

TENDER NOTICE

PROCUREMENT OF OFFICE COMMUNICATION AND PRODUCTIVITY SUITE OF APPLICATIONS FOR THE NATIONAL ASSEMBLY OF PAKISTAN

1. National Assembly of Pakistan intends to Procure an *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan*.
2. Proposals are invited from reputable Firms:
 - a. having valid incorporation certificate with SECP/Registrar of Firms,
 - b. required experience as mentioned in the Tender document,
 - c. registered with Income Tax and Sales Tax Departments and
 - d. who are on the Active Taxpayers list of the Federal Board of Revenue.
3. Tender documents can be downloaded from the National Assembly of Pakistan website (www.na.gov.pk) and PPRA's website (www.ppra.gov.pk) free of cost or the hard copy is available at the office of National Assembly Secretariat Islamabad during working hours and working days on written request of firm's letterhead.
4. Pre-bid Conference will be held **23rd November, 2021 at 1100 hours** at the National Assembly Islamabad. Due to COVID-19, only one authorized representative will attend the pre-proposal meeting as well as proposal opening event.
5. Procurement will be carried out by adopting the "Single Stage Two Envelopes" procedure. The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion. The Proposal complete in all respects, in accordance with the instructions provided in the Tender document, in sealed envelopes should reach on or before **2nd December, 2021 at 1100 hours** in National Assembly, Islamabad and be clearly marked "*Procurement of Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan*".
6. Bidders are required to submit their proposals strictly in accordance to Instructions to Bidders in the Tender Document.
7. Proposals must be prepared in hard book binding form to deny the possibility of addition or removal of page(s).
8. The technical proposals shall be opened on the same day at **1130 hours**, whereas the financial proposals of the technically qualified bidders shall be opened after finalization of technical evaluation. Other details are provided in the Tender Document.
9. All the applicable Federal, Provincial & Local taxes and duties etc must be considered while preparing the financial proposals. All these taxes are required to be built-in in the quoted rates and GST to be mentioned separately.
10. Bidders who provide unsubstantiated and/or incorrect information are liable to legal action and/or disqualification as per PPRA rules and regulations.
11. The National Assembly Secretariat reserves the right to reject all the proposals as per PPRA Rules.

Deputy Secretary (Admin)
National Assembly of Pakistan,
Constitution Ave, Islamabad,
Phone: 051-9207770

Email : daheri786@gmail.com , Website : www.na.gov.pk



(TENDER DOCUMENT)

FOR

PROCUREMENT OF OFFICE COMMUNICATION AND PRODUCTIVITY
SUITE OF APPLICATIONS FOR THE NATIONAL ASSEMBLY OF
PAKISTAN

National Assembly of Pakistan,
Constitution Ave,
Islamabad, Islamabad Capital Territory
Phone: 051-9207770

Table of Content

INVITATION TO THE BIDDERS	6
INSTRUCTIONS TO THE BIDDERS	7
Scope of Work	7
Source of Funds	7
ELIGIBLE BIDDERS	7
COST OF TENDERING	7
CLARIFICATIONS OF TENDERING DOCUMENTS	7
AMENDMENT OF TENDER DOCUMENT	8
LANGUAGE OF DOCUMENTS	8
PRICE	8
BID SECURITY / EARNEST MONEY	8
VALIDITY OF BIDS	9
CLARIFICATIONS / CORRECTIONS OF BID	9
RESPONSIVENESS OF BIDS	9
DEADLINE FOR SUBMISSION OF BID DOCUMENTS	10
OPENING OF BID	10
EVALUATION OF BIDS	11
Evaluation of Technical Proposals:	11
Evaluation of Financial Proposals:	11
Award of Contract:	11
TECHNICAL EVALUATION CRITERIA	13
Business Email (A)	13
Productivity and Collaboration Applications (B)	14
PROCESS TO BE CONFIDENTIAL	19
AWARD CRITERIA PROCURING AGENCY'S RIGHT	19
REQUIREMENT / FORMAT OF BID	20
FIRM'S RESPONSIBILITIES	20
TIME FOR COMPLETION	20
SUPPORT/ REPLACEMENT WARRANTY	20
TERMS OF PAYMENT	20
DEFAULT BY THE FIRM/SUCCESSFUL BIDDER	21
FORCE MAJEURE	21
WARRANTY/CONTINUITY OF SERVICE	22
MAINTENANCE	22
Corrupt and Fraudulent Practices	23

General Conditions of Contract	25
General Provisions	25
Commencement, Completion, Modification and Termination of Contract -	29
Obligations of the Consultant	34
ANNEX-A	40
Background, Objectives, Scope of Work and Technical Details of Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan	40
Background and Introduction of the Procuring Agency	40
Objective(s) of the Assignment	43
Scope of Services, Tasks (Components) and Expected Deliverables:	43
Business Email	43
Interactive Calendar	44
Manageable and Secure cloud-based controls:	44
Advanced end-to-end tools for data management:	45
Cloud Storage Drive:	45
Chat/Messaging Feature:	46
Productivity Tools:	46
Easy-to-design, create and edit presentation applications. Capable of creating and editing presentations right out of the browser—no additional software required. Shall allow multiple people to work seamlessly simultaneously in real time.	46
Search contents across the entire organization	46
The application shall allow commenting, editing(unlimited revision history), and built-in chat features in real-time by multiple users. Must allow importing documents to make them instantly editable, including Microsoft® Word and PDF files. Export your work in .docx, .pdf, .odt, .rtf, .txt or .html format.	47
Secure, Reliable Video Conferencing:	47
Daily Task Management:	48
Availability and accessibility	48
Business Intelligence tools	48
Security Management:	48
External Key Management	49
Dedicated Service Desk:	49
ANNEX-B	50
FORM OF FINANCIAL BID	50
Annex-C	52
COMPLIANCE CERTIFICATE	52
General or special Conditions	52
ANNEX-D	53
NON-BLACKLISTING DECLARATION	53
ANNEX-E	54
UNDERTAKING / CERTIFICATE	54

ANNEX-F	55
FORM OF CONTRACT FOR PROCUREMENT OF OFFICE COMMUNICATION AND PRODUCTIVITY SUITE OF APPLICATIONS FOR THE NATIONAL ASSEMBLY OF PAKISTAN	55

1. INVITATION TO THE BIDDERS

- 1.1. National Assembly of Pakistan, hereafter referred to as “Procuring Agency” , desires to seek bids from well-reputed, experienced firms to provide a complete *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan* as specified in the Annex-A.
- 1.2. Bidding shall be conducted under Rule 36 (b) of PPRA Rules 2004 “Single stage – two envelope procedure” The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion.
- 1.3. Important terms and conditions to be adhered by all bidders are attached as Annex-C.
- 1.4. Subscription, Post installation maintenance agreement till end of June 2023, may be signed with the successful bidder. Specimen Contract Agreement attached at Annex-F
- 1.5. Queries related to the tender document shall be directed to the undersigned at least (05) working days ahead of the closing date.

Deputy Secretary (Admin)
National Assembly of Pakistan,
Constitution Ave, Islamabad,
Phone: 051-9207770
Email : daheri786@gmail.com , Website : www.na.gov.pk

2. INSTRUCTIONS TO THE BIDDERS

2.1.Scope of Work

- A. Scope of Work for the Procurement of *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan* is given in Annex-A of this tender document.
- B. Bidders are required to follow the required specification as detailed in the Annex-A.

2.2.Source of Funds

The National Assembly of Pakistan will make payment from its allocated budget.

2.3.ELIGIBLE BIDDERS

The bids, which meet the following minimum requisite criteria, shall be declared eligible for further evaluation as per [TECHNICAL EVALUATION CRITERIA](#) (clause 4 of the Tender document) and subject to fulfilment of the requirements as detailed in Annex-A of this Tender document. Requisite documents must be attached in respect thereof. Bidders shall meet the following minimum eligibility criteria and shall provide the following:

- A. Application letter of Intent for participation in the tendering process.
- B. Valid Company Registration Certificate with SECP or Registrar of Firms etc.,
- C. Copy of Income Tax / Sales Tax Registration.
- D. Official Letter in favour of the bidder from the Company (Principal) who are the original providers and service developers for cloud services, office productivity tools and applications suite similar to the requirements of the Procuring Agency
- E. Office details at Islamabad / Rawalpindi, and other cities (if applicable) with Phone Numbers / Addresses
- F. Affidavit on Judicial / Stamp Paper of Rs. 100/- or above duly attested by Notary Public that the firm is not black listed by any government / semi government Department as per Specimen at Annex-D.

2.4.COST OF TENDERING

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

2.5.CLARIFICATIONS OF TENDERING DOCUMENTS

A prospective bidder requiring any clarification(s) may notify the Procuring Agency or an Officer authorized on its behalf in writing. The Procuring Agency or concerned Officer authorized on its behalf will respond to any request for clarification, which is received well before (approximately 05 working days or more) to the deadline set for the submission of bids. Copies of response by the Procuring Agency to such

clarification will be forwarded to prospective bidders (if not already clarified in the tender document or deemed necessary for the bidders).

2.6.AMENDMENT OF TENDER DOCUMENT

- A. At any time prior to the deadline for submission of bids, the Procuring Agency may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by issuing an addendum.
- B. Any addendum thus issued shall form an eternal part of the tender document. To afford bidder's a reasonable time frame in which to take an addendum into account in preparing their bids, the Procuring Agency may at its discretion extend the deadline for submission of bids.

