Terms of References (TORs)

FOR

PSEB WEB PORTAL

October 2020

PAKISTAN SOFTWARE EXPORT BOARD
MINISTRY OF INFORMATION TECHNOLOGY
GOVERNMENT OF PAKISTAN
# PSEB Web Portal

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Pakistan Software Export Board (PSEB) was established by the Government of Pakistan for the facilitation and development/advancement of the local IT industry globally. It is a guarantee limited company totally owned and funded by the Government of Pakistan working under the auspices of the Federal Ministry of Information Technology (IT & Telecommunication Division). The company has its own Board of Directors, which is chaired by the Federal Minister of IT and Telecommunications.

Since the date of its inception, being the apex body within the Government charged with the task of accelerating/enhancing Pakistan’s IT and IT enabled services (ITeS) industry PSEB has done a tremendous job by providing timely and relevant policy input and by supporting the IT industry through the introduction of several projects and programs in the areas of Infrastructure Development, Human / Intellectual Capital Development, Company Capability Certification, International Marketing and Image Building, etc.

1.1 Major Functions of PSEB
The aims and objectives for the establishment of PSEB are as follows.

- Formulate and implement policy frameworks and incentive packages for the IT industry.
- Act as an interface between the Government and the IT industry.
- Interact with the relevant regulatory bodies to develop the enabling infrastructure.
- Conceptualize and execute projects for the development of the industry.
- Enhance the quality of IT education.
- Resolve problems/concerns of the IT industry with relevant government quarters.
- Address queries by overseas companies or direct them to the appropriate channels.
- Maintain the competitiveness of the local IT industry in the international market by creating a viable domestic environment.
- Bring IT companies under one platform.
- Market Pakistan as a viable IT Destination
- Monitor developments within the global IT sector and formulate / implement policies to adjust for the changed environment.
- Accelerate the growth of domestic IT Sector.

1.2 Purpose of this Document
The purpose of this document is to denote/specify the deliverables associated with this project and the procedure/approach, which will be followed by PSEB to assess, evaluate and select the firm/company capable to provide solution for the development of PSEB website, member companies’ web directory and marketing portal as specified in this document and proposal for a highly secure, reliable & efficient Web Hosting service. This job has been divided in two lots as described below:
Lot#1: Development of PSEB website, member companies’ web directory and marketing portal as specified in this document.

Lot#2: Highly secure, reliable & efficient Web Hosting service.

Bidders shall have liberty to participate either in both or in any one lot. Lot#1 and Lot#2 will be evaluated independently and awarded to one or two different most advantageous bidder(s).

This document also illustrates the requirements and the conditions, which shall be adhered to, to fulfill and qualify for this task.

1.3 Objectives of the Project

The PSEB web Portal needs to be revamped to facilitate:

- As a viable medium to connect Pakistan based IT companies with prospective customers around the globe.
- International companies looking to setup an office in Pakistan.
- Local and international investors looking to invest in Pakistan.
- Pakistani trade councilors looking to pitch Pakistan as an ICT destination for investment and International and local research institutions.
- And also provide an online platform for company and freelancers registration/renewal and members’ directory and members’ self-cataloging services/activities.

1.3.1 PSEB Web Portal

1. To revamp PSEB website with new design using content management system (CMS).
2. PSEB will provide guidelines for the development of website contents and selected vendor will be responsible for content creation/development.
3. New website must contain an end to end fully automated registration and renewal system for the companies and freelancers to apply for PSEB registration/renewal where applicant IT companies, call centers and freelancers should be able to fill out the PSEB registration/renewal forms, attach scanned copies of required documents and send requisite processing fee online, (like, through Master/Visa/UnionPay and mobile wallet ). The data of this portion should be manageable separately. All the information will be saved in a separate database until admin/PSEB has reviewed and accepted / approved the submission. Cloud based database hosting option shall be part of proposal. The creation of new company/call center user shall be based on two-factor authentication via Email and SMS.
4. The database must be able to provide the facility to member companies, call centers freelancers to login to their respective page and update their self-cataloging such as company profile, contact information, technology domains, success stories, a brief video intro, etc. with alert message to administrator.
5. To create a separate directory database of member companies, call centers and freelancers with systematic layout of information about company that will enable a prospective buyer to find out about company background, its skill set, past project undertaken and their scope that enhances the information about the company and projects it in a positive light. The directory/catalog will be searchable on multiple dimensions, key words, technologies, business and functional verticals among other criteria. The directory/catalog service will provide deep fine-tuned search facility to the user. The company should be able to update its own page.

