

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



REQUEST FOR PROPOSAL

No: CPPA-G/ 1118-23

**CONSULTANCY SERVICES FOR IMPLEMENTATION
OF INTEGRATED MANAGEMENT SYSTEM (IMS)**

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

OFFICE OF THE CHIEF INFORMATION OFFICER (CIO)

**CPPA-G, Shaheen Plaza, Plot 73-A West, Fazlul Haq Road Blue Area,
Islamabad**

Tel: 051-9216950, Fax # 051-9213617

F. Nawaz



Table of Contents

SECTION A: INVITATIONS TO BIDDERS4

1. DESCRIPTION OF WORK4

2. PPRA RULES4

3. MODE OF ADVERTISEMENT(S)4

4. TYPE OF OPEN COMPETITIVE BIDDING4

5. BIDDING DOCUMENT4

6. BID TIMINGS & VALIDITY5

SECTION B: SCOPE OF WORK, TERMS & CONDITIONS6

1. SCOPE OF WORK6

2. OBJECTIVES7

3. PROJECT PLAN7

 3.1. Implementation:7

 3.2. Internal Audit:8

 3.3. Onsite Support during Formal Assessment:9

 3.4. General Guidelines:9

4. PROJECT MANAGEMENT REQUIREMENT10

5. COMPETENCE OF CONSULTANT10

6. INSTRUCTIONS TO BIDDERS11

7. BIDDING PROCEDURE11

8. BASIS OF EVALUATION AND COMPARISON OF BID13

9. RIGHTS RESERVED BY CPPA-G13

10. LATE BID14

11. COST OF BIDDING14

12. CLARIFICATION OF BIDDING DOCUMENTS14

13. AMENDMENT OF BID SCHEDULE14

14. LANGUAGE OF BID15

15. BID PRICES15

16. BID CURRENCY15

17. BID VALIDITY15

18. BIDS OPENING AND EVALUATION16

 18.1 Open and Evaluation of Technical/Finance Bids16

 18.2 Acceptance Certificate16

 18.3 Bids Rejection17

 18.4 Re-Bidding17

 18.5 Announcement of Evaluation Report17

 18.6 Contacting Procurement Agency17

19. FORFEITURE OF SECURITY/ GUARANTEE (PERFORMANCE BOND)17

F-14



20. FORCE MAJEURE 17

21. RESOLUTION OF DISPUTES 18

22. ADDITIONAL INFORMATION FOR BIDDERS 18

23. BID SECURITY 18

24. PRELIMINARY EXAMINATION 19

25. GENERAL CONDITIONS 19

26. PERFORMANCE SECURITY 19

27. CORRUPTION AND FRAUD 20

28. JOINT VENTURE / CONSORTIUM 20

29. PERIOD COMPLETION 20

30. ACCEPTANCE 20

31. PAYMENT 20

32. PAYMENT PLAN 21

33. FAILURE AND TERMINATION 21

SECTION C: EVALUATION CRITERIA AND SELECTION PROCEDURE 22

1. Evaluation Committee 22

2. Evaluation Process 22

3. Evaluation Criteria 23

 3.1 Bid's Technical Evaluation 23

SECTION D: DESCRIPTION OF WORK 26

SECTION E: FINANCIAL BID FORM 31

ANNEXURE-A: AFFIDAVITE OF LEGITIMATE BIDDER 32

Bid-Form: 1 – Letter of Intention 33

Bid-Form: 2 – Evidence of Eligibility 34

Bid-Form: 3 – Firms Past Performance 36

Bid-Form: 4 – Performance Guarantee 37

F.N

SECTION A: INVITATIONS TO BIDDERS

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 for the **Consultancy Services for the Implementation of Integrated Management System (IMS)**.

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.

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. TYPE OF OPEN COMPETITIVE BIDDING

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

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>.

SR	Summary	DESCRIPTION	SCHEDULED DATE & TIME
1	Recipient	CIO CPPA-G	
2	Venue	Shaheen Plaza, Fazl-ul-Haq Road, Blue Area, Islamabad	
3	Last Date & Time for Submission of Technical & Financial Bids		06 th April, 2021 11:00 AM
4	Opening Date & Time of Technical Bids	Technical responsive firms shall be informed for opening of financial bid opening about date /venue	06 th April, 2021 11:30 AM
	Opening Date & Time of Financial Bids	Technical responsive firms shall be informed for opening of financial bid opening about date /venue	Will be announced later
5	Bid Money	05% of the total value of quoted cost (Please enclose bid money with financial bid envelope with date/time)	
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.	
7	Cost of Tender Document	Rs. 1,000/-	

6. BID TIMINGS & VALIDITY

The Cost of Tender Document (non-refundable) is Rs. 1000/- which will be deposited by the bidder in the CPPA Imprest, Bank Account Title: "Central Power Purchasing Agency (Guarantee) Limited" Bank Account No. 3057606195, National Bank of Pakistan, Corporate Branch, Super Market, F6, Islamabad. The bidder will present the receipt of deposit along with the sealed bids.



SECTION B: SCOPE OF WORK, TERMS & CONDITIONS

1. SCOPE OF WORK

CPPA intends to implement best practices of following:

- i. The successful bidder will be responsible to lead the project of implementation of Information Security Management System (ISMS) and to revamp the existing information Security in CPPA based on the current version of ISO27001:2013;
- ii. The successful bidder will be responsible to lead the project of implementation of IT Service Management in CPPA based on the current version of ISO 20000:2018;
- iii. The successful bidder will provide an onsite internal audit service to determine the readiness of CPPA for the initial assessment to certification; and
- iv. The successful bidder will schedule and engage an External Certification body for external audit/certification;
- v. The successful bidder will provide onsite advisory and support to CPPA throughout the course of formal assessment to ensure a smooth assessment process.