2.7.LANGUAGE OF DOCUMENTS

- A. Bid Documents and related correspondence will always be in the English language.
- B. The bid should have a covering letter on printed letterhead of the firm. All pages of the bid shall be initiated/signed and shall bear the official seal of the person(s) authorized to sign/endorse.
- C. All the relevant technical literature in English Language should be attached with the bid.

2.8.PRICE

- A. Price/bid offer should be quoted in Pak Rupees.
- B. The price/bid offer quoted should be firm, final and clearly written/typed without any ambiguity.
- C. The bid price should include all the government taxes, as per prevailing taxation rates of provincial/federal governments etc.
- D. The price/bid offer shall be entered for the whole duration of one-year (12 x months from the date of opening of the bid).
- E. The bidder shall deem to have obtained all related information as to the requirements thereto which may affect the bid offer/price if required.

2.9.BID SECURITY / EARNEST MONEY

- A. The bidder shall furnish a bid security/ earnest money equivalent to PKR 2,500,000 in the form of a Bank/Demand Draft, Pay Order in favour of the National Assembly Secretariat, Islamabad.
- B. Any bid not accompanied by an acceptable bid security shall stand liable to be rejected by the Procuring Agency as non-responsive.
- C. The bid securities/earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of bid security whichever is earlier. The bid securities of bidders, can be returned earlier if supported by a formal request on the bid letterhead with signed.
- D. The term validity of the bid security shall be 180 days
- E. The bid security of the successful bidder will be returned only when the bidder furnishes the required 10% Performance guarantee and upon supply/installation of required system.
- F. The bid security/earnest money may be forfeited/confiscated:

- a. If a bidder withdraws his bid during the period of bid validity.
- b. If the bid has overwriting, errors or mistakes in the bid price.
- c. In the case of a successful bidder, if he fails to furnish the required performance security or fails to supply/install/test/successful operation the required *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan* as per technical specifications.
- d. If the bidder fails to meet the requirements in the scope of work and Annex-A of the Tender document
- e. If the bidder fails to fulfill the mandatory requirements upon which he has given certificates/affidavits etc.

2.10.VALIDITY OF BIDS

All bids shall remain valid for (06 x months) from the date of opening of bids/financial proposals.

2.11.CLARIFICATIONS / CORRECTIONS OF BID

- A. To assist in the examination, evaluation and comparison of the bids the committee at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.
- B. Arithmetical errors will be rectified on the following basis:
 - a. If there is a discrepancy between unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail. If there is a mistake in addition/totaling that can be corrected.
 - b. If the bidder does not accept the corrected amount of bid, his bid will be rejected and his bid security will be forfeited.

2.12.RESPONSIVENESS OF BIDS

- A. The valid bid security / earnest is submitted.
- B. The bid is valid till the required period.
- C. The bid prices are firm during its validity and inclusive of all taxes, duties etc.
- D. Compliance to all important terms and conditions of this tender document on specified formats.
- E. The bidder is eligible for tendering and possesses the requisite experience.
- F. The bid does not deviate from basic requirements.
- G. The bidder must attach valid bank statements of 06 x months showing financial stability of the firm along with Banker's Certificate for maintenance of the account.
- H. Official Letter in favour of the bidder from the Company (Principal) who are the original providers and service developers for cloud services, office productivity tools and applications suite similar to the requirements of the Procuring Agency (Valid letters attached).
- I. The bidder submitted all mandatory/requisite documents as mentioned in the tender document.
- J. The bid is generally in order etc.

2.13.DEADLINE FOR SUBMISSION OF BID DOCUMENTS

- A. The bids shall be delivered in person or sent by Registered mail / Courier service, which should reach National Assembly Secretariat, Islamabad, on or before 11:00 am on the 2nd December, 2021 or as specified in the advertisement / web sites of PPRA / Procuring Agency.
- B. Bidding shall be conducted under Rule 36 (b) of PPRA Rules 2004 “Single stage – two envelope procedure” The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion.
- C. Bids should be submitted in sealed envelopes containing necessary information regarding tender notice and warning message “DO NOT OPEN BEFORE 1130 hours on 2nd December, 2021”.
- D. Opened, e-mailed or faxed bids will not be accepted.
- E. Any bid received by the Procuring Agency after the date and time of tender opening will be returned as unopened to the sender / bidder.

2.14.OPENING OF BID

- A. The Procuring Agency’s relevant committee will open all bids at 1130 hrs, on the 2nd December, 2021 in the presence of bidder’s representatives who choose to be present at the National Assembly Secretariat.
- B. The relevant committee will resolve any issue raised by the bidders, on the spot. Any issue related to the proceeding after the same have concluded, shall not be entertained verbally or in writing.
- C. The Procuring Agency reserves the right to reject any one or all bids/proposals as per PPRA rules.

3. EVALUATION OF BIDS

- A. A bid determined as non-responsive will be rejected and will not subsequently be made responsive by the bidder by correction of the non-conformity.
- B. The Procurement Committee of the Procuring Agency will evaluate the submitted bids.
- C. The Submitted bids and proposals will be examined in detail whether the bidder complies with the technical specifications as provided in this tender document and meets the requirements. For this purpose, the bidder's data will be compared with the tender document eligibility and evaluation criteria along with visits to bidder facilities/offices for physical inspection.
- D. It will be examined in detail whether the documents comply with the conditions of the tender document. It is expected that no major deviation/stipulation shall be taken by the bidder.
- E. Any minor informality or non-conformity or irregularity in the documents, which does not constitute a material deviation, may be waived by Procuring Agency, provided such waiver does not prejudice or affect the relative ranking of any other bidder.

F. Evaluation of Technical Proposals:

The Procurement committee of the Procuring Agency shall evaluate the Technical Proposals on the basis of their responsiveness to the technical evaluation criteria and points system specified in the Clause 4 of this tender document. Each responsive Proposal will be given a technical score as per the evaluation criteria specified. A Proposal shall be rejected at this stage if it fails to achieve the minimum qualifying technical score of Seventy percent (70%).

G. Evaluation of Financial Proposals:

In accordance with PPRA Rules to qualify for financial evaluation, the bidders must secure 70% points in Technical Evaluation.

A qualified bidder after scoring 70% points in the Technical Evaluation and who offers the lowest financial bid will be qualified for award of the contract.

According to the Clause 30, sub-clause (2) of PPRA Rules, 2004, the following shall be observed while evaluating the financial bids:

“For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents. The rate of exchange shall be the selling rate, prevailing on the date of opening of bids specified in the bidding documents, as notified by the State Bank of Pakistan on that day.”

H. Award of Contract:

- 01. The contract will be awarded to the most advantageous bidder in pursuance of Clause 2 (h) (i) & (ii) of PPRA Rules 2004(as amended 2020) provided that; such bidders have been determined to be eligible as per the mandatory requirement and score 70% or higher in the technical evaluation and provide lowest financial cost.
- 02. The selected bidder will have to furnish a performance security @ 10% of total bid price valid for the period of contract.

03. The Procuring Agency reserves the right to accept or reject any submitted bid, as per PPRA rules and to annul the tendering process and reject all bids, at any time prior to award of order, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the Procuring Agency's action.

4. TECHNICAL EVALUATION CRITERIA

The bids shall be evaluated on the basis of Eligibility Criteria as mentioned under Clause 2 and the process specified in Clause 3 of the tender document. Based on the record / documentary evidence submitted by the bidders, each firm shall be ranked as per the under mentioned Evaluation Criteria :-

The technical evaluation criteria and their details are given below:

A. Business Email (A)

S. No.	Item	Score	Criteria	Proof	Response of Bidder	
					YES	NO
A.1	Solution has the ability to reply to an invitation, fill out a questionnaire, browse a catalog and respond to a comment on a shared document without leaving the email interface (a)	10	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
A.2	Solution has the ability to let users read, write and search emails offline with the capacity to make at least the last 30 days emails available in offline mode (b)	7.5	Full Score if available. Zero score otherwise	Demo+Official product Documentation		
A.3	Solution has the ability to enable read receipt for sent emails. (c)	7.5	Full Score if available. Zero score otherwise	Demo+Official product Documentation		
A.4	The proposed solution has advanced search capability and the ability to categorise emails through custom labels. (d)	5	Full Score if available. Zero score otherwise	Demo+Official product Documentation		
A.5	The proposed solution has the ability to use SMTP relay service to send mail from devices including printers, scanners etc., (e)	5	Full Score if available. Zero score otherwise	Demo+Official product Documentation		
A.6	The proposed solution has the ability for Mail delegation which allows delegated users to read, send, and delete messages on the account owner's behalf. For	10	Full Score if available. Zero score otherwise	Demo+Official product Documentation		

	example, executives can delegate email access to an administrative assistant. (f)					
A.7	The proposed solution has the ability to migrate emails, user data from any mailing service. (g)	5	Full Score if available. Zero score otherwise	Demo+Official product Documentation		
	Total A1=(A1+A2+A3+A4+A5+A6+A7)	50				