6. Creation of a sub-portal addressing the needs of:
   a. Foreign Direct Investment
   b. International companies looking for back office or center of excellence.
   c. Venture Capitals looking to invest in Pakistan’s IT industry.
   d. International research institutes looking for information on IT Sector.
   e. Trade Counselors of foreign and Pakistani embassies looking for business matchups.

7. There shall be Business Intelligence analytics feature enabled on database/catalog and representation in management dashboard.

8. New website must also contain a separate Admin area for PSEB designated officials through which they can have the ability to review/alter/accept/reject or delete the submissions regarding registration/renewals filed by an applicant. It must also have capability to provide view/read only provision for selected users.

9. The website must have the capability to automatically generate emails and SMS notification to applicant company regarding acceptance, rejection with the aim to keep the applicants well informed at each step. PSEB admin should be able to change the text of email through CMS.

10. There shall be a solution for periodic backups of database of member companies, call centers and freelancers either scheduling it through its management panel or manually. The backup will be taken on daily, weekly and monthly basis as per backup plan. A comprehensive plan for database retention shall be provided along with proposal.

11. The information provided by the applicant IT companies, call centers and freelancers should be populating the databases created specifically for the purpose. PSEB should be able to run statistical tools, like MS Power BI/SAS/ R etc. on this data based on various verticals.

12. The website should be able to facilitate Google Analytics.

13. The database must be able to automatically disable the expired companies and call centers from PSEB website immediately on expiry of their registration and generate a monthly report on expiring companies and call centers and send reminders for renewal at given schedule. PSEB admin should be able change the text through CMS. The portal must also include a mass mailing/Bulk email system with email verifier, providing PSEB the capability to send either an image or text or HTML/PDF/DOC/images message to all or specific email addresses provided by the member IT companies and call centers. This utility shall be fully whitelisted and shall not be considered as SPAM by either Email System.
14. PSEB Member companies should be able to apply online for participation in PSEB industry support programs via online registration, and PSEB management should be able to print reports and do the selection process using that application data, this section should also provide communication channel with applicants on individual and group basis. There should be a separate Admin Panel for PSEB designated officials through which they can have the ability to review/alter/accept/reject or delete the submissions regarding participation filed by an applicant. The website must have the capability to automatically generate emails to applicant company regarding acceptance, rejection with the aim to keep the applicants well informed at each step. PSEB admin should be able to change the text of email through CMS.

15. Creation of a sub-portal for Data Node Operations addressing the needs of:
   a. Equipped with all kinds of service information of Data node Operations.
   b. Accounts creation of bandwidth customers to monitor their bandwidth utilization, invoices and complaints.
   c. Online application for Internet connection.
   d. Accounting mechanism of bandwidth utilization and billing.
   e. Issuance of invoices according to bandwidth utilization and packages.
   f. Complaint registration and monitoring of registered complaint as per escalation matrix.

16. Integrated chatbot which can be used by agents also to reply real time queries.

17. The directory/catalog will be optimized for search engines and web marketing. The use of social media (Face book, Twitter and others) will be integrated with the website

18. Online verification of PSEB issued certificate by QR code and Registration ID.

19. Capability to issue Digital certificate with QR code and online verification of issued certificate.

20. The system should maintain list of pending visits for call center physical inspection.

1.3.2 Mobile App

The developer also need to develop an IOS and Android based APP integrated with PSEB web portal to provide full search capability, company registration/renewal application for PSEB programs, etc., browsing interface for PSEB website, updates about upcoming events, news alerts/newsletters through push notification and to use for the search of member companies.