In order to implement an efficient system capable to meet specific requirements and to avoid duplication of efforts, CPPA is willing to hire professional services of Consultancy Firm which specialize in implementing required frameworks / standards discussed above through an integrated approach to be referred as Integrated Management System (IMS).

The Scope of IMS implementation will be organization level at CPPA. The department wise break up of CPPA-G is described in table below:

Department Name		CORE Responsibility	Staff Strength	Location
1	Policy, Governance & Corporate Planning (PG&CP)	Primary point of contact for internal & external constituencies on all matters related to functions/ responsibilities of CEO.	11	Islamabad
2	Office of Company Secretary	Maintains compliance of SECP Act, 2017 and Public-Sector Companies (Corporate Governance) Rules 2013.	4	Islamabad
3	Legal & Corporate Affairs	Ensure the realization of strategic objectives and is responsible for effectively managing and handling legal matters for safeguarding CPPA's interest.	8	Islamabad
4	Strategy and Market Development	Leads the development of a competitive wholesale electricity market and facilitates its implementation in Pakistan.	11	Islamabad
5	Finance	Internal & External financial matters of CPPA-G	53	Islamabad

6	Technical	Manages the procurement of Power and Energy	38	Islamabad
7	Information Technology	Manages the IT infrastructure and deployment of necessary IT systems, tools and application as per IT strategy of CPPA.	24	Islamabad
8	Internal Audit	Provide independent assurance that CPPA's risk management, governance and internal control processes are operating effectively.	2	Islamabad
9	Human Resource and Administration	Provides overall policy direction on human resource management issues and administrative support functions related to the management of employees for CPPA.	37	Islamabad
Total Employees:		CPPA	300	Islamabad

2. OBJECTIVES

High-level objective of this implementation includes the following:

1. To adopt international best practices for introducing a common framework which can help IT and business functions to have a documented system in place comprising of Information Security, and IT Service Management;
2. To adopt an integrated process approach to effectively deliver IT services to meet CPPA requirements;
3. Help IT and business functions to improve the level of its information security controls and IT service management to offer greater value to business;
4. To have a system capable of monitoring, measuring and reviewing the implemented IMS.

3. PROJECT PLAN

The successful bidder will provide detailed project plan after the issuance of Purchase Order with timelines. The plan should include (but not limited to):

3.1. Implementation:

- i. Identification and validation of the gaps with respect to ISO 27001:2013 and ISO 20000:2018;
- ii. Conducting a thorough gap analysis and submit a formal Integrated gap assessment report to management highlighting the gaps identified;
- iii. Providing an integrated road map to fill the identified gaps;
- iv. Setting up the basic requirements of IMS as a formal management system and shall engage all relevant stakeholders from Information Security and IT Service Management for establishing a formal IMS governance and management system;



- v. Facilitate CPPA senior management to identify key roles to manage from Information Security and IT Service Management roles and facilitate to establish their roles and responsibilities respectively;
- vi. Implementation of measures and controls to close the gaps identified and validated with respect to ISO 27001 and ISO 20000:2018;
- vii. Establishing objectives and planning framework while procedures on internal audit, corrective & preventive actions, continual improvement shall also be designed by using an integrated approach;
- viii. Identifying ownership & classification of services and information assets while their specific roles shall also be defined;
- ix. Revamp of the existing Information Security and IT Service Management at CPPA-G;
- x. Formal information assets inventory and service catalogue shall be established by collecting key information from IT asset owners / process managers and teams. All pre -requisites to develop these documents shall be carefully considered by the service provider;
- xi. Implementation of Information Security Management System (ISMS) and IT Service Management System (ITMS);
- xii. Conducting a risk assessment using internationally recognized risk management standards and frameworks. Risks pertaining to Information Security and IT Service Management shall be identified. This risk assessment shall be supported by formal risk treatment plan & Statement of Applicability (SOA) as required by ISO 27001:2013, developing and implementing a Risk Treatment Plan;
- xiii. Development of the necessary documentation based on the findings of gap assessment, CPPA's requirements and input. Using an integrated approach by addressing the process overlaps (wherever they exist), list of policies, procedures and documentations to be delivered are enclosed in **Section-D**; and provide all forms and templates wherever they are relevant to mentioned procedures in **Section-D**;
- xiv. Once the policies and procedures are accepted by relevant process related authorities, the service provider shall assist in implementing these processes;
- xv. Preparation of ISO 27001:2013, ISO 20000:2018 scope statement and Statement of Applicability (SOA) for ISO27001;
- xvi. Development of an IMS awareness development program and conduct awareness sessions for creating general & implementers level awareness.
- xvii. Providing ISO 27001:2013 ISMS and ISO20000:2018 ITMS trainings to CPPA staff within the IMS scope.

3.2. Internal Audit:

Prior the official assessment to certification, an onsite internal audit (aka pre-assessment) service should be performed to determine the readiness of the in-scope services for the formal assessment. Activities during the onsite internal audit should include, but not limited to, the following:

- i. Assess the prepared ISMS, ITSM and activities conducted by the relevant teams;



- ii. Benchmark against the ISO27001:2013 and ISO20000:2018 standard and identify any non-conformity (NC); and
- iii. Provide assistance and support to CPPA on remediating all non-conformities, including the revision of all necessary documentations;
- iv. Submission of report after the resolution of non-conformities (NC).