B. Productivity and Collaboration Applications (B)

S. No.	Item	Score	Criteria	Proof	Response of Bidder	
					YES	NO
B.1	The proposed solution allows users to schedule events like creating an event, adding guests, adding rooms, location, or conferencing, adding an event description and attachments, choosing an event color, calendar, and default visibility, setting up notifications, Saving events section. (a)	5	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
B.2	The proposed solution is able to hold video meetings with people inside or outside. Schedule a meeting, start instant meetings and invite participants via calendar invite, email and phone dial in. (b)	5				
B.3	Users are able to keep track of daily tasks, organize multiple lists, and track important deadlines. Tasks synchronize across all the devices. (c)	5				
B.4	The proposed solution can design, create and edit	10				

	presentation applications. And is capable of creating and editing presentations right out of the browser—no additional software required. And allows multiple people to work seamlessly simultaneously in real time. (d)					
B.5	The proposed solution has the capability to create custom forms for surveys and questionnaires as a part of the solution with no separate licensing required. The solution is able to export data in a spreadsheet and analyze data right using easy to create summaries or graphs. (e)	10				
B.6	The proposed solution has a feature for real-time analytics to monitor or gauge the impact and usage of deployed solutions. And is capable of sharing the insights against the single user or teams. (f)	7.5				
B.7	The proposed solution allows commenting, editing(unlimited revision history), and built-in chat features in real-time by multiple users. It is also able to import documents to make them instantly editable, including Microsoft® Word and PDF files. Export your work in .docx, .pdf, .odt, .rtf, .txt or .html format. (g)	7.5				
	Total B=(B1+B2+B3+B4+B5+B6+B7)	50				

Cloud storage (C)

S. No.	Item	Score	Criteria	Proof	Response of Bidder	
					YES	NO
C.1	The proposed solution provides at least 5 terabytes (TB) of storage per user per account and if users require higher than 5 TB, then there is a provision to ask for more storage as required by the users without increasing the cost. (a)	150	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
C.2	The proposed solution provides provision for users to open files from the computer's drive folder on the desktop or from the browser. Files created with documents open in browser or mobile app. Other files in the drive folder can open in their regular applications (like Adobe Reader for PDF files) on the computer. (b)	10	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
C.3	The proposed solution has provision for users to be able to upload files to drive on the web, store files on desktop, install drive for desktop, move files to a folder, pause syncing, and can upload files from phone or tablet. (c)	5	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
C.4	The proposed solution has provision for users to be able to share and collaborate like share files and set access levels and visibility, view drive activity and file details, collaborate with available editors on the web. (d)	5	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		

C.5	The proposed solution has provision for users to be able to access files in cloud storage drives online and offline on the web, on computers and a range of mobile and tablet devices. (e)	10	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
C.6	The proposed solution has provision for users to be able to preview and download stored files on the cloud and can create folders, move files to folders, change owner, time, location, follow up access files, quickly star important files and folders, search and sort your files and folders, open, update, delete and restore deleted files (f)	20	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
Total C=(C1+C2+C3+C4+C5+C6)		200				

Security features (D)

S. No.	Item	Score	Criteria	Proof		
					YES	NO
D.1	The proposed solution provides protection from modern threats with data security and privacy and protection in the case of natural disasters with security protocols, including double encryption and replication of data. (a)	7.5	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
D.2	The proposed solution provides protection of data and devices with MFA (Multiple Factors Authentication), proactive password watch, and CAC/PIV support. A solution that must protect user identity, include the verification method: text message, phone call, backup	10	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		

	codes, authentication app or push notification, and hardware security key. (b)					
D.3	The proposed solution provides simple controls enabling centralized manageability in a single admin console to keep users, data, and devices. (c)	10	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
D.4	The proposed solution has advanced phishing and malware protection to block spam and business email compromise (BEC) scams with at least 99.9% accuracy. (d)	7.5	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
D.5	The proposed solution has the ability to reduce risk and costs of compliance audits with information governance over electronic records. (e)	7.5	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
D.6	The proposed solution provides proactive protection to keep users secure by identifying emerging threats and reducing risk. (f)	7.5	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
	Total D=(D1+D2+D3+D4+D5+D6)	50				

Business Intelligence Tools (E)

S. No.	Item	Score	Criteria	Proof		
					YES	NO
E.1	Proposed solution enables data visualization through configurable charts and tables (a)	20	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
E.2	Proposed Solution shall be able to connect to multiple data sources (b)	15	Full Score if available. Zero score	Demo+ Official product Documentation		

			otherwise			
E.3	Proposed solution shall enable collaboration in data visualization and data sources (c)	15	Full Score if available. Zero score otherwise	Demo+ Official product Documentation		
	Total E=(E1+E2+E3)	50				

TOTAL TECHNICAL SCORE= A+B+C+D+E=50+50+200+50+50= 400

MINIMUM SCORE FOR TECHNICAL QUALIFICATION is 70% of the TOTAL TECHNICAL SCORE

MINIMUM SCORE FOR TECHNICAL QUALIFICATION=70% of 400=280

Notes :

- A. Bidder's response to an evaluation with YES, represented with 'Y' will receive full specified score against an evaluation point as specified in the evaluation criteria table above
- B. Bidder's response to an evaluation with NO, represented with 'N' will receive ZERO score against an evaluation point as specified in the evaluation criteria table above
- C. Bidder is wholly responsible to install / configure the complete Visitor Management System at the National Assembly Secretariat and the cost will be borne by the bidder.
- D. Minimum passing marks for technical qualification is 70 besides compliance of all mandatory clauses.

The Technical Evaluation of responsive bids shall be carried out as per the Clause-3 of this tender document.

5. PROCESS TO BE CONFIDENTIAL

- A. No bidder shall contact the Procuring Agency on any matter relating to its tendering process from the time of opening to the time of tendering announcement.
- B. Any effort by a bidder to influence the Procuring Agency in the evaluation, comparison or selection decision may result in the rejection of its bid.
- C.

6. AWARD CRITERIA PROCURING AGENCY'S RIGHT

- A. The contract will be awarded to the most advantageous bidder in pursuance of Clause 2 (h) (i) & (ii) of PPRA Rules 2004(as amended 2020) provided that; such bidders have been determined to be technically qualified to satisfactorily perform the contract. The selected bidder will have to furnish a performance security @ 10% of total bid price valid for the period of contract .
- B. The Procuring Agency reserves the right to accept or reject any submitted bid, as per PPRA rules and to annul the tendering process and reject all bids, at any time prior to award of order, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the Procuring Agency's action.

7. REQUIREMENT / FORMAT OF BID

All bidders shall quote their rates along with 2% Bid Security / Earnest Money of the total bid price for One Year (12 months) starting from the date of Bid Opening in the form of a Pay Order / Demand Draft as per this Tender Document requirement / obligations.

8. FIRM'S RESPONSIBILITIES

- A. The successful bidder shall supply/install/deploy the *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan* in accordance with the supply / work order at the National Assembly Secretariat Islamabad.
- B. The firm shall not subcontract the supply / work order.
- C. The firm shall fulfil the scope of work specified in the tender document
- D. The firm shall fulfil the requirements and comply with all instructions given in the tender document and its annexures.

9. TIME FOR COMPLETION

- A. The bidder shall deliver / install and configure the required *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan* as per demand within 04 x Months time from the date of issuance of supply / work order, and submit Bill along with all relevant documents.
- B. Late delivery / delay in Completion of Work:
If the successful bidder fails to supply / install the requisite system within the time for completion, the successful bidder's liability to the Procuring Agency for such failure shall be to pay @ 0.5% per week subject to a maximum of 10% of the total bid value for which he fails to complete the works.

10. SUPPORT/ REPLACEMENT WARRANTY

The successful bidder shall be required to provide support as per the technical requirements and scope of work and updates to the *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan* shall be made available to the Procuring Agency without incurring any additional cost.

11. TERMS OF PAYMENT

- A. Relevant payment of the supply / work order shall only be payable to the firm upon successful delivery / installation / testing / commissioning of the System as per supply / work order duly supported by the final Acceptance Certificate(s) from Procuring Agency.
- B. All the payment shall be made through a crossed cheque in the Pak Rupees
- C. Taxes will be deducted as per government rules at the time of payment
- D. The Payments shall be done according to the following payment Schedule:

Payment No	Deliverables	Percentage of Total Payment
1	Inception Report	10%

2	Deployment Plan with 20% deployment and enablement of users account	20%
3	HR Gap Analysis and Improvement Recommendation	15%
5	End-user hardware/device recommendation report	15%
6	Status report regarding completion of Installation, deployment and enablement of user accounts with 75% deployment	25%
7	Completion Report with 100% deployment and enablement of user accounts	10%
9	Case study including lessons learned in the Digital Transformation initiative at the National Assembly	5%
Total		100%

12. DEFAULT BY THE FIRM/SUCCESSFUL BIDDER

- A. If the firm fails to supply / install the required system / refuses or fails to comply with a valid instruction of the Procuring Agency, the Procuring Agency may give notice and stating the DEFAULT.
- B. If the firm has not taken all practicable steps to remedy the default within 07 working days (gazetted holidays or circumstances under this tender documents are excluded) after receipt of Procuring Agency notice, Procuring Agency may cancel the order within next 07 x days (gazetted holidays or circumstances under this tender documents are excluded).
- C. If the firm, even thereafter, does not comply with the valid instructions of the Procuring Agency, the performance security / earnest money will be confiscated, leading further towards Blacklisting of the Firm.