2 Technical Specification

2.1 Technology

The portal should be based on the following technologies

- It is intended to have a cumulative portal integrating the corporate identity, the industry web directory and the app store
- Web 3.0 technology should be used for this purpose
• The web portal should be HTML 5 compatible
• Search Engine Friendly site
• CSS 3 compliant Design
• Provision/integration with a secure financial transaction system (online payments/credit card payments)
• Code optimization for Search Engine Indexing and Ranking
• The technology should be platform independent and responsive in nature i.e. it should be mobile friendly, user friendly and can be access through any computer or handheld mobile device or tablet.
• Cross browser compatibility should be ensured. The portal should be compatible with major versions of all known browsers. i.e. IE, Edge, Firefox, Safari and Chrome.
• XHTML/CSS/HTML used in the portal must be W3C compliant.
• The portal should be dynamic and scalable in nature and should support legacy compatibility for the smooth integration.

2.2 Features

To design and develop a dynamic, flexible, scalable and user-friendly website portal integrating content management system. The portal should have the following functionality

• A dynamic Home page having Ajax based image carousel for dynamic banners
• A directory of member companies with systematic layout of information about a member company that will enable a prospective buyer to find out about company background, its skill set, past project undertaken and their scope and audio and video content that enhances the information about the company and projects it in a positive light. The directory will be searchable on many dimensions, key words, technologies, business and functional verticals among other criteria.
• It should have the following components
  o Event Calendar
    ▪ Event management system
  o Blog
  o Wiki pages
  o Forum
  o Search
  o Latest News / News Flash – News ticker/scroll
  o Press Releases
  o Ajax based Image carousel / Image sliders
  o Image Gallery
  o Video Gallery
2.3 Website Security

- The website must have zero injection flaws including both SQL injection flaws and LDAP injection flaws.
- The website must have complete security for authentication. Must not have Broken Authentication.
- Website must be completely secure from:
  - Cross site scripting (XSS).
  - Insecure direct object references.
  - Security misconfiguration including debug enabling in production, directory listing enabled on the server, Running outdated software etc.
  - All pages shall be https secure.
- Sensitive data exposure.
- Missing function level access control.
- Cross site request forgery.
- Using components with known vulnerabilities.
- Invalidated redirects and forwards.
- Ransomware protection
2.4 Responsive Design

3 What must be included in the proposal?

- Prototype presentation with comprehensive story board (3 mockup options to be presented.)
  The bidding firm should take this cost factor into account.
- Cyber Security Audit by 3rd party acceptable by PSEB selection committee.
- Project Organization and Management Plan
- Design and Development plan
- Pre-commissioning, Operational and User Acceptance Testing Plan
- Delivery and Deployment Plan
- Training Plan
- Operations and management plan
- Technical Support Plan during support tenure.
- Search engine optimization techniques that will keep the website on top list in each search engine
- Dynamic search facility

3.1 Other Deliverables

- Technical Architecture document including the Entity-Relationship diagrams and code structure.
• Creating a source code repository on the PSEB server that is deployable and compile-able as applicable.
• A deployment document that lists steps to take the source code repository and deploy it on a server of PSEB choice. This document should include all the software that needs to be on the server (the version of PHP, the version and type of web server etc.).
• Deployment of mirror site and database at PSEB data center.

3.2 Search Engine Optimization
• The bidding firm must include a plan for making the site search engine friendly and search engine optimizing the portal.

3.3 Other Features/Constraints
• Web 3.0 features like light boxes should be used to keep the page refreshes to a minimum and to display the content in an attractive fashion.
• Portal should be designed in a way that it used minimum resources at server level and help in reducing run-time server/monthly operational cost.

3.4 Miscellaneous Considerations
1. Optimize the web layout for widescreen monitors having 1024 or more pixel/HD/UHD. Improve font readability and consistency across the website. Split lengthy pages into smaller and more organized multiple pages linked from main page via drop down menu system. Use of animated graphics is encouraged.
2. Browser support: The winning bidder should ensure cross browser consistency using at least IE Edge, Firefox , Safari and Chrome.
3. XHTML/CSS/HTML used in the portal must be W3C compliant.
4. Server Support: The developer should create the website on its own development server. The developer may shift the website when it is ready to PSEB’s server for QC and testing purposes.
5. Language Requirements: English and Urdu. Support for multilingual e.g., Arabic, French, Spanish and Chinese, etc.
6. AAA feature shall be enabled.
7. Navigation Layout: Design of the website should be original and not copied
8. Preference would be given to those with most complete and working online samples.
9. The developer may suggest additional features necessary to promote and strengthen PSEB web portal
10. Using existing website as reference, the developer shall suggest suitable content for the site and its arrangement and navigation.
11. RSS Feeds: Implement RSS feeds for latest news on Pakistani IT industry will be a preferred feature. Integrating RSS feeds with social media. RSS feeds generated should automatically be posted on PSEB twitter and Facebook page, etc.
12. Integration of 1-3 payment gateways.

