

CENTRAL POWER PURCHASING AGENCY (GUARANTEE) LIMITED (CPPA-G)



REQUEST FOR PROPOSAL

No: CPPA-G/12871-76

for Implementation of Microsoft SharePoint 2016 Online (Office 365 Enterprise E3) as Enterprise Content Management (ECM) Solution

March, 23nd 2018

Note: Bidders are requested to examine RFP document carefully, including instructions, forms, terms, specifications etc. Failure to furnish all information required in RFP or submission of proposal not substantially responsive in every respect would result in the rejection.

OFFICE OF THE CHIEF INFORMATION OFFICER (CIO)
CPPA-G, ENERCON Building, Sector G/5-2, Islamabad, Pakistan Tel: 051-9216962, 9216950, Fax # 051-9213617

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SECTION 1: INVITATION FOR PRPOSAL

1.1 Invitation to RFP

CPPA-G is seeking proposals from prospective qualified bidders, having extensive experience in planning, design, documentation, development, deployment and implementation services, including prices/services description in specified formats, API integration and business connectors in .Net or other appropriate technologies for customized SharePoint Online 2016 as ECM solution.

1.2 PPRA Rules

This tender for procurement will be processed strictly under public procurement rules, 2004 that may be obtained from 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.

1.3 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>.

1.4 Type of Open Competitive Bidding

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

1.5 Bidding Document

The bidding document containing detailed terms and conditions, method of procurement, procedure for 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>.

1.6 Bidding Process Schedule

Brief schedule of bidding process is as under:

Sr.	Summary	Description
1.	Recipient	CIO CPPA-G, NEECA Building, G-5/2 Islamabad
2.	Venue	O/o Chief Information Officer (CIO) CPPA-G, NEECA Building, G-5/2 Islamabad
3.	Pre-Bid conference	3 rd April, 2018 @ 11h00 AM
4.	Closing Date & Time of Bids (Technical & Financial)	10 th April, 2018 @ 11h00 AM
5.	Technical Bids shall be opened in the presence of bidder or authorized representatives	10 th April, 2018 @ 11h30 AM
6.	Public Opening Date & Time of Financial Bids	Technical responsive firms shall be informed to participate in the opening process of financial bids with date/time.
7.	Bid Money	2% of the total value of quoted cost (Please enclose bid money with financial bid envelope)
	Cost of Tender Document	Rs. 1,000/-

SECTION 2: INTRODUCTION

2.1 Statement of Purpose

Central Power Purchasing Agency Guarantee Limited (CPPA-G) is seeking proposals from qualified bidders that have extensive experience with all aspects of SharePoint implementation. Consultant services are required in the areas of: planning, design, documentation, development, deployment and implementation services for Microsoft SharePoint Online 2016 (SharePoint). The overall goal of CPPA-G is to enhance and improve effectiveness and efficiency of CPPA-G billing & settlement as well as improve business processes and workflows.

This RFP provides the requirements and evaluation criteria for implementing SharePoint. CPPA-G requests detailed responses from all prospective qualified bidders, including pricing and service descriptions, in a specified format. CPPA-G will conduct a review of the responses received from this RFP with the intention of contracting with a bidder with extensive experience with SharePoint requirements as set out in this RFP; consultant experience with API's integration and business connectors in .Net or other appropriate technologies for customized SharePoint implementation.

2.2 Goals and Objectives for Project

The main goal is to enhance CPPA-G's business operations through document and record management, versioning, case management, workflows with the audit trails, web portals, intranet and case management. To achieve this goal, our objectives are to:

- Automate business processes and work flows;
- Integrate SharePoint Online 2016 with Oracle EBS R12 Repository
- Establish an efficient document/record management process and versioning across CPPA-G;
- Provide a structured taxonomy and metadata;
- Improve communication between departments and employees;
- Improve productivity of employees by simplifying and improving access to business systems;
- Establish a global home page with contents (intranet: with news analytics capability) targeted to CPPA-G employees;
- Implement enterprise search capabilities – to promote better collaboration

2.3 About CPPA-G

In 2009, Govt. of Pakistan (GoP) created an independent company to perform market functions and accordingly CPPA-G is incorporated to take over market operations from NTDC. CPPA-G is now responsible for complete spectrum of the market operation functions necessary for efficient administration of Single Buyer, Single Buyer Plus and wholesale power markets.

The GOP's main objectives for doing so were:

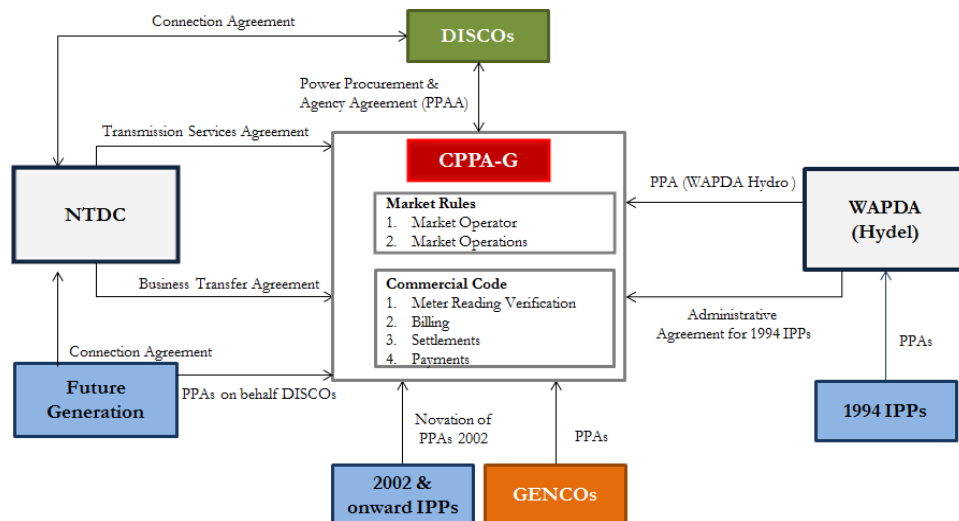
- Introduction of a new cash flow management system consistent with envisaged sector restructuring.
- Improved fiscal discipline, i.e., DISCOs' ability to honor debts, especially those arising from new investments, and to attract further investments for the sector that will result in credibility of sector operations.
- Introduction of measures to improve the power supply-demand balance, while ensuring a reasonable quality of service.
- Paving the way toward next phase of market reform, i.e., competitive trading bilateral contract power market and retail market.

In addition to its function as a market operator, CPPA-G is to act as the sole agent of DISCOs and purchaser of capacity and energy from Generation Companies, apart from Small Power Producers or other Generators, which have decided to contract bilaterally with Distribution Companies, and to settle energy and capacity taken by Distribution Companies.