13. FORCE MAJEURE

- A. Force majeure shall mean any event, act or other circumstances not being an event, act or circumstance under the control of the Procuring Agency or of the Firm i.e, Earthquake, Flood, or any other Severe Climatic circumstances. Non availability of *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan* or any other event leads towards clear negligence of the Firm shall not constitute Force majeure.
- B. If by reasons of Force Majeure, the required system cannot be delivered, installed / configured by the due delivery date, then the delivery date may be extended appropriately by the Procuring Agency keeping in view all the circumstances and requirements.
- C. The firm shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent of his failure / delay in performance /discharge of obligations is the result of an event of Force Majeure.
- D. If a Force Majeure situation arises, the Firm shall, by written notice served on the Procuring Agency, indicate such condition and the cause thereof. Unless otherwise directed by the Procuring Agency in writing, the firm shall continue to perform under the supply / work

order as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

14. WARRANTY/CONTINUITY OF SERVICE

- A. The successful bidder shall ensure the continuity of services to all the specified users by the Procuring Agency throughout the duration of contract.

15. MAINTENANCE

- A. The successful bidder will provide effective guidance with respect to the maintenance use of the *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan*, its allied modules as may reasonably be requested by the Procuring Agency to relevant technical staff for the complete operation of the *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan*, and its related modules etc. at Procuring Agency premises.
- B. The successful bidder firm shall deliver a detailed user's manual with instructions both in Urdu and English about the use of major features of the *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan*
- C. The successful bidder firm will provide any support services necessary to ensure the Procuring Agency's continued use of the *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan*.

16. Corrupt and Fraudulent Practices

Corrupt and fraudulent practices” in respect of procurement process, shall be either one or any combination of the practices including,-

- I. “coercive practices” which means any impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;
- II. “collusive practices” which means any arrangement between two or more parties to the procurement process designed to stifle open competition for any wrongful gain, and to establish prices at artificial, non-competitive levels;
- III. “corrupt practices” which means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;
- IV. “fraudulent practices” which means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation; and
- V. “obstructive practices” which means harming or threatening to harm, directly or indirectly, persons to influence their participation in a procurement process, or affect the execution of a contract;”

A. Blacklisting & Debarment:

Meaning of Blacklisted” means a bidder that is declared by the Authority untrustworthy after establishing the fact that the bidder was found involved in any corrupt and fraudulent practice or practices; or if the bidder is declared incapable by the Authority due to its established performance failure during the execution of the contract; or if the bidder deviates from its prior commitment or declaration made regarding the bid or proposal submitted by the bidder.”

B. Substantial Requirements & Procedure for Blacklisting & Debarment:

(1) The procuring agency shall devise a comprehensive mechanism for blacklisting and debarment of bidders for a specified time in accordance with regulations made by the Authority, and the bidder or the bidders shall be declared as-

- (a) blacklisted and henceforth cross debarred for participation in any public procurement or disposal proceedings for the period of not more than ten years, if corrupt and fraudulent

practice as defined in these rules is established against the bidder or the bidders in pursuance of blacklisting proceedings;

- (b) blacklisted and henceforth cross debarred for participation in respective category of public procurement or disposal proceedings for a period of not more than three years, if the bidder fails to perform his contractual obligations during the execution of contract or breaches the contract due to his capacity and capability to perform or otherwise. However, procuring agency shall initiate such blacklisting or debarment proceedings after exhausting the forum of arbitration, provided that such provision exists in the conditions of contract, and if such failure or breach is covered in the respective dispute settlement clauses of the contract, and
- (c) blacklisted and henceforth cross debarred for participation in respective category of public procurement or disposal proceedings for a period of not more than six months, if the bidder fails to abide with a bid securing declaration, however without being indulged in any corrupt and fraudulent practice.

(2) Such blacklisting or barring action shall be communicated by the procuring agency to the Authority and respective bidder or bidders in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.

(3) The bidder may file the review petition before the Authority within thirty days of communication of such blacklisting or barring action after depositing the prescribed fee and in accordance with procedure issued by the Authority, and the Authority shall evaluate the case and decide within ninety days of filing of review petition. The decision of the Authority shall be considered as final.

(4) A bidder who has been declared blacklisted or debarred by a foreign country, international organization or other foreign institutions shall be treated as blacklisted and debarred from participating in any public procurement proceedings

or entering into any public contract for such period as declared by that foreign country, international organizations or other foreign institutions:

Provided that in the case of public sector entities, the Board shall have the power to review and examine the case on the basis of evaluations made by the Authority, and decide the case accordingly.

(5) Notwithstanding anything contained in this rule, the blacklisted or debarred bidder shall be bound to perform its contractual obligations in such on-going public contract or contracts in which such bidder is already engaged. This shall however be at the option of the respective procuring agency.

17. General Conditions of Contract

A. General Provisions

1. **Definitions** 1.1 Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:
- (a) **“Applicable Law”** means the laws and any other instruments having the force of law in Pakistan, as they may be issued and in force from time to time,
 - (b) **“Procuring Agency”** means National Assembly Secretariat, Pakistan.
 - (c) **“Procuring Agency’s Personnel”** refers to the staff, labor and other employees (if any) of the Procuring Agency engaged in fulfilling the Procuring Agency’s obligations under the Contract; and any other personnel identified as Procuring Agency’s Personnel, by a notice from the Procuring Agency to the Consultant.
 - (d) **“Consultant”** means a consulting firm as the case may be;
 - (e) **“Contract”** means an agreement enforceable by law;
 - (f) **“Contractor”** means a person, consultant, firm, company or an organization who undertake to supply goods, services or works;
 - (g) **“Contractor’s Personnel”** means personnel whom the Contractor utilizes in the execution of its contract, including the staff, labor and other employees of the Contractor and each subcontractor; and any other personnel assisting the Contractor in the execution of the contract to be supervised by the Consultant (if applicable).
 - (h) **“Day”** means calendar day unless indicated otherwise.

- (i) **“Effective Date”** means the date on which this Contract comes into force and effect pursuant to signed contract.
- (j) **“Experts”** means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or JV member(s) assigned by the Consultant to perform the Services or any part thereof under the Contract.
- (k) **“Foreign Currency”** means any currency other than the Pakistani Rupees.
- (l) **“GCC”** means these General Conditions of Contract.
- (m) **“Government”** means the Government of Pakistan.
- (n) **“Joint Venture (JV)”** means an association with or without a legal personality distinct from that of its members, of more than one entity where one member has the authority to conduct all businesses for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Procuring Agency for the performance of the Contract.
- (o) **“Key Expert(s)”** means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose Curricula Vitae (CV) was taken into account in the technical evaluation of the Consultant’s proposal.
- (p) **“Local Currency”** means the currency of Pakistan
- (q) **“Non-Key Expert(s)”** means an individual professional provided by the Consultant or its Sub-consultant to perform the Services or any part thereof under the Contract.
- (r) **“Party”** means the Procuring Agency or the Consultant, as the case may be, and “Parties” means both of them.
- (s) **“SCC”** means the Special Conditions of Contract by which the GCC may be amended or supplemented but not over-written.
- (t) **“Services”** means any object of procurement other than goods or works; the work to be performed by the Consultant pursuant to this Contract, as described in Annex- A hereto.
- (u) **“Site”** (if applicable) means the land and other places where Works are to be executed or facilities to be installed, and such other land or places as may be specified in the Contractor’s Contract as forming part of the Site.
- (v) **“Sub-consultants”** means an entity to whom/which the Consultant subcontracts any part of the Services while remaining solely liable for the execution of the Contract.
- (w) **“Third Party”** means any person or entity other than the Government, the Procuring Agency, the Consultant or a Sub-consultant.

2. **Relationship between the Parties** 2.1. Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Procuring Agency and the Consultant. The Consultant, subject to this Contract, has complete charge of the Experts and Sub-consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
3. **Law Governing Contract** 3.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in **SCC**.
4. **Language** 4.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Consultant and the Procuring Agency, shall be written in the English language unless otherwise stated in the **SCC**. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.
5. **Headings** 5.1 The Consultant shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.
5.1. Reports to be submitted by the Consultants as part of the assignment shall be in the English language.
6. **Communications** 6.1. Communications between Parties (notice, request or consent required or permitted to be given or made by one party to the other) pursuant to the Contract shall be in writing or in electronic forms that provide record of the content of the communication to the address specified in the **SCC**..
6.2. A notice, request or consent shall be effective when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the **SCC**.
7. **Location/Site** 7.1. The Services shall be performed at such locations as are specified in **Annex- A** hereto and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Procuring Agency may approve.
8. **Authority of Member in Charge** 8.1. In case the Consultant is a Joint Venture, the members hereby authorize the member specified in the **SCC** to act on their behalf in exercising all the Consultant's rights and obligations towards the Procuring Agency under this Contract, including without limitation the receiving of instructions and payments from the Procuring Agency.
9. **Authorized Representatives** 9.1. Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Procuring Agency or the Consultant may be taken or executed by the officials specified in the **SCC**.

10. Fraud and Corruption

10.1 Public Procurement Regulatory Authority requires that Procuring Agencies (including beneficiaries of Government funded projects) as well as Applicants/Bidders/Suppliers/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts.

10.2 The Consultant/Applicant/ Bidders shall permit and shall cause their agents (whether declared or not), sub-contractors, sub-consultants, service providers, suppliers, and their personnel, to permit the Procuring Agency to inspect all accounts, records and other documents relating to any, Bid submission, Primary Procurement process, Framework Agreement performance, Secondary Procurement process, and/or Call-off Contract performance (in the case of award of a Call-off Contract), and to have them audited by auditors appointed by the Procuring Agency.

10.3 Any communications between the Bidder and the Procuring Agency related to matters of alleged corrupt and fraudulent practices must be made in writing or in electronic forms that provide record of the content of communication.

10.4 Procuring Agency will reject proposal, if it is established that the Bidder was engaged in corrupt and fraudulent practices in competing for the contract.