3.3. Onsite Support during Formal Assessment:

The successful bidder will schedule and engage an external certification body for external audit/certification, provide onsite advisory and support throughout the course of formal assessment to be conducted by a Certification body. This will include, but not limited to, the following:

- i. Schedule and Engage an External Certification body for external audit/certification;
- ii. Attend interviews and site-visits with external assessors;
- iii. Assist in the identification and collection of audit evidence; and
- iv. Follow up on queries raised by the Certification body;
- v. Assist CPPA-G to resolve the non-conformities (NC) if any raised by the Certification body.

Note: After the successful completion of Section-B-3.1-Implementation by the successful bidder, CPPA-G will notify the successful bidder to perform Section-B-3.2-Internal Audit and Section-B-3.3-Onsite Support during Formal Assessment. If CPPA-G choose not to perform Section-B-3.2-Internal Audit and Section-B-3.3-Onsite Support during Formal Assessment, CPPA-G will not be bound for the acquisition of respective services and will not be charged for it.

3.4. General Guidelines:

- i. The service provider shall consider using the gap assessment findings, information gathering from process managers & IT and business functional teams and Consultants' prior implementation experience for developing the process documents.
- ii. Once the documents are drafted, these should be forwarded to the respective process managers and teams for review and feedback.
- iii. The changes & feedback (if required & justified by process teams) shall be incorporated within the process documents within a defined time frame by the service provider.
- iv. The service provider is expected to demonstrate good written, oral communication & process development skills while drafting the required documents.

Note: This is to be noted that all the above tasks are required to be performed On-Site at CPPA-G premises.



4. PROJECT MANAGEMENT REQUIREMENT

Successful bidder will be responsible for project management of the proposed service. The duties of project management will include the following:

- i. Responsibility for the total project management and act as a single contact point to CPPA regarding all related activities of the project;
- ii. Take the lead in coordinating various parties within and outside CPPA for the smooth implementation of the project;
- iii. Resolve conflicts and crisis during the entire project life cycle;
- iv. Oversee and monitor the progress of various activities during the project life cycle to ensure that these activities are completed according to the implementation schedule and meeting the project requirements;
- v. Plan and schedule meetings at appropriate time during the project life cycle, to prepare meeting agenda, to chair and to take notes for all the meetings with various parties;
- vi. Report progress, follow up all outstanding issues with all related parties, suggest solutions and resolve difficulties throughout the project and any other activities which are necessary for the satisfactory completion of the project.

5. COMPETENCE OF CONSULTANT

- i. Successful bidder will have at least five years of experience in providing similar consultancy service.
- ii. Bidder will provide recent references on at least two such projects of successful implementation of Similar Management System for in their proposal.
- iii. The Contractor shall propose a project team, which consists of a Project Director, Lead Consultant and at least Two team members. The qualification, skills and experience of the leader and members involved in the assignment should be provided in the proposal. The requirements of the team are as follows:
 - a. Project Director should:
 1. Possess at least 10 years of working experience in IT security/ IT Service Management and Project Management;
 2. Certified Lead Implementer qualification on ISO 27001, ISO20000 standard, ITIL Expert and COBIT Lead Implementer;
 - b. Lead Consultant should:
 1. Possess at least 7 years of working experience in IT security/ IT Service Management and Project Management;
 2. Certified Lead Implementer qualification on ISO 27001 and ISO20000 standard, ITIL Expert and COBIT Lead Implementer.
 - c. Team Members should:
 1. Possess at least 3-5 years of working experience in IT Security or IT Service Management.

6. INSTRUCTIONS TO BIDDERS

- 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 tender document.
- v. The bidder is required to submit the compliance of the offered services for requirements mentioned in the RFP in the following manner:
 - a. FC (Fully Compliance)
 - b. Non-Compliance
- vi. 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.
- vii. The project execution is required to be performed by the Project Team of Successful bidder, On-Site in CPPA-G premise.
- viii. CVs to be provided with proposal of the Project Team, to be assigned to CPPA-G for this project.
- ix. The bidder should provide evidence from the customer for the consultancy services for the implementation of IMS.
- x. The team structure assigned to the project by Bidder must be approved by CPPA-G. The Project Manager, functional, technical and other core team members must be on-site for project implementation period.
- xi. During project implementation Lead Consultant shall not be replaced. If needed, the respective action shall be performed with prior approval from CPPA and equivalent qualified personnel shall be appointed as Lead Consultant.
- xii. 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 immediately 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.
- xiii. The bids deviating from above terms and conditions will be treated as non-responsive.

7. BIDDING PROCEDURE

- i. 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".
- ii. 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.

- iii. 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.
- iv. 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:
 - a. The envelopes shall be marked as "FINANCIAL BID" and "TECHNICAL BID" in bold and legible letters to avoid confusion;
- v. 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.
- vi. The envelope marked as "FINANCIAL BID" shall be retained in the custody of CPPA-G without being opened;
- vii. 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;
- viii. 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.
- ix. 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;
- x. 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
- xi. The bid found to be the lowest evaluated & responsive shall be accepted. In case, two or more bidders submit equal financial bid, the bidder with highest technical marks will be awarded tender.
- xii. In case, two or more bidders submit equal financial bid and are having equal technical marks, the bidder with more experience shall be awarded contract.
- xiii. 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

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

Tel. No. 051-9216948

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



xv. **Submission Deadline:**

- a. Bids must be submitted by the bidder and received by the CPPA-G on/or before 06th April, 2021. Bids received later than the time and date specified will stand summarily rejected.
- b. 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.
- c. 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.

xvi. **Withdrawal of Bids:**

- a. Bidder may withdraw its bid after bid's submission and prior to the deadline/closing time & date prescribed for submission of bids.
- b. 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 Money submitted by the bidder.

xvii. **Documents Comprising of Bids:**

- a. Bid Money of an amount not less than 05% 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.
- b. Deposit receipt of tender fee in original.

