



National Bank of Pakistan

BIDDING DOCUMENTS

For

**TENDER FOR ARRANGEMENTS OF
IDENTITY ACCESS MANAGEMENT (IAM) SOLUTIONS**

(Single Stage - Two Envelopes)

Tender ID: NT-*//2022-***

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Tender Box placed in the Office of The Senior Vice President / Divisional Head, Procurement Division
Logistics Communications and Marketing Group, National Bank of Pakistan, 3rd Floor, I.I. Chundrigar
Road, Karachi.



Preface

Rule 23 of Public Procurement Rules requires procuring agencies to formulate bidding documents that shall be made available to the bidders immediately after the publication of the invitation to bid. Use of these documents is mandatory for either open or limited bidding. This document would generally be used for procurement of all categories of goods and services.

Document comprises of the Sections listed below:

Section Ia	Tender Notice (TN)
Section-Ib	Invitation for Bids (IFB)
Section-II	Instructions to Bidders (ITB)
Section-III	Bid Data Sheet (BDS)
Section-IV	General Conditions of Contract (GCC)
Section-V	Special Conditions of Contract (SCC)
Section-VI	Technical Requirements
Section-VII	Evaluation Criteria
Section-VIII	Bill of Quantity
Section-IX	Payment Terms & Conditions
Section-X	Delivery Schedule
Section-XI	Sample Forms



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1) TENDER NOTICE

INVITATION TO BID

National Bank of Pakistan, one of the largest commercial bank operating in Pakistan invites sealed bids from the Original Suppliers / authorized Dealers, registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue for “Tender for Arrangements of Identity Access Management (IAM) Solutions.

Bidding documents, containing detailed terms and conditions, etc. are available at 3rd Floor, Procurement Division, NBP Head Office Building, I.I. Chundrigar Road Karachi. Price of the bidding documents is Rs. 2,000/- . Bidding documents can also be downloaded from NBP website free of cost.

The bids, prepared in accordance with the instructions in the bidding documents, must reach at 3rd Floor, Procurement Division, NBP Head Office Building, I.I.Chundrigar Road Karachi on or before December 15, 2022 at 03:00 PM. Bids will be opened the same day at 03:30 PM. This advertisement is also available on PPRA and NBP website at www.ppra.org.pk ; www.nbp.com.pk

(Divisional Head)
Procurement Division,
Logistics, Communications & Marketing Group,
National Bank of Pakistan
3rd Floor, Head Office Building, Karachi.
021-99220331, 021-38902647





2) INVITATION FOR BIDS (IFB)

Tender for Arrangements of Identity Access Management (IAM) Solutions

This Invitation for Bids (IFB) follows the General Procurement Notice (GPN) for this project that was placed on NBP and PPRA websites and appeared in the newspapers.

- 1) NBP now invites the sealed bids from eligible & qualified Bidders as defined in Section-VI: Technical Requirements for Arrangements of Identity Access Management (IAM) Solutions.
- 2) Bidding will be conducted in accordance with Rule 36 (b), Single – Stage Two Envelop Procedure of Public Procurement Rules 2004 (PPR 2004) and is open to all eligible Bidders as defined in the PPRA 2004 that meet the qualification criteria mentioned in the Section-VI - Technical Requirements sheet (separately attached with this Bidding Document).
- 3) The bid shall comprise of a single package containing two separate envelopes. The envelopes shall be marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” in bold and legible letters to avoid confusion (Each Technical & Financial Envelope to contain 1 Original & 1 Copy of the proposal). Initially, only the envelopes marked as “TECHNICAL PROPOSAL” shall be opened. The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the NBP without being opened. NBP shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements. During the technical evaluation no amendments in the technical proposal shall be permitted. Financial proposals of only technically qualified bidders shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and the bid found to be the lowest evaluated bid shall be accepted.
- 4) All bids must also be accompanied with a bid security of not less than Rs. 250,000/- in currency of Pak Rupees. Bid security must be enclosed in a separate envelop Marked as “Bid Security”. Bid security must be valid for at least 180 days from the bid submission date and must be submitted either through Pay Order or Bank Guarantee (as per the format mentioned in Standard Bidding Document).
- 5) Interested bidders may collect the bidding documents from undersigned on up to December 15, 2022 (before close of business day) upon submitting Copy of CNIC and Authority Letter.
- 6) Bids must be delivered on or before December 15, 2022, at **03:00 p.m.** to the address mentioned below. Bids will be opened on same date i.e. December 15, 2022, at **03:30 p.m.** Bids will be opened in the presence of the Bidders’ representatives who choose to attend.
- 7) Late bids and incomplete bids will be rejected.
- 8) If your Bid is accepted, you will be required to submit Performance Bank Guarantee equivalent to 10% of the total bid value/amount/contract price.
- 9) You have to sign the Integrity Pact for Tender of over Rs. 10 Million, format attached separately with the bidding documents which will also become an integral part of final agreement/contract. However, the signed and complete Integrity Pact should also be provided with the technical proposal to ensure NBP that you will agree to all the terms & conditions mentioned in Integrity Pact.
- 10) No complaint(s)/query will be entertained after close of business day of December 15, 2022.

(Divisional Head)

Procurement Division,
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**3) INSTRUCTIONS TO BIDDERS (SECTION-II)**

Capitalized terms used in the BDS and the ITB, unless specifically defined otherwise, shall have the same meaning as set out in the GCC and the SCC.

A. General

1	Scope of Bid	<p>1.1 National Bank of Pakistan referred to as “NBP” or “Purchasing Agent” or “Bank”, in these bidding documents, invites bids for The Tender / Quotation for Arrangements of Identity Access Management (IAM) Solutions, along with end to end solution.</p> <p>1.2 Bill of Quantity / Payment Terms & Conditions are attached as Section- VIII & IX.</p>
2	Source of Funds	Not Applicable
3	Fraud and Corruption	<p>3.1 As per NBP’s policy, it requires all its bidders, suppliers, contractors and consultants to observe the highest standard of ethics and integrity during the procurement and execution of contracts and projects. In pursuit of this policy, NBP :</p> <p>a) defines, for the purposes of this provision, the terms set forth below as follows:</p> <p>i) “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract.</p> <p>ii) “Collusive practices” means a scheme or Arrangement between two or more consultants, bidders or suppliers with or without the knowledge of NBP , designed to establish prices at artificial, non- competitive levels and to deprive NBP of the benefits of free and open competition;</p> <p>iii) “Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence the action of a public official in the selection process or in contract execution; and</p> <p>iv) “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;</p> <p>b) will reject a bid at any stage, if it determines that the bidder has engaged in Coercive , Collusive, Corrupt and/or Fraudulent practices in competing for a contract;</p> <p>c) will declare a bidder ineligible to participate in current or future NBP tenders and contracts, either indefinitely or for a stated period of time, if it, at any time, determines that the bidder has engaged in Coercive , Collusive, Corrupt and/or Fraudulent practices in competing for, or in executing, an NBP contract.</p> <p>3.2 Furthermore, bidders are hereby notified of the provision stated in clause 9.8 and clause 41.2 of the General Conditions of Contract (GCC).</p> <p>3.3 Bidders/ suppliers / consultants shall sign the Integrity Pact as per the attached format.</p> <p>3.4 Any communications between the bidder and NBP related to matters of alleged fraud or corruption must be made in writing.</p> <p>3.5 By signing the Bid Form, the bidder represents that it is either the owner of the Intellectual Property Rights in the hardware, Software or Materials offered, or that it has proper authorization and/or license from the owner of such rights. For the purpose of this clause, “Intellectual Property Rights” shall have the same meaning as set out in clause 1.1 (c) (xvii) of the GCC. Willful misrepresentation of these facts shall be considered a fraudulent practice in accordance with subject to the provisions of clauses 3.1 to 3.4 above and NBP may take action against the bidder accordingly without prejudice to other remedies available to NBP.</p>



4	Eligible Bidders	<p>4.1 A Relevant Bidder which has been declared ineligible previously by NBP or any other Government entity shall be ineligible to bid for any NBP contract during the time period determined by NBP, until they stand clear from all kind of legal restrictions and allegations</p> <p>4.2 Bidders shall provide such evidence of their continued eligibility satisfactorily to NBP, or as shall be reasonably requested by NBP.</p>
5	Eligible Goods and Services	<p>5.1 All Goods and related Services to be supplied under the Contract Agreement shall have their origin in eligible source countries.</p> <p>5.2 For purposes of this clause, “origin” means the place where the goods are mined, grown, or produced, or the place from which the related Services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.</p> <p>5.3 The origin of Goods and Services is distinct from the nationality of a bidder.</p>
6	Qualification of the Bidder	<p>6.1 By submission of documentary evidence in its bid, the bidder must establish to NBP’s satisfaction that:</p> <ul style="list-style-type: none"> a) It has the financial, technical, and production / servicing capability necessary to undertake and successfully conclude the contract, meeting the qualification criteria specified in the BDS, and having a successful performance history. If a pre-qualification process has been undertaken for the contract(s) for which these bidding documents have been issued, the bidder shall, as part of its bid, update any information submitted with its application for pre-qualification; <p>(For the purposes of establishing a bidder’s qualifications, and unless stated to the contrary in the BDS, the experience and / or resources of any subcontractor will not contribute to the bidder’s qualifications; only those of a joint venture partner will be considered.</p> <ul style="list-style-type: none"> b) in the case of a bidder, for a specific project, offering to supply key goods and components that it does not manufacture or otherwise produce itself, the bidder shall provide written evidence of due authorization by the manufacturer or producer authorizing the bidder to supply those components in Pakistan, as identified in the BDS under the Contract Agreement. This will be accomplished by submission of Manufacturer’s Authorization Forms, as indicated in the section entitled Sample Forms; and c) in the case of a bidder not undertaking business within Pakistan, the bidder is or will be (if awarded the contract) represented by an agent in Pakistan who is equipped and able to carry out maintenance, technical support, training, and repair obligations prescribed in the GCC and SCC, and/or Technical Requirements, on behalf of the bidder. <p>6.2 Bids submitted by a joint venture of two or more bidders/companies /partnership firms as partners shall also comply with the following requirements:</p> <ul style="list-style-type: none"> a) the bid shall be duly signed by all the collaborating partners forming a joint venture so as to be legally binding on all partners; b) one of the partners shall be nominated as being in charge, and this nomination shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners; c) the partner in charge shall be authorized to incur liabilities and receive instructions for and on behalf of any and all partners of the joint venture, and the entire execution of the Contract undertaken with the partner in charge; Agreement, including payment, shall be d) the partner or combination of partners responsible for a specific component(s) of the specific project must meet the relevant minimum qualification criteria for that component; e) a bidder/partnership firm/company may submit bids either as a single bidder on its/his/her own or as a partner in a joint venture. Furthermore, a bidder/partnership firm/company which is a bidder, whether as a single bidder or as a partner in a joint venture, cannot be a subcontractor in other bids, except for the supply of commercially available hardware or software manufactured or produced by the bidder/partnership firm/company, as well as purely incidental services such as





		<p>installation/configuration, routine training, and ongoing maintenance/support. If the BDS for ITB clause 6.1 (a) allows the qualification of subcontractors nominated for certain components to be taken into account in assessing the bidder's overall qualifications, any subcontractor so nominated by any bidder is automatically disqualified from being a bidder itself or a partner in a joint venture. Non-compliance may result in the rejection of all bids in which the culprit bidder/partnership firm/company participates as bidder or as partner in a joint venture. As long as a bidder/partnership firm/company is in compliance with these provisions, or is unaffected by them for not participating as a bidder or as partner in a joint venture, it may be proposed as a subcontractor in any number of bids. If the BDS for ITB clause 28.1 permits the submission of bids for subsystems or slices, then the provisions of this clause 6.2 (e) apply only to bids for the same subsystem(s), or slice(s);</p> <p>f) all partners of the joint venture shall be liable jointly and severally for the execution of the contract in accordance with the contract terms, and a statement to this effect shall be included in the authorization mentioned under ITB clause 6.2 (b) above, in the bid and the Contract Agreement (in case of a successful bid).</p> <p>6.3 If a bidder intends to subcontract major items of supply or services, it shall include in the bid details the name and nationality of the proposed Subcontractor, including vendors for each of those items. The bidder shall be responsible to ensure that the proposed Subcontractor(s) complies with the requirements of ITB clause 4, and that any Goods or Services components of the concerned project to be provided by the Subcontractor comply with the requirements of ITB clause 5 and the related evidence required by ITB clause 13.1 (f) (ii) is submitted. Bidders are free to list more than one Subcontractor against each item. Quoted rates and prices will be deemed to apply whichever Subcontractor is appointed by the bidder and any adjustment of the rates or prices shall not be permitted. NBP reserves the right to delete any proposed Subcontractor from the list provided by the bidder. Subsequent additions and deletions from the list of approved Subcontractors shall be performed in accordance with GCC clause 20 (as revised in the SCC, if applicable). For the purposes of these Bidding Documents, a Subcontractor is any vendor or service provider with whom the bidder contracts for the supply or execution of any part of the specific project to be provided by the bidder under the Contract Agreement (such as the supply of major hardware, Software, or other components of the required information technologies specified, or the performance of related Services, e.g., software development, transportation, installation, customization, integration, commissioning, training, technical support, maintenance, repair, etc.).</p>
7	Cost of Bidding	7.1 The bidder shall bear all costs associated with the preparation and submission of its bid, and NBP shall not be responsible or liable for those costs under any circumstances.
8	Site Visit	<p>8.1 The bidder may wish to visit and examine the site or sites of the concerned project and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract Agreement. The costs of visiting the site or sites (all over the Pakistan) shall be at the bidder's own expense.</p> <p>8.2 NBP will arrange for the bidder, its personnel or agents to access the relevant site or sites, provided that the bidder notifies NBP about a proposed visit at least fourteen (14) Days before the same.</p> <p>8.3 No site visits shall be arranged or scheduled after the deadline for the submission of the bids and prior to the award of contract.</p>

B. The Bidding Documents

9	Content of Bidding Documents	9.1 The bidding documents are listed below and should be read in conjunction with Sections attached and any addenda issued in accordance with ITB clause 11:	
		Invitation for Bids	
		Section-I	Invitations for Bids (IFB)
		Section-II	Instructions to Bidders (ITB)
		Section-III	Bid Data Sheet (BDS)
		Section-IV	General Conditions of Contract (GCC)
		Section-V	Special Conditions of Contract (SCC)





		Section-VI Section-VII Section-VIII Section-IX Section-X Section-XI	Technical Requirements Evaluation Criteria Bill of Quantity Payment Terms & Conditions Delivery Schedule Sample Forms
		9.2 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Document and attached Sections . Failure to furnish all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect will be at the bidder's risk and may result in the rejection of the bid.	
10	Clarification of Bidding Documents and Pre-bid Meetings	10.1 Any interested bidder requiring any clarification(s) in respect of the bidding documents may notify NBP in writing at the address indicated in the BDS. NBP will respond to any request for clarification provided they are received at least seven (07) calendar days prior to the date of opening of bid. 10.2 Copies of the procuring agency's response will be forwarded to all the bidders including a description of the enquiry, but without disclosing the identity of its/their initiator(s).	
11	Amendment of Bidding Documents	11.1 At any time prior to the deadline for submission of bids, NBP may, for any reason, amend the Bidding Documents. Subsequent amendments on the same subject shall modify or replace the earlier ones. 11.2 Amendments shall be provided in the form of an addenda to the bidding documents. The amendments shall be sent in writing to all prospective bidders who received the Bidding Documents from NBP. The addenda shall be binding on bidders. Bidders are required to immediately acknowledge receipt of any such addenda. It shall be assumed that the amendments contained in such addenda have been duly taken into account by the bidder before submitting the bid. 11.3 In order to accommodate prospective bidders with reasonable time to take the amendment(s) into account while preparing their bids, NBP may, in accordance with Rule 27 of the Public Procurement Rules, 2004, extend the deadline for the submission of bids, in which case, NBP shall notify all bidders in writing of the extended deadline.	

