market and its strengthening should be given utmost attention to bring it at par with the standards of an international System Operator.

### 1.2.3. INDEPENDENT SYSTEM AND MARKET OPERATOR (ISMO)

ISMO will be independent of activities related to electricity generation to ensure equal treatment of all generators. Mainly ISMO will be doing settlement of Capacity and Energy imbalances.

ISMO will have the following core functions and capabilities:

- Under Proposed CTBCM model, BPCs will be able to purchase electricity directly from Generators bilaterally.
- Bilateral contract will be registered in ISMO.
- ISMO will not purchase energy and capacity from IPPs instead doing settlement of Capacity and Energy Imbalances.
- ISMO will also be responsible for the System Operation function through dispatch. ISMO will dispatch all the generation plants into the national grid except for self-dispatched plants, including but not limited to, wind and solar plants.

### 1.2.4. HISTORICAL ISMO WEBSITE ROLE

The ISMO currently has no presence on web.

Some of ISMO related data is available on CPPA-G website. As new department ISMO is going to be setup therefore, Management has decided to develop the website of ISMO for presentation to Market Participants and the world.

## 1.3. TERMS OF SERVICE

The CPPA-G wishes to engage a vendor for the duration of this project and support for the period of three (3) years and for any needed on-going maintenance services. Specific deliverables related to the scope of work for this project will be included in the final agreement.

## 2. GOALS AND BACKGROUND

Overall goals and objectives in developing the process:

1. Ensuring transparency
2. Provision of information to Market Participants
3. Learning and Capacity Building

### 2.1. PROJECT OBJECTIVE AND GOALS

The primary objectives and goals of the website development are as follows:

#### 2.1.1. INTERACTIVE AND ENGAGING WEBSITE

CPPA-G is seeking to develop ISMO website to include an intuitive, easy-to-use interface that allow visitors and Market Participants to complete their tasks quickly and easily regardless of device they are using. The solution should also be easy to maintain for our administrators and content creators, streamline business operations and increase productivity.

#### 2.1.2. PURPOSE OF ISMO WEBSITE

ISMO website should:

- Serve the needs of all users, market participants, partners, and visitors by letting them easily find what they are seeking, providing them the access to key services/data on 24x7 basis, allowing them to share information and interact with our staff.
- Promote transparency by making it easy for us to share and post information, and for our users to find and interact with the information.
- Provide a pleasant and delightful experience to all users by making it easy for them to complete their task or find what they want in a straightforward manner.
- Be strategic and nimble, and focus on making our content useful, interactive, and engaging. We know that things will change in the future, and we want ISMO website to adapt and remain relevant.

#### 2.1.3. CUSTOMERS

Customer includes:

- NEPRA
- NTDC
- Independent Power Producers
- Bulk Power Consumers
- Traders
- Suppliers
- MoE (Power Division)
- Website Users

#### 2.1.4. RESPONSIVE SITE

Visitors to ISMO website will utilize a wide variety of devices to access ISMO website, including computers, tablets, and mobile smart phones. ISMO website should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen. This will ensure that all users will be able to view ISMO site, no matter what device they are using.

### 2.1.5. ACCESSIBLE SITE

ISMO website should comply with World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.1. In addition, the vendor should follow best practices, voluntary standard and guidelines developed by the W3C and Web Accessibility Initiative (WAI).

### 2.1.6. FLEXIBLE SOLUTION

The ISMO website should build upon proven and accepted website development standards while maintaining flexibility to easily grow and add new functionality over time and with minimal cost.

### 2.1.7. ROBUST HOSTING ENVIRONMENT

CPPA-G is seeking a hosted website solution that should include:

- Guaranteed up time of 99.9% backed by Service Level Agreement (SLA)
- Full disaster recovery to backup data centre with less than 60 minutes site restoration and less than 15 minutes data replication.
- Complete Distributed Denial of Service (DDos) mitigation solution to detect and mitigate malicious cyber-attacks.

### 2.1.8. SIMPLIFY AND STREAMLINE ADMINISTRATION

The solution should:

- Simplify website administration, allowing users of all skill levels to update assigned sections of the website.
- Streamline business operations and reduce the amount of the time that IT spends on enhancing and maintaining the site.

## 2.2. TARGET AUDIENCES

Audiences Served by the website will include:

- Bulk Power Consumers
- Independent Power Producers
- NTDC
- NEPRA
- Traders
- Suppliers
- International Market Operator(s)
- General Public

## 2.3. OUR CURRENT WEBSITE

This is summary of our existing website environment:

### 2.3.1. EXISTING WEBSITE

Currently ISMO has no presence over web.

The existing website of CPPA-G is designed considering today's function of CPPA-G i.e., agency role and market operations. However, Market Operator being separate legal entity in future will perform altogether different function than is performing today and will require its own website for handling, sharing and control information as per need performing for



efficient and transparent operations. With this view, it is pertinent to mention that the new website is not only needed to support ISMO role as envisaged but also to make sure functions are performed as per international best practices.

### **2.3.2. CONTENT MANAGEMENT**

The CPPA-G website consists of webpages managed by approximately Five users who update their relevant sections of the website.

### **2.3.3. CONTENT STRATEGY**

Approximately 50 pages are managed through the content management system. We would like vendors to provide best practices and possibly, additional training or consulting services, for content strategy. Vendors should also provide best practices and suggestions for developing content with plain language standards.

### **2.3.4. WEBSITE DOCUMENTS**

The existing CPPAG website contains more than 1000 documents that include MS Word, Excel, Power Point, PDF, and Images.

### **2.3.5. WEBSITE PLATFORM**

The existing CPPAG website has been developed with Microsoft .NET technology using MVC framework, jQuery, and SQL Server Database.

### **2.3.6. WEBSITE HOSTING**

Shared Hosting service is used for current CPPAG website.

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### 3. SCOPE OF WORK

#### 3.1. VENDOR EXPERIENCE AND DEVELOPMENT CRITERIA

Preference will be given to vendors with development experience of government and international power sector websites, with special attention given to vendors' breadth of experience, references, number of years of experience and expertise of staff.

Additional development criteria include:

##### 3.1.1. COLLABORATIVE EFFORT

The ISMO website will be developed through the cooperation of the CPPA-G and the vendor and facilitated under the supervision of a dedicated project management professional in the direct employ of the vendor.

##### 3.1.2. SKILLED TEAM

Vendor will supply a team of user experience, design, and development professionals to supplement the development process led by the project manager. This team should include staff members skilled in government, Market operator(s), public sector websites user experience, navigation and information architecture, Market Operator website design, accessibility, and support and training of the content management system.

##### 3.1.3. PROVEN CONTENT MANAGEMENT SYSTEM

The proposed content management system must be a proven platform for website development and Market Operator website architecture. Development that is requested and approved by the CPPA-G should be performed by the vendor utilizing agile software development methodologies that encourage collaboration between the developer(s) and CPPA-G.

##### 3.1.4. INTERNAL DEVELOPMENT STAFF

The CPPA-G prefers a vendor utilizing its own development staff rather than subcontracting pieces of the project development to additional vendors.

#### 3.2. DESIGN GUIDELINES AND QUALIFICATIONS

The design of the website should be welcoming, attractive and created by a member or members of the vendor's professional design staff. The final version of the design should be a collaborative effort between the CPPA-G and vendor, incorporating elements that effectively represent the ISMO brand and image through a data driven and consultative development process.

The vendor should utilize a data-driven design process to gather information to complete a comprehensive design of ISMO website. The techniques should include the best practices of usability and user experience.

##### 3.2.1. STAKEHOLDER SURVEY

The vendor should survey key stakeholders – managers, content creators, internal users – from CPPAG with the purpose of validating goals and tasks for the new website.

### 3.2.2. INTERNATIONAL MARKET OPERATORS' WEBSITE REVIEW

The vendor should get an understanding from online International Market Operators websites to gather key information about the level of satisfaction and to determine the most common tasks and potential goals of users.

List of reference websites are below:

Sr No	Web-link
1	<a href="https://www.nyiso.com/sitemap">https://www.nyiso.com/sitemap</a>
2	<a href="https://www.iemop.ph/sitemap/">https://www.iemop.ph/sitemap/</a>
3	<a href="https://www.aeso.ca/">https://www.aeso.ca/</a>
4	<a href="http://ets.aeso.ca/ets_web/ip/Market/Reports/DailyAveragePoolPriceReportServlet">http://ets.aeso.ca/ets_web/ip/Market/Reports/DailyAveragePoolPriceReportServlet</a>
5	<a href="https://aemo.com.au/en">https://aemo.com.au/en</a>
6	<a href="https://www.epias.com.tr/en">https://www.epias.com.tr/en</a>
7	<a href="https://www.ieso.ca/">https://www.ieso.ca/</a>

### 3.2.3. ACCESSIBILITY VALIDATION (WCAG 2.1)

The vendor should analyse the accessibility of current CPPA-G website and make recommendations for new ISMO website.