10.5 Procuring Agency will also declare the bidder/Firm as blacklisted in accordance with the regulatory provisions PP Rule 19 and predefined standard mechanism.

a. Commissions and Fees

The Procuring Agency requires the Consultant to disclose any commissions, gratuities or fees that may have been paid or are to be paid to agents or any other party with respect to the selection process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee. Failure to disclose such commissions, gratuities or fees may result in termination of the Contract.

B. COMMENCEMENT, COMPLETION, MODIFICATION AND TERMINATION OF CONTRACT -

1. **Effectiveness of Contract** 11.1. This Contract shall come into force and effect on the date (the "Effective Date") of the Procuring Agency's notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the SCC have been met.
2. **Termination of Contract for Failure to Become Effective** 12.1. If this Contract has not become effective within such time period after the date of Contract signature as specified in the SCC, either Party may, by not less than twenty two (22) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.
3. **Commencement of Services** 13.1. The Consultant shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.
4. **Expiration of Contract** 14.1. Unless terminated earlier pursuant to Clause GCC 19 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.
5. **Entire Agreement** 15.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.
6. **Modifications or Variations** 16.1. Any modification or variation of the terms and conditions of this Contract, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

16.2. In cases of any modifications or variations, the prior written consent of the Procuring agency is required.
7. **Force Majeure**
 - a. **Definition** 17.1. For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party's performance of

its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action confiscation or any other action by Government agencies.

17.2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's Experts, Sub-consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.

17.3. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

b. No Breach of Contract

17.4. The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

c. Measures to be Taken

17.5. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

17.6. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) calendar days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

17.7. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

17.8. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Consultant, upon instructions by the Procuring Agency, shall either:

- (a) demobilize, in which case the Consultant shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Procuring Agency, in reactivating the Services; or
- (b) continue with the Services to the extent reasonably possible, in which case the Consultant shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred.

17.9. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clauses GCC 45 & 46.

8. Suspension

18.1. The Procuring Agency may, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the Consultant to remedy such failure within a period not exceeding thirty (30) calendar days after receipt by the Consultant of such notice of suspension.

9. Termination

19.1. This Contract may be terminated by either Party as per provisions set up below:

a. By the Procuring Agency

19.1.1. The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) of this Clause. In such an occurrence the Procuring Agency shall give at least thirty (30) calendar days' written notice of termination to the Consultant in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in

case of the event referred to in (e); and at least five (5) calendar days' written notice in case of the event referred to in (f):

- (a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GCC 18;
- (b) If the Consultant becomes (or, if the Consultant consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;
- (c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 45.1;
- (d) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;
- (e) If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- (f) If the Consultant fails to confirm availability of Key Experts as required in Clause GCC 13.

19.1.2. Furthermore, if the Consultant, in the judgment of the Procuring Agency has engaged in Fraud and Corruption, as defined in paragraph 1.23 of Attachment 1 to the GCC, in competing for or in executing the Contract, then the Procuring Agency may, after giving fourteen (14) calendar days written notice to the Consultant, terminate the Consultant's employment under the Contract.

b. By the Consultant

19.1.3. The Consultant may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency,

in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

- (a) If the Procuring Agency fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clause GCC 45.1 within forty-five (45) calendar days after receiving written notice from the Consultant that such payment is overdue.
- (b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days.
- (c) If the Procuring Agency fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 46.1.
- (d) If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Consultant may have subsequently approved in writing) following the receipt by the Procuring Agency of the Consultant's notice specifying such breach.

c. Cessation of Rights and Obligations

19.1.4. Upon termination of this Contract pursuant to Clauses GCC 12 or GCC 19 hereof, or upon expiration of this Contract pursuant to Clause GCC 14, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in Clause GCC 22, (iii) the Consultant's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GCC 25 and to cooperate and assist in any inspection or investigation and (iv) any right which a Party may have under the Law.

d. Cessation of Services

19.1.5. Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 19a or GCC 19b, the

Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Procuring Agency, the Consultant shall proceed as provided, respectively, by Clauses GCC 27 or GCC 28.

e. Payment upon Termination

19.1.6. Upon termination of this Contract, the Procuring Agency shall make the following payments to the Consultant:

- (a) payment for Services satisfactorily performed prior to the effective date of termination; and
- (b) in the case of termination pursuant to paragraphs (d) and (e) of Clause GCC 19.1.1, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract, including the cost of the return travel of the Experts.

C. Obligations of the Consultant

10. General

a. Standard of Performance

20.1 The Consultant shall perform the Services and carry out the Services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Consultant shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Procuring Agency, and shall at all times support and safeguard the Procuring Agency's legitimate interests in any dealings with the third parties.

20.2. The Consultant shall employ and provide such qualified and experienced Experts and Sub-consultants as are required to carry out the Services.

20.3. The Consultant may subcontract part of the Services to an extent and with such Key Experts and Sub-consultants as may be approved in advance by the Procuring Agency.

B. Law Applicable to Services

20.4. The Consultant shall perform the Services in accordance with the Contract and in accordance with the Law of Pakistan and shall take all practicable steps to ensure that any of its Experts and Sub-consultants, comply with the Applicable Law.

11. Conflict of Interests

21.1. The Consultant shall hold the Procuring Agency's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

a. Consultant Not to Benefit from Commissions, Discounts, etc.

21.1.1 The payment of the Consultant pursuant to GCC F (Clauses GCC 39 through 43) shall constitute the Consultant's only payment in connection with this Contract and, subject to Clause GCC 21.1.3, the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-consultants, as well as the Experts and agents of either of them, similarly shall not receive any such additional payment.

21.1.2 Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the Procuring Agency on the procurement of goods, works or services. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the Procuring Agency.

b. Consultant and Affiliates Not to Engage in Certain Activities

21.1.3 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-consultants and any entity affiliated with such Sub-consultants, shall be disqualified from providing goods, works or non-consulting services resulting

from or directly related to the Consultant's Services for the preparation or implementation of the project, unless otherwise indicated in the **SCC**.

c. Prohibition of Conflicting Activities

21.1.4 The Consultant shall not engage, and shall cause its Experts as well as its Sub-consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.

d. Strict Duty to Disclose Conflicting Activities

21.1.5 The Consultant has an obligation and shall ensure that its Experts and Sub-consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Procuring Agency, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.

12. Confidentiality

22.1 Except with the prior written consent of the Procuring Agency, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.

13. Liability of the Consultant

23.1 Subject to additional provisions, if any, set forth in the **SCC**, the Consultant's liability under this Contract shall be provided by the Applicable Law.

14. Insurance to be Taken out by the Consultant

24.1 The Consultant (i) shall take out and maintain, and shall cause any Sub-consultants to take out and maintain, at its (or the Sub-consultants', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage specified in the **SCC**, and (ii) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid. The Consultant

shall ensure that such insurance is in place prior to commencing the Services as stated in Clause GCC 13.

15. Accounting, Inspection and Auditing

25.1 The Consultant shall keep, and shall make all reasonable efforts to cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Services and in such form and detail as will clearly identify relevant time changes and costs.

25.2 Pursuant to paragraph 1.23 (e) of Attachment 1 to the General Conditions, the Consultant shall permit and shall cause its agents (where declared or not), subcontractors, sub-consultants, service providers, suppliers, and personnel, to permit, the procuring agency to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents audited by auditors appointed by the Procuring Agency. The Consultant's and its Subcontractors' and sub-consultants' attention is drawn to Sub-Clause 10.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Procuring Agency's inspection and audit rights constitute a prohibited practice subject to contract termination.

16. Reporting Obligations

26.1 The Consultant shall submit to the Procuring Agency the reports and documents specified in **Annex- A**, in the form, in the numbers and within the time periods set forth in the said Appendix.

D. Proprietary Rights of the Procuring Agency in Reports and Records

27.1 Unless otherwise indicated in the **SCC**, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Consultant for the Procuring Agency in the course of the Services shall be confidential and become

and remain the absolute property of the Procuring Agency. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Procuring Agency, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Procuring Agency.

27.2 If license agreements are necessary or appropriate between the Consultant and third parties for purposes of development of the plans, drawings, specifications, designs, databases, other documents and software, the Consultant shall obtain the Procuring Agency's prior written approval to such agreements, and the Procuring Agency shall be entitled at its discretion to require recovering the expenses related to the development of the program(s) concerned. Other restrictions about the future use of these documents and software, if any, shall be specified in the **SCC**.

E. Equipment, Vehicles and Materials

28.1 Equipment, vehicles and materials made available to the Consultant by the Procuring Agency, or purchased by the Consultant wholly or partly with funds provided by the Procuring Agency, shall be the property of the Procuring Agency and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the

Procuring Agency an inventory of such equipment, vehicles and materials and shall dispose of such equipment, vehicles and materials in accordance with the Procuring Agency's instructions. While in possession of such equipment, vehicles and materials, the Consultant, unless otherwise instructed by the Procuring Agency in writing, shall insure them at the expense of the Procuring Agency in an amount equal to their full replacement value.

28.2 Any equipment or materials brought by the Consultant or its Experts into the Procuring Agency's country for the use either for the project or personal use shall remain the property of the Consultant or the Experts concerned, as applicable.