C. Preparation of Bids

12	Language of Bid	12.1 The bid prepared by the bidder and all correspondence and documents related to the bid exchanged by the bidder and NBP shall be written in the language specified in the BDS. Any printed literature furnished by the bidder as part of its bid may be written in another language, as long as such literature is accompanied by a translation in the language specified in the BDS, in which case, for the purpose of interpretation of the bid, the translation shall govern.
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13	Documents Comprising the Bid	<p>13.1 The bid submitted by the bidder shall comprise of:</p> <ul style="list-style-type: none">a) Technical bids are in separate envelopes with clear relevant markings. Technical bid will consist of the bidder’s complete profile, complete offer, compliance sheet in given format, relevant technical brochures; key highlights of product/Solution offered and allied details. Required information in technical proposal is mentioned in Section-I, II, III, IV, V, VI, VII, X ,XI and any other attachments/documentary evidences.b) A Bid Form duly completed and signed by a person or persons duly authorized to bind the bidder to the Contract Agreement.c) Financial bid will consist of BOQ Section-VIII, Payment Terms & Conditions Section-IX and Bid Security Payment Order sealed all price schedules duly completed in accordance with ITB clauses 14, 15, and 18 and be signed by a person or persons duly authorized to bind the bidder to the Contract Agreement. Financial bids of bidders whose technical bids are found to be substantially responsive, technically qualified, and compliant with the given specifications and allied requirement will be opened on an announced date.d) Bid security furnished in accordance with ITB clause 17. It must be enclosed in a separate envelop along with the financial bid and the technical bid.e) In case the bidder is a company, a resolution of the board of directors passed in accordance with the articles of association of the company authorizing specific officers to sign on behalf of the bidder; in case the
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		<p>bidder is a partnership firm, a partners resolution passed in accordance with the partnership deed authorizing a partner or partners to sign on behalf of the bidder; in case the bidder is a sole proprietorship, a declaration of sole proprietorship and confirmation that the sole proprietor shall sign as the bidder; and in case the bidders have formed a joint venture, then a letter confirming the formation of the joint venture and authorizing the lead bidder's representative to sign on behalf of the bidders in the joint venture. The above resolutions/letters/declarations should authorize the signatory of the bid to commit the bidder, in accordance with ITB clause 19.2;</p> <p>f) Attachments:</p> <p>i) Bidder's qualifications should be set out as per the attached criterion mentioned in Section-I: Mandatory Requirements for Bidders and Vendors Eligibility/ Selection Criteria. (ii) Documentary evidence establishing to NBP's satisfaction, and in accordance with ITB clause 6, that the bidder is qualified to perform the contract if its bid is accepted. In case of pre-qualification of bidders having been undertaken, and in pursuance of ITB clause 6.1(a), the bidder must provide evidence on any changes in the information submitted as the basis for pre-qualification or if there has been no change at all in the said information, a statement to this effect;</p> <p>ii) Relevant business and service partnership certificates and manufacturer's authorizations specified as required in the BDS for ITB Clause 6.1 (b);</p>
14	Bid Prices	<p>14.1 The prices of goods and components of a system shall be clearly and individually specified</p> <p>a) Goods supplied from outside the country where NBP is based:</p> <p>Unless otherwise specified in the BDS, the prices shall be quoted on a FOR basis with delivery at NBP Head Office Karachi and shall be inclusive of all taxes, stamp duty, duties, levies, sales or other similar tax and fees imposed in the country where NBP is based. In quoting the price, the bidder shall be free to use transportation through carriers registered in any eligible countries. Similarly, the bidder may obtain insurance services from any eligible source country.</p> <p>b) Locally supplied Goods:</p> <p>Unit prices of goods offered from within the country where NBP is based, shall be quoted on an EXW (ex-factory, ex works, ex warehouse or off-the-shelf, as applicable) basis, and shall be inclusive of all duties, levies, fees, stamp duties, taxes, sales and other similar taxes incurred until delivery of the Goods. Insurance charges shall be for the account of the bidder</p> <p>c) Additional charges:</p> <p>All inland transportation charges must be included in prices quoted for goods referred to in Clause 14(a) and (b) above. Any additional costs of any support, service level agreement or license cost as required must also be quoted separately along with its justification and rationale.</p>
15	Bid Currencies and Prices	<p>15.1 Unless otherwise specified in the BDS, prices quoted by the bidder shall be fixed during the bidder's performance of the contract and shall not be subject to increases on any account. Submitted bids that are subject to price adjustment will be rejected.</p> <p>15.2 The bidder may quote its prices for all Information Technologies, associated Goods, and Services to be supplied from outside Pakistan entirely in the currency or currencies approved by NBP. If the bidder wishes to be paid in a combination of different currencies, it must quote unit prices accordingly, but no more than three foreign currencies may be used.</p> <p>15.3 Unless specified otherwise in the BDS, the bidder shall express its prices for such information technologies, associated goods, and services to be supplied locally (i.e., from within Pakistan) in the currency of Pakistan.</p>



16	Documents Establishing the Conformity of the Solution to the Bidding Documents	16.1 Pursuant to ITB clause 13.1 (f), the bidder shall furnish, as part of its bid, documents establishing the conformity to the Bidding Documents of the particular project that the bidder proposes to bid for.
		<p>16.2 The documentary evidence of conformity of the concerned project to the Bidding Documents shall be in the form of written descriptions, literature, diagrams, certifications, and client references, including:</p> <ul style="list-style-type: none"> a) the bidder’s technical bid, i.e., a detailed description of the bidder’s proposed technical solution conforming in all material aspects with the Technical Requirements and other parts of these Bidding Documents, overall as well as with regard to the essential technical and performance characteristics of each component making up the proposed solution; b) The bidder shall submit an item-by-item commentary on the bidder’s compliance with NBP’s Technical Requirements in accordance with the format of Section-VI: Technical Requirement Sheet, demonstrating substantial responsiveness of the proposal offered to those requirements. In demonstrating responsiveness, the commentary shall include explicit cross references to the relevant pages in the supporting materials included in the bid. Whenever a discrepancy arises between the item-by-item commentary and any catalogues, technical specifications, supporting documents or other preprinted materials submitted with the bid, the item-by-item commentary shall prevail; c) A Preliminary Project Plan describing, among other things, the methods by which the bidder will carry out its overall management and coordination responsibilities if awarded the contract and other resources the bidder proposes to use. The project plan should include a detailed contract implementation schedule in bar chart form, showing the estimated duration, sequence, and interrelationship of key activities needed to complete the Contract Agreement. The Preliminary Project Plan must also address any other topics specified in the BDS. In addition, the Preliminary Project Plan should state the bidder’s assessment of what it expects from NBP and any other party involved in the implementation of the project to provide during implementation and how the bidder propose to coordinate the activities of all the parties involved; d) A written confirmation that the bidder accepts responsibility for the successful integration and inter-operability of all components of the project as required by the Bidding Documents. <p>16.3 For the purposes of the commentary to be furnished pursuant to ITB clause 16.2 (b), the bidder shall note that references to brand names or model numbers or national or proprietary standards designated by NBP in its Technical Requirements are intended to be descriptive and not restrictive. Except where explicitly prohibited in the BDS for specific items or standards, the bidder may substitute alternative brand/model names or standards in its bid, provided that it demonstrates to NBP’s satisfaction that the use of the substitute(s) will result in the performance substantially equivalent to or better than that specified in the Technical Requirements.</p>





17	Bid Security	<p>17.1 Unless otherwise specified in the BDS, the bidder shall furnish, as part of its bid, a bid security in the amount stipulated in the BDS. It is mandatory to enclose the bid security in a separate envelop along with the financial proposal. Bids not following the aforementioned format will be rejected.</p> <p>17.2 The bid security shall;</p> <ul style="list-style-type: none">a) at the bidder’s option, be in the form of either a certified cheque, letter of credit, or a bank guarantee from a banking institution;b) be issued by a reputable institution in Pakistan selected by the bidder;c) be substantially in accordance with one of the forms of bid security included in Section VII: Sample Forms or other form approved by NBP prior to bid submission;d) be payable promptly upon written demand by NBP in case any of the conditions listed in ITB clause 17.7 are invoked;e) be submitted in its original form, as copies shall not be accepted;f) remain valid for a period of at least 90-days and maximum 300-days beyond any extended period of bid validity subsequently requested pursuant to ITB clause 18.2. <p>17.3 The bid security of a joint venture shall be issued in the name of the joint venture submitting the bid and shall list all partners of the joint venture.</p> <p>17.4 Any bid not accompanied by a substantially acceptable bid security in accordance with ITB clauses 17.2 and 17.3, shall be rejected by NBP as non-</p>
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		<p>responsive.</p> <p>17.5 The bid security of the successful bidder will be returned when the successful bidder has signed the Contract Agreement and furnished the required performance security.</p> <p>17.6 The bid security may be forfeited:</p> <ul style="list-style-type: none"> a) if a bidder: (i) withdraws its bid during the period of bid validity specified by the bidder on the Bid Form, except as provided in ITB clause 23.3 b) in the case of a successful bidder, if the bidder fails to: (i) sign the Contract Agreement in accordance with ITB clause 35; or (ii) Furnish performance security in accordance with ITB clause 36.
18	Period of Validity of Bids	<p>18.1 Bids shall remain valid, at a minimum, for the period specified in the BDS after the deadline date for bid submission prescribed by NBP. A bid valid for a shorter period shall be rejected by NBP as non-responsive. Bidders are responsible for adjusting the dates in the BDS in accordance with any extensions to the deadline date of bid submission pursuant to ITB clause 21.2.</p> <p>18.2 In exceptional circumstances, prior to expiry of the bid validity period, NBP may request the bidders to extend the period of validity for a specified additional period. The request and the responses to the request shall be made in writing. A bidder may refuse the request without forfeiting its bid security. A bidder agreeing to the request will not be permitted to modify its bid, but will be required to extend the validity of its bid security correspondingly, pursuant to ITB clause 17.2 (f).</p>
19	Format and Signing of Bid	<p>19.1 The bidder shall prepare an original and the number of copies/sets of the technical and financial bids specified in the BDS, clearly marking each one as "TECHNICAL PROPOSAL" "FINANCIAL PROPOSAL," "COPY NO. 1" etc., as appropriate. In the event of any discrepancy between them, the original shall govern. The bidder shall also enclose a bid security in the manner prescribed in ITB clause 17.</p> <p>19.2 The original and copies of the bid, each consisting of the documents listed in ITB clause 13.1, shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the bidder. The authorization must be in writing and must be included in the bid pursuant to ITB Clause 13.1 (e). The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.</p> <p>19.3 The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.</p> <p>19.4 The bidder shall furnish in the Bid Form (a sample of which is provided in the Sample Forms Section of the Bidding Documents) information regarding commissions or gratuities, if any, paid or to be paid to agents in relation to this procurement and the execution of the Contract Agreement, should the bidder be successful.</p>