### 3.2.4. MOBILE USABILITY

The vendor should analyse the “International market operators” websites for mobile usability and review the mobile site statistics to understand the needs of the current visitors.

Specific design guidelines include:

#### Accessibility

Website design and associated elements should comply with WCAG 2.1.

#### Consistent Website Design

ISMO Website design must remain consistent throughout all pages to maximize usability, except when differentiating between departments or sections of the website as requested by the CPPA-G.

#### Design Overview

Website design must be visually appealing, incorporating the ISMO logo and colours where appropriate.

### **Design Process**

The vendor shall develop an original design for the ISMO website and over a period during the development of the website, consult with key members of the ISMO website design committee to make revisions and alterations to the vendor's original design submission.

### **Easy Updating**

Design elements should include background images, photographs, logos, and buttons that are easily updated or swapped out by our staff at any time and without incurring any additional implementation or update charges.

### **Website Design and Content Ownership**

Ownership of the website design and all content including code, database and documentation should be transferred to the CPPA-G upon completion of the project.

## **3.3. RESPONSIVE WEBSITE**

CPPA-G recognize that there are two ways to build a responsive website – using responsive design and adaptive design. Responsive design provides one layout that fluidly changes depending on the size of the screen. Adaptive design has several distinct layouts for multiple screen size that is built for the distinct needs of that device. We are seeking a vendor partner who has experience in both approaches and who will recommend the best solution for our needs.

The vendor is expected to produce a responsive website for the ISMO to meet the needs of users accessing the site on a variety of devices, including computers, tables, and smart phones. Vendor must have proven success in previous responsive design projects. The solution should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specifically for that screen. This will ensure that all users will be able to view our site, no matter what device they are using.

The project is expected to include:

- Clean visual design incorporating the ISMO's logo and branding as identified in 3.2.
- Responsive site creation that includes, but not limited to:
  - Creation of responsive templates
  - Creation of fluid grids
  - Navigation redesign
  - Taxonomy and site map
  - Image adjustments
  - Ability to adjust or modify responsive views on individual pages or templates.

## **3.4. SYSTEM FUNCTIONALITY**

The vendors' proposed content management system (CMS) should be a web-based application that provides the core of the entire development process, being both the platform for development and the tool by which system administrators and contributors can update the ISMO website. The CMS may feature plug-in applications or modules that enhance the functionality of the website through core features.

The CMS must allow non-technical content contributors the following abilities:



#### 3.4.1. ADMINISTRATIVE DASHBOARD

The administrative portion of the CMS shall be accessible for all content contributors and feature a customizable interface that displays critical shortcuts, on-site items that require attention, recent activity logs and an internal messaging system that displays administrative messages and updated information.

#### 3.4.2. AUTOMATIC SITEMAP

The CMS should automatically create and update a sitemap and on-page breadcrumbs when content is added, edited, or removed from the site.

#### 3.4.3. CONTENT EXPIRATION

Notification of expiration of site content shall be received by content owners through notifications available via the CMS, including a dashboard administrative display and e-mail notifications. The dashboard should also detail the dates for when specific content was last updated and allow for notifications when certain time periods are reached.

#### 3.4.4. CONTENT MANAGEMENT

A way to add, edit and move content directly on an assigned webpage without the need to utilize or be trained on back-end administrative system (i.e., HTML).

#### 3.4.5. CONTENT PREVIEW

Content publishers must have the ability to preview changes prior to publishing on the site.

#### 3.4.6. CONTENT SCHEDULING

Content added to the site, whether as part of page content or additions to plug-in applications or modular elements shall feature delayed posting and automatic expiration abilities.

#### 3.4.7. PDF CONVERSION

Ability to convert documents to PDFs via an included PDF conversion tool.

#### 3.4.8. SPELL CHECK

Editor should include spell-check functionality.

#### 3.4.9. WYSIWYG EDITOR

The CMS must have an advanced WYSIWYG rich text editor for content additions and updates that while allowing flexibility for higher-end content contributors is simple and straightforward giving basic content contributors a basic set of fewer options to alter established site styles.

#### 3.4.10. GRAPHICS ADMINISTRATION

Administration of on-site graphics, with the ability to add new on-site graphical elements and assign those elements to specified areas of the site.

#### 3.4.11. MENU ADMINISTRATION

Administrators shall have the ability to add, edit, update, and move menu items, affecting overall site structure and organization.

#### 3.4.12. PERMISSIONS

The permission system shall be divisible into both user administration and group administration, allowing permission levels to be attributed to groups to which users can be added.

#### 3.4.13. SITE SEARCH STATISTICS

Access to site search statistics, including the ability to filter searched terms by date and time, which can also be exported.

#### 3.4.14. USER-FRIENDLY URLS

System should allow for creation of user-friendly URLs.

#### 3.4.15. ISMO LIBRARY

Website must have specific area for uploading and sharing of documents to visitors/market participants. ISMO website should have ability to upload all type of document files (e.g. pdf, word, excel, PowerPoint, text files etc)

### 3.5. SYSTEM ADMINISTRATION

#### 3.5.1. BROKEN LINK REVIEW

An administrative centre for reviewing quality assurance, including detailing broken links on the website, including the referring page location so that links can be corrected.

#### 3.5.2. DYNAMIC MENU STRUCTURE

A dynamic menu structure, with the ability to easily add, edit, move, and delete menu items in multiple structure areas of the site.

#### 3.5.3. INFINITE MENU LEVELS

An infinite menu level system that allows the addition of an unlimited number of menu levels by the ISMO.

#### 3.5.4. SSL CERTIFICATE

If necessary, one or more SSL certificates to encrypt data contained in site transmissions.

#### 3.5.5. WEBSITE ANALYTICS

An administrative centre for reviewing, filtering, and exporting overall website statistics, including the ability to view statistics by page or section and presenting the information in graphical representation. (e.g. google analytics).

CPPA-G is looking for following:

- Gather e-mail, areas of interest and demographic information from visitors in a format that permits ISMO to maintain a single database of users and e-mail each according to their area of interest and profile.
- Simple analytical tools for users to carry out their own analysis to a limited level.
- Ability to share data and analytical reports.
- Info on web traffic analysis, Path analysis, Visitor trends, Page views, Entry pages, Top pages, Exit pages, Page –length of stay, browsers and platforms.

## 3.6. SYSTEM FEATURES

### 3.6.1. ACCESSIBILITY ADD-ONS

Accessibility software embedded on the ISMO website that offers users access to larger fonts and audible content.

### 3.6.2. ADVANCED SITE SEARCH

Provide an internal site search that:

- Users should be able to sort search results by date, content, title, or relevance; users should be able to filter by type of content and easily apply advanced search techniques such as Boolean, if desired.
- Administrator should be able to tune the search results by using synonyms for common words or terms and promote pages using keywords.
- Search functionality should search web content as well as the contents of files (PDFs, Word Documents, etc.)
- Is contained exclusively within the ISMO's site and not outsourced to an external page hosted by a search provider such as Google.

### 3.6.3. APIs IMPORT AND EXPORT

Major components should have import and export capabilities, and APIs should be defined.

### 3.6.4. COMPLAINT MANAGEMENT TOOL

Solution should have a complaint management module that allow market participants to submit requests using quick and easy forms and provided online progress tracking. Administrative side of solution should allow for creating rule-based workflow and automatic deadline notification.

### 3.6.5. CONTACT US FORM

Capability for Market Participants and visitors to contact ISMO staff using a "Contact Us" form on the site for each division and department.

### 3.6.6. DOCUMENT ARCHIVE

A document archive for specified categories of documents with built-in filtering abilities and search capabilities.

### 3.6.7. E-NOTIFICATIONS

Want a tool that provided a sign-up box allowing users to add their email addresses to receive important notices. Users should be able to set their preferences and should have their sign-up validated via a confirmation email.

### 3.6.8. E-NEWSLETTER

Solution should have E-newsletter tool functionality.

### 3.6.9. EMBEDDED AUDIO/VIDEO/MEDIA AND SOCIAL MEDIA

Easy embedding of audio, video, media, and social-networking applications with associated embed codes.

### 3.6.10. FAQ TOOL

Solution should have a FAQ application that allows an unlimited number of FAQ categories or types to be added to the site, with an unlimited number of items allowed to be added within each individual category.

### 3.6.11. GIS MAPPING (OPTIONAL)

Ability to integrate with the ISMO's GIS mapping applications (if required).