The functions, operations and responsibilities of CPPA-G assigned under Market Operation Registration, (Standard and Procedure) Rules (Market Rules) and Commercial Code may be further prescribed by NEPRA but presently include the following:

- a.* In accordance with the Grid Code and the Commercial Code:
 - i. Settlement and development of competitive power market from CPPA-G of NTDC and to carry on these functions and business.
 - ii. Procurement of electric power on behalf of the DISCOs, including import of power from other countries.
 - iii. Generation invoice verification on the basis of meter reading or dispatch scheduling report and terms of the respective PPAs.
 - iv. Billing DISCOs based on the meter readings per delivery points procedures.
 - v. Payment from the DISCOs and settlement to the Market Participants.
 - vi. Management of cash flow, treasury management and other relevant banking functions for purposes of collection and disbursement.
- b.* Administration, maintenance and implementation of the Commercial Code and supervision of compliance by Market Participants, including the billing, settlement and payment procedures per the Commercial Code.
- c.* Updating, implementing, administering and enforcing the Commercial Code in relation to the Market Rules.
- d.* Collecting information and statistics and publishing reports and information relating to the performance of the Market Operator administered market.
- e.* Administering the development of and amendments to the Commercial Code for submission to NEPRA for approval.
- f.* Developing and implementing competitive power markets based on policies guidelines of the Federal Government and/or requirements of NEPRA.
- g.* Liaising with other bodies having market functions similar to the Market Operator or administering competitive power markets.

The figure below illustrates the envisaged contractual arrangement of CPPA-G.



At present, CPPA-G has total 150 system level users; however, this strength is expected to grow to 200. Moreover, CPPA-G comprise of 9 sections located at NEECA Building (CEO Office, HR & Admin, Legal, SMD, Technical, Finance, IT, Company Secretary & Corporate Governance), G-5/2, Islamabad and 1 section (Corporate Accounts & Treasury) at Shaheed-e-Millat Secretariat, Islamabad.

2.4 CPPA-G IT Infrastructure

- a.* CPPA-G has a primary data center at NEECA Building G-5/2, Islamabad and DR site at Shaheed-

e-Millat Secretariat, Islamabad

- b.* Primary and DR sites are connected with P2P Fiber 4MB link
- c.* Primary site has 194 LAN connections, 8 wireless Access Points, 250+ devices (including computers, laptops, servers and mobile devices)
- d.* Primary site has dedicated 30 MB Link on Fiber
- e.* Primary site has 12 Video surveillance cameras and 2 biometric machines on vLAN
- f.* CPPA-G network is protected by the following systems:
 - 2 CISCO Firewalls ASA5515X with IPS/IDS (primary and DR sites)
 - 4 CISCO Routers ISR4351 (primary and DR sites)
 - 1 DNS Server
 - 1 Domain Controller (Windows Server 2016)
- g.* CPPA-G primary and DR sites have the following software installed:
 - Directory Services - Active Directory
 - Bit Defender Gravity
 - Microsoft Office 365
 - FileZilla FTP Client
 - 1 RedHat Linux based Oracle DB
 - 1 WebLogic Server
 - 1 Oracle EBS

SECTION 3: PROJECT SCOPE OF WORK

3.1 Overview

CPPA-G is seeking proposals from qualified bidders having extensive experience in all aspects of Microsoft SharePoint Online 2016 as ECM solution. Consultant services are required in the areas: planning, design, documentation, development, deployment and implementation services with an emphasis on the implementation of SharePoint as a secure, corporate intranet (with news analytics capability), document, record and case management, business process management (BPM) and business intelligence solution.

The desired outcomes of SharePoint Online 2016 implementation as ECM are a solution that:

- eliminates and/or minimizes paper documents and manual processing
- improves unstructured information management capabilities (reducing redundancy of business documents and frequent email transfers)
- accelerates workflow throughput
- improves collaboration capability between departments
- provides all departments within the organization more cost-effective access to documents and related information
- supports integration (using APIs) with contents specifically from the Oracle EBS repository

CPPA-G will review the RFP responses from individual bidders/companies seeking to provide CPPA-G with specifics on how they would meet our goal and requirements. As part of the deliverables for this contract award, selected bidders/company will be expected to provide detailed documentation of recommendations tailored to goals and infrastructure of CPPA-G and risks on following areas:

a) Technical Architecture – should define the hardware and software configuration necessary to satisfy functional requirements and

- Contractor will provide recommendations for implementing and managing one or more SharePoint sites;
- Contractor shall provide CPPA-G with documentation and recommendations for site configuration, security and administration, documenting how users, network, applications and overall information security will be managed and maintained across CPPA-G's network;
- Contractor will document internal processes and maintain technical documentation throughout the project;
- Security document will include the overall strategy for establishing the use of Windows Active Directory and SharePoint permissions;
- Contractor will assist with documentation related to search options within and across sites - providing an efficient foundation that enables advocates to seamlessly store, search, locate and share documents
- Contractor will assist with choosing, developing and deploying web portals
- Contractor should make CPPA-G aware of any third-party tools or software required to accomplish the project;

b) Organizational

- Serve as project consultant during SharePoint Online 2016's implementation and provide SharePoint development and support;
- Collaborate with ECM SharePoint project team and department heads, to understand CPPA-G's needs and translate those needs into technical requirements using most effective and efficient processes/solutions;
- Research new technologies, looking for ways to improve the overall effective and efficient use of SharePoint's technology for CPPA-G;
- Capture ideas for using SharePoint Online 2016 as ECM solution

- Catalog and structure the types of ideas

3.2 Functional Requirements Document

Functional Requirement Document should capture use cases for utilizing Sites, Content, Search, high level site layout and requirements for performance, capacity, security and availability. Search will include external files and/or databases. This should also capture high level information concepts (e.g. Employee, Department, Policy, Procedures, etc.) and be traceable to specific business capabilities and/or business objectives. The bidder will also deliver an Information Architecture which will include a Taxonomy, Site Folder Structure, User and Group Access, Roles and Permissions, Metadata, Data Structure, Search, Web Services, Role Based Security, Access (Inter, Intra and Extranet), and Application Integration.

3.3 Architectural Design and Implementation

- Contractor shall review current logical and physical architecture of CPPA-G LAN
- In collaboration with CPPA-G project team, draft an implementation plan that addresses the needs of CPPA-G for provision of local repository at CPPA-G datacenter as replica from SharePoint online 2016.
- Contractor shall allow for migration, consolidation, taxonomy and indexing of documents and data to a SharePoint Online 2016 deployment, that includes configuration and analysis based on all program requirements, goals for usage
- Solution shall be fully integrated with Active Directory users and groups

3.4 Design User Interface of SharePoint Portal

- Design a dynamic home page that aligns with CPPA-G objectives
- Design team site templates that meets CPPA-G advocacy and departmental needs
- Implement/Integrate shared Outlook Calendar showing availability of internal resources. Examples include: conference room availability, organizational-wide events, internal department events, etc.

3.5 Types of Solution Needed

Following solution types are needed:

3.5.1 Document/Record Management

CPPA-G current process for managing documents is manual and in hard copy format. There are no standardized processes for document storage/retention, filing systems and maintaining up-to-date document versions. Historically, CPPA-G has struggled with an efficient, effective manner in which to organize, store, access, search and maintain documents. CPPA-G needs a system/platform to facilitate efficient file sharing and tracking, such as version control, revision history, check-in and check-out processes, document libraries, and data classification.