D. Submission of Bids

20	Sealing and Marking of bids	<p>20.1 The bidder shall sign and seal the original and each copy of the bid in separate envelopes, duly marking the envelopes as “TECHNICAL PROPOSAL,” and “FINIANICAL PRPOSAL, and “COPY NO. 1” etc. along with two CDs of the complete technical bid in the sealed envelope containing the technical bid. Similarly, one CD of the complete financial bid should be submitted in the sealed envelope containing the financial bid only. The bids and the CDs must be clearly labelled. The CDs must be in writing protected (in PDF, WORD or Excel format). The bidder shall also enclose a bid security in the manner prescribed in ITB clause 17. The bidder must take due care in strictly adhering to the above. Any deviation from the given instruction will lead to rejection of the bid.</p> <p>20.2 There shall be inner envelopes clearly marked as TECHNICAL PROPOSAL and FINIANICAL PRPOSAL. They shall further be enclosed in an outer envelope. The outer envelope shall:</p> <ul style="list-style-type: none">a) be addressed to NBP at the address given in the BDS; and;b) bear the project name indicated in the BDS for ITB clause 2.1, the
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		<p>Invitation for Bid title and number, and the contract name, as indicated in the BDS for ITB clause 1.2, with the statement “DO NOT OPEN BEFORE [time and date],” The time and date to be filled in must concur with the time and date specified in the BDS for ITB clause 24.1</p> <p>20.3 The inner envelopes shall also indicate the name and address of the bidder so that the bid can be returned unopened in case it is declared “late.”</p> <p>20.4 If the outer envelope is not sealed and marked as required by ITB clause 20.2 above, NBP shall assume no responsibility for the bid’s misplacement or premature opening. If the outer envelope discloses the bidder’s identity, NBP shall not guarantee the anonymity of the bid submission. However, this disclosure will not constitute grounds for bid rejection.</p>
21	Deadline for submission of Bids	<p>20.5 Bids must be received by NBP at the address specified in the BDS for ITB clause 20.2 no later than the date and time intimated by NBP</p> <p>20.6 NBP may extend this deadline for submission of bids by amending the bidding documents in accordance with ITB clause 11.3, in which case all rights and obligations of NBP and the bidders will thereafter be subject to the deadline as extended.</p>
22	Late Bids	<p>22.1 Any bid received by NBP after the bid submission deadline prescribed by NBP in the BDS for ITB clause 21, will be rejected and returned unopened to the bidder.</p>
23	Modification or Withdrawal of Bids	<p>23.1 The bidder may modify or withdraw its bid after submission, provided that written notice of the modification or withdrawal is received by NBP prior to the deadline prescribed for bid submission.</p> <p>23.2 Modifications by the bidder shall be prepared, sealed, marked, and dispatched as follows:</p> <ol style="list-style-type: none"> The bidder shall provide an original and the number of copies specified in the BDS for ITB clause 19.1 of any modifications to its bid, clearly identified as such, in two inner envelopes duly marked “BID MODIFICATIONS - ORIGINAL” and “BID MODIFICATIONS – COPY.” The inner envelopes shall be sealed in an outer envelope, which shall be duly marked “Bid Modifications.” Other provisions concerning the marking and dispatch of bid modifications shall be in accordance with ITB clauses 20.2, 20.3, and 20.4 <p>23.3 A bidder wishing to withdraw its bid shall notify NBP in writing prior to the deadline prescribed for bid submission. A withdrawal notice may also be sent by electronic means such as fax or e-mail, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids. The notice of withdrawal shall:</p> <ol style="list-style-type: none"> be addressed to NBP at the address mentioned in the BDS for ITB clause 20.2 (a); and bear the contract name, the IFB title and IFB number, and the words “Bid Withdrawal Notice.” Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid shall be deemed to be a validly submitted bid. <p>23.4 No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in ITB clause 18. Withdrawal of a bid during this interval may result in the forfeiture of the bidder’s bid security, pursuant to ITB clause 17.7.</p>

E. Bid Opening and Evaluation



24	Opening of Bids by NBP	<p>24.1 NBP shall open all technical bids for all packages, excluding withdrawals, in public, in the presence of bidders’ representatives who choose to attend, at the time, on the date and at the place specified in the BDS. Bidders’ representatives shall sign a register as proof of their attendance.</p> <p>24.2 Envelopes marked as withdrawals shall be opened and read out first, and the inner envelope(s) of the corresponding bid as well as the inner envelope(s), if any, marked as modifications for the same bid, shall not be opened. No withdrawal shall be permitted unless the corresponding withdrawal notice is read out at bid opening. Envelopes marked as modifications shall be read out and opened together with the corresponding bid.</p> <p>24.3 Financial bids shall be opened one at a time. The following details shall be read out:</p>
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		<p>a) Unit Price; and</p> <p>b) Bid Amount</p> <p>24.4 NBP shall prepare minutes of the bid opening, including the information disclosed to those present in accordance with ITB clause 24.3.</p>
25	Clarification of Bids	25.1 During the bid evaluation, NBP may, at its discretion, ask a 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.
26	Preliminary Examination	<p>26.1 NBP shall examine the technical bids to determine whether:</p> <p>i) they are complete in all respects;</p> <p>ii) the documents have been properly signed; and</p> <p>iii) whether the bids are generally in order.</p> <p>26.2 In case of a pre-qualification process having been undertaken for the contract(s) for which these Bidding Documents have been issued, NBP shall ensure that each bid is from a pre-qualified bidder, and in the case of a joint venture, the partners and structure of the joint venture are unchanged from those in the pre-qualification. Bidder's profile, technical compliance, major and minor deviations from the given specifications, solution offered as and where applicable will be individually listed and duly evaluated.</p> <p>26.3 NBP may waive any minor formality, nonconformity, or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.</p> <p>26.4 Prior to the detailed evaluation, NBP shall determine whether each bid is of acceptable quality, complete, and substantially responsive to the Bidding Documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviations, exceptions, objections, conditional ties, or reservations. A material deviation, exception, objection, conditionality, or reservation is one: (i) that limits in any substantial way, the scope, quality, or performance of the project; or (ii) is inconsistent with the Bidding Documents or limits in a substantial way, NBP's rights or the successful bidder's obligations under the Contract Agreement; or (iii) the acceptance of which would unfairly affect the competitive position of other bidders who have submitted substantially responsive bids.</p> <p>26.5 If a bid is not substantially responsive, it shall be rejected by NBP and may not subsequently be made responsive by the bidder by correction of the nonconformity. NBP's determination of bid responsiveness shall be based on the contents of the bid itself.</p>
27	Conversion to Single Currency	27.1 For evaluation and comparison purposes, NBP shall convert all bid prices expressed in various currencies and amounts into a single currency specified in the BDS, using the selling rate prevailing on the date of opening of the bids intimated by NBP, as notified by the State Bank of Pakistan.
28	Evaluation Criteria	<p>28.1 Bids for subsystems, or slices of the overall Information System will be accepted if specified in the BDS.</p> <p>28.2 The bid evaluation shall be carried out in accordance with the bid evaluation criteria specified in Section-VII - Technical Evaluation Matrix".</p>
29	Domestic Preference	<p>29.1 If indicated in the BDS, NBP shall grant a margin of preference for use of domestic Information Technologies and related Goods. Under this preference, for Goods supplied from outside Pakistan, the CIP (named place of destination) price shall be increased by the applicable import tariff (custom duties and other import taxes) or fifteen (15) percent, whichever is less. If duties vary from item to item within the bid, the appropriate tariff for each item shall apply. No preference shall be applied for any associated Services or works components of the bid.</p> <p>29.2 No margin of preference will be granted for any other price component, and bidders will not be permitted or required to modify the source of any hardware, Software, related equipment, materials, products, or other Goods, as well as related Services after bid opening.</p>



30	Contacting NBP	<p>30.1 From the time of bid opening to the time of the announcement of the successful bidder, if any bidder wishes to contact NBP on any matter related to the bid, it should do so in writing.</p>
		<p>30.2 If a bidder tries to directly influence NBP or otherwise interfere in the bid evaluation process and the decision to select a bidder as the successful bidder, its bid may be rejected.</p>
31	Post Evaluation Criteria	<p>31.1 NBP will determine at its own cost and to its satisfaction whether the bidder which is selected as having submitted the lowest evaluated bid is qualified to perform the Contract Agreement satisfactorily, in accordance with ITB clause 6. If a pre-qualification process was undertaken for the Contract Agreement and/or related agreements for which these Bidding Documents were issued, NBP will determine in the manner described above that no material changes have occurred after the pre-qualification that negatively affects the ability of the bidder which has submitted the lowest evaluated bid to perform the Contract.</p> <p>31.2 Pursuant to ITB clauses 6 and 16, the evaluation of the bidder's financial, technical, design, integration, customization, production, management, and support capabilities will be based on an examination of the documentary evidence of the bidder's qualifications, as well as other information which NBP deems necessary and appropriate. This evaluation may include visits or interviews with the bidder's clients referenced in its bid, site inspections, and any other measures. NBP may, at its discretion, also carry out tests to determine whether the performance or functionality of the solution offered meets those stated in the technical requirements before announcement of the successful bidder.</p> <p>31.3 An affirmative post-qualification evaluation will be a prerequisite for selecting the lowest evaluated bidder. A negative evaluation will result in rejection of the bidder's bid, in which event NBP shall proceed to the next lowest evaluated bidder to make a similar evaluation of that bidder's capabilities to perform satisfactorily.</p>
32	Award Criteria	<p>32.1 Subject to ITB clause 33, NBP shall award the contract to the bidder whose bid has been evaluated and determined to be substantially responsive and the lowest evaluated bid, provided further that the bidder has been determined to be qualified to perform the contract satisfactorily, pursuant to ITB clause 31.</p>
33	NBP's Right to Accept any Bid and to Reject any or all Bids	<p>33.1 NBP reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to the execution of the Contract Agreement with the successful bidder, without thereby incurring any liability to the bidders.</p>
34	Notification of Award	<p>34.1 Prior to the expiration of the period of bid validity, NBP shall notify the successful bidder in writing by registered letter, or by electronic means, including the PPRA and NBP websites, to be subsequently confirmed in writing by registered letter, that its bid has been accepted.</p> <p>34.2 The contract with the successful bidder shall come into force as follows:</p> <ol style="list-style-type: none"> a) where no formal signing of a contract is required, from the date the notice of the acceptance of the bid or purchase order has been given to the bidder whose bid has been accepted. Such notice of acceptance or purchase order shall be issued within a reasonable time; or; b) where the procuring agency requires signing of a written contract, from the date on which the signatures of both the procuring agency and the successful bidder are affixed to the written contract. Such affixing of signatures shall take place within a reasonable time. <p>34.3 Provided that where the coming into force of a contract is contingent upon fulfilment of a certain condition or conditions, the contract shall take effect from the date whereon such fulfilment takes place. When the successful bidder furnishes the signed Contract Agreement between the bidder and the Purchaser and the performance security pursuant to ITB clause 37, NBP shall notify each unsuccessful bidder and will discharge their bid security.</p>



35	Signing of Contract	<p>35.1 At the same time as NBP notifies the successful bidder that its bid has been accepted, NBP shall negotiate and finalize a contract based on the form of contract attached hereto with the bidder which shall set out the understanding and agreement between the parties relating to the transaction/project. If required by the demands of the project and its legal implications, the bidder and NBP may enter into several contracts on different aspects of the transaction/project.</p> <p>35.2 Following notification of the award of the contract, NBP and the successful</p>
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F. Post Evaluation Criteria and Award of Contract

		<p>bidder shall sign and date the formal Contract Agreement as soon as practically possible. Provided, however, that NBP may in its discretion extend the date for signing the formal contract.</p>
36	Performance Security	<p>36.1 The successful bidder shall furnish the performance security in accordance with the GCC, using the performance security bank guarantee form provided in the Bidding Documents or another form acceptable to NBP at the time of signing of the Contract Agreement.</p> <p>36.2 Failure of the successful bidder to comply with the requirements of ITB clause 35 or ITB clause 36.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event NBP may make the award to the next lowest evaluated bid submitted by a qualified bidder or call for new bids.</p>



**4) BID DATA SHEET – BDS (SECTION-III)**

The following specific information relating to [Tender / Quotation for Arrangements of **Identity Access Management (IAM) Solution** and procurement procedures that will be used shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions in the Bid DataSheet (BDS) shall prevail over to those mentioned in the ITB.

A. General

ITB 1.1	Name of Purchaser: National Bank of Pakistan
ITB 1.1	Name of Contract/Project: Tender / Quotation for Arrangements of Identity Access Management (IAM) Solution
ITB 5	NBP requires Tender / Quotation for Arrangements for of Identity Access Management (IAM) Solutions for the period of 3 Years (extendable) as per the requirements mentioned in Section-VI Technical Requirements attached separately with the bidding documents.
ITB 6.1 (a)	Qualification criteria/ requirements of bidders are attached as Section-VI: Technical Requirements .
ITB 6.1 (b)	Manufacturer's authorizations for all the products offered by the bidder on behalf of the manufacturer are required.
ITB 6.2 (c)	Bidders not undertaking business in Pakistan are not allowed.

B. Preparation of Bids

ITB 12.1	The language of all correspondence and documents related to the bid is English . Unless explicitly specified in the Technical Requirements section, the key passages of all accompanying printed literature in any other language must be translated into English.
ITB 13(a), (c), (e) & (f)	All bids must be accompanied with a bid security of not less than 0.5% of the total Bid Value, in currency of Pak Rupees. Bid security must be enclosed in a separate envelop Marked as "Bid Security". Bid security must be valid for at least 90-days and maximum 300-days from the bid submission date.
ITB 14	The prices for the goods, services and other items of the system are to be expressed and shall be defined and governed in accordance with the Public Procurement Rules, 2004 and mentioned in detail in Section-IX: Payment Terms & Conditions . Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and shall not be subject to increases on any account. Bids submitted that are subject to price adjustment will be rejected.
ITB 15.1	Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and shall not be subject to increases on any account.
ITB 15.2	Only single currency (Pakistani rupees) is allowed.
ITB 16.3	Not Applicable
ITB 17.1	All bids must be accompanied with a bid security of not less than 0.5% of the total Bid Value, in currency of Pak Rupees. Bid security must be enclosed in a separate envelop Marked as "Bid Security". Bid security must be valid for at least 90-days and maximum 300-days from the bid submission date.
ITB 18.1	The bid validity period shall be a valid for at least 90-days and maximum 300-days after the bid submission date.
ITB 19.1	One copy each of the Bid along with one original hard copy and electronic copy of Bid on two write protected CDs clearly labeled and signed either in PDF or Word format must be submitted. The electronic copy of the technical response (i.e. Section-VI: Technical Requirements) must be in MS Excel format.

C. Submission of Bids

ITB 20.2 (a)	The Address for Bid submission is: The SVP / Divisional Head, Logistics, Commuictions & Marketing Group, 3rd Floor, National Bank of Pakistan, Head Office, I.I. Chandigarh Road, Karachi.
ITB 21.1	Bid Submission Date is ----

D. Bid Opening & Evaluation

ITB 23	Modifications or withdrawal of Bids are not allowed
ITB 24	Bidding will be conducted using the Public Procurement Rules, 2004 (i.e. 36 (b) Single Stage Two Envelop procedures).
ITB 24.1	Time, date, and place for bid opening will be informed through Publication /advertisement available on NBP and PPRA websites.
ITB 24.2	Not Applicable
ITB 27.1	Payment terms and conditions are stated in Section-IX: Payment Terms & Conditions



ITB 28.1 & 28.2	The evaluation of bids will be carried out as per the attached Section-VII: Evaluation Criteria
ITB 29.1	Not Applicable
ITB 35.1	Negotiation of prices shall not be allowed.