### 3.6.12. IFRAME FUNCTIONALITY

The solution should have iframe functionality to seamlessly embed other documents within any HTML page. Examples of embedded content include videos, third party applications, SlideShare documents, etc.

### 3.6.13. IMAGE MANAGEMENT

Image management tools for the addition of images to on-site content.

- Image editing abilities on uploaded images, including the ability to change opacity, resize images dynamically based on width and height, flip images, rotate images, crop images, text on images etc.
- Capacity to upload multiple images at one time and associate images with specific pages; the maximum file size should be no less than Two (2) megabytes.
- Ability to preview images prior to association with on-site content.
- Ability to alter image properties, including image width, image height.

### 3.6.14. JOB POSTS

One of the most popular pages on most sites is the job posting page. The solution should have a component to simplify the job posting process to reduce Over-all HR administrative time and costs.

### 3.6.15. LANGUAGE TRANSLATION

Solution should have functionality to have multiple language translations. (Minimum Chinese language).

### 3.6.16. MEGA MENUS

The solution should provide capability for fully customizable mega menus, including options to define the number of levels of navigation, columns, and the ability to place widgets (images etc) on the menu.

### 3.6.17. NEWS POSTING

The solution should have the ability for use to post press releases, features stories and "What's new" content on the site. News content should have an auto archiving functionality to archive posts after a certain time frame. The news should have RSS feeds automatically available if desired by website visitors.

### 3.6.18. ONE-CLICK SOCIAL MEDIA

Provide the ability to cross post content from the CMS to the ISMO's social networking accounts.

### 3.6.19. PHOTO SLIDESHOWS

Creation of slideshows using multiple images and common tools found in the image management portion of the website CMS. This includes the ability to alter the order, speed, transition type and duration of on-site slideshow.

### 3.6.20. RSS FEEDS

Solution should have feeds to keep users and subscribers up to date on important events, news, and announcements from the website. User should be able to subscribe from any RSS reader.

### 3.6.21. SOCIAL MEDIA INTEGRATION

Integrate Twitter and Facebook feeds with ISMO website.

### 3.6.22. THIRD PARTY INTEGRATION

There will be requirements to integrate ISMO's website with couple of existing and 3<sup>rd</sup> party applications (i.e. CDXP, Existing ERP, Wind forecast portal etc) to show some data to Market participants. Permission based data will be shown to different market participants.

\* Couple of dashboards will be required to show specific data to Market Participant based on permissions.

### 3.6.23. CHATBOT

Develop or implement a chatbot for support on ISMO website.

Chat Bot will be answering to queries raised by visitors/market participants on ISMO website.

If Bot will be unable to answer the query, then query will be transferred to relevant department for further chat.

## 3.7. TECHNOLOGY/PLATFORM REQUIREMENTS

### 3.7.1. BROWSER SUPPORT

The CPPA-G is looking for the new ISMO website to support mobile and desktop versions of Apple Safari, Google Chrome, Microsoft Internet Explorer and Edge, and Mozilla Firefox. The site should support all versions of the browsers that have been released within the last 5 years.

### 3.7.2. DDOS MITIGATION

The hosted solution should protect the website against Distributed Denial of Service (DDoS) and other cyberattacks and should be able to detect and mitigate malicious traffic within seconds. The solution should have smart detection technology that can identify the source and analyse the behaviour of the attack.

### 3.7.3. DISASTER RECOVERY

In the event of any outage impacting the primary data centre, the hosting solution must have a disaster recovery or backup data centre where ISMO's website visitors will continue to be able to access our site. The Recovery Time Objective (RTO) should be 60 minutes or less and the data replication (Recovery Point Object or RPO) should be 15 minutes or less.

#### 3.7.4. PAGE LOAD TIME

The solution should ensure that pages load on an average of 1.5 seconds of less.

#### 3.7.5. SYSTEM UPTIME GUARANTEE

The hosting platform should have a guaranteed uptime of 99.9% and be backed by a Service Level Agreement (SLA).

#### 3.7.6. THIRD PARTY PLUGINS

The CPPA-G will allow the vendor to use third-party plugins where appropriate as potential solutions for a requirement.

#### 3.7.7. WEBSITE HOSTING (WEB AND DATABASE SERVERS)

CPPA-G is looking for dedicated hosting services for ISMO website.

Preference will be given to vendors that split website management between web servers and SQL database servers to optimize load time and efficiency in the hosting environment.

#### 3.7.8. DEVELOPMENT, TEST AND LIVE ENVIRONMENT

Vendor will be responsible to setup development and test environment so that CPPA-G IT team can use those environments for further enhancement/support in future.

Vendor will be responsible to hand over all detail to CPPA-G IT Staff on completion of project.

#### 3.7.9. TOOLS/TECHNOLOGIES

CPPA-G is seeking vendor to develop website in below technologies.

- Angular JS
- Python / Java / Microsoft .NET Technology
- SQL Server Database
- Crystal Report (Or other reporting tool)

\* Vendor can suggest other than above tools/technologies.

#### 3.7.10. OTHER REQUIREMENTS

- ISMO website must be safe and secure using HTTPS and a hardened Content Management System.
- Homepage consisting of slideshow boxes: events, what's new, publications, opportunities, Marginal Price dashboard.
- Top bar should show all different things we engage in, without people having to click and look at a drop-down menu and should be available even when scrolling.
- Advanced SEO Work
- Live Chat option/chatbots
- Appropriately worded Disclaimer and Terms of Use for the ISMO website.
- Preventing security threats – SQL injection, XSS injection, malicious file upload etc.
- Menus, images should have alternate text navigation available.

### 3.8. PROPOSED SITEMAP

Proposed sitemap for ISMO website is below:

#### About us (Main Menu)

- About Pakistan Electricity Wholesale Market (Description /Basic Feature)
- Vision
- Mission
- Core Values
- What we do (Planning, Capacity certificates. description)
- BoD
- Team
  - a. Executive Leadership
  - b. Management
  - c. Organogram
- Governance Structure
- PISO History
- Legal & Privacy

#### Market & Operational Data (Main Menu)

- Real Time Dashboard (Load, Marginal Price, Generation Mix, Avg Price,7-day outlook)
- Market Operational Data
  - a. MP List
  - b. SP List
  - c. Load Data
    - i. Today
    - ii. Archive
  - d. Marginal Price Data
    - i. Today
    - ii. Archive
  - e. Load Forecast (AEMO)
  - f. VRE Forecast
  - g. Major Events
  - h. Network Outage Schedule
  - i. Plant Maintenance Schedule
  - j. Merit Order

#### Services for Market Participants (Main Menu)

- Market Registration
  - a. Request for Registration as MP
  - b. Request for Registration as SP
- Market Portal (EPIAS)(AEMO)
  - a. Login
    - i. Participant Summary
    - ii. Billing and Settlement

- iii. Capacity certificate
- iv. Report an issue
- v. request a service
- vi. Get Help
- vii. Request for Capacity Certificate
- Market Trainings
  - a. Course Catalog & Registration
  - b. Online Learning
  - c. Course Materials
- Certifications Details

#### Consultations (AEMO) (Main Menu)

- Current Consultation Sessions
- Future Consultations Sessions
- Closed Consultations Sessions
  - a. Minutes

#### Evolution of Market (Main Menu)

- Market Development

#### Market Monitoring and Surveillance (Main Menu)

#### Members Community (Main Menu)

#### Planning (NYISO) (Main Menu)

- Planning Cycle
- Long term capacity Expansion Plan & Forecasts
- Annual Production Plan (APP)
- Other Operational Plans

#### ISMO Library (Main Menu)

- Reports & Publications
  - a. Corporate Reports (Annual/Quarterly etc.)
  - b. Planning Reports (Any Study Report)
  - c. Newsletters
- Procedures and Guides
  - a. Manuals
  - b. Guidelines
  - c. SOPs
- Regulatory Resources (MO Rules, CC)
- Market Literature
  - a. Books
  - b. Papers
  - c. Knowledge Articles
  - d. Podcast

#### Media (Main Menu)



- News & Updates
- Gallery
- Events

Market Portal (EPIAS)(AEMO)

Site Map

Career

Tenders

Helpdesk (anyone)

News & updates

Contact us (Address)

Follow us (LinkedIn, Facebook, Twitter, YouTube, Podcast, Blog, Press Page)

FAQ

**NOTE:** Green are Quick links.

## 4. INVITATIONS TO BIDDERS

### 4.1. DESCRIPTION OF WORK

The CPPA-G invites sealed quotations under Single Stage - two envelop (i.e. technical and financial bids separately) from the potential companies to design, develop, implement and hosting of ISMO website.