Contractor Requirement: Contractor shall provide SharePoint Online 2016 platform ECM solution as based on organizational needs that deliver the following:

- Solution must demonstrate core capabilities for the full information management lifecycle from inception to archive (or deletion), while providing specific access controls.
- Contractor will collaborate with CPPA-G's DBA to connect SharePoint's API to interface with CPPA-G existing Oracle EBS R12 repository.
- Solution must provide the ability to classify documents with metadata to make them easier to search and ensure a mandatory amount of metadata is captured for each document or record.
- Solution must enforce adherence to document and record naming conventions or standards.
- Solution shall provide retention polices for record conversion, archival and deletion which can be set on a document type and executed automatically based on a pre-configured date.
- Solution must provide users with the ability to combine and aggregate files into their own personal "virtual" folders. (OneDrive for Business).
- Solution shall permit for electronic signature management - support for inserting signatures and managing records content and access.
- Solution must provide the capability for the creation of Online forms where users can request

support from various internal services. The form should be compatible with desktop and portable devices.

- Solution must provide the ability to leverage multi-function machines' scan function to import scan document from MFP copiers to libraries and sites. As documents are scan to the library, they are automatically renamed according to the naming pattern determined by the Library Administrator.

3.5.2 Business Process Management (Work Flow)

Current business processes and work flows are not automated, integrated or efficient. To process a simple document can include numerous steps, including signing, printing, signing again, copying, emailing, etc. Implementing an automated system that integrates our HR & Admin, IT, Legal, SMD, Technical, Finance, Treasury, CEO, Corporate Governance, Company Secretary offices and external stake holders as NEPRA, NPCC, NTDC, MoWP, IPPs, AEDB, PPIB etc. into one platform to enable CPPA-G to enhance and improve effectiveness and efficiency of its business processes.

Contractor Requirement

- Contractor shall document and evaluate all relevant existing “as-is” processes and develop workflow diagrams, document “to-be” CPPA-G systems, program functions to determine and address technical and user needs.
- Contractor shall provide a comprehensive document and records management solution that integrates with Microsoft Office, and utilizes online forms and workflow automation.
- Solution shall provide a workflow feature having automatic event notification via email, workflow features which can be automated for a specific document type and workflow template.
- Solution shall permit user involvement during the workflow instances, e.g., review workflow status, re-assign work tasks, re-prioritize tasks, cancel tasks and monitor audit trail.
- Solution shall permit specific users to act as observers of review or approval workflows. The observers can track the progress of documents as they proceed through the workflow and view any comments and feedback.
- Users participating in review or approval workflows are provided with a personalized task list for all tasks assigned to them.
- Users should be able to view at a glance their tasks, a description of the work to be done, who assigned the task and it needs to be completed.
- Solution should have the capability to convert MS Office documents to PDF with the electronic signature option.

3.5.3 Intranet Portal

CPPA-G at present do not have an intranet portal. Therefore, a system that integrates taxonomy, metadata and optimum search-ability is highly required that will promote efficiency related to the discovery, collaboration, etc. (intranet with news analytics capability).

3.5.4 Collaboration

Because of the lack of indexing and minimal search capabilities, document collaboration among all departments at CPPA-G has been inefficient and ineffective. Most of the employees use email as a collaborative tool for sharing the documents; version control and numerous email threads are problematic.

3.5.5 Change Management

- Develop and update project plan and communicate status to project team;
- Document internal processes and maintain Change management approaches to maximize gains and minimize resistance from end-users;
- Establish governance policies to guide CPPA-G staff on how SharePoint Online 2016 expands our technology portfolio

3.5.6 Deliverables (*see section-5*)

- a) The contractor shall arrange a Project Kickoff Meeting. This will occur no later than 30 days following the award of the contract.
- b) The contractor shall provide CPPA-G with an Initial Work Plan within proposed RFP response.
- c) A formal Work Plan is to be initially delivered within ten (10) days following the award of the contract

to include a detailed task by task level work breakdown structure and schedule.

d) In addition, contractor shall deliver:

- an optimal functioning SharePoint Online 2016 ECM solution for CPPA-G
- SharePoint Online 2016 'API' integration with Oracle EBS R12 repository
- a document/record management system with versioning
- a corporate intranet site (with news analytics capability) with BPM integration as outline in the Scope of Work – with established workflow processes

3.5.7 Business Connectors and allied hardware/software requirements

The contractor is responsible to write business connectors in .Net or any other appropriate technology, to be agreed by CPPA-G, for:

- a) Backing up a local repository at CPPA-G datacenter from SharePoint 2016 online. The local repository at CPPA-G must get synchronized with SharePoint online and oracle EBS R12 based on time triggered scripts. In case of non-availability of cloud service, the files, document libraries and search-ability should be available through CPPA-G intranet to the end users. Development and monitoring team of CPPA-G will be engaged by the potential bidder during development of business connectors and workflows for knowledge transfer purposes.
- b) Synchronizing SharePoint 2016 online with Oracle EBS R12 repository (already installed at CPPA-G)

The contractor is also required to propose allied hardware and software requirements for backing up local repository at CPPA-G datacenter.

3.5.8 Governance Plan

Contractor shall provide a Governance and Security Plan which define rules, procedures, security and roles necessary for successful SharePoint ECM, site administration and growth. A recommendation of minimal and optimal staffing for the SharePoint online ECM solution should also be included. CPPA-G would also like recommendations for future governance planning. CPPA-G development team from IT department will work with the bidders' development team during the whole scope of work (section-3) to ensure smooth transfer of technology.

3.5.9 Data Migration Plan

Contractor shall provide a detailed plan for data migration with end to end life cycle from unbundling to bundling of the historical data along with metadata entry and internal quality assurance. The CPPA-G will nominate authoring personals for QA function before OCR scanned documents are pushed to the designed repository.

3.5.10 Project Timeline

The expected project time for the completion of SharePoint 2016 online is 6 to 8 months including data migration from the date of award of the project.

3.5.11 General Bidding Requirements

When responding to this RFP, please follow all instructions carefully and submit proposal contents according to outline specified. Failure to follow instructions contained in this RFP will be considered a non-responsive proposal and may result in immediate elimination from further consideration. **Email:** managerotd@cppa.gov.pk

SECTION 4: GENERAL AND SPECIAL CONDITIONS

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.

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.

4.1 Source of Funds

The source is Public Fund.

4.2 Tender Document Fee

The bidding documents can be downloaded from www.cppa.gov.pk; however, cost of tender document is PKR 1000/- (nonrefundable) that will be deposited by potential bidders in CPPA Imprest, Bank A/C Title: 'Central Power Purchasing Agency (Guarantee) Limited' Bank, No. 3057606195, National Bank of Pakistan, Super Market, Corporate Branch, F-6, Islamabad. The bidders will present original receipt of tender document fee, deposited, along with sealed technical and financial bids.