13. Mobile App

Deliverables must be in ready-to-run condition and all other supporting software (including but not limited to any desktop software or software PSEB intends to distribute) must be installed by the developer on the platform(s) specified in this bid request and will be given all necessary permissions to do so.

Deliverables include not just the final work but also complete source files as well (so that PSEB can modify them in the future).

4 Hosting Requirements

The selected company will be required to provide both hosting options, shared and dedicated, managed portal/web-hosting services initially for a period of one year with subsequent extension of tenures, which is likely to be extended subject to satisfactory performance.

5 Timelines

Ideally the time to build the portal and deploy the initial version for QA and Testing should be 12 weeks or less. The bidding firm may submit its own time estimates based on the complexity of work. A high-level project plan with milestone dates must be included in the technical proposal.

6 Software License

- If copyright or license is applicable for graphics, images, flash, media content or on any part of the web portal, the vendor shall pass on to the PSEB a perpetual, nontransferable, nonexclusive license/copyrights. The PSEB shall not be required to pay the vendor any additional licensing fee or other fees for using the developed web portal. The bidder shall be responsible for any copyright infringement or violation found within the project.
- PSEB shall be the sole owner of web portal complete source code developed by the developer company.

PSEB shall be granted the right to copy the software for archival, backup, or training purposes. All archival and backup copies of the software are subject to the provisions of the license, and all titles, patent numbers, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. The PSEB shall also be permitted to maintain the software on multiple machines for its own use for back-up purposes.
6.1 Software Maintenance Fees
The vendor shall clearly mention the period for which it will waive the software maintenance. The PSEB will not pay annual maintenance fees in advance of software being accepted. Services provided under ongoing post implementation software maintenance agreements shall include telephone support, onsite support and software upgrades for the modules purchased by the PSEB.

6.2 Software and Maintenance Agreement
Contractor must provide draft software maintenance agreement which will be signed between the successful vendor and the PSEB after mutual consents valid for one year initially starting from the go live date. This agreement will be renewal for other tenures with mutual consents.
7 Bidding Process

Two stage bidding procedure will be followed

- Add and Issuance of EOI
- Receipt of technical Proposals
- Opening of technical Bids
- Shortlisting on the basis of Technical Eval.
- Revise technical requirements if necessary
- Issuance of final RFP to shortlisted bidders willing to participate in next stage.
- Single envelop two stage process will be opted.
- Evaluation of technical bids
- Announcement of technically qualified bidder(s)
- Opening of financial Bid(s)
- Negotiation and Award of Contract
- Announcement of most advantageous bidder
### 8 Technical Proposal Points Allocation/Selection Criteria

The technical proposals/bids must be submitted in conformance with the format given under #8.3 and Technical Bid Criteria for the Portal.