5) GENERAL CONDITIONS OF CONTRACT (SECTION-IV)

The General Conditions of Contract (“GCC”) contained in this section are to be read in conjunction with the Special Conditions of Contract (“SCC”) and conditions of the Contract Agreement (as defined herein below) which will be executed between NBP and the Supplier. The aforesaid GCC, SCC and the Contract Agreement shall form a complete document expressing all the rights and obligations of the parties; however the Contract will be finalized in consultation with Supplier and Legal Department of NBP. The GCC must remain unaltered. Contract -specific information, deletions, extensions, and modifications to the GCC shall be introduced through the SCC and the Contract Agreement. In the event of any conflict between the terms of the GCC, the SCC and the Contract Agreement, the terms of the Contract Agreement shall prevail.





A. Contract and Interpretation

1	Definitions	<p>1.1 The following terms shall be interpreted as indicated below.</p> <p>a) Contract elements:</p> <ul style="list-style-type: none"> (i) Deleted (ii) "Contract Documents" means the documents specified in Article 1.1 (Contract Documents) of the form of contract agreement (including any amendments to these Documents). (iii) "Contract Agreement" means the agreement entered into between NBP and the Supplier using the form of contract agreement contained in the sample forms section of the bidding documents and any modifications to this form agreed to by NBP and the Supplier, including any novation's, modifications or amendments thereto. (iv) "GCC" mean the General Conditions of Contract. (v) "SCC" means the Special Conditions of Contract. (vi) "Technical Requirements" means the Technical Requirements section of the bidding documents. (vii) "Implementation Schedule" means the Implementation Schedule sub-section of the Technical Requirements. (viii) "Contract Price" means the price or prices stated in the Contract Agreement. (ix) "Bidding Documents" refers to the collection of documents issued by NBP to instruct and inform potential Suppliers of the processes for bidding, selection of the winning bid, and contract formation, as well as the contractual conditions governing the relationship between NBP and the Supplier. The GCC, the SCC, the Technical Requirements, and all other documents included in the Bidding Documents reflect the procurement guidelines that NBP is obligated to follow during procurement and administration of the process for formalization of the Contract Agreement and its performance. <p>b) Entities;</p> <ul style="list-style-type: none"> (i) "NBP" means the National Bank of Pakistan; (ii) "Project Manager" means the person appointed by NBP in the manner provided in GCC Clause 18.1 (Project Manager) and named as such in the SCC to perform the duties delegated by NBP. (iii) "Supplier" means the person(s) whose bid to perform the contract has been accepted by NBP and is named as such in the Contract Agreement. (iv) "Supplier's Representative" means any person nominated by the Supplier and named as such in the Contract Agreement and approved by NBP in the manner provided in GCC Clause 18.2 (Supplier's Representative) to perform the duties delegated by the Supplier in connection with the performance of the Contract Agreement by the Supplier. (v) "Subcontractor," including vendors, means any person to whom any of the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is subcontracted directly or indirectly by the Supplier. <p>c) Scope</p> <ul style="list-style-type: none"> (i) "Turnkey Solution" A turnkey solution is a type of system built
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		<p>end-to-end for a customer that can be easily implemented into acurrent business process, National Bank of Pakistan intends to procure “End to</p> <p>End MasterCard Debit Card Issuance, personalization & Hosting Solution”</p> <p>(ii) “Solution” also called the “System” means all the Information Technologies, Materials, and other Goods to be supplied, installed, integrated, and made operational, together with the MasterCard issuance & other Services to be carried out by the Supplier under the Contract. For the avoidance of any doubt the term “System” includes any Subsystem.</p> <p>(iii) “Subsystem” means any subset of the System identified as such in the Contract Agreement that may be supplied, installed, tested, and commissioned individually before commissioning of the entire System & Turnkey solution for MasterCard.</p> <p>(iv) “Information Technologies” means all information processing and communications-related hardware, Software, supplies, and consumable items that the Supplier is required to supply and install under the Contract Agreement.</p> <p>(v) “Goods” means all equipment, machinery, furnishings, Plastic, stationary, Materials, and other tangible items that the Supplier is required to supply or supply and install under the Contract Agreement, including, without limitation, the Information Technologies and Materials.</p> <p>(vi) “Services” means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract Agreement to supply, install, customize, integrate, and make the System operational. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, pre -commissioning, commissioning, maintenance, and technical support.</p> <p>(vii) “Project Plan” means the document to be developed by the Supplier and approved by NBP, pursuant to GCC clause 19, based on the requirements of the Contract Agreement and the Preliminary Project Plan included in the Supplier’s bid. The “Finalized Project Plan” is the version of the Project Plan approved by NBP, in accordance withGCC clause 19.2. Should the Project Plan conflict with the Contract Agreement in any way, the relevant provisions of the Contract Agreement, including any amendments, shall prevail.</p> <p>(viii) “Software” means that part of the System which are instructions that cause information processing Subsystems to perform in a specific manner or execute specific operations.</p> <p>(ix) “System Software” means Software that provides the operating and management instructions for the underlying hardware and other components, and is identified as such in the Contract Agreement and such other Software as the parties may agree in writing to be Systems Software. Such System Software includes, but is not restricted to, micro-code embedded in hardware (i.e., “firmware”), operating systems, communications, system and network management, and utility software.</p> <p>(x) “General-Purpose Software” means Software that supports general-purpose office and software development activities and is identified as such in the Contract Agreement and such other Software as the parties may agree in writing to be General- Purpose Software. Such General-Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software.</p> <p>(xi) “Application Software” means Software formulated to perform specific business or technical functions and interface with the</p>
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		<p>business or technical users of the System and is identified as such in the Contract Agreement and such other Software as the parties may agree in writing to be Application Software.</p>
		<p>(xii) "Standard Software" means Software identified as such in the Contract Agreement and such other Software as the parties may agree in writing to be Standard Software.</p> <p>(xiii) "Custom Software" means Software identified as such in the Contract Agreement and such other Software as the parties may agree in writing to be Custom Software.</p> <p>(xiv) "Source Code" means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software (typically, but not exclusively, required for Custom Software).</p> <p>(xv) "Materials" means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided to NBP under the Contract Agreement.</p> <p>(xvi) "Standard Materials" means all Materials not specified as Custom Materials.</p> <p>(xvii) "Custom Materials" means Materials developed by the Supplier i.e. Cards Plastic, Stationary etc. under the Contract Agreement and identified as such in the Contract Agreement or any related agreement between the parties (if any) and such other Materials as the parties may agree in writing to be Custom Materials. Custom Materials includes Materials created from Standard Materials.</p> <p>(xviii) "Intellectual Property Rights" means any and all copyright, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation, all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works, extract or re-utilize data, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide electronic access, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.</p> <p>(xix) "Supplier's Equipment" means all equipment, tools, apparatus, or things of every kind required in or for installation, completion and maintenance of the System that are to be provided by the Supplier, excluding the Information Technologies, or other items forming part of the System.</p> <p>d) Activities</p> <p>(i) "Delivery" means the transfer of the Goods from the Supplier to NBP in accordance with the current edition Incoterms specified in the Contract Agreement. "Incoterms" means international commercial terms published by International Chamber of Commerce (ICC).</p> <p>(ii) "Installation" means that the System or a Subsystem, as specified in the Contract, is ready for Commissioning as provided in GCC clause 26 (Installation).</p> <p>(iii) "Pre-commissioning" means the testing, checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the Supplier in preparation for Commissioning of the System as provided in GCC clause 26 (Installation).</p> <p>(iv) "Commissioning" means operation of the System or any Subsystem by the Supplier following Installation, which is to be carried out by the Supplier as provided in GCC clause 27.1 (Commissioning), for the purpose of carrying out Operational Acceptance Test(s).</p> <p>(v) "Operational Acceptance Tests" means the tests specified in the</p>





		<p>Technical Requirements and the Finalized Project Plan to be carried out to ascertain whether the System, or a specified Subsystem, is able to attain the functional and performance requirements specified in the Technical Requirements and the Finalized Project Plan, in accordance with the provisions of GCC clause 27.2 (Operational Acceptance Test).</p>
		<p>(vi) "Operational Acceptance" means the acceptance by NBP of the System (or any Subsystem(s) where the Contract Agreement provides for acceptance of the System in parts), in accordance with GCC clause 27.3 (Operational Acceptance).</p> <p>e) Place and Time</p> <p>(i) "Pakistan" is the country named in the SCC.</p> <p>(ii) "Supplier's Country" is the country in which the Supplier is legally organized, as named in the Contract Agreement.</p> <p>(iii) "Project Site(s)" means the place(s) specified in the SCC and /or the Contract Agreement for the Card Issuance and personalization & supply and installation of the System.</p> <p>(iv) "Eligible Country" shall mean any country except Israel, a country subject to sanctions of the United Nations and any country subject to trade and commercial restrictions by the Federal Government of Pakistan.</p> <p>(v) "Day" means a calendar day of the Gregorian Calendar.</p> <p>(vi) "Week" means seven (7) consecutive Days, beginning on the first Day of the week as is customary in Pakistan.</p> <p>(vii) "Month" means a calendar month of the Gregorian Calendar. (viii) "Year" means twelve (12) consecutive Months.</p> <p>(x) "Contract Period" is the tenor of the Contract Agreement.</p> <p>(xi) "Defect Liability Period" (also referred to as the "Warranty Period") means the period of validity of the warranties given by the Supplier commencing on the date of the Operational Acceptance certificate of the System or Subsystem(s), during which the Supplier is responsible for defects with respect to the System (or the relevant Subsystem(s)) as provided in GCC clause 29 (Defect Liability).</p> <p>(xii) "Post-Warranty Services Period" means the number of years defined in the SCC (if any), following the expiration of the Warranty Period during which the Supplier may be obligated to provide Software licenses, maintenance, and/or technical support services for the System, either under the Contract Agreement or under separate contract(s).</p> <p>(xiii) "The Coverage Period" mean the Days of the Week and the hours of those Days during which maintenance, operational, and/or technical support services (if any) must be available.</p>
2	Contract Documents	<p>2.1 All documents forming part of the Contract Agreement (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole along with the GCC and the SCC.</p>





3	Interpretation	<p>3.1 Language</p> <p>3.2 All Contract Documents, all correspondence, and communications to be given shall be written in the language specified in the SCC, and the Contract Agreement shall be construed and interpreted in accordance with that language.</p> <p>3.3 If any of the Contract Documents, correspondence, or communications are prepared in any language other than the governing language under GCC clause 3.1.1 above, the translation of such documents, correspondence, or communications shall prevail in matters of interpretation. The originating party shall bear the costs and risks of such translation, with respect to such documents, correspondence, and communications</p> <p>3.4 Singular and Plural The singular shall include the plural and the plural shall include the singular, except where the context requires otherwise.</p> <p>3.5 Headings The headings and marginal notes in the GCC are included for ease of reference and shall neither constitute a part of the Contract nor affect its interpretation.</p> <p>3.6 Persons: Words importing persons or parties shall include individuals, firms, companies, corporations, and government entities.</p> <p>3.7 Entire Agreement: The Contract Agreement shall constitute the entire agreement between NBP and the Supplier, when executed, with respect to the</p>
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		<p>subject matter of The Contract Agreement and shall supersede all communications, negotiations, and agreements (whether written or oral) of the parties with respect to the subject matter of the Contract Agreement made prior to the date of Contract Agreement, unless such communications, negotiations and agreements are expressly incorporated into the Contract Agreement.</p> <p>3.8 Amendment: No amendment or other variation of the Contract Agreement shall be effective unless it is in writing, is dated, expressly refers to the Contract Agreement, and is signed by a duly authorized representative of each party to the Contract Agreement.</p> <p>3.9 Independent Supplier: The Supplier shall be an independent contractor performing the Contract Agreement. The Contract Agreement does not create any agency, partnership, joint venture, or other joint relationship between the parties to the Contract Agreement. Subject to the provisions of the Contract Agreement, the Supplier shall be solely responsible for the manner in which the Contract Agreement is performed. All employees, representatives, or Subcontractors engaged by the Supplier in connection with the performance of the Contract Agreement shall be under the complete control of the Supplier and shall not be deemed to be employees of NBP, and nothing contained in the Contract Agreement or in any subcontract awarded by the Supplier shall be construed to create any contractual relationship between any such employees, representatives, or Subcontractors and NBP.</p> <p>3.10 Joint Venture or Consortium: If the Supplier is a joint venture or consortium of two or more persons, all such firms shall jointly and severally be bound to NBP for the fulfillment of the provisions of the Contract Agreement and shall designate one of such persons to act as a leader with authority to bind the joint venture or consortium. The composition or constitution of the joint venture or consortium shall not be altered without the prior consent of NBP.</p> <p>3.11 Non-waiver: Subject to GCC clause 3.9.2 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract Agreement or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract Agreement, nor shall any waiver by either party of any breach of Contract Agreement operate as waiver of any subsequent or continuing breach of Contract Agreement.</p> <p>3.12 Any waiver of a party's rights, powers, or remedies under the Contract Agreement must be in writing, must be dated and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.</p> <p>3.13 Severability: If any provision or condition of the Contract Agreement is</p>
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		prohibited or rendered invalid or unenforceable, such prohibition, invalidity, or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract Agreement.
4	Notices	<p>4.1 Unless otherwise stated in the Contract Agreement, all notices to be given under the Contract shall be in writing and shall be sent by personal delivery, courier, facsimile, electronic mail, or Electronic Data Interchange (EDI) to the address of the relevant party as specified in the SCC, with the following provisions.</p> <p>4.1.1 Any notice sent by facsimile, electronic mail, or EDI shall be confirmed within two (2) Days after dispatch by notice sent by courier, except as otherwise specified in the Contract Agreement.</p> <p>4.1.2 Any notice sent by courier shall be deemed (in the absence of evidence of earlier receipt) to have been delivered ten (10) Days after dispatch. In proving the fact of dispatch, it shall be sufficient to show that the envelope containing such notice was properly addressed, stamped, and conveyed to the courier service for transmission by courier.</p> <p>4.1.3 Any notice delivered personally or sent by facsimile, electronic mail, or EDI shall be deemed to have been delivered on the date of its dispatch.</p> <p>4.1.4 Either party may change its postal, facsimile, electronic mail, or EDI address or addressee for receipt of such notices by ten (10) Days' notice to the other party in writing.</p> <p>4.2 Notices shall be deemed to include any approvals, consents, instructions, orders, and certificates to be given under the Contract Agreement.</p>
5	Governing Law	5.1 The Contract Agreement shall be governed by and interpreted in accordance
		with the laws of the country specified in the SCC.
6	Settlement of Disputes	<p>6.1 Negotiations</p> <p>a) If a dispute of any kind whatsoever shall arise between NBP and the Supplier in connection with or arising out of the Contract Agreement, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, or the execution of the project (whether during the progress of implementation or after its achieving Operational Acceptance, and whether before or after the termination, abandonment, or breach of the Contract Agreement), the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference by mutual consultation, within fourteen (14) Days after one party has notified the other in writing of the dispute or difference, then, each of the parties may refer the matter for arbitration.</p> <p>6.2 Arbitration</p> <p>a) A party shall give a notice to the other party of its intention to commence arbitration, as provided below, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.</p> <p>b) Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC clause 6.2.1 shall be finally settled by arbitration. Arbitration may be commenced prior to, during or after completion of the project.</p> <p>c) Arbitration proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.</p> <p>d) Notwithstanding any reference to arbitration in this clause the parties shall continue to perform their respective obligations under the Contract Agreement unless they otherwise agree.</p>