4.3 Eligibility of Bidders/Bids/Services

The eligibility of bidders, bids, goods or services will be evaluated in line with following clauses:

4.3.1 Bidders:

This Invitation for RFP is open to all qualified bidders having extensive experience of implementing SharePoint 2016 as ECM solution experience who:

- i) have registered/incorporated company/firm in Pakistan with relevant business experience of at least five (5) years as on **10th April, 2018**;
- ii) is registered with Tax Authorities as per prevailing latest tax rules (Only those validly registered with sales tax and income tax departments and having sound financial strengths can participate);
- iii) has valid registration of General Sales Tax (GST) & National Tax Number (NTN);
- iv) The Bidder must have at-least three successful SharePoint implementations as ECM in its credit (completion certificate issued by the client is required as a documentary proof) in public private sector organizations of similar size within Pakistan.
- v) The bidder must have at least 8-10 functional, technical expertise and qualified experts to handle the task efficiently. As part of the bid a list of functional and technical staff along with their qualification must be supplied by the bidder.
- vi) The bidder should explain if any fault logging procedure/mechanism is already in place. The firm must be able to define a guaranteed response time after a complaint is lodged.
- vii) has authorization of principal manufacturer (Microsoft);
- viii) 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 (submission of undertaking on legal stamp paper, as per 'Annexure-A' is mandatory),
- ix) has required relevant qualified and enough strength to fulfill the requirement of assignment,
- x) has office(s) at Islamabad / Rawalpindi

Note: verifiable documentary proof for all above requirements is a mandatory requirement, non-compliance will lead to disqualification

4.3.2 Bids:

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
- bid is unsigned
- offer is ambiguous
- offer is conditional i.e. advance payment, or currency fluctuations etc.
- offer is received by a telegram
- offer is received with shorter price validity and longer delivery period than asked in this document

4.3.3 Services:

All services to be supplied under the contract shall conform to the policies of Government of Pakistan in vogue. All expenditures made under the contract shall be limited to such goods and services. For purposes of this clause, the term “Services” includes related ancillary services such as transportation, insurance, installation, after sale service/support and trainings etc.

4.4 Corruption and Fraud

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

4.5 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.6 Joint Venture / Consortium

Joint venture / consortium is not eligible for this tender.

4.7 General Instruction to Bidders

- A firm fixed price type of contract is anticipated to be awarded.
- Bidders shall provide proposals directly in their own name to CPPA-G.
- Proposals shall concisely address the ‘Scope of Work’ as they are presented. Proposals not meeting the Scope of Work specifications may be rejected.
- Bidders shall submit proposals in response to this solicitation in English with all prices stated in Pak Rupees (PKR).
- Bidders may submit modifications to their proposals at any time before the solicitation closing date and time. For any conversion to Pak Rupees (PKR), US Dollar exchange rate of the State Bank of Pakistan on the RFP’s closing date is to be considered for all calculations. The contract will be awarded to a Pakistani firm, all payments will be made in Pak Rupees (PKR).
- Bidders shall attend a bidder’s conference to be held on **3rd April, 2018 @ 11h00 AM** at conference room of CPPA-G, NEECA Building, Sector G-5/2, Islamabad, Pakistan. Bidders shall be represented by not more than three people, including at a minimum bidder’s legal representative and bidder’s proposed on-site Project Supervisor/Manager. To attend, bidders notify CPPA-G by **2nd April, 2018 @ 14h00** at the email address managerotd@cpga.gov.pk.
- The team structure assigned to the project by Bidder must be approved by CPPA-G. The PM, functional, technical and other core team members must be on-site for project implementation period.
- If 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.

4.8 Special Instruction to Bidders

4.8.1 Clarification(s) on Bidding Document

The potential bidders requiring clarification(s) on bidding document may notify CPPA-G at the address indicated in the Invitation for Bids or by email managerotd@cppa.gov.pk. The CPPA-G shall respond in writing through email to any request for clarification(s) no later than seven (7) days prior to the deadline for the submission of bids prescribed in the Invitation for Bids. The responses of CPPA-G (including an explanation of the query but without identifying the source of inquiry) shall be uploaded on the company's website: www.cppa.gov.pk.

4.8.2 Amendment(s) on Bidding Document

- i) At any time prior to deadline for submission of bids, CPPA-G, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective bidder, may modify bidding document by amendment(s). The amendments incorporated will be published/notified on company's website: www.cppa.gov.pk and same shall be binding to all bidders.
- ii) In order to allow the prospective bidders reasonable time to take into account the amendment(s) in preparing their bids, CPPA-G, at its discretion, may extend deadline for the submission of bids.

4.9 Bidding Procedure

4.9.1 Governing Rules

The bidding procedure shall be governed by PPRA rules 2004, issued and amended time to time by the Public Procurement Regulatory Authority (PPRA). The bidding procedure is also governed by PPRA rule 36 'Procedures of Open Competitive Bidding' sub-rule (b) 'Single stage - Two Envelop procedure'. Bidders are advised to refer to the section-A, sub-sections 1.1, 1.2, 1.3 and 1.5.

4.9.2 Bidding Procedure

The bidding procedure prescribed in the Invitation for Bids is explained herein below:

Single Stage: Two Envelope Procedure

- i) The bid shall comprise a single package containing two separate sealed envelopes. Each envelope shall contain separately the Financial Bid and the Technical Bid;
- ii) The envelopes shall be marked as "FINANCIAL BID" and "TECHNICAL BID" in bold and legible letters to avoid confusion;
- iii) Initially, only the envelope marked as "TECHNICAL BID" shall be opened at O/o Chief Information Office, CPPA-G, NEECA Building, G-5/2, 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.
- iv) The envelope marked as "FINANCIAL BID" shall be retained in the custody of CPPA-G without being opened;
- v) The CPPA-G shall first establish the "Eligibility" and then evaluate the technical Bid conforming the compliance of the offered item's technical specifications with the demanded ones and other terms & conditions, without reference to the price and reject any bid which shall not conform to the specified requirements;
- vi) 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.
- vii) 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;
- viii) The Financial Bid of ineligible and/or technically nonresponsive bidders shall be returned un-opened to the respective bidders subsequent to the announcement of "Bid Evaluation Report" (BER); and

- ix) The bid found to be the lowest evaluated & responsive shall be accepted. In case, two bidders submit equal financial bid, the bidder with more experience shall be awarded contract.

4.10 Preparation of Bids

To facilitate the analysis of the responses to this RFP, Bidders are required to prepare their responses in accordance with the instructions outlined in this section and elsewhere in this RFP.

4.10.1 Sealing and Marking

- i) The envelopes shall be marked as “FINANCIAL BID” and “TECHNICAL BID” in bold and legible letters to avoid confusion. Similarly, the Bidder shall seal the bid/ bids in separate envelopes.
- ii) The envelopes shall then be sealed in an outer envelope.
- iii) The inner and outer envelopes shall: (a) be addressed to the CPPA-G at the address, and (b) Bid Reference No. given, and a statement: ‘DO NOT OPEN BEFORE’ the time and the date specified, in the Invitation for Bids for opening of Bids.
- iv) The inner envelopes shall also indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared as ‘non-responsive’ or ‘late’.
- v) If the outer as well as inner envelope is not sealed and marked as required, CPPA-G, shall assume no responsibility for the bid’s misplacement or premature opening.
- vi) The bids must be delivered by hand or by courier so as to reach on the date and time prefixed in the Invitation for Bids at:

Chief Information Officer, CPPA-G
NEECA Building, G-5/2 Islamabad, Pakistan
Tel. No. 051-9216962, 9216950

- vii) Bids submitted through telegraph, telex, fax or email shall not be entertained.