### 4.2. PEPRA RULES

This tender for development of ISMO website will be processed strictly under public procurement rules, 2004 that may be obtained from [http://www.ppra.org.pk/doc/rules\\_u.pdf](http://www.ppra.org.pk/doc/rules_u.pdf). In this document, unless otherwise mentioned to the contrary, 'Rule' means Rule under PPRa procurement rules, 2004.

### 4.3. MODE OF ADVERTISEMENT(S)

As per Rule 12(1) and 12(2), this Tender is being placed in the newspapers having wide circulation and online at PPRa's <http://www.ppra.org.pk> and CPPA-G's official websites <http://www.cppa.gov.pk>.

### 4.4. TYPE OF OPEN COMPETITIVE BIDDING

As per rule 36(b), Single Stage – Two Envelop Bidding procedure shall be followed.

### 4.5. BIDDING DOCUMENT

The bidding document containing detailed terms and conditions, method of Design, Develop, Implement and Host of ISMO website, procedure of submission of bids, bid security, bid validity, opening of bid, evaluation criteria, clarification/rejection of bids, performance guarantee etc. can be downloaded from the CPPA-G official website <http://www.cppa.gov.pk>.

### 4.6. BID TIMINGS & VALIDITY

Sr.	Summary	Description	Scheduled Date & Time
1	Recipient	Chief Information Officer, CPPA-G	
2	Venue	Shaheen Plaza, Fazl-ul-Haq Road, Blue Area, Islamabad	
3	Last Date & Time for Submission of Technical & Financial Bids		06 <sup>th</sup> April, 2021 11:00 AM
4	Date & Time for Opening of Technical Bids		06 <sup>th</sup> April, 2021 11:30 AM
5	Bid Money	5% of the total value of quoted cost (Please enclose bid money with financial bid envelop)	
6	Validity of Bid	All proposals and price shall remain valid for a period of 120 days from the closing date of the submission of the proposal.	



		However, the responding organization is encouraged to state a longer period of validity for the proposal.	
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**Note:**

This RFP is governed by public procurement rules of PPRA Rules – 2004 (amended to-date).

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## 5. SCOPE OF WORK, TERMS & CONDITIONS

### 5.1. SCOPE OF WORK

Following requirements define the scope of work for this RFP:

- I. It is required that the submitted bid will cover design, development, implementation, hosting, documentation and training of ISMO's website and successful bidder will provide support for Three Years, mentioned or unmentioned that are required for completion of this project as per specification and accepted standard / best practices required for such projects.
- II. The selected bidder will be responsible for the designing, development, testing, hosting of ISMO website provided against this RFP and requirements mentioned in **Section 3**.
- III. The vendor is responsible for the implementation of work on Production and Test Environments and will ensure its complete functionality as per mentioned requirement in RFP document.
- IV. At the time of deployment of IMSO website, selected bidder must provide comprehensive documentation of solution deployed including manuals, training and training manuals, etc. Selected bidder must create and provide development & test environment to CPPA-G IT staff after deployment of ISMO website so that CPPA-G IT staff can enhance/maintain ISMO website after Three (3) years support period.
- V. Successful bidder will be available at CPPA Premises for requirement gathering & Analysis during office hours, from the Project kick off date till the Final completion Certificate is issued. Successful bidder will utilize their own resources for completion of project (i.e. software development team, Any tool/third party controls required for ISMO website, premisses etc). Successful bidder will also be responsible for sprint demo after every 7 days.
- VI. Successful bidder will provide support from their premises which will start after the Final Acceptance certificate is issued and will last for Three years. Successful bidder will also be responsible to provide on-site support at CPPA-G office if required.
- VII. The bidder is required to ensure the maximum of 4 hours response time after the issue is escalated through email and same working day resolution time during the support period.

### 5.2. INSTRUCTION TO BIDDERS & COST DETAIL

While CPPA-G will prefer the most cost-effective solution, all proposals that fall within this range will be considered and weighed based on their merits. The cost must encompass all design, production, hosting, software acquisitions necessary for development and maintenance of the website for 3-years.

**Please provide cost detail of following.**

Sr.	Description
1	SMO Website Development, Testing and Deployment, training and documentation including 3 Years Domain Registration & Hosting Cost
2	1 <sup>st</sup> year support cost
3	2 <sup>nd</sup> year support cost
4	3 <sup>rd</sup> year support cost

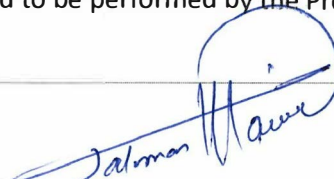
- Support period will start after issuance of Final Acceptance Letter
- 2<sup>nd</sup> year support will start after issuance of 1<sup>st</sup> Year Satisfaction Letter
- 3<sup>rd</sup> year support will start after issuance of 2<sup>nd</sup> year Satisfaction Letter.

**Note: CPPA-G may opt for discontinue the support services at any time of the support period.**

Further Instructions are below:

- I. The quoted prices, inclusive all applicable percentage of taxes shall be firm and final and not subject to escalation for any reason whatsoever. The conditional prices shall not be accepted.
- II. The conditional Bids / Rates offered in other currencies except Pak Rupees will not be entertained/ accepted.
- III. The bid submission / tender opening date & timing shall be observed strictly.
- IV. The bidder must quote for complete project (as a whole), failure to meet will be rejection of bid. The bidder will not be eligible if the offered solution is non-compliant with the specifications as given in the RFP document.
- V. The bidder must have team of experts in tools/technology mentioned in section 3.7-9.
- VI. Bidder team that will be developing ISMO website (i.e. software developers, testers and business analyst) must have minimum 3 Years of proven experience of successful implemented corporate or international web application projects.
- VII. Bidders must provide proof of previously successfully implemented local and international web application projects.
- VIII. Bidders must have minimum 3 years of web applications development experience.
- IX. The bidder must have registration of General Sales Tax (GST) & National Tax Number (NTN) and must have active status in ATL (Active Taxpayer List).
- X. The bidder has not been blacklisted or under a declaration of ineligibility for corrupt and fraudulent practices by any provincial or federal government department, agency, organization or autonomous body or private sector organization anywhere in Pakistan.
- XI. The project execution is required to be performed by the Project Team of Successful bidder.

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- XII. CVs to be provided with proposal of the Project Team, to be assigned to CPPA-G for this project.
- XIII. The bidder should provide evidence from the customer for Development of Interactive websites by its staff member, that will be assigned to CPPA-G for project implementation.
- XIV. The team structure assigned to the project by Bidder must be approved by CPPA-G.
- XV. Any team member assigned to the project leaves before the project finishes, bidder will provide proof of his termination to CPPA-G and his equivalent skill set replacement will be provided with written approval to CPPA-G within two weeks from the date of original resource's departure. In case of any delay in achieving any milestone or deliverable due to change in bidder's team structure, liquidated damages will be imposed as per liquidated damages clauses.
- XVI. The bids deviating from above terms and conditions will be treated as non-responsive.

### 5.3. PROJECT PLAN

Please include the following in your proposal response:

1. Overview of how you will meet our objectives.
2. Explanation of your proposed platform/CMS.
3. Outline of your website design & development strategy.
4. Proposed website timeline from kick-off to launch.
  - The time frame for completion of the project will be evaluated. In addition, time frames will be part of the contractual agreement; therefore, a realistic time frame for completion is requested.
5. Details about your team
  - Describe your experience in producing sites for non-profit and/or government, international projects.
  - Organizational capacity to take on this project.
  - What type of team will be assigned, what will each person's role be? Please provide a brief bio for each staff member
6. Recent design & development examples
  - List the five web sites your firm has produced that best reflect your work and relevancy to this project. Briefly list the role your firm played in each project. The URL should be submitted. Only sites that are live will qualify during evaluation.
7. Describe testing and 3 years support plan.
8. References for three former or current clients.
9. Pricing with optional elements line-itemed if proposed.
10. Cover Letter should be signed by the person or persons authorized to sign on behalf of the company.