<table>
<thead>
<tr>
<th>Sr#</th>
<th>Description</th>
<th>Max. Score</th>
<th>Marks Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Firm/Bidder Profile</td>
<td>10</td>
<td>Registered age - 15+ years 10</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Registered age - 7 to 15 years 05</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Registered age - less than 7 years 02</td>
</tr>
<tr>
<td>2</td>
<td>Financial Position</td>
<td>10</td>
<td>Annual turnover up to 50 mil 04</td>
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<td></td>
<td></td>
<td></td>
<td>Annual turnover 51-100 mil 06</td>
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<td></td>
<td>Annual turnover +100 mil 10</td>
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<tr>
<td>2</td>
<td>Relevant Experience of the firm in similar projects</td>
<td>30</td>
<td>Successfully completed project of similar nature and size (1 Project= 2.0 Marks) 15</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Successfully Completed Project in Business Intelligence, AI or Data Research &amp; Analytic Min. 02 Projects (1 Project =2.0 Marks) 15</td>
</tr>
<tr>
<td>3</td>
<td>Qualification and Competence of the proposed Team Members–Full Time/Part time/ On-call</td>
<td>20</td>
<td>Relevant work experience of team lead (One project=0.5 marks) 10</td>
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<tr>
<td></td>
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<td></td>
<td>Relevant experience of the team deployed on project (designer, content writer, developer, QA/QC, time allocation for development) 10</td>
</tr>
<tr>
<td>4</td>
<td>Component wise work plan &amp; Timelines</td>
<td>20</td>
<td>Submission of work plan with timelines 10</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Submission of resource assignment with work breakdown structure 10</td>
</tr>
<tr>
<td>5</td>
<td>Proposed Methodology for PSEB Portal development and Implementation</td>
<td>15</td>
<td>Project Implementation Methodology Quality of the proposed project implementation methodology will be taken into account while awarding score 05</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Software Development Methodology Quality of the proposed software development methodology will be taken into account while awarding score. 05</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Support &amp; Maintenance Plan Quality of the proposed support and maintenance plan will be taken into account while awarding score 05</td>
</tr>
<tr>
<td>6</td>
<td>Transfer of Knowledge</td>
<td>20</td>
<td>Submission of training plan for PSEB’s designated staff 10</td>
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<td></td>
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<td>Technical / user manuals* (samples from previous projects must be submitted with the proposal) 10</td>
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<tr>
<td>7</td>
<td>Proposed solution of website Security</td>
<td>30</td>
<td><strong>User Authentication</strong></td>
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<td></td>
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<td></td>
<td>• Password (like password criteria, encrypted/simple text, captcha, etc.) 6</td>
</tr>
</tbody>
</table>
### Data Integrity
- Role Based (like user, module, reports, field based, etc.)
- Creation of User Logs (including user name, date/time, user activity, etc.)
- Detection & Prevention of Tempering (like request parameters, headers, regular expressions, etc.)

### Data Security
- Encryption (Symmetric, Asymmetric, DES, AES, Twofish, etc.)
- Secure exchange of data over the network / internet (like SSL, TLS, e2ee techniques, etc.)

### Application Security
Details of security applied to the project (like SSL, TLS, session expiry, e2ee techniques, etc.)

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Description</th>
<th>Feature / Requirements</th>
<th>Marks Assigned</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Disaster Recovery Management Plan</td>
<td>10</td>
<td>Submission of Disaster Recovery Plan (like scope and objective, role and responsibilities of key personals, action plan, etc.)</td>
</tr>
<tr>
<td>9</td>
<td>Design Samples/story board of Proposed Website and Compliance with Requirement</td>
<td>10</td>
<td>Story boards of at least 03 different and innovative designs</td>
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<tr>
<td>10</td>
<td>Technical Bid Completeness</td>
<td>10</td>
<td>Includes but not professional presentation of the bid in line with EOI</td>
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<tr>
<td>11</td>
<td>Presentation/Demonstration of the Proposed Solution</td>
<td>15</td>
<td>Onsite presentation of proposed solutions by participating bidders</td>
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<td></td>
<td><strong>G. Total</strong></td>
<td><strong>200</strong></td>
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</tbody>
</table>

### 8.1 Technical Evaluation Criteria for Webhosting

<table>
<thead>
<tr>
<th>Sr.</th>
<th>Description</th>
<th>Feature / Requirements</th>
<th>Marks Assigned</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>3 Tier Server Architecture and Tier –3 data center or above</td>
<td>Mandatory</td>
<td>80</td>
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<tr>
<td>2</td>
<td>Mirrored Server, Back-up &amp; Recovery, DNS Hosting</td>
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<td>3</td>
<td>Managed Services</td>
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<td>Security Feature</td>
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<tr>
<td>1. SPAM Protection</td>
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<td>2. Virus Protection</td>
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<tr>
<td>3. IPS (DoS/DDoS Protections)</td>
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<td>4. Spy Ware Control</td>
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<td>5. Web Server Security</td>
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<td>6. Content Security</td>
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<td>7. Database Protection</td>
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<td>8. SQL Injections Protection</td>
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<td>9. Server-Side Scripting Protection</td>
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<tr>
<td>10. Protection against vulnerabilities found in the analysis as well as the following:</td>
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<tr>
<td>- IP Spoofing</td>
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<td>- Session hijacking</td>
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<td>- URL Manipulation</td>
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<tr>
<td>- Cross Site Scripting</td>
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<tr>
<td>- Directory Listings</td>
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<tr>
<td>- Customized error messages</td>
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<tr>
<td>- Information extraction daemons</td>
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</tbody>
</table>