4.10.2 Submission Deadline

- i) Bids must be submitted by the bidder and received by the CPPA-G on/or before **10th April, 2018 @ 11h00**. 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.

4.10.3 Submission Deadline

Any bid received by CPPA-G after the deadline for submission of bids prescribed by CPPA-G pursuant to sub-section 4.10.2 shall be rejected and returned unopened to the bidder.

4.10.4 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) No bid may be withdrawn in the period between deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this period may result in forfeiture of the bid Security submitted by the bidder.

4.10.5 Documents Comprising of Bids

- i) Bid security of an amount not less than 2% 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) Certificate that the services offered are in accordance with the tender specifications amended to-date.
- iii) List of any deviations or reservations from the bid specifications.
- iv) Technical data as required in the specification and literature in English giving out salient feature of the quoted items.
- v) Deposit receipt of tender fee in original.
- vi) The proposal shall be labeled "Microsoft SharePoint Online 2016 - Planning, Design, Documentation, Development, Deployment & Implementation, and RFP# CPPA-G/12871-76",
- vii) All responses are to be submitted on standard 8.5” X 11” paper in 12 pt. minimum type.

- viii) Ownership of all data, materials and documentation originated and prepared for this RFP solicitation by any proposer/bidder shall belong exclusively to CPPA-G

CPPA-G agrees that all submissions shall be held as confidential, shall not be disclosed outside of CPPA-G, and shall not be duplicated, used, or disclosed-in whole or in part-for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this Bidder as a result of-or in connection with-the submission of this data, CPPA-G shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit CPPA-G's right to use information contained in a proposal if it is obtained from another source without restriction.

4.10.6 Bid Security

- i) The bidder shall furnish, as part of its bid, a bid security @ 2% of the total quoted bid value in PKR, in the shape of pay order/demand draft/call deposit in the name of Chief Information Officer, CPPA-G, NEECA Building, G-5/2, Islamabad. The unsuccessful bidder's bid security shall be discharged or returned soon after the announcement of successful bids.
- ii) The bid security (in the shape of pay order/demand draft/ call deposit) shall be enclosed with in the 'Financial Bid' sealed envelope.
- iii) The successful bidder's bid security shall be discharged upon signing of contract, successful delivery of goods, furnishing of the performance/bank guarantee and confirmation of performance/bank guarantee by Chief Information Office, CPPA-G, G-5/2, Islamabad with the Bank of the successful bidder.
- iv) The bid Security may be forfeited: (a) if a Bidder withdraws its bid during the period of bid validity; or (b) In the case of a successful bidder, if the bidder fails to sign the contract or fails to provide a performance security (if any).

4.10.7 Late Bids

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

4.10.8 Rights Reserved by CPPA-G

- i. 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.
- ii. CPPA-G may, in its sole, unfettered discretion, withdraw, annul, suspend or cancel the RFP or the bidding process without thereby incurring any liability to a prospective bidder or to any other person.
- iii. 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.
- iv. CPPA-G reserves the right to modify the bidding 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. This amendment shall constitute part of the bidding documents. In order 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.
- v. 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.
- vi. CPPA-G reserves the right to accept or reject offers as per PPRA 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;
 - a. It is unsigned.
 - b. It is received after the time and date fixed for its receipt.
 - c. Offer is ambiguous or conditional.
- vii. 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.

viii. The decision of CPPA-G in all matters will be final and binding on all bidders participating in this bid.

4.11 Bid Prices

- 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 initialed.
- 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.

4.11.1 Bid Currency

Prices shall be quoted in Pak Rupees (PKR).

4.11.2 Supporting Documents

The bidder shall provide the leaflets/brochures/catalogs of quoted products/services with the bid.

4.11.3 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.

4.12 Bids Opening and Evaluation

4.12.1 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 **10th April, 2018 @ 11h30**. 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.

4.12.2 Inspection

Inspection/Acceptance certificate shall be issued by Project Director or his authorized representative after the completion of each phase of project as per agreed upon project plan.

4.12.3 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.

4.12.4 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.

4.12.5 Announcement of Evaluation Report

Announcement of Evaluation Report will be as per PPR 2004.

4.12.6 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.

4.12.7 Failure and Termination

- A. If bidder fails to deliver the services in accordance with the agreed upon timelines, CPPA shall be entitled at its option either;
 - a. To recover from bidder liquidated damages levied at the rate of two percent (2%) per month or a fraction thereof, subject to a maximum of ten percent (10%) of the Contract Price, except;
 - i) Where un-delivered service/deliverable hold up the use of other Services/deliverables, liquidated damages shall be levied on the total value of the Contract.

- ii) The recovery of undisputed liquidated damages mentioned above can be affected from any payment due to bidder from any unit of CPPAG/DISCOs/GENCOs/NTDC/WAPDA,
- b. To purchase services from elsewhere without notice to bidder at bidder's risk and cost, however the costs cannot exceed the unbilled Agreement price, the services not delivered, without cancelling the contract in respect of the consignment not yet due for delivery.
- c. To cancel the contract at bidder's risk and cost, as per terms of this agreement;

In the event of action being taken under (b) or (c) above, bidder shall be liable for any loss which the CPPA may suffer up to the unbilled amount of Agreement price, but shall not be entitled to any gain on repurchase made against the supply order.

- d. If during the course of execution of contract, bidder is black-listed by any company or unit of DISCOs/GENCOs/NTDC/WAPDA/CPPA-G, CPPA 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

B. While determining liquidated damages:

- a. the purchaser shall not consider inter alia any of the following circumstances, a cause under "FORCE MAJEURE" and shall not allow any relaxation in the liquidated damages on the account of:
 - i) Delay on the part of bidder in the arrangement of requirements under its scope.
 - ii) Defect or failure occurring to any module/deliverable installed at bidder's works during the currency of the contract.

C. At any time during the term of this Agreement, a Party may immediately terminate this Agreement with 7 days' notice if the other Party:

- a. Voluntarily files a petition under bankruptcy or insolvency law,
- b. Has been the subject of an involuntarily filed petition under bankruptcy or insolvency law, unless such petition is dismissed within thirty (30) days;
 - i) Has an order entered against it either appointing a receiver or trustee for, or issuing a levy or attachment against a substantial portion of its assets and this order is not vacated, set aside or stayed within thirty (30) days from date of entry;

4.12.8 Forfeiture of Security/Guarantee (Performance Bond)

A. The CPPA-G will have the right to forfeit the security Bond/Guarantee (performance bond)

- a. If the bidder:
 - i) fails to supply the goods/services within the time specified;
 - ii) Commits any breach of contract;

B. For other reasons specified in the award letter by CPPA-G for forfeiting the security deposit.

- a. If the forfeiture of the security deposit does not compensate for losses suffered due to non-delivery or breach of contract for any other reasons, the CPPA-G will have a right to forfeit other security deposits or to recover the same from any other security deposit made in favor of any other unit of DISCOs/GENCOs/NTDC/CPPA-G etc. or from any money due to the Contractor from any unit of WAPDA/CPPA- G/DISCOs/GENCOs/NTDC etc.