8. BASIS 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 Section C. Technically non-responsive 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 submit equal lowest financial bid, the bidder with highest technical marks will be awarded tender. Furthermore, if two or more bidders submit equal financial bid and are having equal technical marks, the bidder with more experience shall be awarded contract.

9. 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 PPA 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.

10. 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 as a result of circumstances beyond the Bidder's control.

11. 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.

12. CLARIFICATION OF BIDDING DOCUMENTS

A prospective bidder requiring any clarification of the bidding document may notify the purchaser in writing or by telephone at the purchaser address indicated in the bid data sheet.

13. AMENDMENT OF BID SCHEDULE

- i. 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.
- ii. 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.

- iii. In order 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.

14. 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.

15. BID PRICES

- i. The bidder shall indicate on the Financial Bid Form (price schedule) as prescribed at Section E the unit price (where applicable) and total bid price of the services it proposes to supply under the contract.
- ii. 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.
- iii. The benefit of exemption from or reduction in the taxes and duties shall be passed on to CPPA-G.
- iv. 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.
- v. Form prescribed for quoting of prices, should be typed and printed on the bidder's letterhead. Any alteration/correction must be initialed. The bidder should quote prices of services according to the technical specifications as provided in this bidding document. Integrated Management System (IMS) consultancy services being offered deviating from technical specifications of services, shall straightway be rejected.

16. BID CURRENCY

Prices shall be quoted in Pak Rupees (PKR) bids.

17. 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.

18. BIDS OPENING AND EVALUATION

18.1 Open and Evaluation of Technical/Finance Bids

'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 06th April, 2021. No Technical Bid shall be rejected at opening, except for late bids, which shall be returned unopened to the bidders.

- i. All Bidders in attendance shall sign an attendance sheet.
- ii. 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.
- iii. The Technical Bids shall then be evaluated conforming compliance of the offered item's technical specifications with the demanded ones.
- iv. 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 technically qualified bidders after technical evaluation.
- v. 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).
- vi. In 'Financial Bids' the arithmetical errors shall be rectified on the following basis:
 - a. 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.
 - b. If bidder does not accept the correction of the errors, its bid shall be rejected, and its bid security may be forfeited.
 - c. If there is a discrepancy between words and figures, the amount in words shall prevail.

18.2 Acceptance Certificate

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



18.3 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.
- iii. Any such disclosure shall result in summary rejection of entire bid of the concerned bidder.
- iv. Conditional or incomplete bid/bids shall be rejected.
- v. Bid/bids received with over-writing, cutting and doubtful figures shall be rejected.
- vi. CPPA-G incurs no liability, solely by virtue of its invoking Rule 33.1 of PPR 2004, towards bidders who have submitted bids.
- vii. Notice of the rejection of any or all bids shall be given promptly to the concerned Bidders that submitted bids.

18.4 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.

18.5 Announcement of Evaluation Report

Announcement of Evaluation Report will be as per PPR Rules 2004.

18.6 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.

19. FORFEITURE OF SECURITY/ GUARANTEE (PERFORMANCE BOND)

- i. The contracting officer will have the right to forfeit the security Bond/Guarantee (performance bond), If the bidder:
 - a. fails to supply the goods/services within the time specified;
 - b. Commits any breach of contract.
- ii. For other reasons specified in the award letter by the contracting officer for forfeiting the security deposit.

20. 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. 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.

21. 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.

22. ADDITIONAL INFORMATION FOR BIDDERS

CPPA-G reserves the right to:

- i. Amend, modify, cancel this RFP or not award any contract;
- ii. Modify or add requirements contained in this RFP at any time after the issuance of this RFP for compliance by all providers;
- iii. Utilize any and all ideas submitted in the RFP proposals received;
- iv. Request providers to clarify their RFP proposals.

23. BID SECURITY

- i. The bidder shall furnish, as part of its bid, a bid security @ 05% of the total quoted bid value in PKR, in the shape of pay order/demand draft/call deposit in the name of CPPA-G, Shaheen Plaza, Fazlul Haq Road, Blue Area, 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 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 fulfillment of all obligations under contract whichever is later. No other shape or form of performance security shall be acceptable.
- iv. 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.



- v. In case of Successful bidder, bid security may be forfeited: if the bidder fails;
 - a. To sign the contract in accordance with the clause of contract or
 - b. Fails to provide equipment/software/services/support awarded

24. PRELIMINARY EXAMINATION

- i. 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.
- ii. 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.

25. GENERAL CONDITIONS

- i. The bidders are required to quote the prices of all the services at CPPA-G Premises or the address mentioned in purchase order. The prices shall be quoted for complete project.
- ii. CPPA-G reserves the right to increase/decrease the scope up to 15% at the time of award/during the currency of contract.
- iii. CPPA-G also reserves the right to scrap this tender as per PPRA rules, 2004 (amended to date).
- iv. After opening the tender if it is established that the bidders have quoted a single price then CPPA-G reserves the right to scrap the tender and invite fresh tender or to take any decision as deemed fit for CPPA-G.
- v. 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.
- vi. 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.