Web Base Network Monitoring Tools: Mandatory

Web based service management tools like cPanel: Mandatory

Tier 1 Bandwidth Connectivity (unlimited): Mandatory

24/7 Technical Support: Mandatory

SLA with 99.9% uptime and Hardware Guarantee: Mandatory

Number of Corporate Domains Hosted

<table>
<thead>
<tr>
<th>Domain Range</th>
<th>Number of Domains</th>
</tr>
</thead>
<tbody>
<tr>
<td>30-50 Domains</td>
<td>05</td>
</tr>
<tr>
<td>50 – 100 domains</td>
<td>10</td>
</tr>
<tr>
<td>100 – 150 domains</td>
<td>15</td>
</tr>
<tr>
<td>150 + domains</td>
<td>20</td>
</tr>
</tbody>
</table>
8.1.1 Minimum percentage for technical qualification shall be 70% from each of Portal and Hosting criterion. Firms securing this evaluation score or more will be considered as technically responsive and subsequently short listed.

8.1.2 The selected vendor will also migrate PSEB current web portal within 15 days of awarding of contract to new hosting platform.

8.2 Incurred Cost
Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the PSEB to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, for providing additional information when requested by the PSEB or for participating in any selection demonstrations or interviews, including contract negotiations. Furthermore, at their own cost, finalists will be required to complete a detailed Statement of Work that will be part of the implementation contract before contract signing.

8.3 Detailed Submittal Requirements
In order to facilitate the analysis of responses to this EOI, vendors are required to prepare their proposals in accordance with the instructions outlined in this part. Proposals should be prepared as simply as possible and provide a straightforward, concise description of the vendor’s capabilities to satisfy the requirements of the EOI. Emphasis should be concentrated on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled.

Vendor responses shall be in the following format and numbered with tabs as shown:

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sr.#</td>
<td>Title Page</td>
</tr>
<tr>
<td>1</td>
<td>Table of Contents</td>
</tr>
<tr>
<td>2</td>
<td>Executive Summary</td>
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<tr>
<td>3</td>
<td>Scope of Services</td>
</tr>
<tr>
<td>4</td>
<td>Company Background and detail of completed projects</td>
</tr>
<tr>
<td>5</td>
<td>Detailed CVs of proposed project team.</td>
</tr>
<tr>
<td>6</td>
<td>Proposed Methodology for PSEB Portal development and Implementation</td>
</tr>
<tr>
<td>7</td>
<td>Design Samples/story board Of Proposed Website and Compliance with Requirement</td>
</tr>
<tr>
<td>8</td>
<td>Copies of Income Tax and Sales Tax registration certificates</td>
</tr>
<tr>
<td>9</td>
<td>Maintenance and Support Programs</td>
</tr>
<tr>
<td>10</td>
<td>Undertaking on the letterhead of the firm/company that the firm/company is not blacklisted by any other firm and/or government department.</td>
</tr>
<tr>
<td>11</td>
<td>In case of representative of a company, authorization letter from the firm/company represented.</td>
</tr>
<tr>
<td>12</td>
<td>PSEB Member certificate.</td>
</tr>
<tr>
<td></td>
<td>Exemption certificate (if applicable).</td>
</tr>
</tbody>
</table>
9  Terms and Conditions

9.1  Submission of Bids
The proposal shall be in English language. Two stage bidding procedure will be opted as per PPRA rules to receive and evaluate bids. In 1st stage, EoI will be called to have technical proposals only. Bids must be provided in sealed envelope having proposal(s) for both Lot#1 & Lot#2 or any one lot and marked with full name of the Lot or Lots. The evaluation process includes presentations of bidders as well. Based on evaluation criteria, most suitable bidders will be shortlisted in the lots as detailed in serial#1.2. Proposals shall contain technical solutions only (without price & earnest money) along with soft copy of the proposal(s) on USB drive.