B. Subject Matter of Contract

7	Scope of the System	<p>7.1 Unless otherwise expressly limited in the SCC or Technical Requirements, the Supplier’s obligations cover the provision of end to end Turnkey solution for MasterCard, Plastic, inventory, stationary, Materials and other Goods as well as the performance of all Services required for the complete cycle from Personalization, issuance, testing, implementation and Usage of the MasterCard in accordance with the plans, procedures, specifications and any other documents specified in the Contract Agreement and the Finalized ProjectPlan.</p> <p>7.2 The Supplier shall, unless specifically excluded in the Contract Agreement, perform all such work and / or supply all such items and Materials not specifically mentioned in the Contract Agreement but that can be reasonably inferred from the Contract Agreement as being required for attaining Operational Acceptance of the System as if such work and / or items and Materials were expressly mentioned in the Contract Agreement.</p> <p>7.3 The Supplier’s obligations (if any) to provide Plastic, stationary, inventory, Goods and Services etc. as per international standards (e.g., issuance, personalization, technical assistance, and operational support), are specified in the SCC, including the relevant terms, characteristics, and timings.</p>
8		<p>8.1 The Supplier shall commence work on the solution within the period specified in the SCC, and without prejudice to GCC clause 28.2, the Supplier shall thereafter proceed with the solution in accordance with the time schedule specified in the Implementation Schedule in the Technical Requirements section and any refinements made in the Finalized Project Plan.</p> <p>8.2 The Supplier shall achieve Operational Acceptance of the MasterCard Solution within the time specified in the SCC in accordance with the time schedule specified in the Implementation Schedule in the Technical Requirements Section and any refinements made in the Finalized Project Plan, or within such extended time to which the Supplier shall be entitled under GCC clause 40 (Extension of Time for Achieving Operational Acceptance).</p>
9	Supplier Responsibilities	<p>9.1 The Supplier shall conduct all activities with due care and diligence in accordance with the Contract Agreement, and with the skill and care expected of a competent provider of solution and related services in accordance with best industry practices. In particular, the Supplier shall provide and employ</p>





		<p>only technical personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand.</p> <p>9.2 The Supplier confirms that it has entered into this Contract Agreement on the basis of a proper examination of the information and specifications relating to the System provided by NBP and on the basis of information that the Supplier could have obtained from a visual inspection of the Project Site (if access to the site was available) and other data readily available to the Supplier relating to the System. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract Agreement.</p> <p>9.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually agreed Finalized Project Plan (pursuant to GCC clause 19.2) within the time schedule specified in the Implementation Schedule in the Technical Requirements section. Failure to provide such resources, information, and decision making may constitute grounds for termination pursuant to GCC clause 41.2</p> <p>9.4 The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings in Pakistan and other relevant jurisdictions including but not limited to the country where the Supplier is incorporated, that are necessary for the performance of the Contract, including, without limitation, visas for the Supplier's and Subcontractor's personnel and entry permits for all imported Supplier's Equipment. The Supplier shall acquire all permits, approvals, and/or licenses that are necessary for the performance of the Contract Agreement.</p> <p>9.5 The Supplier shall comply with all laws in force in Pakistan and other relevant jurisdictions including but not limited to the country where the Supplier is incorporated. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract Agreement and are binding upon the Supplier. The Supplier shall indemnify and hold harmless NBP from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel. The Supplier shall not indemnify NBP to the extent that such liability, damage, claims, fines, penalties, and expenses were caused by a fault of NBP.</p> <p>9.6 The Supplier shall pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor in all dealings with its labor and the labor of its Subcontractors currently employed in connection with the Contract Agreement.</p> <p>9.7 Any Information Technologies or other Goods and Services that will be incorporated in or be required for the Solution and other supplies shall have their origin in an Eligible Country.</p> <p>9.8 The Supplier shall permit the Bank to inspect the Supplier's accounts and records relating to the performance of the Supplier, and to have them audited by auditors appointed by the Bank, if so required by the Bank.</p> <p>9.9 Other Supplier responsibilities, if any, are as stated in the SCC.</p>
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10	NBP's Responsibilities	<p>10.1 NBP shall ensure the accuracy of all information and/or data to be supplied by NBP to the Supplier, except when otherwise expressly stated in the Contract Agreement.</p> <p>10.2 NBP shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an agreed Finalized Project Plan (pursuant to GCC clause 19.2) within the time schedule specified in the Implementation Schedule in the Technical Requirements section.</p> <p>10.3 NBP shall be responsible for acquiring and providing legal and physical possession of the site and access to it, and for providing possession of and access to all other areas reasonably required for the proper execution of the Contract Agreement which are to be agreed by mutual consent.</p> <p>10.4 NBP assumes primary responsibility for the Operational Acceptance Test(s)</p>
		<p>for the System in accordance with GCC clause 27.2.</p> <p>10.5 NBP is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles, except where such responsibility is clearly assigned to the Supplier in the Contract Agreement.</p> <p>10.6 All costs and expenses involved in the performance of the obligations of NBP under this GCC clause 10 shall be the responsibility of NBP, save those to be incurred by the Supplier with respect to the performance of the Operational Acceptance Test(s), in accordance with GCC clause 27.2.</p> <p>10.7 Other NBP responsibilities, if any, are as stated in the SCC.</p>

C. Payment

11	Contract Price	<p>11.1 The Contract Price shall be as specified in Contract Agreement.</p> <p>11.2 The Contract Price shall be a firm lump sum not subject to any alteration, except:</p> <ul style="list-style-type: none"> a) in the event of a Change in the System pursuant to GCC clause 39 or to other clauses in the Contract Agreement; or b) in accordance with the price adjustment formula (if any) specified in the SCC. <p>11.3 The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract Agreement, cover all its obligations under the Contract Agreement.</p>
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12	Terms of Payment	<p>12.1 The Supplier’s request for payment shall be made to NBP in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), delivered, Pre- commissioned, Installed, and Operationally Accepted, and by documents submitted pursuant to GCC clause 22.5 and upon fulfillment of other obligations stipulated in the Contract Agreement.</p> <p>12.2 No payment made by NBP herein shall be deemed to constitute acceptance by NBP of the System or any Subsystem(s).</p> <p>12.3 Payments shall be made promptly by NBP, but in no case later than thirty (30) Days after submission of a valid invoice by the Supplier. In the event that NBP fails to make any payment by its respective due date or within the period set forth in the Contract Agreement, NBP shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) specified in the SCC for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.</p> <p>12.4 All payments shall be made in the currency (ies) specified in the Contract Agreement, pursuant to GCC clause 11. For Goods and Services supplied locally, payments shall be made in the currency of Pakistan, unless otherwise specified in the SCC.</p> <p>12.5 Unless otherwise specified in the SCC, payment of the foreign currency portion of the Contract Price for Goods supplied from outside Pakistan shall be made to the Supplier through an irrevocable letter of credit opened by an authorized bank in Pakistan. and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to latest version of the Uniform Customs and Practice for Documentary Credits, published by the International Chamber of Commerce, Paris.</p>
13	Securities	<p>13.1 Issuance of Securities</p> <p>The Supplier shall provide the securities specified below in favour of NBP at the times and in the amount, manner, and form specified below.</p> <p>13.2 Advance Payment Security</p> <ul style="list-style-type: none"> i) As specified in the SCC, the Supplier shall provide a security equal in amount and currency to the advance payment. Except as provided otherwise in the Contract Agreement, the security shall be valid until the System is Operationally Accepted. ii) The security shall be in the form provided in the Bidding Documents or in another form acceptable to NBP. The security shall be returned to the Supplier immediately after its expiration.





		<p>13.3 Performance Security</p> <ul style="list-style-type: none"> i) The Supplier shall, within twenty-eight (28) Days of the notification of the award of the contract to the successful bidder, provide a security for the due performance of the Contract Agreement in the amount and currency specified in the SCC. ii) The security shall be a bank guarantee, substantially in the form provided in the Sample Forms section of the Bidding Documents, or such other form as may be acceptable to NBP. iii) The security shall become null and void once all the obligations of the Supplier under the Contract Agreement have been fulfilled to the satisfaction of NBP or in accordance with the criteria specified in the Contract Agreement, including, but not limited to any obligations during the warranty period and any extensions to the period. The security shall be returned to the Supplier no later than thirty (30) Days after its expiration. iv) The security shall be reduced: <ul style="list-style-type: none"> a) pro rata by the portion of the Contract Price payable for any Subsystem(s) that has achieved Operational Acceptance, if permitted by the Contract Agreement, on the date of such Operational Acceptance; or b) by the amount specified in the SCC, to reflect Operational Acceptance of the entire System, on the date of such Operational Acceptance, so that the reduced security would only cover the remaining warranty obligations of the Supplier.
14	Taxes and Duties	<p>14.1 For Goods or Services supplied from outside Pakistan, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside Pakistan. Any duties, such as importation or customs duties, and taxes and other levies, payable in Pakistan for the supply of Goods and Services from outside Pakistan are the responsibility of NBP unless these duties or taxes have been made part of the Contract Price in the Contract Agreement, in which case the duties and taxes will be the Supplier's responsibility.</p> <p>14.2 For Goods or Services supplied locally, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods or Services to NBP. The only exception are taxes or duties, such as value-added or sales tax or stamp duty as applicable to or clearly identifiable on the invoices, and provided they apply in Pakistan, and only if these taxes, levies and/or duties are also excluded from the Contract Price in the Contract Agreement.</p> <p>14.3 If any tax exemptions, reductions, allowances, or privileges may be available to the Supplier in Pakistan, NBP shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.</p> <p>14.4 For the purpose of the Contract Agreement, it is agreed that the Contract Price specified in the Contract Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) Days prior to the date of bid submission in Pakistan (also called "Tax" in this GCC clause 14.4). If any Tax rates are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract Agreement, which was or will be assessed on the Supplier, its Subcontractors, or their employees in connection with performance of the Contract Agreement, the parties shall come to an equitable understanding for payment of such taxes.</p>





D. Intellectual Property

15	Copyright	<p>15.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.</p> <p>15.2 NBP agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with GCC clause 16, except that additional copies of Standard Materials may be made by NBP for use within the scope of the project of which the System is a part, in the event that the Supplier does not deliver copies within thirty (30) Days from receipt of a request for such Standard Materials.</p>
		<p>15.3 NBP’s contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or as may be otherwise specified in the SCC.</p> <p>15.4 NBP’s and Supplier’s rights and obligations with respect to Custom Software or elements of the Custom Software, including any license agreements, and Custom Materials or elements of the Custom Materials are specified in the SCC. Subject to the SCC, the Intellectual Property Rights in all Custom Software and Custom Materials specified in the Contract Agreement (if any) shall, at the date of Contract Agreement or on creation of the rights (if later than the date of the Contract Agreement), vest in NBP. The Supplier shall perform and execute or arrange for the performance and execution of each necessary act, document, and thing that NBP may consider necessary or desirable to perfect the right, title, and interest of NBP in and to those rights. In respect of such Custom Software and Custom Materials, the Supplier shall ensure that the holder of any right in such an item does not assert it, and the Supplier shall, if requested to do so by NBP and where permitted by applicable law, ensure that the holder of such a right waives it.</p> <p>15.5 The parties shall enter into such (if any) escrow arrangements in relation to the source code to some or all of the Software as are specified in the SCC and in accordance with the SCC or as specified in the Contract Agreement and if required execute a separate escrow agreement.</p>





<p>16</p>	<p>Software License Agreements</p>	<p>16.1 Except to the extent that the Intellectual Property Rights in the Software vest in NBP, the Supplier hereby grants to NBP license to access and use the Software, including all inventions, designs, and marks embodied in the Software. Such license to access and use the Software shall:</p> <ul style="list-style-type: none"> a) be: <ul style="list-style-type: none"> i) nonexclusive; ii) fully paid up and irrevocable (except that it shall terminate if the Contract Agreement terminates under GCC clauses 41.1 or 41.3); iii) valid throughout the territory of the Pakistan (or such other territory as specified in the SCC and the Contract Agreement); and iv) subject to additional restrictions (if any) as specified in the SCC. b) permit the Software to be: <ul style="list-style-type: none"> i) used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier’s bid), plus a backup computer(s) of the same or similar capacity, if the primary computer(s) is/ are inoperative, and during a reasonable transitional period when use is being transferred between primary and backup; ii) as specified in the SCC, used or copied for use on or transferred to a replacement computer(s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Supplier’s bid specifies a class of computer to which the license is restricted and unless the Supplier agrees otherwise in writing, the replacement computer(s) is/ are within that class; iii) if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on the other computers to the extent necessary to that access; iv) reproduced for safekeeping or backup purposes; customized, adapted, or combined with other computer software for use by NBP, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as are set forth in the Contract Agreement; v) as specified in the SCC, disclosed to, and reproduced for use by, support service suppliers and their subcontractors, (and NBP may sublicense such persons to use and copy for use the Software) to the extent reasonably necessary for the performance of their support service contracts, subject to the same restrictions as are set forth in this Contract Agreement; and
		<ul style="list-style-type: none"> vi) disclosed to, and reproduced for use by, NBP and by such other persons as are specified in the SCC (and NBP may sublicense such persons to use and copy for use the Software), subject to the same restrictions as are set forth in the Contract Agreement. <p>16.2 The Standard Software may be subject to audit by the Supplier in accordance with the terms specified in the SCC to verify compliance with the above license agreements.</p>