26. 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 fulfillment 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 the project.

F.N

27. 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, debarring and blacklisting of the bidder, for a stated or indefinite period of time.

28. JOINT VENTURE / CONSORTIUM

Joint venture / consortium is not allowed for this tender.

29. PERIOD COMPLETION

Bidder is responsible to complete all related tasks of this project within stipulated timeline agreed upon the award of contract.

30. ACCEPTANCE

- i. The overall service acceptance will be broken down into various levels:
 - a. Services provided and their quality;
 - b. Deliverables and their quality;
 - c. Overall quality of the project/service
- ii. The successful bidder will fulfil the scope of project and project plan described in **Section B-1** and **B-3** respectively.
- iii. Interested bidder may provide additional acceptance criteria and the related plan in detail in their proposals which can be discussed upon signing of contract with successful bidder.
- iv. Issuance of Deliverable Acceptance Certificate is also required from CPPA-G.
- v. Acceptance of each deliverable of services will be issued by CPPA-G Chief Information Officer after completion of each milestone as agreed in the contract.

31. PAYMENT

Payment (including GST) will be broken into six phases/parts and will be made by the office of Chief Financial Officer CPPA-G on the basis of **SECTION B-32** and production of following documents:

- i. Invoice in triplicate having NTN, GST No. printed of both Supplier & Consignee.
- ii. Deliverable Acceptance certificate issued by CPPA-G.
- iii. Sales Tax Invoice (if not exempted) or attach exemption certificate.
- iv. Professional Tax Paid Certificate by the firm.
- v. For release of GST Payment Supplier should provide copy of submitted Annex-C from FBR Portal

- vi. Non-payment certificate i.e subjected invoice have not been claimed before.

32. PAYMENT PLAN

A tentative Payment Plan is as follow:

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

No.	Milestone/Acceptance of Deliverables	Payment %
Part A: Consultancy Service		
1	Delivery and acceptance of the gap analysis report	30%
2	Implementation of measures and controls to close the gaps identified and validated with respect to ISO 27001, ISO20000	70%
TOTAL		100%
Part B1: Internal Audit Service		
1	Delivery and acceptance of the internal audit report	50%
2	Complete remediation of all non-conformities identified during internal audit	50%
TOTAL		100%
Part B2: Onsite Support during Formal Assessment		
1	Schedule and Engage an External Certification body for external audit/certification	100%
2	Support to CPPA during the assessment period.	
TOTAL		100%

Note: After the successful completion of Part A-Consultancy Service in above table, CPPA-G will notify the successful bidder to perform Part B1-Internal Audit Service and Part B2-Onsite Support during Formal Assessment mentioned in above table. If CPPA-G choose not to perform PartB1-Internal Audit Service and Part B2-Onsite Support during Formal Assessment mentioned in above table, CPPA-G will not be bound for the acquisition of respective services and will not be charged for it.

33. FAILURE AND TERMINATION

- i. If the successful bidder fails to deliver the services thereof within the specified delivery period, the purchaser shall be entitled at his option either;
 - a. If the Bidder fails to deliver any or all of the components of Integrated Management System (IMS) within the stipulated time specified, then CPPA-G may deduct from the Bid Price a sum of money equal to the 0.15% of the Bid Value for every day between the scheduled delivery date and the actual delivery date(s) up to maximum of 10% of the total contract value.



- b. CPPA-G may cancel the contract and forfeit the performance security.
- ii. If during the course of execution of contract, bidder is black-listed by DISCOs/GENCOs/NTDC/WAPDA/CPPA-G, or any other Electric Supply Company, the purchaser may proceed with all or any of the actions detailed below:
To allow the contract to run its course till completed in accordance with the terms and conditions of Contract.
 - a. To stop further supplies with or without financial repercussions;
 - b. To cancel the contract with or without reservation or rights.
- iii. While determining liquidated damages:
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:
 - a. Delay on the part of bidder in the arrangement of requirements under its scope.
 - b. Failure occurring to any module/deliverable at bidder's works during the currency of the contract.

SECTION C: EVALUATION CRITERIA AND SELECTION PROCEDURE

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.

2. Evaluation Process

- i. 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.
- ii. 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.
- iii. 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.
- iv. 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.
- v. 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.
- vi. 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.



3. Evaluation Criteria

Technical bids will be evaluated as per given criteria below in sub-section 3.1.

- 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 financially lowest bidder. In case if lowest financial value is tied between two or more bidders, tender will be awarded to the bidder having highest score in technical evaluation.

3.1 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. Minimum 70% marks are required to qualify. Also, all the mandatory requirements shall be fully complied.