## 5.4. BIDDING PROCEDURE

- 5.4.1. The bidder shall prepare Technical and Financial Bid separately, clearly marking each as "TECHNICAL" and "FINANCIAL". The bidder shall seal the Technical and financial bids separately in an INNER and an OUTER envelope, duly marking the envelopes as "TECHNICAL" and "FINANCIAL".
- 5.4.2. The bids will be evaluated in two steps. Technical envelop will be opened and evaluated at first stage and financial bids will be opened only for those companies who will technically qualify. Technically non-responsive bidder's financial envelop will be returned un-opened.
- 5.4.3. CPPA-G reserves the right to modify the RFP documents at any time prior to the deadline for submission of bids, on the request of the prospective bidders for any clarification or at its own initiative, for any reason at least seven days before the closing date of submission of Proposals by Companies. This amendment shall constitute part of the bidding documents. To afford the prospective bidders a reasonable time to take the amendments into account in preparing its bid, CPPA-G may at its discretion extend the deadline.
- 5.4.4. Any bid not received as per the terms and conditions laid down in this document is liable to be ignored. No offer shall be considered if:
- Received without earnest money.
  - Received after the date and time fixed for its receipt.
  - Tender document and the bid are unsigned.
  - Offer is ambiguous.
  - Offer is conditional.
  - Offer price is not in PKR
  - Offer is received by a telegram.
  - Offer is received with shorter validity.
  - Offer is not compliant with mentioned requirements.
- 5.4.5. The envelopes shall be marked as "FINANCIAL BID" and "TECHNICAL BID" in bold and legible letters to avoid confusion.
- 5.4.6. Initially, only the envelope marked as "TECHNICAL BID" shall be opened at O/o Chief Information Office, CPPA-G, Shaheen Plaza, Blue Area, Fazl-ul-Haq Road, Islamabad on the date/time fixed in the Invitation for Bids (IFB) in the presence of the bidders or their authorized representatives, who may choose to be present.
- 5.4.7. The envelope marked as "FINANCIAL BID" shall be retained in the custody of CPPA-G without being opened.
- 5.4.8. The CPPA-G shall first establish the "Eligibility" and then evaluate the technical Bid and other terms & conditions, without reference to the price and reject any bid which shall not conform to the specified requirements.
- 5.4.9. During the technical evaluation, no amendments in the technical bid shall be permitted, however, if required, any clarification(s) which shall not constitute any material deviation of bid, may be asked. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.
- 5.4.10. The "FINANCIAL BIDS" of eligible and technically qualified Bidders shall be opened publicly at a time, date and venue to be announced and communicated to the bidders in advance within the bid validity period.
- 5.4.11. The Financial Bid of ineligible and/or technically nonresponsive bidders shall be returned unopened to the respective bidders after the announcement of "Bid Evaluation Report" (BER).

5.4.12. The tender will be awarded to the financial lowest bidder, in case two or more bidders offered the same lowest price tender will be awarded to the company with higher technical marks, in case, two bidders with equal lowest financial and technical marks, the bidder with more experience shall be awarded contract.

5.4.13. The bids must be delivered by hand or by courier to reach on the date and time prefixed in the Invitation for Bids at:

**Chief Information Officer**

CPPA-G Shaheen Plaza, Fazl-ul-Haq Road, Blue Area, Islamabad, Pakistan

Tel. No. 051-111-922-772 Ext 103

5.4.14. Bids submitted through telegraph, telex, fax or email shall not be entertained.

5.4.15. Submission Deadline:

- I. Bids must be submitted by the bidder and received by the CPPA-G on/or before 06<sup>th</sup> April, 2021 11:00 AM. Bids received later than the time and date specified will stand summarily rejected.
- II. The CPPA-G may, in its discretion, may extend the prescribed deadline for the submission of bids by amending the bidding documents in which case all rights and obligations of CPPA-G and bidders previously subject to the deadline shall thereafter be subject to deadline as extended.
- III. Any bid received by CPPA-G after the deadline for submission of bids prescribed by CPPA-G, shall be rejected and returned unopened to the bidder.

5.4.16. Withdrawal of Bids:

- I. Bidder may withdraw its bid after bid's submission and prior to the deadline/closing time & date prescribed for submission of bids.
- II. Once technical Bids are opened, no bid may be withdrawn. Withdrawal of a bid after this may result in forfeiture of the bid Security submitted by the bidder.

5.4.17. Documents Comprising of Bids:

- I. Bid security of an amount not less than 5% of the total value of tender issued by a scheduled bank of Pakistan only (or as applicable if specified in the special condition above). The bid money is to be attached with financial bid and only certificate will be attached with technical bid that bid money is attached with financial bid.
- II. The successful bidders' Bid Security will be kept in CPPA-G's account as Performance Security until successful bidder replace it with the Bank Guarantee within sixty days after issuance of Purchase Order and Performance security shall be valid till the expiry of warranty period, support period or termination of services or fulfilment of all obligations under contract whichever is later. No other shape or form of performance security shall be acceptable.

## 5.5. BASIC OF EVALUATION AND COMPARISON OF BID

The bids will be evaluated in two steps. Technical envelop will be opened and evaluated at first stage and financial bids will be opened only for those companies who will technically qualify.

Technically qualifying marks are 70 % of the Criteria of the Technical Evaluation as per **sub-section 6.4**. Technically nonresponsive bidder's financial envelop will be returned un-opened. The tender will



be awarded to the financial lowest bidder, in case two or more bidders offered the same lowest price tender will be awarded to the company with higher technical marks, in case, two bidders with equal lowest financial and technical marks, the bidder with more experience shall be awarded contract.

## 5.6. RIGHTS RESERVED BY CPPA-G

- 5.6.1. CPPA-G may, in its sole, unfettered discretion, reject any or all proposals without assigning any reason and without thereby incurring any liability to a prospective bidder or to any other person.
- 5.6.2. CPPA-G may, in its sole, unfettered discretion, withdraw, suspend or cancel the RFP or the bidding process without thereby incurring any liability to a prospective bidder or to any other person.
- 5.6.3. CPPA-G under the terms of this RFP, CPPA-G may, in its sole, unfettered discretion, reject any or all proposals without thereby incurring any liability to a prospective bidder or to any other person if it determines that, whether due to any reason, the interests of CPPA- G are compromised or adversely affected.
- 5.6.4. CPPA-G reserves the right to modify the bidding documents at any time at least seven days, prior to the deadline for submission of bids, on the request of the prospective bidders for any clarification or at its own initiative, for any reason. This amendment shall constitute part of the bidding documents. To afford the prospective bidders a reasonable time to take the amendments into account in preparing its bid, CPPA-G may at its discretion extend the deadline.
- 5.6.5. If at any future point of time, it is found that the bidder had made a statement which is factually incorrect, CPPA-G reserves the right to debar the bidder from bidding prospectively for a period to be decided by CPPA-G and take any other action as may be deemed necessary.
- 5.6.6. CPPA-G reserves the right to accept or reject offers as per PPR rules. The offer received incomplete or not in accordance with terms and conditions/ specifications as laid down in the RFP document will not be entertained. Bid offered is likely to be ignored if:
  - I. It is unsigned.
  - II. It is received after the time and date fixed for its receipt.
  - III. Offer is ambiguous or conditional.
  - IV. Further, CPPA-G shall have the right to cancel or amend the tender process at any time without assigning any reason, prior to finalization of the bidding process. Without thereby incurring any liability to the affected bidder or bidders. Reasons for cancellation will be determined by CPPA-G at its sole discretion. However, any amendment would be communicated to prospective bidders well in time.
  - V. The decision of CPPA-G in all matters will be final and binding on all bidders participating in this bid.

## 5.7. LATE BID

Bidder will be responsible for ensuring that his bid is submitted in accordance with the instructions stated herein. Any bid not submitted by the deadline prescribed for submission of bids will not be considered even if it becomes late because of circumstances beyond the Bidder's control.

## 5.8. COST OF BIDDING

The bidder shall bear all the costs associated with the preparation and submission of its bid, and the purchaser named in the Bid data sheet, hereinafter referred as "the purchaser" will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## 5.9. CLARIFICATION OF BIDDING DOCUMENTS

A prospective bidder requiring any clarification of the bidding document may notify the purchaser in writing via Letter, E-mail (Salman.zahid@cpga.gov.pk) or by telephone at the purchaser address indicated in the bid data sheet.

## 5.10. AMENDMENT OF BID SCHEDULE

- 5.10.1. At any time prior to the deadline for submission of bids, the purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding Documents by amendment.
- 5.10.2. The amendment will be notified in writing or publish on CPPA-G's official website to all prospective bidders who have received the bid schedule/bidding documents and will be binding on them.
- 5.10.3. To afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the purchaser may at its discretion extend the deadline for the submission of bids.

## 5.11. LANGUAGE OF BID

The bid prepared by the bidder shall be written in the English, supporting documents and printed literature furnished by bidder may be in another language provided they are accompanied by accurate translation in English, for purpose of interpretation of the bid.

## 5.12. BID PRICES

The bidder shall indicate on the Financial Bid Form (price schedule) as prescribed at **Section 7** the unit price (where applicable) and total bid price of the services it proposes to supply under the contract.