F. Code of Conduct

29.1 The Procuring Agencies and the Consultant are bound to follow the Code of Ethics issued by the Authority.

18. ANNEX-A

Background, Objectives, Scope of Work and Technical Details of Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan

A. Background and Introduction of the Procuring Agency

The National Assembly of Pakistan, the Procuring Agency, is the country's sovereign legislative body. It embodies the will of the people to let themselves be governed under the democratic, multi-party Federal Parliamentary System. The National Assembly makes laws for the Federation in respect of the powers enumerated in the Federal Legislative list. Through its debates, adjournment motion, question hour and Standing Committees, the National Assembly keeps a check over the Executive and ensures that the government functions within the parameters set out in the Constitution and does not violate the fundamental rights of citizens. Only the National Assembly, through its Public Accounts Committee, scrutinizes public spending and exercises control of expenditure incurred by the government.

The Islamic Republic of Pakistan is a Federal State comprising four provinces of Balochistan, Khyber Pakhtunkhwa, Punjab and Sindh; Islamabad is the Federal Capital with Federally Administered Tribal Areas (FATA). These federating units offer a lot of diversity and variety in terms of languages, levels of social and economic development, population density and climatic conditions.

The Members of the National Assembly are to be elected by direct and free vote in accordance with law.

a) CONSTITUTIONAL ROLE

Article 50 of the Constitution provides that the Parliament of Pakistan shall consist of the President and the two Houses known as the National Assembly and the Senate. The National Assembly has an edge over the Senate by legislating exclusively on money matters. With exception to money Bills, however, both the Houses work together to carry out the basic work of the Parliament, i.e. law making.

b) LEGISLATIVE PROCEDURE

The Bill relating to the Federal Legislative List can be originated in either House. If the House passed the Bill through majority vote, it shall be transmitted to the other House. If the other House passes it without amendment, it shall be presented to the President for assent.

If the Bill, transmitted to the other House, is not passed within ninety days or rejected, it shall be considered in a joint sitting to be summoned by the President on

the request of the House in which the Bill originated. If the Bill is passed in the joint sitting, with or without amendments, by the votes of majority of the members of the two Houses, it shall be presented to the President for assent.

If the Bill is presented to the President for assent, he shall assent to the Bill in not later than ten days. If it is not a Money Bill, the President may return the Bill to the Majlis-e-Shoora with a message requesting that the Bill be reconsidered and that an amendment specified in the message be considered. The Majlis-e-Shoora shall reconsider the Bill in a joint sitting. If the Bill is passed again, with or without amendment, by vote of the majority of the members present and voting, it shall be presented to the President and the President shall give his assent within ten days; failing which such assent shall be deemed to have been given.

Under the Constitution, the Parliament may also legislate for two or more Provinces by consent and request made by those Provinces. If the Federal Government proclaims a State of Emergency in any province, the power to legislate about that province is vested in the Parliament. But the Bills passed by the Parliament during the State of Emergency, shall cease to be in force after the expiration of six months from the date Emergency is lifted. Nevertheless, the steps already taken under these Acts shall remain valid.

In exercises of its constitutional role, the Parliament also has other very important duties to perform. The President, who is at the apex, is elected by members of both Houses of the Parliament and the Provincial Assemblies. The Prime Minister, who heads the Cabinet and is meant to aid and advise the President in his functions, belongs to the National Assembly. He enjoys the confidence of the majority of the members of the National Assembly. Members of the Cabinet are appointed by the President on the advice of the Prime Minister.

In the formation of the Cabinet the major portion (75%), goes to the National Assembly while the rest (25%) are taken from the Senate.

There is a democratic procedure to remove the Prime Minister from his office if he loses the confidence of the majority of the members of the National Assembly. In this respect a resolution for a vote of no-confidence is moved by not less than 20% of the total membership of the National Assembly. If the resolution is passed by majority of the total membership of the National Assembly, the Prime Minister immediately relinquishes powers.

Similarly, for the removal or impeachment of the President, not less than one-half of the total membership of either House may give in writing its intention to do so, to the Speaker National Assembly, or, as the case may be, to the Chairman Senate, for moving a resolution for the purpose. In a joint sitting of the two Houses, convened for the purpose, and after the deliberations, if the resolution is passed by the votes of not less than two thirds of the total membership of the Parliament, the President shall cease to hold office immediately on the passing of the resolution.

In case an emergency is proclaimed, the Parliament holds the authority to extend the term of the National Assembly. Under the Constitution, the Parliament may also, on the request of the Federal Government, by law, confer functions upon officers or authorities subordinate to the Federal Government.

c) National Assembly Strategic Plan 2019-23

General Elections 2018 witnessed the second constitutional transition of power from one democratically elected government to another. The 15th National Assembly of Pakistan was successfully constituted on 13 August 2018. Immediately after assuming office of the Speaker, Mr. Asad Qaiser initiated reforms within the House. These reforms were aimed at adopting a comprehensive approach to ensure that the entire House benefits by undertaking capacity and resource development during the inception phase of NASP 2019-23 development.

d) Digital Transformation of the National Assembly Secretariat

The National Assembly Pakistan has a long standing record of fulfilling democratic aspirations. To discover new ways of transforming the National Assembly, a thorough assessment was carried out and a National Assembly Strategic Plan 2019-2023 was approved. In the strategic plan several goals were set for achievement before 2023. The underlying foundation for achieving the goals in the National Assembly strategic plan is the digital enablement of core functions and services.

Digital Transformation will enable fast-track implementation of the following eight (08) goals of the National Assembly Strategic plan:

- I. Goal-1: Committee systems and structures enhanced by making systems and processes more efficient
- II. Goal-2: Infrastructure development
- III. Goal-3: Research and Library provide Parliamentarians and Secretariat access to evidence-based decision making.
- IV. Goal-4: CT tools optimised to strengthen Parliamentary efficiency. All sub-goals:
 - A. 4.1. Digitalisation for House operations
 - B. 4.2. Digital Legislative Database
 - C. 4.3. Digitalising Committee processes
 - D. 4.4. ICT for Research Optimisation
 - E. 4.5. Enhance Connectivity
 - F. 4.6. ICT based citizens engagement
- V. Goal-5: Institutionalise PMU for implementation and review of NA Strategic Plan and strengthen it to perform effectively in developing partnerships
- VI. Goal-6: Enhance SDGs capacity and linkages with Ministries and international partners to make it effective in achieving desired results
- VII. Goal-7: Support increasing engagement of Women Parliamentary Caucus with various stakeholders
- VIII. Goal-8: Enhance and encourage citizen participation from: Academia, youth and women, and vulnerable population segments

B) Objective(s) of the Assignment

To improve the efficiency of the National Assembly Secretariat by effectively leveraging technology platforms for communication, collaboration, team-working, remote-working, continuity of business in the wake of pandemic for members of the national Assembly, Secretariat staff etc., including email, video conferencing software, secure one-place cloud based drive storage, integrated offline and online calendars, online collaborative applications for spreadsheets, word processor and presentation, analytics tools and applications, device management through successful change-management.

C) Scope of Services, Tasks (Components) and Expected Deliverables:

The Procuring Agency intends to procure the services of a suite of productivity tools/software for enabling the members of the National Assembly and Secretariat staff etc., to perform business tasks through increased collaboration and team working. The required services of a suite of productivity tools/software shall fulfil the communication and collaboration requirements of business processes of the members of the National Assembly and Secretariat Staff etc., and shall be secure, available on the cloud, shall be device and Operating System (OS) agnostic and be accessible through a web-browser. For increasing the efficiency in communication and enabling effective collaboration, the suite of productivity tools/software shall include but be not limited to the following:

1. Business Email

A secure, ad-free email service for members of the National Assembly and National Assembly Secretariat staff. The email service:

- i. Shall have advanced unified search capabilities across Email and Chat. The solution should allow users to search easily across email and chat.
- ii. Shall have the ability to categorise emails through custom labels
- iii. Shall have the ability to let users read, write and search emails offline with the capacity to make at least the last 30 days emails available in offline mode
- iv. Shall have the ability to reply to an invitation, fill out a questionnaire, browse a catalog and respond to a comment on a shared document without leaving the email interface
- v. Shall have the ability to use SMTP relay service to send mail from devices including printers, scanners etc.,
- vi. Shall have the ability for Mail delegation which shall let delegated users read, send, and delete messages on the account owner's behalf. For example, executives can delegate email access to an administrative assistant.
- vii. Shall have the ability to enable read receipt for sent emails. Read receipt is an email notification delivered to the sender when a recipient opens an email
- viii. Shall have the ability to migrate emails, user data from any mailing service.
- ix. Users should be able to know when a recipient reads email, Label and sort messages with filters Filter, see calendar responses, type email in

different languages, sign in to multiple accounts at once, send mail from multiple addresses, do more with add-ons and scripts, create professional-looking newsletters, protect messages with confidential mode, protect against malicious website links, see if someone's immediately available, multitask with rooms, get more space for labels

2. Interactive Calendar

- a) Shall have the ability to enable shared calendar view enabling users to avoid time conflicts when adding users to meeting
- b. Shall have the ability to add, remove, book resources including meeting rooms, conference rooms etc., to enable users book rooms and resources for meeting through the calendar and avoid double booking or conflicting booking
- c. Shall have the ability to let users enable and share their availability time slots with other users in the Procuring Agency thus helping other users book meeting appointments in these time slots
- d. Shall allow users to Accept, Delete, or have a choice in accepting invitations for joining meetings
- e. Calendar shall allow users to schedule events like creating an event, adding guests, adding rooms, location, or conferencing, adding an event description and attachments, choosing an event color, calendar, and default visibility, setting up notifications, Saving events Section.
- f. In Responding to and managing events users can reply to an invitation, update an existing event, check guest attendance, delete an event or restore a deleted event Section.
- g. Users shall be able to view, create, change, complete or remove a reminder in the calendar.
- h. Users shall be able to share and view calendars with others, create a shared calendar, import and export events and calendars, add out-of-office date, manage event notifications, choose your calendar view, can check, add, delete or attach notes and tasks, and can get add-ons.