17	Confidential Information	<p>17.1 Unless otherwise specified in the SCC, NBP and the Supplier (“the Receiving Party”) shall each keep confidential and shall not, without the written consent of the other party to the Contract Agreement (“the Disclosing Party”), divulge to any third party any documents, data, or other information of a confidential nature (“Confidential Information”):</p> <ul style="list-style-type: none"> a) furnished directly or indirectly by the Disclosing Party in connection with this Contract; or b) where the Supplier is the Receiving Party, generated by the Supplier in the course of the performance of its obligations under the Contract and relating to the businesses, finances, suppliers, employees, or other contacts of NBP or NBP’s use of the System, c) whether such information has been furnished or generated prior to, during, or following termination of the Contract (“Confidential Information”). <p>17.2 Notwithstanding the above:</p> <ul style="list-style-type: none"> a) the Supplier may furnish to its Subcontractor Confidential Information of NBP to the extent reasonably required for the Subcontractor to perform its work under the Contract; and b) NBP may furnish Confidential Information of the Supplier: (i) to its support service suppliers and their subcontractors to the extent reasonably required for them to perform their work under their support service contracts; and (ii) to its affiliates and subsidiaries, c) in which event the Receiving Party shall ensure that the person to whom it furnishes Confidential Information of the Disclosing Party is aware of and abides by the Receiving Party’s obligations under this GCC clause 17 as if that person were party to the Contract Agreement in place of the Receiving Party. <p>17.3 NBP shall not, without the Supplier’s prior written consent, use any Confidential Information received from the Supplier for any purpose other than the operation, maintenance and further development of the System. Similarly, the Supplier shall not, without NBP’s prior written consent, use any Confidential Information received from NBP for any purpose other than those that are required for the performance of the Contract Agreement.</p> <p>17.4 The obligation of a party under GCC clauses 17.1, 17.2, and 17.3 above, however, shall not apply to that information which:</p> <ul style="list-style-type: none"> a) now or hereafter enters the public domain through no fault of the Receiving Party; b) can be proven to have been possessed by the Receiving Party at the time of disclosure and that was not previously obtained, directly or indirectly, from the Disclosing Party; c) otherwise lawfully becomes available to the Receiving Party from a third party that has no obligation of confidentiality. <p>17.5 The above provisions of this GCC clause 17 shall not in any way modify and undertaking of confidentiality given by either of the parties to the Contract Agreement prior to the date of the Contract Agreement in respect of the System or any part thereof.</p> <p>17.6 The provisions of this GCC clause 17 shall survive the termination, for whatever reason, of the Contract Agreement for three (3) Years or such longer period as may be specified in the SCC or the Contract Agreement.</p>
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E. Supply, Installation, Testing, Commissioning and Acceptance of the System

18	Representatives	<p>18.1 Project Manager:</p> <ul style="list-style-type: none"> i) If the Project Manager is not named in the Contract Agreement, then NBP shall appoint and notify the Supplier in writing of the name of the
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		<p>Project Manager within the period specified in the Contract Agreement or as mutually agreed. The terms and conditions of appointment shall be specified in the Contract Agreement. The Project Manager shall have the authority to represent NBP on all day-to-day matters relating to the System or arising from the Contract Agreement. All notices, instructions, orders, certificates, approvals, and all other communications under the Contract Agreement shall be given by the Project Manager, except as otherwise provided for in the Contract Agreement.</p> <p>ii) All notices, instructions, information, and other communications given by the Supplier to NBP under the Contract Agreement shall be given to the Project Manager, except as otherwise provided for in the Contract Agreement.</p> <p>18.2 Supplier’s Representative:</p> <p>i) If the Supplier’s Representative is not named in the Contract Agreement, then the Supplier shall appoint the Supplier’s Representative within the period specified in the Contract Agreement or as mutually agreed. The terms and conditions of appointment shall be specified in the Contract Agreement. The Supplier’s Representative shall have the authority to represent the Supplier on all day-to-day matters relating to the System arising from the Contract Agreement.</p> <p>ii) All notices, instructions, orders, certificates, approvals, and all other communications under the Contract Agreement shall be given by the Supplier’s Representative, except as otherwise provided for in the Contract Agreement.</p> <p>iii) The Supplier shall not revoke the appointment of the Supplier’s Representative without NBP’s prior written consent, which shall not be unreasonably withheld. If NBP consents to such an action, the Supplier shall appoint another person of equal or superior qualifications as the Supplier’s Representative.</p> <p>iv) The Supplier’s Representative and staff are obliged to work closely with NBP’s Project Manager and staff, act within their own authority, and abide by directives issued by NBP that are consistent with the terms of the Contract Agreement. The Supplier’s Representative is responsible for managing the activities of its personnel and any subcontracted personnel.</p> <p>18.3 Objections and Removals:</p> <p>i) NBP may, by notice to the Supplier, object to any representative or person employed by the Supplier in the execution of the Contract Agreement who, in the reasonable opinion of NBP, may have behaved inappropriately, been incompetent, or negligent. NBP shall provide evidence of the same, whereupon the Supplier shall remove such person from work on the System.</p> <p>ii) If any representative or person employed by the Supplier is removed in accordance with the GCC and the Contract Agreement, the Supplier shall, where required, promptly appoint a replacement.</p>
19	Project Plan	<p>19.1 In close cooperation with NBP and based on the Preliminary Project Plan included in the Supplier’s bid, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract Agreement. The contents of the Project Plan shall be as specified in the SCC and/or Technical Requirements.</p> <p>19.2 The Supplier shall formally present the Project Plan to NBP in accordance with the procedure specified in the SCC.</p> <p>19.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Project Plan shall be incorporated in the Contract by amendment, in accordance with GCC clauses 39 and 40.</p> <p>19.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Finalized Project Plan as agreed to by NBP and the Contract Agreement.</p> <p>19.5 The progress and other reports specified in the SCC shall be prepared by the Supplier and submitted to NBP in the format and frequency specified in the Technical Requirements.</p>





20	Subcontracting	<p>20.1 The Supplier shall prepare a list of Subcontractors it considers necessary for the project and which are, in the opinion of the Supplier, qualified to perform the duties entrusted to them by the Supplier. The appointment of the</p>
		<p>Subcontractors by the Supplier shall be subject to the approval of NBP. A list of the Subcontractors and the items for which they may be hired shall be annexed to the Contract Agreement. The Supplier may from time to time propose additions to or deletions from any such list. The Supplier shall submit any such list or any modification to the list to NBP for its approval in sufficient time so as not to impede the progress of work on the System. NBP shall not withhold such approval unreasonably. Approval by NBP of a Subcontractor shall not relieve the Supplier from any of its obligations, duties, or responsibilities under the Contract Agreement.</p> <p>20.2 The Supplier may, at its discretion, select and employ Subcontractors for such critical items from the Subcontractors listed pursuant to GCC clause 20.1. If the Supplier wishes to employ a Subcontractor not so listed, or subcontract an item not so listed, it must seek NBP's prior approval under GCC clause 20.3.</p> <p>20.3 For items for which pre-approved Subcontractor lists have not been specified in the Contract Agreement, the Supplier may employ such Subcontractors as it may select, provided, it obtains NBP's written consent to such appointment.</p>
21	Design and Engineering	<p>21.1 Technical Specifications and Drawings:</p> <ul style="list-style-type: none"> i) The Supplier shall execute the basic and detailed design and implementation activities necessary for successful installation of the System in compliance with the provisions of amongst others, the Technical Requirements and the Contract Agreement or, where not so specified, in accordance with good industry practice. ii) The Supplier shall be responsible for any discrepancies, errors or omissions in the specifications, drawings, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not, provided that such discrepancies, errors, or omissions are not based on inaccurate information furnished in writing to the Supplier by or on behalf of NBP. iii) The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification, or other document, or any modification of such design, drawings, specification, or other documents provided or designated by or on behalf of the NBP, by giving a notice of such disclaimer to the Project Manager. <p>21.2 Codes and Standards</p> <ul style="list-style-type: none"> i) Wherever references are made in the Contract Agreement or the GCC and the SCC to codes and standards in accordance with which the Contract Agreement shall be performed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) Days prior to date of bid submission shall apply unless otherwise specified in the SCC. During the performance of the Contract Agreement, any changes in such codes and standards shall be applied after approval by the NBP and shall be treated in accordance with GCC clause 39.3. <p>21.3 Approval/Review of Technical Documents by the Project Manager.</p> <ul style="list-style-type: none"> i) The Supplier shall prepare and furnish to the Project Manager, the documents as specified in the SCC for the Project Manager's approval or review. Any part of the System covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents. GCC clauses 21.3.2 through 21.3.7 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for review only. ii) Any document requiring the Project Manager's approval in accordance with GCC clause 21.3.1, shall be submitted to the Project Manager. The Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes.





		<p>21.4 The Project Manager shall not disapprove any document except on the grounds that the document does not comply with some specified provision of the Technical Requirements, the Contract Agreement or that it is contrary to good industry practice.</p> <p>21.5 If the Project Manager disapproves the document, the Supplier shall modify the document and resubmit it for the Project Manager's approval in</p>
		<p>accordance with GCC clause 21.3.2. If the Project Manager approves the document subject to modification(s), the Supplier shall make the required modification(s), and the document shall then be deemed to have been approved, subject to GCC clause 21.3.5. The procedure set out in GCC clauses 21.3.2 through 21.3.4 shall be repeated, as appropriate, until the Project Manager approves such documents.</p> <p>21.6 If any dispute or difference occurs between NBP and the Supplier in connection with or arising out of the disapproval by the Project Manager of any document and/or any modification(s) to a document that cannot be settled between the parties within a reasonable period, then, the matter shall be referred for resolution in the manner provided in the Contract Agreement.</p> <p>21.7 The Supplier shall not depart from any approved document unless the Supplier has first submitted to the Project Manager an amended document and obtained the Project Manager's approval of the document, pursuant to the provisions of this GCC clause 21.3. If the Project Manager requests any change in any already approved document and/or in any document based on such an approved document, the provisions of GCC clause 39 (Changes to the System) shall apply to such request.</p>





<p>2</p>	<p>Procurement Delivery and Transport</p>	<p>22.1 Subject to GCC clause 14.2, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.</p> <p>22.2 Delivery of the Information Technologies, Materials, and other Goods shall be made by the Supplier in accordance with the Technical Requirements.</p> <p>22.3 Early or partial deliveries require the explicit written consent of NBP, which shall not be unreasonably withheld.</p> <p>22.4 Transportation</p> <ul style="list-style-type: none"> i) The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during shipment. The packing, marking, and documentation within and outside the packages shall comply strictly with NBP's instructions given to the Supplier and with the manufacturers' instructions. ii) The Supplier will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the price schedules, including the terms and conditions of the associated terms. iii) Unless otherwise specified in the SCC, the Supplier shall be free to use transportation through carriers registered in any eligible country and to obtain insurance from any eligible source country. <p>22.5 Unless otherwise specified in the SCC, the Supplier will provide NBP with shipping and other documents, as specified below:</p> <p>22.5.1 For Goods supplied from outside the Pakistan: Upon shipment, the Supplier shall notify NBP and the insurance company contracted by the Supplier to provide cargo insurance by telex, cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to NBP by mail or courier, as appropriate, with a copy to the cargo insurance company:</p> <ul style="list-style-type: none"> a) two copies of the Supplier's invoice showing the description of the Goods, quantity, unit price, and total amount. b) usual transportation documents; c) insurance certificate; d) certificate(s) of origin; and e) Estimated time and point of arrival in Pakistan and at the site. <p>22.5.2 For Goods supplied locally (i.e., from within the Pakistan):</p> <ul style="list-style-type: none"> a) Upon shipment, the Supplier shall notify NBP by facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the NBP by courier: b) two copies of the Supplier's invoice showing the Goods' description, quantity, unit price, and total amount;
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		<ul style="list-style-type: none"> c) delivery note, railway receipt, or truck receipt; d) certificate of insurance; e) Estimated time of arrival at the site. <p>22.6 Customs Clearance</p> <ul style="list-style-type: none"> a) Unless specified otherwise, the Supplier will bear responsibility for, and cost of, customs clearance into Pakistan in accordance with the particular conditions used for Goods supplied from outside the Pakistan. b) At the request of the Supplier, NBP will make available a representative or agent during the process of customs clearance in Pakistan for Goods supplied from outside Pakistan. In the event of delays in customs clearance that are not the fault of the Supplier, the Supplier shall be entitled to an extension in the time for achieving Operational Acceptance, pursuant to GCC clause 40;
23	Product Upgrades	<p>23.1 At any point during performance of the Contract Agreement, should technical up gradation be introduced by the Supplier for the technical solution originally offered by the Supplier in its bid and still to be delivered, the Supplier shall be obligated to offer to NBP the latest versions of the available technical solutions having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC clause 39 (Changes to the System).</p> <p>23.2 At any point during performance of the Contract Agreement for technical solutions yet to be delivered, the Supplier will also pass on to NBP any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in Pakistan, pursuant to GCC clause 39 (Changes to the System).</p> <p>23.3 During performance of the Contract Agreement, the Supplier shall offer to NBP all new versions, releases, and updates of offered technical solution, as well as related documentation and technical support services, within thirty (30) Days of their availability from the Supplier to other clients of the Supplier in Pakistan, and no later than twelve (12) Months after they are released in the country of origin. In all such cases the costs shall be decided by mutual consent or in accordance with the Contract Agreement or any other related agreement between the parties.</p> <p>23.4 During the Warranty Period, unless otherwise specified in the SCC, the Supplier will provide, at no additional cost to NBP, all new versions, releases, and updates for the offered technical solution to be used in the System, within thirty (30) Days of their availability from the Supplier to other clients of the Supplier in the Pakistan, and no later than twelve (12) Months after they are released in the country of origin of the Software.</p> <p>23.5 NBP shall introduce all new versions, releases or updates of the offered technical solution within the time agreed in the Contract Agreement. The receipt of upgraded technical equipment's should not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the technical equipment previously in operation for as long as necessary to allow introduction of the new upgrades. NBP shall use all reasonable endeavours to implement any new upgrades as soon as practicable.</p>
24	Implementation, Installation and Other Services	<p>24.1 The Supplier shall provide all Services specified in the Contract Agreement and the Finalized Project Plan in accordance with the highest standards of professional competence and integrity.</p> <p>24.2 Prices charged by the Supplier for Services, if not included in the Contract Agreement, shall be agreed upon in advance by the parties (including, but not restricted to, any prices submitted by the Supplier in the Bid) and shall not exceed the prevailing rates charged by the Supplier to other clients in Pakistan for similar services.</p>