- I. The bidder shall quote unit prices and total price (inclusive of all taxes and duties where applicable) as per price schedule, prescribed in this bidding document of services, he proposes to supply under contract on FOR basis at CPPA-G, Islamabad. If there is no mention of taxes, offered/quoted price shall be considered as inclusive of all prevailing taxes/duties. The bidder shall be responsible to raise invoice separately for all new taxes, if any, levied by Government until completion of the contract.
- II. The benefit of exemption from or reduction in the taxes and duties shall be passed on to CPPA-G.
- III. While making a price quote, trend/inflation in the rate of services in the market should be kept in mind. No request for increase in price due to market fluctuation in the cost of goods and services shall be entertained.
- IV. Form prescribed for quoting of prices, should be typed and printed on the bidder's letterhead. Any alteration/correction must be initialled.
- V. The bidder should quote prices of services according to the technical specifications as provided in this bidding document. The solution offered deviating from technical specifications of services, shall straightway be rejected.

### 5.13. BID CURRENCY

Prices shall be quoted in Pak Rupees (PKR).

### 5.14. BID VALIDITY

- I. The bids shall remain valid for 120 days after the date of opening of technical bid prescribed by CPPA-G. A bid having validity for a shorter period shall be rejected by CPPA-G as non-responsive.
- II. The CPPA-G shall be under an obligation to process and evaluate the bid within the stipulated bid validity period. However, under exceptional circumstances and for reason to be recorded in writing, if an extension is considered necessary, all those who have submitted their bids shall be asked to extend their respective bid validity period. Such extension shall be for not more than the period equal to the period of the original bid validity.
- III. The bidders who; (a) agree to the CPPA-G request for extension of bid validity period shall not be permitted to change the substance of their bids; and (b) do not agree to an extension of the bid validity period shall be allowed to withdraw their bids without forfeiture of their bid securities.

### 5.15. BIDS OPENING AND EVALUATION

#### 5.15.1. OPEN AND EVALUATION OF TECHNICAL/FINANCE BIDS

- I. 'Technical Bids' received, shall be opened by CPPA-G publicly in the presence of bidders or their representatives who may choose to be present on 06<sup>th</sup> April, 2021. No Technical Bid shall be rejected at opening, except for late bids, which shall be returned unopened to the bidders.
- II. All Bidders in attendance shall sign an attendance sheet.
- III. Prior to detailed evaluation, CPPA-G shall determine substantial responsiveness of Technical Evaluation bid to the bidding documents. For purposes of this clause, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, such as those concerning Applicable Laws, delivery schedule, taxes & duties etc. shall be deemed to be a material deviation for technical bids and bid security for financial bids. CPPA-G's determination of a bid's responsiveness will be based on contents of the bid itself.
- IV. The Technical Bids shall then be evaluated conforming compliance of the offered item's technical specifications with the demanded ones.
- V. The Financial Bids of technically qualified (i.e. compliant to technical specifications and other terms & conditions) bidders shall be opened publicly on a specified date, time and venue which shall be communicated to the bidders at the time of opening of technical bids.
- VI. The Procuring Agency shall open one Financial Bid at a time and read out aloud its contents which may include name of the bidder, items bided for and unit prices and total amount of the bid (if applicable). CPPA-G may choose to announce any other details which it deems appropriate if not in conflict with the Public Procurement Rules-2004, specifically Rule 28 (Opening of Bids).
- VII. In 'Financial Bids' the arithmetical errors shall be rectified on the following basis:

- If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.
- If bidder does not accept the correction of the errors, its bid shall be rejected, and its bid security may be forfeited.
- If there is a discrepancy between words and figures, the amount in words shall prevail.

#### 5.15.2. ACCEPTANCE CERTIFICATE

Acceptance certificate shall be issued by Chief Information Officer or his authorized representative after the completion of each phase of project as per agreed upon project plan.

#### 5.15.3. BIDS REJECTION

- I. CPPA-G may reject any or all bids at any time prior to the acceptance of a bid under Public Procurement Rules (PPR) 2004. CPPA-G may upon request communicate to any bidder who submitted a bid, the grounds for its rejection of any or all bids but is not required to justify those grounds.
- II. Bidder must not indicate directly or indirectly their financial bid anywhere in the technical bid. Any such disclosure shall result in summary rejection of entire bid of the concerned bidder.
- III. Conditional or incomplete bid/bids shall be rejected.
- IV. Bid/bids received with over-writing, cutting and doubtful figures shall be rejected.
- V. CPPA-G incurs no liability, solely by virtue of its invoking Rule 33.1 of PPR 2004, towards bidders who have submitted bids.
- VI. Notice of the rejection of any or all bids shall be given promptly to the concerned Bidders that submitted bids.

#### 5.15.4. RE-BIDDING

- I. If CPPA-G rejected all bids, it may call for a re-bidding.
- II. CPPA-G before invitation for re-bidding shall assess the reasons for rejection and may revise specifications, evaluation criteria or any other condition for bidders, as it may deem necessary. CPPA-G incurs no liability, solely by virtue of its invoking Rule 33.1 of PPR 2004, towards bidders who have submitted bids.

#### 5.15.5. ANNOUNCEMENT OF EVALUATION REPORT

Announcement of Evaluation Report will be as per PPR 2004.

#### 5.15.6. CONTACTING PROCUREMENT AGENCY

- I. No Bidder shall contact CPPA-G on any matter relating to its bid, from the time of bid opening to the time of announcement of Evaluation Report. If a Bidder wishes to bring additional information to the notice of CPPA-G, it should do so in writing.
- II. Any effort by a bidder to influence CPPA-G in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of bid. Canvassing by any bidder

at any stage of the bid evaluation is strictly prohibited. Any infringement shall lead to disqualification.

#### **5.16. FORFEITURE OF SECURITY/GUARANTEE (PERFORMANCE BOND)**

- A. The contracting officer will have the right to forfeit the security Bond/Guarantee (performance bond) If the bidder:
- I. fails to deliver the project within the time specified.
  - II. Commits any breach of contract.
- B. For other reasons specified in the award letter by the contracting officer for forfeiting the security deposit.
- I. If the forfeiture of the security deposit does not compensate the contracting officer for losses suffered due to non-delivery or breach of contract for any other reasons, the Contracting Officer will have a right to forfeit other security deposits or to recover the same from any other security deposit made in favour of any other unit of DISCOs/GENCOs/NTDC/CPPA-G or from any money due to the Contractor from any unit of WAPDA/CPPA- G/DISCOs/GENCOs/NTDC.

#### **5.17. FORCE MAJEURE**

In the event of any condition or contingency, existing or future, which is beyond the reasonable control and without the fault or negligence of either party, which prevents or delays, or materially increases the cost of, the performance under this Agreement, each party shall be entitled to an appropriate and reasonable extension of time for performance after the mutual agreement on the force majeure condition. Events of Force Majeure shall include, but are not limited to, Acts of God, fire, floods, labour disputes, civil disobedience, strikes, and interference by military or civil authorities. If an event of the occurrence of Force Majeure, the party whose performance is affected shall take reasonable measures to mitigate and minimize the effect of such event and to continue with the performance of its obligations under this Agreement. Any party asserting Force Majeure as an excuse to performance shall have the burden of proving proximate cause, that reasonable steps were taken to minimize the delay and damages caused by events when known, and that the other party was timely notified of the likelihood or actual occurrence which is claimed as grounds for a defence under this clause. If a party successfully asserts Force Majeure the project timeline shall be extended to the extent of such delay as is caused by the Force Majeure event, and the parties shall not be held liable for such delay.

#### **5.18. RESOLUTION OF DISPUTES**

In case of any dispute concerning the interpretation and / or application of this Agreement, the matter shall be settled through arbitration in accordance with the provisions of the Arbitration Act, 1940. The seat and venue of such arbitration shall be Islamabad, Pakistan.

#### **5.19. ADDITIONAL INFORMATION FOR BIDDERS**

CPPA-G reserves the right to:

- Amend, modify, cancel this RFP or not award any contract.
- Modify or add requirements contained in this RFP at any time after the issuance of this RFP for compliance by all providers.

- Utilize all ideas submitted in the RFP proposals received.
- Request providers to clarify their RFP proposals.

## 5.20. BID SECURITY

**5.20.1.** The bidders will submit Bid Bond equal to 5% of the total quoted (inclusive GST) value in the form of Demand Draft / Pay Order / CDR in favour of Central Power Purchasing Agency (Guarantee) Limited.

- The bid security is required to protect the purchaser against the risk of bidder's conduct which would warrant the security's forfeiture.
- The bid security may be forfeited: If a bidder:
  - a. Withdraws its bid during the period of bid validity specified by the bidder on the bid form, or
  - b. Does not accept the correction of error or in case of a purchaser bidder, if the bidder fails
  - c. To sign the contract in accordance with the clause of contract or

## 5.21. PRELIMINARY EXAMINATION

**5.21.1.** The purchaser will examine the bid to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

**5.21.2.** Arithmetical error will be rectified on the following basis, if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail, if the suppliers do not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited.