3. Manageable and Secure cloud-based controls:

- a. Proactive protection to keep users secure by identifying emerging threats and reducing risk.
- b. Protecting from modern threats with unrivalled data security and privacy including government data security and personal data protection requirements. Protecting against cyber-crime and natural disasters with security protocols, including double encryption and replication of data.
- c. Protecting data and devices with MFA (Multiple Factors Authentication), proactive password watch, and CAC/PIV support. Solutions that must protect user identity include the verification method: text message, phone call, backup codes, authentication app or push notification, and hardware security key.

- d. Simple controls enable centralized manageability in a single admin console to keep users, data, and devices.
- e. Advanced phishing and malware protection to block spam and business email compromise (BEC) scam with at least 99.9% accuracy
- f. Reducing risk and costs of compliance audits with information governance over electronic records.

4. Advanced end-to-end tools for data management:

- A. Must allow the customer to change the tenant domain name, and merge separated domain accounts into one parent org
- B. The solution must be able to provide a tool/utility for both admin and meeting participants to troubleshoot any video meetings network issue in real-time and identify the root cause of issues
- C. Must be capable of having video conferencing quality tools to troubleshoot the organization's video meetings in real-time and identify the root cause of issues.
- D. Shall allow users to create applications through graphical user interfaces and configuration instead of traditional computer programming
- E. Must provide ease of connecting a spreadsheet to a cloud-based data warehouse for users without coding skills to analyze
- F. Audit logs are required to be stored for a minimum 6 months with capabilities for log shipping.

5. Cloud Storage Drive:

- a) The Cloud Storage Drive shall provide at least 5 terabytes (TB) of storage per user per account and if users require higher than 5 TB, then the procuring agency shall have the provision to ask for as much storage as required by the users without increasing the cost
- b) To reduce management overhead, the cloud Storage is required to be used across email, internal sites, drive and files. There should be no separate storage limit for email, sites, drive and files.
 - i. With Cloud storage Drive, users shall be able to open files from the computer's Drive folder on the desktop or from the browser. Files created with Documents open in browser or mobile app. Other files in the Drive folder can open in their regular applications (like Adobe Reader for PDF files) on the computer.
 - j. Users shall be able to Upload files to Drive on the web, Store files on desktop, Install Drive for desktop, Move files to a folder, Pause syncing, and can upload files from phone or tablet.
 - k. Users shall be able to access files in cloud storage Drive Online and Offline on the web, on computers and a range of mobile and tablet devices.
 - l. Users shall be able to preview and download stored files on the cloud and can create folders Move files to folders, change owner, time, location, follow up Access files, quickly Star important files and folders, search and sort your files and folders, open, update, delete and restore deleted files.

- m. In Cloud storage drive users shall be able to share and collaborate like share files and set access levels and visibility, view Drive activity and file details Collaborate with available editors on the web.

6. Chat/Messaging Feature:

- a. Ability to use chat/messaging together with email in one unified interface to provide better collaboration experience.
- b. Room Productivity Features: Files, Tasks Tabs, Inline File editing
- c. Users can create Guest Access rooms
- d. Users have the capability to turn Chat History on or off. When Chat History is off, Chat messages will be deleted in 24 hours.
- e. Admin can control end users chat history default is on or off
- f. Admin can control auto accept invitations
- g. Admin can control if users can chat outside the domain
- h. File uploads enable/disable
- i. Message edit and delete are enabled, disabled, disabled after time

7. Productivity Tools:

- a. Users shall be able to use essential tools to collaborate with video meetings, chat, shared files, and online docs on a range of devices, like desktops, laptops, mobiles and tablets.
- b. A robust infrastructure that enables the users to collaborate with anyone, anytime, anywhere and gives the freedom to create, while helping to keep your information secure. Must be compatible with external systems, including Microsoft Office, removes the friction of working with multiple data sources.
- c. Easy-to-design, create and edit presentation applications. Capable of creating and editing presentations right out of the browser—no additional software required. Shall allow multiple people to work seamlessly simultaneously in real time.
- d. Surveys and Forms, the solution should have the capability to create custom forms for surveys and questionnaires as a part of the solution with no separate licensing. Required. The solution shall be able to export data in a spreadsheet and analyze data right using easy to create summaries or graphs.
- e. Search contents across the entire organization
- f. Provision of seamlessly integrated search capability within all features (mail, storage, documents, spreadsheets, calendars, so on) across your company's content.
- g. Users shall be able to manage their team, host video meetings, communicate with chat, use docs and collaborate, collaborate with digital whiteboarding, create groups & contacts, Create notes & track tasks.
- h. Users shall be able to hold video meetings with people inside or outside the procuring agency, create and collaborate on documents, Create and collaborate on spreadsheets, create and collaborate on presentations, create and analyze surveys, keep track of daily tasks, organize lists, and track deadlines, create, share, and work together on notes and lists, chat directly with a co-worker or communicate with your entire team at once, online

calendars designed for teams, create, edit, and share digital whiteboard drawings.

- i. The Solution is required to have out of the box real time analytics to monitor or gauge the impact of and usage of deployed solution as part of the suit.
- j. The application shall allow commenting, editing(unlimited revision history), and built-in chat features in real-time by multiple users. Must allow importing documents to make them instantly editable, including Microsoft® Word and PDF files. Export your work in .docx, .pdf, .odt, .rtf, .txt or .html format.
- k. Vendor solution has the smart recommendations for the email reply and email composing

8. Secure, Reliable Video Conferencing:

- A. Shall be able to hold video meetings with people inside or outside of the procuring agency, video conference with international teams, hold remote interviews, conduct webinars, and more.
- B. Should be compatible with different meeting solutions too, meeting systems based on SIP and H.323 standards (e.g Polycom and Cisco) can seamlessly join a meeting through the Pexip Infinity Platform and have Dial-in phone numbers for every meeting and no third party service required.
- C. Shall not require or ask for any plugins or software to be installed, can work entirely in the browser limiting the attack surface and the need to push out frequent security patches on end-user machines and for mobiles and tablets user can directly see the upcoming meetings, create, schedule new or join the meetings with the email app and is synced with the calendar too.
- D. Users shall be able to control notifications and Chat, change camera, speakers, microphone, or video quality for all the devices, change your mobile camera or audio device for smart features and personalization Control mobile data usage and filter out noise from video/audio meetings.
- E. Users shall be able to schedule a meeting, start instant meetings and invite participants via calendar invite, email and phone dial in.
- F. Users should have more features to collaborate like adjust Meet audio and video, change your background in a video meeting, view people in video meetings, Pin, mute, or remove meeting participants, use captions in a video meeting.
- G. Users shall be able to share content and participate in meetings, View meeting details and attachments, send chat messages to video meeting participants, present during a video meeting, raise hand, use a whiteboard, conduct a poll and use breakout rooms.
- H. Users doing meetings with large groups users shall be able to record a video meeting, live stream and track attendance.
- I. All meeting recordings are required to be stored in the cloud storage of the meeting organizer. Based on the meeting organizer role and function, apply retention policy automatically for the meeting recordings.

9. Daily Task Management:

- A. Users shall be to keep track of daily tasks, organize multiple lists, and track important deadlines. Tasks synchronize across all the devices.
- B. Users shall be able to open tasks, create tasks and lists, rename a list, add subtasks, switch or delete lists, organize, sort, restore and update tasks, add notes and due dates, mark a task complete and manage completed tasks.
- C. Users shall be able to create a note or list, add items to a note or list, Mark a list item complete Section, organize and find notes, color and label notes, pin important notes, find notes, Print a note Section, create and manage reminders, share notes, archive and delete notes, restore archived notes, delete notes, Restore deleted notes and permanently delete notes

10. Availability and accessibility

- A. Access all communications, files, and other shared resources from a single space on any device, from anywhere, online, or offline
- B. Improving the Procuring Agency's productivity with real-time access to information on premise and remotely with a 99.9% uptime guarantee.
- C. Service Level Agreement, (SLA) of 99.9% availability with no planned downtime
- D. The capability of having Dial-in conferencing numbers
- E. Must be capable of supporting live streaming to 100k without requiring multiple products
- F. The proposed solution shall be capable of meeting the needs of continuously evolving government requirements.

11. Business Intelligence tools

- A. Identify trends and patterns in data.
- B. Tracking performance metrics.
- C. Visualize data.
- D. Track bottlenecks and manage operations.
- E. A cloud-based visualization tool that should let the user create sleek and compact reports with the help of an interactive dashboard. Users should be able to add data sources, and using a point-and-click interface, generate charts and tables. Users shall also be able to build interactive reports and share them with their team or clients. Shall have an intuitive interface to facilitate non-technical users with the ability to visualize data.

12. Security Management:

- A. Email Security: Vendor solution must have advanced phishing and malware protection to block spam and business email compromise (BEC) scam with at least 99.9% accuracy.
- B. Vendor solution supports confidential email mode to help protect sensitive information from unauthorized access, allow users to set an expiration date for messages or revoke access at any time. Recipients of the confidential message will have the options to forward, copy, print and download disabled.