4.12.9 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, labor 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 defense under this clause. In the event that 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.

4.13 Disputes

4.13.1 Resolution of Disputes

In case of any dispute concerning the interpretation and/or application of this contract shall be settled through arbitration. The CEO, CPPA-G or his nominee shall act as sole arbitrator. The decisions taken and/or award made by the sole arbitrator shall be final and binding on the parties.

4.14 Additional Information for Bidders

a) 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 any and all ideas submitted in the RFP proposals received;
- Request providers to clarify their RFP proposals;
- Purchase most cost-effective proposal and not necessarily the lowest- priced proposal.

SECTION 5: SCHEDULE OF SUPPLIES AND PAYMENT

5.1 Schedule of Supplies

The schedule of supplies for SharePoint 2016 online as ECM solution for CPPA-G, Islamabad is as under:

Schedule Description	Date/Time or Deadline
RFP Published on CPPA-G's website	22 nd March, 2018
Pre-Bid Conference	3 rd April, 2018 @ 11h00
Deadline for submitting questions by 3:00 p.m.	2 nd April, 2018 @ 14h00
Responses to submitted questions due by 3:00 pm	5 th April, 2018
Deadline for receipt of RFP proposals	10 th April, 2018 @ 11h00
Public opening of technical bids	10 th April, 2018 @ 11h30
If applicable, scheduled presentations	To be notified
Selection of potentially acceptable bidders	To be notified
Opening of financial bids of technically qualified bidders	To be notified
Notification of RFP award and Approval and announcement of bidder selection(s)	To be notified

5.2 Terms of Payment

A tentative Payment Plan is as follow:

- i) The development licenses as agreed by CPPA-G for design, configuration and development of SharePoint 2016 online will be provided by the bidder within four weeks after project kick off and resource mobilization from the bidder at CPPA-G designated office. Payment of the licenses price will be made 100%.
- ii) According to 'to-be model', as agreed by CPPA-G, upon recommendation of contractor CPPA-G will procure hardware/software for a local repository backup from SharePoint 2016 online as well as synchronization with Oracle EBS R12 repository.
- iii) The complete system users' licenses will be provided by the bidder within 1 week of completion of configuration and deployment of SharePoint 2016 online prior to user acceptance trainings.
- iv) Implementation Cost will be made after the acceptance of deliverables as per following Schedule:

Project Phase	Deliverable / Phase Output	Payment Terms
Kick-Off Project	<ul style="list-style-type: none"> • Project Charter • Initial Project Plan • Project Communication Plan 	5%
Functional Requirement Analysis (to-be model)	<ul style="list-style-type: none"> • Detailed work plan with complete work breakdown structure (WBS) • Use cases for utilizing Sites, Content, Search, site layout, capacity, security and availability • Information Architecture: Taxonomy, Site Folder Structure, User and Group Access, Roles and Permissions, Metadata, Data Structure, Search, Web Services, Role Based Security, Access (Inter, Intra and Extranet), and Application Integration etc. 	10%

Project Phase	Deliverable / Phase Output	Payment Terms
Volumetric Analysis for workflows (no. of processes) and data migration (no. of pages)	<ul style="list-style-type: none"> • Workflows identified in each section at CPPA-G and classification as basic, intermediate and complex • No of pages to be scanned, captured and added to the designed and configured information architecture/section/year for historical data • Suggested Hardware/Software Requirement for Local Repository and Backup Recovery 	5%
Configuration and Deployment of solution	<ul style="list-style-type: none"> • Working model of SharePoint 2016 online ECM solution • Test data entry in deployed 'to-be' ECM solution • Prototype Training sessions for CPPA-G's Development team for testing and validation of ECM solution in light of functional requirement analysis 'to-be model' and <ul style="list-style-type: none"> - Business connector for local repository - Business connector for Oracle EBS R12 synchronization 	20%
Data migration	<ul style="list-style-type: none"> • Data migration as per designed 'to-be' model • Unbundling and bundling of record will be the responsibility of bidder • Data migration may be carried out at two locations (Islamabad and Lahore) 	10%
Key User Training	<ul style="list-style-type: none"> • Key User Training Sessions • Key User Training Material 	5%
End user testing of 'to-be' deployed model as SharePoint 2016 online ECM solution	<ul style="list-style-type: none"> • Test Plan (Testing Requirements and Strategy) • Business Test Scenarios List • Test Cases & Results • User Acceptance Testing Sign-Off (individual sections) • Integration Testing Sign Off (individual process) • Defects/Issue Log Resolution Sign Off (individual issue) • System Performance/Stress Testing Sign Off • End User Training Plan • Source Code Delivery of Complete Solution 	5%
End User Training	<ul style="list-style-type: none"> • Role Based End User Training Material (Soft Copy) • End User Training Sessions 	5%

Project Phase	Deliverable / Phase Output	Payment Terms
Go Live and Completion of Warranty Period	<ul style="list-style-type: none"> • Go Live and Roll-out Strategy • All technical, support, training etc. documentation 	25%
Annual Support (Post Production) after warranty period (if contracted by CPPA-G)	<ul style="list-style-type: none"> • 10 % quarterly at the end of each Quarter 	

5.3 Charges and Payments

- i) The amount payable for the supply of the Services will be as detailed above. General Sales Tax, if applicable on this supply of services, will be payable by the CPPA-G, at the rate applicable at the time of invoice.
- ii) The successful bidder shall invoice CPPA-G for Services supplied in accordance with the Payment terms as above and on completion of each phase (for which a phase completion certificate will be issued by CPPA-G). Payment will become due 30 days following receipt of the invoice.
- iii) Subject to any agreed variations or change requests, price specified in the Contract is the total charge to the CPPA-G.
- iv) If any tax exemptions, reductions, allowances or privileges may be available to the contractor or CPPA-G in Pakistan, CPPA-G shall use its best efforts to enable the supplier and itself to benefit from any such tax savings to the maximum allowable extent.
- v) In case federal or provincial government or any other competent authority levies any new/additional taxes, charges, surcharges, fees, duties, etc. or withdraws any exemptions that directly or indirectly affect the quoted/contracted price, the same shall be added to the overall quoted price accordingly to be paid by CPPA-G to the successful bidder.
- vi) After completion/acceptance of phases, successful bidder will invoice which will be due for payment within 30 days of the date of filing the payment application on production of following documents:
 - Bill in triplicate for the claim due, approved by CIO, CPPA-G and pre-audited by O/o of Chief Financial Officer CPPA-G.
 - Phase completion/acceptance certificate issued by CIO, CPPA-G or authorized representative.
 - Confirmation of CIO, 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.
 - Professional Tax Paid Certificate by the firm.
 - The successful bidder in its invoices shall also give an undertaking that in case of omission of any deductible amount, CPPA-G's claim at any later stage (through pre-audit or post audit) shall be acceptable to you.
 - While raising invoice for the service delivered, successful bidder shall vividly mention account number as well as the name of the bank and branch enabling Office of CFO to release payment thereof accordingly.
 - Nonpayment certificate

SECTION 6: PROPOSAL FORMAT

6.1 General

The proposal shall be used to determine Bidder's capability of rendering the services to be provided. Failure to fully comply with instructions in this RFP may eliminate Bidder's proposal from further evaluation as determined at the sole discretion of CPPA-G. CPPA-G reserves right to evaluate the contents of proposals submitted in response to this RFP and to select a successful Bidder, or none at all.