Sr #	Evaluation Parameter for Bids	Total Points	Criteria
Mandatory Requirements			
1	Registration/Incorporation/Business Certificate to calculate the number of business years in Pakistan	Mandatory	
2	Valid Income Tax Registration Certificate	Mandatory	
3	Valid General Sales Tax Registration (Active with FBR) Certificate	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 ... (Annex-A)	Mandatory	
5	Compliance to technical specifications of tendered services (Refer to Section D)	Mandatory	
6	Bidder must have 05 years of experience in dealing with Information Security Management, Information Technology Service Management.	Mandatory	
7	Must have minimum annual turnover at least PKR 20 million in the last 5 years –Audited Financial Statements to be attached	Mandatory	
8	Include at least Two (2) references of completion of projects compromised of Information Security Management System (ISMS)/Information Technology Service Management (ITMS) in last 5 years from the date of issuance of tender under the leadership of Project Director/Lead Consultant appointed by the consultancy for	Mandatory	



	<p>this respective project. This reference list shall include the following information:</p> <ul style="list-style-type: none"> • Organization Name • Project Director/Lead Consultant • Customer Contact – name, title and contact information Address • Date of work performed • Brief description of work performed • Purchase Order copy or Completion certificate duly signed and issued by customer 		
Total Marks = 100			
1	<p>Experience in dealing with Information Security Management and Information Technology Service Management Experience Equals to or more than 10 years = 15 Marks Experience Equals to or more than 07 years = 10 Marks Experience Equals to or more than 05 years = 05 Marks</p>	15	
2	<p>Experience of Projects compromised of Information Security Management System (ISMS)/Information Technology Service Management successfully in last 10 years under the leadership of Project Director/Lead Consultant appointed by the consultancy for this respective project. (Authentic Proof required from the customer with reference contact information and Completion Certificate or Purchase Order Copy “Hard Copy” with Proposal) Each Project = 5 marks</p>	25	
3	<p>Staff Skill Set and Experience relevant to Information Security Management System (ISMS) and Information Technology Service Management (ITSM):</p> <ul style="list-style-type: none"> • <u>Project Director 07 Marks</u> <ul style="list-style-type: none"> ○ Must have 10 years of experience in IT Security ○ Must have ISO 27001 Lead Implementer, ISO20000 Lead Implementer, ITIL Expert, COBIT Certified • <u>Lead Consultant 07 Marks</u> <ul style="list-style-type: none"> ○ Must have 07 years of experience in IT Security ○ Must have ISO 27001 Lead Implementer, ISO20000 Lead Implementer, ITIL Expert, COBIT Certified • <u>The Project Consulting Team (Team Members at least 2 members) 03 Marks Each</u> 	20	



	<ul style="list-style-type: none"> ○ Must have at least of 05 years of experience in relevant fields (IT Security or IT Service Management) <p>(Submit list and 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.)</p>		
5	<p>Age of Company:</p> <ul style="list-style-type: none"> • Existence of company equals or over 10 years = 20 marks • Existence of company equals or over 07 years = 15 marks • Existence of company equals or over 05 years = 10 marks 	20	
6	<p>Annual Sales Turnover for Last Five Years</p> <ul style="list-style-type: none"> • Annual Turnover equals or more than 50 Million = 20 Marks • Annual Turnover equals or more than 30 Million and less than 50 Million = 15 Marks • Annual Turnover equals or more than 20 Million and less than 30 Million = 10 Marks 	20	

Instructions

The bids with all complete documents will be technically evaluated in light of the above filled table.

1. In Bidder Qualification Criteria & Requirements a desired response of only 'Yes' or 'No' is required in 'Criteria' column.
2. In Bidder Qualification Criteria & Requirements an empty 'Response' cell or any response other than Y(Yes) or N(No) shall be considered as 'No'.
3. An empty cell for Response or a 'No' response against the Bidder Qualification Criteria & Requirements will directly lead to disqualification.
4. All documentary proofs against the responses will be required from the bidders.
5. 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/e-mail seeking the explanation.
6. If an appropriate response is not provided, the bidder 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".



SECTION D: DESCRIPTION OF WORK

Consultancy Services for Implementation of Integrated Management System (IMS)

Technical Requirements		
#	Description	Response
1	The selected bidder will be responsible to lead the project to revamp the existing information Security and implementation of Information Security Management System (ISMS) based on the current version of ISO27001 and Information Technology Service Management (ITSM) based on the current version of ISO20000.	
2	The selected bidder will identify and document the scope of ISMS and ITSM implementation.	
3	Successful bidder will carry out asset classification exercise for the in-scope information assets across the CPPA-G.	
4	Success bidder will carry out asset classification to maintain appropriate protection of CPPA-G assets and ensure that information assets receive an appropriate level of protection.	
5	Successful bidder will identify, and list important information assets support critical information and formulate an asset inventory framework.	
6	Successful bidder will carry out a comprehensive gap assessment complying ISO27001:2013 and ISO20000:2018 standard, security standard.	
7	Successful bidder will study and document the IT infrastructure and other business functions.	
8	Successful bidder will conduct a risk assessment	
9	Successful bidder will review & document the existing Security Controls;	
10	Successful bidder will perform information Security Risk Assessment	
11	Successful bidder will perform physical Controls Assessment	
12	Successful bidder will perform HR Controls Assessment	
13	Successful bidder will provide recommendation for closer of gaps and develop policies, procedures, guidelines, rules and implementation of measures and controls to close the gaps identified and validated	
14	Successful bidder will coordinate the formulation of a detailed Risk Mitigation Plan for the control weaknesses observed during risk assessment exercise	