25	Inspection and Test	<p>25.1 NBP or its representative shall have the right to inspect and/or test any components of the offered technical solution, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract Agreement at the point of delivery and/or at the Project Site.</p> <p>25.2 NBP and the Project Manager or their designated representatives shall be</p>
		<p>entitled to attend any such inspections and/or tests of the components, provided that NBP shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses.</p> <p>25.3 Should the inspected or tested components fail to conform to the Contract Agreement NBP may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract Agreement requirements free of cost to the NBP.</p> <p>25.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract Agreement, provided that the Supplier's reasonable costs and expenses incurred in carrying out of such inspection and/or test shall be reimbursable by NBP to the Supplier, provided that the tests are not required due to any breach of the Contract Agreement and the Technical Requirements by the Supplier. Further, if such inspection and/or test impede the progress of work on networking and/or the Supplier's performance of its other obligations under the Contract Agreement, due allowance will be made in respect of the time for achieving Operational Acceptance and the other obligations so affected at the discretion of NBP.</p> <p>25.5 If any dispute or difference of opinion shall arise between the parties in connection with or caused by an inspection and/or with regard to any hardware devices or technical equipment to be incorporated in the network that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC clause 6 (Settlement of Disputes).</p>
26	Installation of the System	<p>26.1 As soon as the System, or any Subsystem, has, in the opinion of the Supplier, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements, the SCC and the Finalized Project Plan, the Supplier shall notify NBP of the same in writing.</p> <p>26.2 The Project Manager shall after receipt of the Supplier's notice under GCC clause 26.1, either issue an Installation certificate, stating that the hardware devices or technical equipment (if acceptance by major component or Subsystem is specified in the Contract), has achieved Installation by the date of the Supplier's notice under GCC clause 26.1, or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability of the various hardware devices or technical equipment making up the network. The Supplier shall use all reasonable endeavours to promptly remedy any defect and/or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the network and, when in the Supplier's opinion, the network is ready for Commissioning and Operational Acceptance Testing, notify the NBP in writing, in accordance with GCC clause 26.1. The procedure set out in this GCC clause 26.2 shall be repeated, as necessary, until an Installation certificate is issued.</p>





<p>27</p>	<p>Commissioning and Operational Acceptance</p>	<p>27.1 Commissioning</p> <p>27.1.1 Commissioning of the network (or technical equipment if specified in the Contract Agreement) shall be commenced by the Supplier:</p> <ul style="list-style-type: none"> (a) immediately after the Installation certificate is issued by the Project Manager, pursuant to GCC clause 26.2; or (b) as otherwise specified in the Technical Requirement or the Finalized Project Plan. <p>27.1.2 NBP shall supply the operating and technical materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning.</p> <p>27.2 Operational Acceptance Tests</p> <p>27.2.1 The Operational Acceptance Tests (and repeats of such tests) shall be the joint responsibility of NBP and the Supplier, and shall be conducted during Commissioning of the network unless specified otherwise in the Contract Agreement. The Operational Acceptance Tests shall be carried out, to ascertain whether the network (or technical equipment or hardware devices) conforms to the Technical Requirements and meets the standard of performance quoted in the Supplier’s bid, including, but not restricted to, the functional and technical performance requirements. The Operational Acceptance Tests during Commissioning will be conducted as specified in the SCC, the Technical Requirements and/or the Finalized Project Plan.</p> <p>27.2.2 At NBP’s discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.</p> <p>27.2.3 Operational Acceptance</p> <p>27.2.2 Subject to GCC clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the System, when:</p> <ul style="list-style-type: none"> a) the Operational Acceptance Tests, as specified in the Technical Requirements, and/or SCC and/or the Finalized Project Plan have been successfully completed; or b) After NBP has put the network into operation or use for sixty (60) consecutive Days. If the System is put into production or use in this manner, the Supplier shall notify NBP and document such use. <p>27.3 27.3 At any time after any of the events set out in GCC clause 27.3.1 have occurred, the Supplier may give a notice to the Project Manager requesting the issuance of an Operational Acceptance certificate.</p> <p>27.4 After consultation with NBP, the Project Manager shall:</p> <ul style="list-style-type: none"> a. Issue an Operational Acceptance certificate; or b. Notify the Supplier in writing of any defect or deficiencies or other reason for the failure of the Operational Acceptance Tests.
		<p>27.5 The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify NBP, and NBP, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the network or technical equipment or hardware devices. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify NBP of its request for Operational Acceptance certification, in accordance with GCC clause 27.3.3. NBP shall then issue the Operational Acceptance certification to the Supplier in accordance with GCC clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or</p>





		<p>other reasons for the failure of the Operational Acceptance Test.</p> <p>27.6 The procedure set out in this GCC clause 27.3.4 shall be repeated, as necessary, until an Operational Acceptance certificate is issued.</p> <p>27.7 If the technical solution provided fails to pass the Operational Acceptance Test(s) in accordance with GCC clause 27.2, then NBP may consider terminating the Contract, pursuant to GCC clause 41.2.2;</p> <p>27.8 Partial Acceptance:</p> <p>27.8.1 If specified in the Contract Agreement, Installation and Commissioning shall be carried out individually for each identified major component or Subsystem(s) of the System. In this event, the provisions in the Contract Agreement relating to Installation and Commissioning, including the Operational Acceptance Test, shall apply to each such major component or Subsystem individually, and Operational Acceptance Certificate(s) shall be issued accordingly for each such major component or Subsystem of the System, subject to the limitations contained in GCC clause 27.8.2.</p> <p>27.8.2 The issuance of Operational Acceptance Certificates for individual major components or Subsystems pursuant to GCC clause 27.4.1 shall not relieve the Supplier of its obligation to obtain an Operational Acceptance Certificate for the System as a whole (if specified in the Contract Agreement) once all major components and Subsystems have been supplied, installed, tested, and commissioned.</p> <p>27.8.3 In the case of minor components (if applicable) for the System that by their nature do not require Commissioning or an Operational Acceptance Test (e.g., minor fittings, furnishings or site works, etc.), the Project Manager shall issue an Operational Acceptance Certificate within fourteen (14) Days after the fittings and/or furnishings have been delivered and/or installed or the site works have been completed. The Supplier shall, however, use all reasonable endeavors to promptly remedy any defects or deficiencies in such minor components detected by NBP or the Supplier.</p>
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F. Guarantees and Liabilities

28	Operational Acceptance Time Guarantee	<p>28.1 The Supplier guarantees that it shall supply, and complete the Installation and Commissioning of the System (or Subsystems, if specified in the Contract), and achieve Operational Acceptance of the System (or Subsystems, if specified in the Contract) within the time periods specified in the implementation schedule in the Technical Requirements section and/or the Finalized Project Plan pursuant to GCC clause 8.2, or within such extended time to which the Supplier shall be entitled under GCC clause 40 (Extension of Time for Achieving Operational Acceptance).</p> <p>28.2 If the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems if specified in the Contract Agreement) within the time for achieving Operational Acceptance specified in the implementation schedule in the Technical Requirement or the Finalized Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to NBP, liquidated damages at the rate specified in the SCC as a percentage of the Contract Price, or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance.</p> <p>28.3 The aggregate amount of such liquidated damages shall not exceed the amount specified in the Contract Agreement (if any). Once the maximum (if any) is reached, NBP may consider termination of the Contract Agreement, pursuant to GCC clause 41.2.2.</p> <p>28.4 Unless otherwise specified in the SCC or the Contract Agreement, liquidated damages payable under GCC clause 28.2 shall only apply to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the implementation schedule in the Technical Requirements and/or Finalized Project Plan. This clause 28.3 shall not limit any other rights or remedies that NBP may have under the Contract Agreement for other delays.</p> <p>28.5 The payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any of its other obligations and liabilities under the Contract Agreement.</p>
29	Defect Liability	<p>29.1 The Supplier warrants that the provided technical solution along with the materials, and other Goods supplied and Services provided, shall be free from defects in design, engineering, Materials, and workmanship that prevents the System and/or any of its components from fulfilling the Technical Requirements or that limits, in a material fashion, the performance, reliability, or extensibility of the System and/or Subsystems. Exceptions and/or limitations, if any, to this warranty with respect to hardware or technical equipment, shall be as specified in the SCC. Commercial warranty provisions of products supplied under the Contract Agreement shall apply to the extent that they do not conflict with the provisions of this Contract Agreement.</p> <p>29.2 The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract Agreement are new, unused, and incorporate all recent improvements in design that materially affect the System's or Subsystem's ability to fulfill the Technical Requirements.</p> <p>29.3 In addition, the Supplier warrants that:</p> <ul style="list-style-type: none"> i) all hardware components to be incorporated into the System form part of the Supplier's and/or Subcontractor's current product lines, i) they have been previously released to the market, and ii) those specific items identified in the SCC (if any) have been in the market for at least the minimum periods specified in the SCC. <p>29.4 The Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract Agreement) and shall extend for the length of time specified in the SCC and the Contract Agreement.</p> <p>29.5 If during the Warranty Period, any defect as described in GCC clause 29.1 should be found in the design, engineering, Materials, and workmanship of the provided technical solution and other hardware supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation</p>



		<p>and agreement with NBP regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good, such defect as well as any damage to the System caused by such defect. Any defective technical solution or other hardware that has/ have been replaced by the Supplier shall remain the property of the Supplier</p> <p>29.6 The Supplier shall not be responsible for the repair, replacement, or making good of any defect of any damage to the System arising out of or resulting from any of the following causes:</p> <ul style="list-style-type: none">i) Improper operation or maintenance of the System by NBP;ii) Normal wear and tear;iii) Use of the System with items not supplied by the Supplier, unless otherwise identified in the Technical Requirements, or approved by the Supplier; oriv) Modifications made to the System by NBP, or a third party, not approved by the Supplier. <p>29.7 The Supplier's obligations under this GCC clause 29 shall not apply to:</p> <ul style="list-style-type: none">i) Any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; orii) Any designs, specifications, or other data designed, supplied, or specified by or on behalf of NBP or any matters for which the Supplier has expressly disclaimed responsibility, in accordance with GCC clause 21.1.2 and in the Contract Agreement. <p>29.8 NBP shall promptly notify the Supplier of a defect following the discovery of such defect, stating the nature of any such defect together with all available evidence. NBP shall afford all reasonable opportunity for the Supplier to inspect any such defect. The NBP shall afford the Supplier all necessary access to the System and the Project Site to enable the Supplier to perform its obligations under this GCC clause 29.</p>
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		<p>29.9 The Supplier may, with NBP’s consent, remove from the Project Site, any technical solution and other hardware or technical equipment that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the Project Site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, NBP may give the Supplier notice requiring tests of the defective part to be made by the Supplier immediately upon completion of such remedial work, whereupon the Supplier shall carry out such tests.</p> <p>29.10 If such part fails the tests, the Supplier shall carry out further repair, replacement, or making good (as the case may be) until that part of the System passes such tests. The tests shall be agreed upon by the NBP and the Supplier.</p> <p>29.11 If the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within the time period specified in the SCC, NBP may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by NBP in connection with such work shall be paid to NBP by the Supplier or may be deducted by NBP from any due payment to the Supplier or claimed under the Performance Security.</p> <p>29.12 If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by NBP because of such defect and/or making good of such defect. Items substituted for defective parts of the System during the Warranty Period shall be covered by the defect liability warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) Months, whichever is greater. At the request of NBP and without prejudice to any other rights and remedies that NBP may have against the Supplier under the Contract Agreement, the Supplier will offer all possible assistance to NBP to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of NBP of the benefit of any warranties given by such producers or licensors to the Supplier.</p> <p>29.14 The Supplier guarantees that once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to NBP’s requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract Agreement. The Supplier acknowledges that GCC clause 27 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract Agreement requirements will be determined.</p> <p>29.15 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract Agreement, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify NBP upon completion of the necessary changes, modifications, and/or additions and shall request NBP to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.</p> <p>29.13 If the System (or Subsystem(s)) fails to achieve Operational Acceptance, NBP may consider termination of the Contract Agreement, pursuant to GCC clause 41.2.2, and forfeiture of the Supplier’s performance security as compensation for the extra costs and delays likely to result from this failure.</p>
30	Functional Guarantee	<p>30.1 The Supplier guarantees that once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to NBP’s requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract Agreement. The Supplier acknowledges that GCC clause 27 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract Agreement requirements will be determined.</p> <p>30.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of</p>