CPPA-G reserves the right to waive any requirements of this RFP when it determines that waiving a requirement is in the best interest of CPPA-G. The proposal is to include contact information, including principle contacts and officers, main and local business addresses, tax identification number, telephone and fax numbers and email addresses. The Bidder must sign proposals. An unsigned proposal may be rejected.

6.2 Proposal Format

All proposals should be typewritten on "8 ½ x 11" paper – 12 pt. minimum type; have consecutively numbered pages; including any exhibits, charts, or other attachments. The Proposals shall be organized into the following major sections:

6.2.1 Format

The cover letter shall contain the following information:

- Title of this RFP
- Name and Mailing Address of Company (include physical location if mailing address is PO Box)
- Name of Contact Person, telephone phone number, fax number and email address
- A statement that the submitting contractor will perform the services and adhere to the requirements described in this RFP, including any addenda (*reference the addenda by date and/or number*)

Summarize Bidder's history and other completed projects most relevant to this Share Point Online 2016 ECM solution RFP.

6.2.2 Executive Summary

The Executive Summary shall provide an overview of the project and indicate the project's complexity and the Bidder's ability to resolve inherent project problems. This section should also include a brief narrative highlighting your company's background, experience, and qualifications for performing the requested services. Narrative should clearly demonstrate bidder's ability to provide services required in this RFP.

6.2.3 Company Background and History

- Describe experience of firm in general providing consulting/professional services.
- Describe relevant services (SharePoint 2016 and workflow implementation) carried out in the last three (3) years which illustrate company's experience as it relates to this RFP.

6.2.4 Evidence of Responsibility

Bidders shall submit, with their Bids, all necessary evidence showing their financial resources; experience in the type of work being required by CPPA-G; organization available for performance of work, and any other required evidence of qualifications to perform. CPPA-G shall consider such evidence before making its award decision.

Failure to submit adequate evidence of Contractor's responsibility to perform may result in rejection of the Bid.

6.2.5 Project Approach/Management

Please include the following information in the section:

- Provide a brief description of how the bidder proposes to successfully manage this project and meet the goals and objectives of this RFP. Describe your Initial Work Plan and schedule, including a detailed timeline and milestones.
- Include a brief summary of how the project team will be structured, a description of the role, qualifications and experience of each team member and designated project manager/lead assigned to this project, including location within the company's organizational framework and length of service.

6.2.6 Project Understanding

Based on the available information, supplemental research, field observations, and experience with similar projects, provide a narrative describing your understanding of services requested in this RFP, your general strategies and any major challenges to achieving CPPA-G's stated goals.

6.2.7 Project Plan

- Develop a project plan with dates and milestones to be used throughout the project.
- Provide a detailed discussion of your company's approach to the successful implementation of this project. Include thorough discussions of methodologies you believe are essential to accomplishing this project. Include a proposed work schedule to accomplish all of the required tasks within desired timeline.
- Identify team members who would be assigned to each task.

6.2.8 Cost Proposal

- CPPA-G is seeking a fixed price proposal to deliver the services described in this RFP. Clearly define all costs associated with the services defined in your proposal. Provide a total cost proposal for all products and services, detailed pricing for proposed solution; include separate costs for software components, support costs and professional services, if applicable.
- The cost proposal must set forth all costs associated with the proposed scope of work for the RFP. The Bidder must acknowledge that all costs, including travel required to meet RFP requirements are included. Any purchase contract signed will be a fixed price contract and no other costs will be allowed for performance of bidder's proposed solution. A proposal for price of purchase should be submitted with a purchase contract, if required.
- Bidder shall describe methodology for resolving billing issues. The bidder will be responsible for identifying and correcting all errors in a reasonable timeframe. For billing errors identified by CPPA-G, bidder will provide adjustment of charges within two billing cycles of notification.

6.2.9 References

Include at least three (3) references of similar scope and size customers in Pakistan. This reference list shall include the following information:

- Organization Name
- Customer Contact – name, title and contact information Address
- Date of work performed
- Brief description of work performed

SECTION 7: EVALUATION CRITERIA AND SELECTION PROCEDURE

7.1 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.

7.2 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 any and 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.

7.3 Evaluation Criteria

7.3.1 Bidder's Evaluation

Bidder as a part of his bid shall provide the following depending upon applicability:

- i) Company profile
- ii) NTN Certificate
- iii) GST Certificate
- iv) On Active Tax Payers List of FBR
- v) Registration/Incorporation/Business Certificate and number of business years in Pakistan.
- vi) Minimum three (3) years' experience in implementing SharePoint 2016 ECM solutions along with list of clients to whom the bidder has done or been doing business in last 3 years along with their Names, Addresses and Phone Numbers.
- vii) A list showing the location of head office along with those of branch offices.
- viii) A list of technical expertise and qualified maintenance engineers/staff to successfully design, configure, deploy SharePoint 2016 ECM solution.
- ix) Bid Validity period of 120 days.

- x) Affidavit to the effect that not blacklisted and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public-sector organization/Division/Ministry (Annexure-A).
- xi) A warranty certificate describing the guaranteed response time after a hardware failure when the complaint is logged within the warranty period. The maximum expected down time should also be defined and must not be more than 48 hours (two days). In case machine remains down beyond that duration, the bidder must have the demonstrated capability to replace faulty equipment.
- xii) Manufacturer's authorization/partnership certificate.

7.3.2 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 any and all proposals and waive minor irregularities. Total maximum score is 100 points.