## 5.22. GENERAL CONDITIONS

**5.22.1.** The bidders are required to quote the prices of all the services at CPPA-G Premises or the address mentioned in RFP. The prices shall be quoted for complete project.

**5.22.2.** CPPA-G reserves the right to increase/decrease the scope up to 15% at the time of award/during the currency of contract.

**5.22.3.** CPPA-G also reserves the right to scrap this tender as per PPRA rules, 2004 (amended to date).

**5.22.4.** After opening the tender if it is established that the bidders have quoted a single price then CPPAG reserves the right to scrap the tender and invite fresh tender or to take any decision as deemed fit for CPPA-G.

**5.22.5.** This RFP is not a contract offer. Receipt of a proposal neither commits CPPA-G to award a contract to any Bidder, nor limits our rights to negotiate in our best interest. CPPA-G reserves the right to contract with a Bidder for reasons other than price. Failure to address any section or answer any question(s) in this RFP may subject the proposal to disqualification. CPPA-G reserves the right to request additional information that is necessary and pertinent to the project or to assure that bidder's adequate competence to perform according to the bid specifications are met.

**5.22.6.** The products/services which are not specifically requested in the RFP but which are necessary to provide the functional capabilities proposed by the Bidder shall be included in the proposal response.

### 5.23. PERFORMANCE SECURITY

The successful bidders' Bid Security will be kept in CPPA-G's account as Performance Security until successful bidder replace it with the Bank Guarantee within sixty days after issuance of Purchase Order and Performance security shall be valid till the expiry of warranty period, support period or termination of services or fulfilment of all obligations under contract whichever is later. No other shape or form of performance security shall be acceptable.

**Note: Performance security will be released after successful completion of Support contract, which will start after the issuance of Final Acceptance Letter.**

### 5.24. CORRUPTION AND FRAUD

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

5.24.2. Indulgence in corrupt and fraudulent practices is liable to result in rejection of bids, cancellation of contracts, debarring and blacklisting of the bidder, for a stated or indefinite period.

### 5.25. JOINT VENTURE / CONSORTIUM

Joint venture / consortium is not allowed for this tender.

### 5.26. PERIOD COMPLETION

The maximum period for successful designing, developing, testing, implementation and training etc. of project is **6 months** from the date of project kick-off date. Vendor is responsible to complete all related tasks of this project within stipulated timeline.

### 5.27. ACCEPTANCE

5.27.1. Issuance of Final Acceptance Certificate is required from CPPA-G.

5.27.2. Acceptance of each deliverable of services will be issued by Chief Information Officer CPPA-G after completion of each milestone as agreed in the contract.

5.27.3. Satisfaction letter will be issued by Chief Information Officer CPPA-G after successful completion of every support year.

### 5.28. PAYMENT

The Payment (including GST) will be made by CPPA-G on production of following documents:

1. Invoice in PKR, having NTN of both Company and CPPA-G printed on it.
2. Final Acceptance certificate issued by Chief Information Officer, CPPA-G.

3. Confirmation of Chief Information Officer CPPA-G about acceptance of Performance Bond in case of the first claim and acceptance of renewal of Performance Bond if it is expired at any stage till the completion of project.
4. Sales Tax Invoice (if not exempted) or attach exemption certificate.
5. Professional Tax Paid Certificate by the firm.

**5.29. PAYMENT PLAN**

A tentative Payment Plan is as follow:

1. Implementation Cost will be made after the acceptance of deliverables as per the following Schedule:

Project Phase	Deliverable
Project Implementation and training, including 3 Years Domain Registration & Hosting	Final Acceptance Letter
1st Year Support, after issuance of Final Acceptance Letter	1 <sup>st</sup> Year Satisfactory Performance Letter
2 <sup>nd</sup> Year Support	2 <sup>nd</sup> Year Satisfactory Performance Letter
3 <sup>rd</sup> Year Support	3 <sup>rd</sup> Year Satisfactory Performance Letter

**Note: CPPA-G may opt for discontinue the support services at any time of the support period.**

**5.30. FAILURE AND TERMINATION**

If vendor fails to deliver the services in accordance with the agreed upon timelines, the purchaser shall be entitled at his option either.

- i) To recover from you liquidated damages levied at the rate of two percent (2%) per week or a fraction thereof, subject to a maximum of ten percent (10%) of the Project Phase Price,.
- ii) To purchase services from elsewhere without notice to you at your risk and cost, the services not delivered, without cancelling the contract in respect of the consignment not yet due for delivery.
- iii) To cancel the contract at your risk and cost:
- iv) To waive off the penalty with the approval of Chief Information Officer, CPPA-G on written request of vendor with appropriate justifications of delays.

In the event of action being taken under (ii) or (iii) above, you shall be liable for any loss which the purchaser may suffer on the account; but you shall not be entitled to any gain on repurchase made against the supply order.



- (B) If during execution of contract, you are black-listed by any company or unit of DISCOs/GENCOs/NTDC/WAPDA/CPA-G, the purchaser may proceed with all or any of the actions detailed below:
- i) To allow the contract to run its course till completion in accordance with the terms and conditions of Contract.
  - ii) To stop further services with or without financial repercussions.
  - iii) To cancel the contract with or without reservation or rights.

**NOTE:**

While determining liquidated damages the purchaser shall not consider any of the following circumstances, a cause under "FORCE MAJEURE" and shall not allow any relaxation in the liquidated damages on the account: -

- i) Delay on the part of the contractor in the arrangement of requirements under its scope.
- ii) Defect or failure occurring to any module/deliverable installed at the contractor works during the currency of the contract.

The purchaser may proceed with all or any of the actions detailed below:

- i) To allow the contract to run its course till completed in accordance with the terms and conditions of Contract.
- ii) To stop further services with or without financial repercussions.
- iii) To cancel the contract with or without reservation or rights.

## 6. EVALUATION CRITERIA AND SELECTION PROCEDURE

### 6.1. EVALUATION COMMITTEE

Evaluation of the proposals will be performed by a committee established for that purpose and will be based on the criteria set forth below. The contract resulting from this RFP will be awarded to the Bidder whose proposal is most advantageous to CPPA-G, considering price and technical factors set forth herein. CPPA-G's evaluation committee will make the final determination about acceptability of proposals.

### 6.2. EVALUATION PROCESS

- The committee will review submitted proposals to determine if bidder's proposal adheres to the format and instructions of the RFP, conform to the goals, objectives and requirements of the RFP.
- As part of this evaluation, the Committee may hold discussions with all qualified bidders. Discussions may be conducted via teleconference or may take the form of questions to be answered by the bidders and conducted by e-mail, at the discretion of CPPA-G. During the evaluation process, evaluation committee may request technical assistance from any source.
- Following the completion of the evaluation of all bidders' proposals, including any discussions, the committee will rank each qualified bidder's proposal based on technical evaluation criteria.
- The Evaluation Committee may reject in whole or in part all proposals, waive minor irregularities, and conduct discussions with all responsible bidders in any manner deemed necessary to serve the best interests of CPPA-G.
- Bidders may be asked to make an oral presentation to the Evaluation Committee. The purpose of the oral presentation is to provide an opportunity for the Bidder to clarify its proposal submission and substantiate proposal representation. Oral presentation is a part of the technical evaluation. If it is determined to be in the best interest of CPPA-G, CPPA-G may invite bidders to make final revisions to their technical and/or financial proposals through submission of a Best and Final Offer.
- The evaluation committee will recommend bidders whose overall proposal provides the most advantageous offer to CPPA-G considering both price and technical factors set forth in this RFP.

### 6.3. EVALUATION CRITERIA

Technical bids will be evaluated as per given criteria below in section 6.4.

- I. The bidder will be declared technically qualified if score of technical factors  $\geq 70\%$ .
- II. Financial bids will be opened only of those bidders who are technically responsive.
- III. The tender will be awarded to the financial lowest bidder.

### 6.4. BID'S TECHNICAL EVALUATION

The Evaluation committee will evaluate the RFP proposals using the criteria below. The committee shall determine which proposals have the basic requirements of the RFP and shall have the authority to determine whether any deviation from the requirements of the RFP is substantial in nature. The

committee may reject in whole or in part all proposals and waive minor irregularities. Total maximum score is 100 points. Minimum 70% marks are required to qualify. Also, all the mandatory requirements shall be fully complied.