F-N

15	Successful bidder will develop a process for on-going risk assessment before introduction of any application and IT device	
16	Successful bidder will coordinate the formulation of ISMS and ITSM framework covering the ISMS and ITSM manuals, policies, procedures and detailed audit guidelines for network devices & storage/Server infrastructure and software development environment	
17	Successful bidder will identify any gaps and provide risk recommendations	
18	Successful bidder will sensitize senior management and staff on Information Security and Information Technology Service Management Awareness	
19	Successful bidder will provide onsite/offsite training to CPPA-G personnel for all the components of Information Security Management System (ISMS) and Information Technology Service Management System (ITSMS).	
20	Successful bidder will perform pre-certification audit	
21	Successful bidder will provide recommendation for closure of gaps and develop policies, procedures, guidelines, rules and implementation of measures and controls to close the gaps identified and validated	
22	Successful bidder will ensure CPPA-G readiness for ISO27001:2013 and ISO20000:2018 certification	
23	Successful bidder will Schedule and Engage an External Certification body for external audit/certification	
24	Successful bidder will facilitate CPPA in the ISO27001:2013 and ISO20000:2018 certification	
Output/ Deliverables		
1	Implementation plan and Detailed ISMS and ITSM scope implementation.	
2	Gap Analysis report based on ISO27001:2013 and ISO20000:2018 standards	
3	Asset Inventory, Ownership and Classification and Asset Register	
4	Risk Assessment methodology Report, Risk Matrix, Risk Assessment Report and Risk Register	
5	Risk Treatment Plan	
6	Statement of Applicability for the selection of ISO27001:2013 controls	
7	ISMS, ITSM documentation, policies, procedures, guidelines, rules and checklist	

8	Training Reports for all the groups as per schedule and attendance register																																																							
9	Pre-Certification Audit Report																																																							
10	Assistance in closure of audit findings																																																							
11	Training Certificates of ISO 27001:2013 and ISO20000:2018 trainings to CPPA staff within IMS Scope.																																																							
12	<p>Successful bidder will provide all the standard mandatory documentation for ISO27001 and ISO20000. Also using an integrated approach by process overlaps the successful bidder will (but not limited to) provide and work on the following set of requirements based on ISO27001 and ISO20000:</p> <table border="1"> <thead> <tr> <th>No</th> <th>Documents</th> </tr> </thead> <tbody> <tr><td>1.</td><td>Information Security Policy</td></tr> <tr><td>2.</td><td>Acceptable use of assets</td></tr> <tr><td>3.</td><td>Access control policy and procedures</td></tr> <tr><td>4.</td><td>Backup policy</td></tr> <tr><td>5.</td><td>Bring your own device (BYOD) policy</td></tr> <tr><td>6.</td><td>Change management policy and process along with relevant templates.</td></tr> <tr><td>7.</td><td>Clear desk and clear screen policy</td></tr> <tr><td>8.</td><td>Controls for managing records</td></tr> <tr><td>9.</td><td>Definition of security roles and responsibilities</td></tr> <tr><td>10.</td><td>Disposal and destruction policy</td></tr> <tr><td>11.</td><td>Exercising and testing plan</td></tr> <tr><td>12.</td><td>Incident management procedure</td></tr> <tr><td>13.</td><td>Information classification policy</td></tr> <tr><td>14.</td><td>Information security policy and objectives and plans</td></tr> <tr><td>15.</td><td>Information transfer policy</td></tr> <tr><td>16.</td><td>Inventory of assets</td></tr> <tr><td>17.</td><td>Legal, regulatory, and contractual requirements</td></tr> <tr><td>18.</td><td>Maintenance and review plan</td></tr> <tr><td>19.</td><td>Mobile Device and Teleworking Policy</td></tr> <tr><td>20.</td><td>Operating procedures for IT management</td></tr> <tr><td>21.</td><td>Password policy</td></tr> <tr><td>22.</td><td>Procedure for corrective action (Non-conformities)</td></tr> <tr><td>23.</td><td>Procedure for document control</td></tr> <tr><td>24.</td><td>Procedure for internal audit</td></tr> <tr><td>25.</td><td>Procedures for working in secure area</td></tr> <tr><td>26.</td><td>Information Security Risk assessment and risk treatment methodology</td></tr> </tbody> </table>	No	Documents	1.	Information Security Policy	2.	Acceptable use of assets	3.	Access control policy and procedures	4.	Backup policy	5.	Bring your own device (BYOD) policy	6.	Change management policy and process along with relevant templates.	7.	Clear desk and clear screen policy	8.	Controls for managing records	9.	Definition of security roles and responsibilities	10.	Disposal and destruction policy	11.	Exercising and testing plan	12.	Incident management procedure	13.	Information classification policy	14.	Information security policy and objectives and plans	15.	Information transfer policy	16.	Inventory of assets	17.	Legal, regulatory, and contractual requirements	18.	Maintenance and review plan	19.	Mobile Device and Teleworking Policy	20.	Operating procedures for IT management	21.	Password policy	22.	Procedure for corrective action (Non-conformities)	23.	Procedure for document control	24.	Procedure for internal audit	25.	Procedures for working in secure area	26.	Information Security Risk assessment and risk treatment methodology	
No	Documents																																																							
1.	Information Security Policy																																																							
2.	Acceptable use of assets																																																							
3.	Access control policy and procedures																																																							
4.	Backup policy																																																							
5.	Bring your own device (BYOD) policy																																																							
6.	Change management policy and process along with relevant templates.																																																							
7.	Clear desk and clear screen policy																																																							
8.	Controls for managing records																																																							
9.	Definition of security roles and responsibilities																																																							
10.	Disposal and destruction policy																																																							
11.	Exercising and testing plan																																																							
12.	Incident management procedure																																																							
13.	Information classification policy																																																							
14.	Information security policy and objectives and plans																																																							
15.	Information transfer policy																																																							
16.	Inventory of assets																																																							
17.	Legal, regulatory, and contractual requirements																																																							
18.	Maintenance and review plan																																																							
19.	Mobile Device and Teleworking Policy																																																							
20.	Operating procedures for IT management																																																							
21.	Password policy																																																							
22.	Procedure for corrective action (Non-conformities)																																																							
23.	Procedure for document control																																																							
24.	Procedure for internal audit																																																							
25.	Procedures for working in secure area																																																							
26.	Information Security Risk assessment and risk treatment methodology																																																							