Sr.	Description	Points
Mandatory Factors		
A	Registration/Incorporation/Business Certificate and number of business years in Pakistan	Mandatory
	Valid Income Tax Registration	Mandatory
	Valid General Sales Tax Registration (Active with FBR)	Mandatory
	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 (Annexure-A)	Mandatory
	Compliance to technical specifications of tendered goods	Mandatory
	Compliance to schedule of supplies	Mandatory
	Warranty certificate	Mandatory
	Partnership association certification with Microsoft Corporation	
Bidder		
B	Demonstration of Partnership association certificate with Microsoft Corporation for a minimum of 3 years (documentary proof is required)	10
Implementation Plan & Methodology		
C	Comprehensive implementation methodology, plan and approach to the scope of work as in RFP designed to minimize disruption of business activities and to ensure business continuity	30
Qualification and Implementation Experience		
D	Past experience and performance on comparable projects, references, experience and capabilities of Bidder; <i>SharePoint Online ECM Project in Public Sector = 7 Points</i> <i>SharePoint Online ECM Project = 5 Points</i> <i>SharePoint Project in ECM in Public Sector = 5 Points</i> <i>SharePoint Project in ECM = 3 Points</i> * Max 20 points	20

E	<p>Experience of development & deployment of Business Connector in .Net or other appropriate technology for hybrid SharePoint Online ECM solution with integration to Oracle EBS R12 solution:</p> <ul style="list-style-type: none"> • Attach list of such projects completed with Appropriate References and Completion Certificate (hard copy) with Proposal <p><i>Each Project = 2 Points</i></p>	10
F	<p>Proposer's project personnel: level of technical qualifications and experience of implementing SharePoint Online as ECM solution in similar role.</p> <ul style="list-style-type: none"> • Submit list and CVs of 6-8 people who will work at CPPA-G dedicatedly till the completion of project • Provide certificate of availability and CVs in prescribed format • Relevant certifications will be treated as an added advantage <p><i>Project Manager with appropriate relevant experience = 5 Points</i> <i>Team Member with relevant experience = 2 points</i></p>	25
G	<p>Proposer's experience in training end users on SharePoint 2016 developer track as part of SharePoint Online ECM projects</p> <p><i>Each Project = 2.5 Points</i></p>	5
Total:		100

7.3.3 Bid's Financial Evaluation

Cost proposals submitted will be one of the selection factors and considered in making a best value determination. Therefore, closer the technical evaluation scores of the various proposals are to one another, the more important cost considerations will become. A total of 30 points is assigned to the following cost evaluation criteria.

Bidders are hereby reminded that CPPA-G is not obliged to award a contract on the basis of lower proposed cost or to the Bidder with the highest technical evaluation score. After evaluation of all proposals, CPPA-G will make the award to the Bidder whose proposal offers the best value to CPPA-G considering both technical and cost factors. Financial proposals marks will be calculated by applying the following formula:

$$\text{Price Score} = \frac{\text{Total Price Score i.e. 30} \times \text{Lowest Bid Price}}{\text{Bid Price of the Bidder}}$$

Evaluation of the cost proposal will consider, but will not be limited to, following:

- Cost reasonableness and allow ability of costs;
- Cost realism and completeness of the cost proposal and supporting documentation. The "cost realism means that costs in a Bidder's proposal are realistic for the work to be performed; reflect a clear understanding of the requirements; and are consistent with the various elements of the Bidder's technical proposal.";
- Consistency with the technical proposal;
- Overall cost control/cost savings evidenced in the proposal (avoidance of excessive salaries, excessive other direct costs, and other costs in excess of reasonable requirements);

- Amount of the proposed fee, if any.

Example:

1st Lowest Bid Price = 1000 2nd Lowest Bid Price = 1050

Price Score of 1st Lowest Bidder = $(30 * 1000)/1000 = 30.00$

Price Score of 2nd Lowest Bidder = $(30 * 1000)/ 1050 = 28.57$

Total points for bid evaluation are 100 out of which the technical bid will carry 70 points and financial will be weighed 30 points.

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 black listed 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 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 anytime 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
- VI. We certify that prices quoted to CPPA-G against Tender Lot Annex-B and Items are not more than the prices charged from any other Purchasing Agencies in the country and in case of any discrepancy, the bidder hereby undertakes to refund the prices charged in excess

Dated _____ day of 2018.

BIDDER:

Signature _____

CNIC # _____

Designation _____

Address _____

WITNESSES:

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

ANNEXURE-B: BID FORMS

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 @ 2% 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]

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 Tax Payers List of FBR			
Registration/Incorporation/Business Certificate			
Complete Company profile			
Operational Office in Rawalpindi / Islamabad			
Firm's past performance i.e. Minimum three years' experience in SharePoint 2016 online ECM implementation			
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.			
Letter of authorization/partnership from Original Manufacturer's			
Bid Validity period of 120 days			
Compliance with Schedule of Requirements			
Submission of required amount of bid security with Financial Bid			

- * 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 document 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.

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 Three Years** as per Evaluation Criteria)

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

Bid-Form: 5 – 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 _____, 2020.

Signature and Seal of the Guarantors/Bank

Address

Date

Bid-Form: 6 – Financial Schedule

The bidders should submit their cost proposals using the templates included below. Proposals are required to be submitted based on the following basis:

Note: Bidders are requested to provide the cost estimates for its proposed application & database licenses in-line with their recommended hardware sizing for this project given in the respective technical proposals,

1: Software Price Schedule

#	Modules	License One Time cost, if any (a)	Subscription cost / Year (b)	Cost of Implementation Services (including first year maintenance) (c)	Annual Support for Subsequent Each year (d)	
					License /Subscription renewal (d1)	Support (d2)
1.	SharePoint 2016 Online (Office 365 Enterprise E3) / 150 user					
2.	Business Connectors for Local Repository and Oracle EBS R12 Synchronization					
3.	‘Basic’ Workflow / process	Estimated Workflows: <i>Basic</i> → 25 <i>Intermediate</i> → 25 <i>Complex</i> → 25				
	‘Intermediate’ Workflow / process					
	‘Complex’ Workflow / process					
4.	Data migration / page	* CPPA-G may increase or decrease quantities at its own discretion				
TOTAL:						

Notes:

- ✓ Bid money must be calculated based on estimated quantities as mentioned in financial schedule (Bid Form 6)
- ✓ Assumption: Initially license is valid for one year.
- ✓ Implementation cost (c) will also be included
 - Cost of Implementation services including one-year maintenance from the date of completion of project.
 - Principal solution support/license renewal cost of implementation period (if proposed implementation project plan exceeds one year)
 - Principal solution support renewal cost of warranty period.
- ✓ The payment terms may be negotiated for license and subscription fee; however, shall be paid in full and advance
- ✓ For evaluation purposes, Bidder shall provide sufficient detail and supporting

information to allow a complete analysis of cost. Bidder MUST include a breakdown of line items that they believe are realistic and reasonable for the work in accordance with the technical requirements outlined. The Bidder shall clearly identify indirect rates (including fringe rates), the base to which each indirect rate is applied.

- ✓ Prices to be quoted in Pak Rupees.
- ✓ Conversion to Pak Rupees, the US Dollar exchange rate of the State Bank of Pakistan on the closing date is to be considered for all calculations.
- ✓ Add pricing notes separately where applicable.
- ✓ Rates shall be quoted, inclusive of all but showing separately, cost of inspection, services, transportation, taxes, import duties if any and other levies.
- ✓ In case of discrepancy between unit price and total, the unit price shall prevail. Similarly,
- ✓ subtotals shall prevail over totals.
- ✓ Price for each Application/Module/Tool should be provided separately
- ✓ Price for each Add-On should be provided separately
- ✓ Price for Each Additional User License should be provided separately