In 2nd stage, RFP will be issued to only bidders who qualified in 1st stage. Shortlisted bidders will submit comprehensive revised technical proposals along with financial proposals.

The complete Bid documents (only technical solution as per 1st stage) shall be submitted on or before November, 17, 2020 at 2:30 pm which will be opened on the same day at 03:00 pm at below mentioned address.

Note: - Any proposal received after the closing date and time for submission will not be entertained.

9.2  Opening of Bids
Technical offer(s) will be opened on the stipulated date and time as mentioned in the tender notice, in the presence of vendors/bidders or their authorized representatives who desires to attend the bid opening session.

9.3  Disqualifications
Without prejudice to other right of the company; bidder shall be disqualified if:

- They are or have been at any time during the last five years involved in litigation, arbitration or any other dispute or event that may in the company have material adverse effects on the bidders’ ability to perform the contract.
- Its involvement in litigation is chronic.
- Its past conduct or execution of work under contract has been poor.
  The Specification and other requirements of the assignment is not properly adhered to or it is different from the one’s mentioned against each deliverable.
- The firm/company is not registered with the Income tax and Sales Tax authorities.


- Any other major discrepancy found in the proposal and/or non-compliance of the terms and conditions of EOI’s and/or tender notice.
- The firm has been blacklisted by any other firm/company and/or government department.
- Company is not a valid member of PSEB.

9.4 Issuance of RFP

RFP will be issued only those bidders who qualify 1st phase as per evaluation criteria given in this EoI.

<table>
<thead>
<tr>
<th>Date</th>
<th>Tentative Procurement and Implementation Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>30/10/2020</td>
<td>EOI Advertisement</td>
</tr>
<tr>
<td>06/11/2020</td>
<td>Non-mandatory pre-proposal meeting – 11:00 am</td>
</tr>
<tr>
<td>09/11/2020</td>
<td>Last day bidder questions accepted regarding proposal</td>
</tr>
<tr>
<td>17/11/2020</td>
<td>Proposals due date</td>
</tr>
<tr>
<td>27/11/2020</td>
<td>Announce Technically qualified bidders after presentations</td>
</tr>
<tr>
<td>03/12/2020</td>
<td>Issuance of RFP to technically qualified bidders.</td>
</tr>
</tbody>
</table>

Vendor demonstrations are an integral part of the selection process. Vendors that cannot demonstrate their proposed software and hosting solution during the dates prescribed by the PSEB may be eliminated. The agenda for demonstration of proposed solution will be distributed to vendors that have been short-listed for demonstrations well ahead schedule.

10 Contact Information

Khursheed Anwar Bangash
Manager Administration & HR
Pakistan Software Export Board
Ministry of Information Technology and Telecommunication.
Government of Pakistan
2nd Floor Evacuee Trust Complex, F-5/1, Islamabad
Phone # +92-51-9204074 Fax# +92-51-9204075
Reference Form

SOFTWARE DEVELOPMENT/HOSTING REFERENCE FORM
Use this form for completion of Section 11.0 of your Response to the EOI

Please provide at least five (5) references for each of software and hosting that must closely reflect similar projects to the scope of work which have been completed within the past three (3) years and is based on proposed software development methodology. These references should be the sites at which the software solutions have been FULLY IMPLEMENTED and are "Live. Please use the following format in submitting references.

GENERAL BACKGROUND

Name of Client: __________________________ Phone: ______________________
Address: ____________________________________________
Project Manager: _________________________ Title: _______________________
Service Dates: __________________________ Software Program/Version: _______________________
Summary of Project: _________________________________

Size of the organization ________________________________

Please indicate (by checking box) functionality installed:

☐ Vertical Portal ☐ Intranet Portal ☐ Optional other
☐ Horizontal Portal ☐ Enterprise Portal ☐ Optional other
☐ Knowledge Portal ☐ Market Space Portal ☐

PROJECT COST

Hardware Cost_________________________ Implementation Services_________________________
Software Cost_________________________ Government’s Internal Cost (if known) ____________
Program Interface Cost________________________

TECHNOLOGY INFORMATION

Hardware Platform: __________________________
Database Platform: __________________________
Operating System: __________________________