- C. Account Security: Vendor solution must have MFA (Multiple Factors Authentication) to protect user identity must include the verification method: text messages, phone call, backup codes, authentication app or push notification and hardware security key.
- D. Content Search: Vendor solution must be able to search for content across email and chat in a single interface
- E. Video Conference: Vendor solution must be able to provide tool/utility for both admin and meeting participants to troubleshoot any video meetings network issue in real time and identify the root cause of issues
- F. User Experience: Vendor solution must be able to access email, chat, video conferencing, calendar and tasks from a single user-interface (UI)
- G. Version Control: Vendor solution don't have multiple versions of the same document that create duplication of tasks without an easy way to incorporate
- H. Domain Adjustment: Vendor solution allow customer to change tenant domain name, and merge separate domain accounts into one parent org
- I. The solution must provide build in advance protection including prevent unauthorized access, extra protection from harmful downloads, and only allow verified apps to access user accounts.
- J. The solution must provide advanced MDM capabilities across iOS, Android and Windows including install managed app and block unmanaged app on mobile.

13. External Key Management

- A. The vendor shall provide Cloud External Key Management so that the Procuring Agency shall be use the keys within a supported external key management partner to protect data at rest within the Cloud. It shall provide the capability to protect data at rest in specified customer managed encryption Keys (CMEK) integration services, or by calling the Cloud Key Management Service API directly.
- K. The vendor shall provide the control of the location and distribution of the externally-managed keys to the Procuring Agency on request. If used, the externally-managed keys shall never be cached or stored within the vendor Cloud.
- L. The location of the externally-managed keys shall be Pakistan either provided by the Procuring Agency or through a third party specified by the Procuring Agency within Pakistan. The vendor shall provide assistance to the Procuring Agency in enabling the externally-managed keys.

14. Dedicated Service Desk:

Direct support - 24/7 by phone and email.

19. ANNEX-B

FORM OF FINANCIAL BID (Amount in USD)

According to the Clause 30, sub-clause (2) of PPRA Rules, 2004, the following shall be observed while submitting the financial bids:

“For the purposes of comparison of bids quoted in different currencies, the price shall be converted into a single currency specified in the bidding documents. The rate of exchange shall be the selling rate, prevailing on the date of opening of bids specified in the bidding documents, as notified by the State Bank of Pakistan on that day.”

S.No	Item	Specification	Qty	No. of Months (Dec 2021 to Jun2023)	Unit Price	Total Amount WITHOUT Tax	Admissible Tax as per law	Total Amount WITH Tax
A	Monthly Cost of License Per User	The License shall meet all the requirements as specified in the Annex-A of the tender document	500	19				
B	One time Setup Cost	Shall meet all the requirements as specified in the Annex-A of the tender document	1	NA				
C	Total (A+B) in <u>Figures/Numbers</u>							
D	Total (A+B) WITHOUT TAX in <u>WORDS</u>							
E	Total (A+B) TAX in <u>WORDS</u>							
F	Total (A+B) WITH TAX in <u>WORDS</u>							

Must be filled by the Bidder under authorized signatures and seal / stamp:

Name of Authorized Person: _____
Designation : _____
CNIC # _____
Contact Numbers : (Landline : _____ , Mobile : _____)
Address: _____

SIGNATURES _____ STAMP / SEAL _____

Annex-C

COMPLIANCE CERTIFICATE

1. General or special Conditions

- 1.1. Application letter of Intent for participation in the tendering process.
 - 1.2. Firms must have valid experience of Providing Office Communication and Productivity Suite of Applications to three public / private sector organizations.
 - 1.3. Firms must attach valid 3 x months bank statements along with Certificates from its Banker regarding maintenance of the account of the firm.
 - 1.4. Copy of Income Tax / Sales Tax Registration.
 - 1.5. Office details at Islamabad / Rawalpindi, and other cities (if applicable) with Phone Numbers / Addresses.
 - 1.6. Affidavit on Judicial / Stamp Paper of Rs. 100/- or above duly attested by Notary Public that the firm is not black listed by any government / semi government Department as per Specimen at Annex-C.
 - 1.7. Official Letter in favour of the bidder from the Company (Principal) who are the original providers and service developers for cloud services, office productivity tools and applications suite similar to the requirements of the Procuring Agency
- 2. The firms will be bound to make delivery/supply and install the item(s) as per specification at the National Assembly Secretariat mentioned at Annex-A.
 - 3. Firms who supply reconditioned/sub-standard/used item(s) and having poor performance may not submit their bids. Mode of the payment based on credit and taxes will be applicable as per Government Policy amended to time and again. The firm should clearly show whether GST is included or excluded in the offered rates.
 - 4. The firm will be bound to supply, deliver and install the item(s) within specified time.
 - 5. The National Assembly Secretariat reserves the right to accept or reject any or all bids as per PPRA rules.

Terms and conditions must be signed and attached with the Tender document if agreed upon.

Name of Firm: **M/S**.....

Name of Owner.....

Mailing Address with Phone

Signature / Seal of the bidder.....

ANNEX-D

(Must be Printed on Rs. 100/- or Above Stamp Paper)

NON-BLACKLISTING DECLARATION

CERTIFIED THAT M/s _____ HAS NOT BEEN BLACK-LISTED BY ANY PUBLIC OR PRIVATE SECTOR ORGANIZATION IN PAKISTAN.

M/s _____,

Contact Person: _____

Address: _____

Tel #: _____ Mobile #: _____

Fax #: _____ Email : _____

Signature : _____ Dated : _____

BIDDER'S SEAL

ATTESTED BY NOTARY PUBLIC

ANNEX-E

(Must be Printed on Rs. 100/- or Above Stamp Paper)

UNDERTAKING / CERTIFICATE

IF THE PROVIDED OFFICE COMMUNICATION AND PRODUCTIVITY SUITE OF APPLICATIONS DO NOT FULFILL THE REQUIREMENTS LAID DOWN IN THE TENDER DOCUMENT AT ANY STAGE AFTER THE AWARD, THE SUPPLY / WORK ORDER OF THE FIRM WILL BE IMMEDIATELY TERMINATED WITHOUT ASSIGNING ANY REASON AND WILL NOT MAKE ANY REFUND / PAYMENT. FURTHER, THE PERFORMANCE / BID SECURITY GIVEN BY THE FIRM WILL ALSO BE CONFISCATED AND THE FIRM WILL BE DECLARED BLACK LISTED.

M/s _____

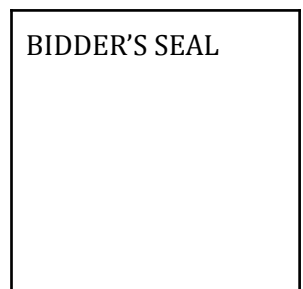
Authorized Person : _____

Address : _____

Tel #: _____ Mobile #: _____

Fax # : _____ Email : _____

Signature : _____ Dated : _____



ATTESTED BY NOTARY PUBLIC

ANNEX-F

FORM OF CONTRACT FOR PROCUREMENT OF OFFICE COMMUNICATION AND PRODUCTIVITY SUITE OF APPLICATIONS FOR THE NATIONAL ASSEMBLY OF PAKISTAN

1. This CONTRACT AGREEMENT is made at Islamabad on theday ofof the year Two Thousand and Twenty One (2021),a company registered under the Companies Ordinance 1984, with its Head Office....., hereinafter referred to as the “_____” (the first party) which term shall mean and include its Heirs, Agents, Executors, Successors and Assigns

AND

THE NATIONAL ASSEMBLY SECRETARIAT PARLIAMENT HOUSE located at Islamabad through its Representative, hereinafter referred to as the Procuring Agency (the second party).

2. And whereas during the contract period M/s.....will provide services to the Procuring Agency; by providing technical support to the Procuring Agency, at their own expenditure / risks.
3. NOW IT IS HEREBY AGREED AS FOLLOWS
 - a. That services provided by M/s.....to the Procuring Agency according to this contract agreement, must be rendered at the said premises, as per clauses mutually agreed by both the parties **Annex-A**.
 - b. This agreement shall take effect on and from and shall remain in force for a period of i.e.,2021 to
 - c. M/S..... shall be responsible for responding to the technical queries on the request of the Procuring Agency during the duration of the contract and carry out customization as may be required.
 - d. M/S..... shall be responsible for any delay in provision of the *Office Communication And Productivity Suite Of Applications for the National Assembly of Pakistan* and as such be liable for penalties laid down in the contract document and reproduced as follows: “If the successful bidder fails to supply / install the requisite system within the time for completion, the successful bidder's liability to the Procuring Agency for such failure shall be to pay @ 0.5% per week subject to a maximum of 10% of the total bid value for which he fails to complete the works. ”.

- e. Technical staff of M/s.are bound to visit the National Assembly Secretariat once in a month or as and when required (on call basis) to ensure efficient working of the *Office Communication And Productivity Suite Of Applications* at their own expense.
- f. Both the parties agreed to do each and everything that is necessary to ensure that the terms of this agreement stands implemented.

4. In witness whereof the parties have here as under put their hands and signature under their seal in token of their having accepted the terms and conditions of this contract and executed the same in presence of the following witnesses.

Signed By

(.....) Deputy Secretary (Admin) National Assembly Secretariat, Islamabad	(.....) M/s..... CNIC #
WITNESSES	
1. (.....) CNIC # National Assembly Secretariat, Islamabad	1. (.....) CNIC#..... M/s.....
2. (.....) CNIC # National Assembly Secretariat, Islamabad	2. (.....) CNIC#..... M/s.....