Sr #	Evaluation Parameter for Bids	Total Points	Criteria
<b>Total Marks = 100</b>			
1	Registration/Incorporation/Business Certificate and number of business years in Pakistan	Mandatory	
2	Valid Income Tax Registration	Mandatory	
3	Valid General Sales Tax Registration (Active with FBR)	Mandatory	
4	Affidavit to the effect that bidder is not blacklisted and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public-sector organization/Division/ Ministry <b>(Section 8. Annexure A)</b>	Mandatory	
5	Compliance to technical specifications of tendered goods/services (Refer to <b>Section 3</b> )	Mandatory	
6	Compliance to schedule of supplies	Mandatory	
7	Include at least One (1) reference of successful completion of Web Application Project in Pakistan. This reference list shall include the following information: <ul style="list-style-type: none"> <li>• Organization Name</li> <li>• Customer Contact – name, title and contact information Address</li> <li>• Date of work performed</li> <li>• Brief description of work performed</li> <li>• Purchase Order copy</li> <li>• Completion certificate duly signed and issued by customer</li> </ul>	Mandatory	
8	Warranty certificate describing the guaranteed response time of 4 Hours and same day resolution time during Support period of 3 years	Mandatory	
9	Manufacturer's authorization/partnership certificate.	N/A	
10	Suitability of the Proposal – the proposed solution meets the needs and criteria set forth in the RFP.	30	

11	Proposed Methodologies for Development and Implementation of ISMO website.	15	
12	Expertise in recommending and communicating appropriate technical and aesthetic solutions as evidenced by the proposal and references.	5	
13	Aesthetic Capabilities – Prior work demonstrates artistic and innovative, user friendly interfaces that engage communities and viewers.	10	
14	Company Experience – Candidate has successfully completed similar projects and has the qualification necessary to undertake this project.	10	
15	Proposal Presentation – The information is presented in a clear, logical manner and is well organized.	5	
16	Demonstrated commitment to high Service Level Agreements (SLA).	5	
17	<ul style="list-style-type: none"> <li>• Staff Skill Set and Experience related to tool/technology</li> <li>• Submit list and CVs of Project Team who will work at CPPA-G dedicatedly till the completion of project</li> <li>• Authentic Proof required from the customer/Organization with reference contact information</li> </ul>	10	2 Marks for each staff member of bidder
18	Age of Company	5	Existence of company equal or over 5 years = 5 marks
			Existence of company over 3 years = 3 marks
			Existence of company over 03 years and less than 05 years = 2 marks
19	Annual Sales Turnover (Audited reports of last three years should be presented)	5	Annual turnover for last 3 years >= PKR 1Bil. = 5 marks
			Annual turnover for last 3 years >= PKR 500Mil. = 3 marks
			Annual turnover for last 3 years >= PKR 200Mil. = 2 marks

## 6.5. INSTRUCTIONS

The bids with all complete documents will be technically evaluated considering the above filled table.

- I. All documentary proofs against the responses will be required from the bidders.
- II. CPPA-G may ask any other documentary evidence against any item that must be provided by the bidder. During the period of evaluation, bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/fax/ e-mail seeking the explanation.
- III. If an appropriate response is not provided, the vendor shall be sent a list of requirements against which substantiation / appropriate response needs to be provided. Failure to provide any shall lead to a change in the adjacent availability cell as "N".

## 7. FINANCIAL BID FORM

Description	Cost	Tax	Total (PKR)*
Project Cost (Including Designing, Development, Testing, Documentation, Training & Implementation Cost) including 3 Years Domain Registration & Hosting Cost			
1 <sup>st</sup> Year Support Cost			
2 <sup>nd</sup> Year Support Cost			
3 <sup>rd</sup> Year Support Cost			
Total Cost (PKR)			

\* The rates shall be quoted, inclusive of cost of designing, development, testing, documentation, implementation and training charges, three years domain registration & Hosting, services, transportation, all applicable taxes, import duties if any and other levies.

Note: Prices to be quoted in Pak Rupee

FINAL TOTAL PRICE (in words): \_\_\_\_\_

Signature: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

Official Stamp: \_\_\_\_\_

## 8. ANNEXURE-A: AFFIDAVITE OF LEGITIMATE BIDDER

### Undertaking

We, [**Name and Address of Bidder**], do hereby declare on solemn affirmation that:

- I. We have not been blacklisted from any Government Department/Agency
- II. We have not been involved in litigation with any client during the last 3 years.
- III. We acknowledge that we have read, understood and accepted the Tender Document along with all terms and conditions specified above in the tender document.
- IV. We understand that CPPA-G shall have right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Bidder(s).
- V. We have read CPPA-G's SOP for blacklisting
- VI. We have no objection if being trialled in case of breach of contract.
- VII. We have no objection if being trialled in case of forged documents provided to CPPA-G against Website Development
- VIII. We understand that CPPA-G shall have right, at his exclusive discretion, to increase/decrease the quantity of any or all item(s), accept/reject any or all tender(s), cancel/annul the Tendering process at any time prior to award of Contract, without assigning any reason or any obligation to inform the Bidders of the grounds for the CPPA-G's action, and without thereby incurring any liability to the Bidder and the decision of the CPPA-G shall be final.

**BIDDER:**

Signature \_\_\_\_\_

CNIC# \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

**Witnesses:**

Signature \_\_\_\_\_

CNIC# \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

**Witnesses:**

Signature \_\_\_\_\_

CNIC# \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

## 9. BID-FORM: 1 – LETTER OF INTENTION

*Bid Ref No. {Add Tender No}*

**Letter of Intention**

*{Add Date of Technical Bid Opening}*

Name of the Contract: *{Add name}*

To: *[Chief Information Officer, CPPA-G, G-5/2, Islamabad.]*

Dear Sir,

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

We undertake, if our Financial Bid is accepted, to deliver the Goods in accordance with the delivery schedule specified in the schedule of requirements.

If our Financial Bid is accepted, we undertake to provide a performance security/guarantee in the form, in the amounts, and within the times specified in the bidding documents.

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

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

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

We confirm that we comply with the eligibility requirements of the bidding documents and have duly provided bid security @ 5% of the total bid value, in the shape of pay order/demand draft/call deposit in the name of **Chief Information Officer, CPPA-G, Islamabad** with our Financial Bid.

Dated this [insert:number] day of [insert:month], [insert:year].

*Signed:*

*In the capacity of [insert: title or position]*

*Duly authorized to sign this bid for and on behalf of [insert: name of Bidder]*



## 10. BID-FORM: 2 – EVIDENCE OF ELIGIBILITY

Name of the Firm

Bid Ref No. {Add Tender No}

{Add Date of Technical Bid Opening}

Documentary Evidence for Determining Eligibility of the Bidders & Evaluation of bids

Required Documentation (To Be Filled by the Procuring Agency)	Checklist (To be initialed by the Bidder against each document)	Relevant Page Number in the Bid (To be filled by the Bidder)	Supporting Documents (To be filled by the Bidder with name of the documents that are submitted to meet the requirement)
*Column:1	*Column:2	*Column:3	*Column:4
NTN Certificate			
GST Certificate			
On Active Taxpayers List of FBR			
Registration/Incorporation/Business Certificate			
Complete Company profile			
Compliance to technical specifications of tendered goods/services (Refer to Section 3)			
Affidavit to the effect that the respective bidder is not blacklisted and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public sector organization. Annex 'A'			
Bid Validity period of 120 days			
Compliance with Schedule of Project			
Submission of required amount of bid security with Financial Bid (Section 7)			
CVs of project team who will work at CPPA-G dedicatedly till the completion of project			
Authentic Proof required from the customer/Organization with reference contact information for Project team experience confirmation			
Annual turnover for last 3 years			
Letter of Intention (Bid-Form: 1)			
Project Plan (Section 5.3)			

\* Bidders should only initial against those requirements that they are attaching with the form. In case they do not have any document to attach the corresponding cell in column 2 should be left blank. Bidders are also required to mention the exact page number of relevant documents placed in the Bid. Bidders are advised to attach all Supporting documents with this form in the order of the requirement as mentioned in column 1.

### 11. BID-FORM: 3 – FIRMS PAST PERFORMANCE

Name of the Firm

Bid Ref No. {Add Tender No}

{Add Date of Technical Bid Opening

Assessment Period: (Minimum One web application Project as per Evaluation Criteria)

Name of the Purchaser/ Institution	Letter of Intent	Description of Project	Value of Project	Date of Completion	Purchaser's Certificate

## 12. BID-FORM: 4 – PERFORMANCE GUARANTEE

### Performance Guarantee

To: *[Chief Information Officer, CPPA-G, Islamabad]*

Whereas *[Name of Supplier]* (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. *[number]* dated *[date]* to supply *[description of goods]* (hereinafter called “the Contract”).

And whereas it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a scheduled bank for the sum of 5% of the total Contract amount as a Security for compliance with the Supplier’s performance obligations in accordance with the Contract.

And whereas we have agreed to give the Supplier a Guarantee:

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

This guarantee is valid until the day of \_\_\_\_\_, 2022.

Signature and Seal of the

Guarantors/Bank Address

Date