	(Process Documentation)
27.	Risk assessment and risk treatment report (Results)
28.	Risk treatment plan
29.	Scope of the ISMS, ITMS
30.	Secure system engineering principles
31.	Statement of Applicability
32.	Supplier Management Security policy and Management Procedure
33.	Competence
34.	Operational planning and control (Procedures)
35.	Metrics
36.	ISMS, ITSM Management reviews
37.	Cryptography Policy
38.	Key Management Policy
39.	Information Systems Acquisition and Development Procedure
40.	Information Assets Management Procedure
41.	Demand & Capacity Management process along with relevant templates
42.	Service Continuity & Availability Management Process along with relevant templates
43.	Communication Management Procedure along with relevant templates
44.	Catalogue Management Procedure
45.	Configuration Management Procedure
46.	Business Relationship Management Procedure along the relevant templates
47.	Service Level Management Procedure
48.	SLA & OLA Targets & Templates
49.	Service Reporting Procedure
50.	Budgeting & Accounting for services procedure
51.	Release & Deployment Management along with relevant templates
52.	Process for Design & Transition of new or changed services
53.	Service Request Management Procedure
54.	Problem Management Procedure along with relevant templates
55.	Procedure for Measuring Effectiveness of IMS – KPIs & Metrics Included
56.	Patch Management Policy
57.	ISMS Exception Policy Process
58.	ITSM Exception Policy Process
60.	ISMS and ITSM Implementation Documentation

F.N



Note: Bidders are required to give compliance to each of the above requirements in Technical proposal.

Instructions

The bids with all complete documents will be technically evaluated in light of the above filled table:

1. The proposed consultancy service should meet all the requirements listed in "Technical requirements" Comments against any requirement can be provided with reference to serial number.
2. A desired response of only 'Yes' or 'No' is required in 'Response' column. Any explanation regarding the response can be provided in the Technical Bid with reference to serial number.
3. An empty 'Response' cell or any response other than Y(Yes) or N(No) shall be considered as 'No'.
4. An empty cell for Response or a 'No' response will directly lead to disqualification.
5. All documentary proofs against the responses will be required from the bidders.
6. 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/ e-mail seeking the explanation.
7. If an appropriate response is not provided, the bidder 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".



SECTION E: FINANCIAL BID FORM

Description	Cost in PKR	Tax	Grand Total (PKR)
Implementation of Integrated Management System (IMS) at CPPA-G <ul style="list-style-type: none"> • Delivery and acceptance of the gap analysis report • Implementation of measures and controls to close the gaps identified and validated with respect to ISO 27001 and ISO20000. 			
Internal Audit Service <ul style="list-style-type: none"> • Delivery and acceptance of the internal audit report • Complete remediation of all non-conformities identified during internal audit 			
Onsite Support during Assessment by Certification Body <ul style="list-style-type: none"> • Schedule and Engage an External Certification body for external audit/certification. • Onsite advisory and support to CPPA-G during the assessment period. 			

The rates shall be quoted, inclusive of cost of inspection, implementation, delivery of services, transportation, all applicable taxes, import duties if any and other levies

Cost of implementation of Integrated Management System (IMS) includes training of CPPA-G staff

Note: Prices to be quoted in Pak Rupee

FINAL TOTAL PRICE (in words): _____

Signature: _____

Designation: _____

Date: _____

Official Stamp: _____

F.N



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 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
- VI. We have read CPPA-G's SOP for blacklisting
- VII. We have no objection If being trialled in case of breach of contract
- VIII. We have no objection If being trialled in case of forged documents provided to CPPA-G against Tender for Consultancy Services

Dated _____ day of 2021.

BIDDER:

Signature _____

CNIC # _____

Designation _____

Address _____

WITNESSES:

Name: _____

Name: _____

Signature: _____

Signature: _____

CNIC#: _____

CNIC#: _____

Designation: _____

Designation: _____

Address: _____

Address: _____

F.N



Bid-Form: 1 – Letter of Intention

Bid Ref No. {Add Tender No}

{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 deliver the Goods/Services 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/Services 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 @ 05% of the total bid value, in the shape of pay order/demand draft/call deposit in the name of **Central Power Purchasing Agency (G) Ltd (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 initialled 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 D)			
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			
Submission of required amount of bid security with Financial Bid (Section E)			
Experience of implementing projects compromised of Information Security Management System (ISMS)/Information Technology Service Management (Bid-Form: 3)			
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 the confirmation of implementation of projects compromised of Information Security Management System (ISMS)/Information Technology Service Management experience of the relevant staff under the leadership of specified Project Director/Lead Consultant			

F.N



Annual turnover for last 5 years			
Letter of Intention (Bid-Form: 1)			
Performance Guarantee (Bid-Form: 4)			

* 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.

F.N



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 Two Project compromised of Information Security Management System (ISMS)/Information Technology Service Management (ITSM) as per Evaluation Criteria)**

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

F.N



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 __, 2021.

Signature and Seal of the Guarantors/Bank

Address

Date

F. N