		<p>theContract Agreement, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify NBP upon completion of the necessary changes, modifications, and/or additions and shall request NBP to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.</p> <p>30.3 If the System (or Subsystem(s)) fails to achieve Operational Acceptance, NBP may consider termination of the Contract Agreement, pursuant to GCC clause 41.2.2, and forfeiture of the Supplier's performance security as compensation for the extra costs and delays likely to result from this failure.</p>
31	Intellectual Property Rights Warranty	<p>31.1 The Supplier hereby represents and warrants that:</p> <ol style="list-style-type: none"> The System as supplied, installed, tested, and accepted; Use of the System in accordance with the Contract Agreement; and Copying of the Software and Materials provided to NBP in accordance with the Contract Agreement; do not and will not infringe any Intellectual Property Rights held by any third party, and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract Agreement, and for NBP to own or exercise all Intellectual Property Rights as provided in the Contract Agreement. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.
32	Intellectual Property Rights Indemnity	<p>32.1 The Supplier shall indemnify and hold harmless NBP and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that NBP or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:</p> <ol style="list-style-type: none"> installation of the System by the Supplier or the use of the System, including the Materials, in the country where the Project Site is located; copying of the Software and Materials provided by the Supplier in accordance with the Contract Agreement or any agreement with the Supplier relating to licensing; and sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the NBP's breach of GCC clause 32.2. <p>32.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose reflected in the Contract Agreement, any infringement resulting from the use of the System, or any products of the System produced thereby in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.</p> <p>32.3 Such indemnities shall also not apply if any claim of infringement:</p> <ol style="list-style-type: none"> is a direct result of a design mandated by NBP's Technical Requirements and the possibility of such infringement has been notified in writing to NBP in the Supplier's Bid; or Results from the alteration of the System, including the Materials without authorization of the Supplier, by NBP or any persons other than the Supplier or a person authorized by the Supplier. <p>32.4 If any proceedings are brought or any claim is made against NBP arising out of the matters referred to in GCC clause 32.1, NBP shall promptly notify the Supplier of such proceedings or claims, and the Supplier may at its own expense and in NBP's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.</p> <p>32.5 If the Supplier fails to notify its intention to conduct any such proceedings or claim to NBP within twenty-eight (28) Days after receipt of such notice, then</p>



		<p>NBP shall be free to conduct the same on its own behalf. Unless the Supplier fails to notify NBP within the twenty-eight (28) Days, NBP shall make no admission that may be prejudicial to the defense of any such proceedings or claim. NBP shall, at the Supplier’s request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in doing so.</p> <p>32.6 NBP shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with the Contract Agreement by NBP or any persons (other than the Supplier) contracted by NBP, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier’s breach of GCC clause 32.8.</p> <p>32.7 Such indemnity shall not cover any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract Agreement, or any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or in combination with any other Goods or Services not provided by NBP or any other person contacted by NBP, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.</p> <p>32.8 Such indemnities shall also not apply:</p> <p>a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Supplier’s organization; to the extent that any claim of infringement caused by the alteration by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing, specification, or other documents or materials provided to the Supplier by NBP or any persons contracted by NBP.</p> <p>If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in GCC clause 32.5, the Supplier shall promptly notify NBP about such proceedings or claims, and NBP may at its own expense and in the Supplier’s name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If NBP fails to notify the Supplier within twenty-eight (28) Days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless NBP has failed to notify the Supplier within the twenty-eight (28) Days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at NBP’s request, afford all available assistance to NBP in conducting such proceedings or claim and shall be reimbursed by the NBP for all reasonable expenses incurred in so doing.</p>
33	Limitation of Liability	<p>33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:</p> <p>a) the Supplier shall not be liable to NBP , whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to NBP; and</p> <p>b) the aggregate liability of the Supplier to NBP, whether under the Contract, in tort or otherwise, shall not exceed the amount specified in the Contract Agreement (if any), provided that this limitation shall not apply to any obligation of the Supplier to indemnify NBP with respect to intellectual property rights infringement.</p>





G. Risk Distribution

34	Transfer of Ownership	<p>34.1 Unless provided otherwise in the Contract Agreement, with the exception of Software and Materials, the ownership of the technical solution and other Goods shall be transferred to NBP at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.</p> <p>34.2 The ownership and terms of usage of the Software and Materials supplied under the Contract shall be governed by GCC clause 15 (Copyright) and any elaboration in the Technical Requirements.</p> <p>34.3 Unless provided otherwise in the Contract Agreement the ownership of the Supplier's Equipment used by the Supplier and its Subcontractors in connection with the Contract Agreement shall remain with the Supplier or its Subcontractors.</p>
35	Care of the System	<p>35.1 NBP shall become responsible for the care and custody of the System or Subsystems upon their Delivery. NBP shall make good at its own cost any loss or damage that may occur to the System or Subsystems due to any reason from the date of Delivery until the date of Operational Acceptance of the System or Subsystems, pursuant to GCC clause 27 (Commissioning and Operational Acceptance), except for such loss or damage arising from acts or omissions of the Supplier, its employees, or Subcontractors.</p> <p>35.2 NBP shall pay to the Supplier all sums payable in respect of the System or Subsystems that have achieved Operational Acceptance, notwithstanding that the same be lost, destroyed, or damaged. If NBP requests the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Supplier shall make good the same at NBP's cost in accordance with GCC clause 39. If NBP does not request the Supplier in writing to make good any loss or damage to the System thereby occasioned,</p> <p>35.3 NBP shall either request a change in accordance with GCC clause 39, excluding the performance of that part of the System thereby lost, destroyed, or damaged, or, where the loss or damage affects a substantial part of the System, NBP shall terminate the Contract Agreement.</p> <p>35.4 NBP shall be liable for any loss of or damage to the Supplier's Equipment which NBP has authorized to locate within NBP's premises for use in fulfillment of the Supplier's obligations under the Contract Agreement, except where such loss or damage arises from acts or omissions of the Supplier, its employees, or Subcontractors.</p>
36	Loss of or Damage to Property; Accident or Injury to Workers; Indemnification	<p>36.1 The Supplier and each and every Subcontractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force in Pakistan. Subject to GCC clause 36.3, the Supplier shall indemnify and hold harmless NBP and its employees and officers from and against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that NBP or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, Installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of NBP, its contractors, employees, officers, or agents.</p> <p>36.2 If any proceedings are brought or any claim is made against NBP that might subject the Supplier to liability under GCC clause 36.2, NBP shall promptly notify the Supplier of such proceedings or claims, and the Supplier may at its own expense and in NBP's name, conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Supplier fails to notify NBP within twenty-eight (28) Days after receipt of such notice that it intends to conduct any such proceedings or claim, then NBP shall be free to conduct the same on its own behalf. Unless the Supplier has failed to notify NBP within the twenty-eight (28) day period, NBP shall make no admission that may be prejudicial to the defence of any such proceedings or claim. NBP shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.</p>



		<p>36.3 NBP shall take all reasonable measures to mitigate any loss or damage that has occurred.</p>
<p>37</p>	<p>Insurance</p>	<p>37.1 The Supplier shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract Agreement, the insurance set forth below. The identity of the insurers and the form of the policies shall be subject to the approval of NBP, which approval shall not be withheld unreasonably.</p> <p>37.2 Cargo Insurance During Transport: As applicable, 110 percent of the price of the technical solution or hardware or technical equipment and other Goods in a freely convertible currency, covering the Goods from physical loss or damage during shipment through receipt at the Project Site.</p> <p>37.3 Installation "All Risks" Insurance: As applicable, 110 percent of the price of the technical solution or hardware or technical equipment and other Goods covering the Goods at the site from all risks of physical loss or damage (excluding perils commonly excluded under "all risks" insurance policies of this type by reputable insurers) occurring prior to Operational Acceptance of the System.</p> <p>37.4 Third-Party Liability Insurance: On terms, as specified in the SCC, covering bodily injury or death suffered by third parties (including NBP's personnel) and loss of or damage to property (including NBP's property and any Subsystems that have been accepted by NBP) occurring in connection with the supply and installation of the technical solution or hardware or technical equipment.</p> <p>37.5 Automobile Liability Insurance: In accordance with the statutory requirements prevailing in Pakistan, covering use of all vehicles used by the Supplier or its Subcontractors (whether or not owned by them) in connection with the performance of the Contract Agreement.</p> <p>37.6 Other Insurance (if any), as specified in the SCC or the Contract Agreement</p> <p>37.7 NBP shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC clause 37.1, except for the Third-Party Liability, and the Supplier's Subcontractors shall be named as co-insured (subject to the Subcontractors having an insurable interest) under all insurance policies taken out by the Supplier pursuant to GCC clause 37.1 except for Cargo Insurance During Transport. All insurers' rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract Agreement shall be waived under such policies. The Supplier shall deliver to NBP certificates of insurance (or copies of the insurance policies) as evidence that the required policies are in full force and effect.</p> <p>37.9 The Supplier shall ensure that, where applicable, its Subcontractor(s) shall take out and maintain in effect adequate insurance policies for their personnel and vehicles and for work executed by them under the Contract Agreement, unless such Subcontractors are covered by the policies taken out by the Supplier.</p>





		<p>37.10 If the Supplier fails to take out and/or maintain in effect the insurance referred to in GCC clause 37, NBP may take out and maintain in effect any such insurance, and may from time to time deduct from any amount due the Supplier under the Contract Agreement, any premium that NBP shall have paid to the insurer or may otherwise recover such amount as a debt due from the Supplier.</p> <p>37.8 Unless otherwise provided in the Contract Agreement, the Supplier shall prepare and conduct all and any claims made under the policies affected by it pursuant to this GCC clause and all money payable by any insurers shall be paid to the Supplier. NBP shall give to the Supplier, all such reasonable assistance as may be required by the Supplier in connection with any claim under the relevant insurance policies. With respect to insurance claims in which NBP's interest is involved, the Supplier shall not give any release or make any compromise with the insurer without the prior written consent of NBP. With respect to insurance claims in which the Supplier's interest is involved, NBP shall not give any release or make any compromise with the insurer without the prior written consent of the Supplier.</p>
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38	Force Majeure	<p>38.1 Force Majeure" shall mean any event beyond the reasonable control of NBP or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:</p> <ul style="list-style-type: none"> a) War, hostilities, or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war; b) Rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts; c) Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act, of any local state or national government authority; d) epidemics, quarantine, and plague; e) Earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster. <p>38.2 If either party is prevented, hindered, or delayed from performing any of its obligations under the Contract Agreement by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) Days after the occurrence of such event.</p> <p>38.3 The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract Agreement for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The time for achieving Operational Acceptance shall be extended in accordance with GCC clause 40 (Extension of Time for Achieving Operational Acceptance).</p> <p>38.4 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract Agreement and to fulfill its or their obligations under the Contract Agreement, but without prejudice to either party's right to terminate the Contract Agreement under GCC clause 38.6.</p> <p>38.5 No delay or nonperformance by either party to this Contract Agreement caused by the occurrence of any event of Force Majeure shall:</p> <ul style="list-style-type: none"> a) Constitute a default or breach of the Contract Agreement; b) Subject to GCC clauses 35.2, 38.3, and 38.4, give rise to any claim for damages or additional cost or expense occasioned by the delay or nonperformance; if, and to the extent that, such delay or
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		nonperformance
		<p>is caused by the occurrence of an event of Force Majeure.</p> <p>38.6 If the performance of the Contract Agreement is substantially prevented, hindered, or delayed for a single period of more than sixty (60) Days or an aggregate period of more than one hundred and twenty (120) Days on account of one or more events of Force Majeure during the time period covered by the Contract Agreement, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract Agreement by giving a notice to the other.</p> <p>38.7 In the event of termination pursuant to GCC clause 38.6, the rights and obligations of NBP and the Supplier shall be as specified in GCC clauses 41.1.2 and 41.1.3.</p>





H. Change in Contract Elements

39	Changes to the System	<p>39.1 Introducing a Change</p> <ul style="list-style-type: none"> i. Subject to GCC clauses 39.2.5 and 39.2.7, NBP shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract Agreement to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called “Change”), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract Agreement. ii. A Change may involve, but is not restricted to, the substitution of updated technical solution and related Services in accordance with GCC clause 23 (Product Upgrades). <p>39.1.2 The Supplier may, from time to time during its performance of the Contract Agreement propose to NBP (with a copy to the Project Manager) any Change that the Supplier considers necessary or desirable to improve the quality or efficiency of the System. The NBP may at its discretion approve or reject any Change proposed by the Supplier.</p> <p>39.1.3 Notwithstanding GCC clauses 39.1.1 and 39.1.2, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract Agreement shall be deemed to be a Change, and such change shall not result in any adjustment of the time for Achieving Operational Acceptance.</p> <p>39.1.4 The procedure on how to proceed with and execute Changes is specified in GCC clauses 39.2 and 39.3, and further details and sample forms are provided in the Sample Forms section in the Bidding Documents.</p> <p>39.1.5 Moreover, NBP and the Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be “frozen.” Any Change initiated after this time will be dealt with after Operational Acceptance.</p> <p>39.2 Changes Originating from NBP</p> <p>39.2.1 If NBP proposes a Change pursuant to GCC clauses 39.1.1, it shall send to the Supplier a “Request for Change Proposal,” requiring the Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a “Change Proposal,” which shall include the following:</p> <ul style="list-style-type: none"> a) Brief description of the Change; b) Impact on the time for achieving Operational Acceptance; c) Detailed estimated cost of the Change; d) Effect on Functional Guarantees (if any); e) Effect on any other provisions of the Contract Agreement. <p>39.2.2 Prior to preparing and submitting the “Change Proposal,” the Supplier shall submit to the Project Manager a “Change Estimate Proposal,” which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Supplier’s Change Estimate Proposal, NBP shall do one of the following:</p>
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		<p>a) Accept the Supplier’s estimate with instructions to the Supplier to proceed with the preparation of the Change Proposal;</p> <p>b) Advise the Supplier of any part of its Change Estimate Proposal that is unacceptable and request the Supplier to review its estimate;</p> <p>c) Advise the Supplier that NBP does not intend to proceed with the Change.</p> <p>39.2.3 Upon receipt of NBP’s instruction to proceed under GCC clause 39.2.2 (a), the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with GCC clause 39.2.1. The Supplier, at its discretion, may specify a validity period for the Change Proposal, after which, if NBP and the Supplier have not reached an agreement in accordance with GCC clause 39.2.6, then GCC clause 39.2.7 shall apply.</p> <p>39.2.4 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract Agreement. If the nature of the Change is such that the Contract Agreement rates and prices are inequitable, the parties to the Contract Agreement shall agree on other specific rates to be used for valuing the Change.</p> <p>39.2.5 The Supplier shall give an initial estimate of the cost for the Change Proposal. This initial estimate shall be at no extra cost or fee to NBP. If the initial estimate of the cost of the Change Proposal increases the Contract Price as originally set forth in the Contract Agreement by more than fifteen (15) percent, the Supplier shall notify NBP of the said increase in the Contract Price. If NBP accepts the Supplier’s notification, NBP shall withdraw the proposed Change and shall notify the Supplier in writing of its acceptance. The Supplier shall not under any circumstances proceed further in the matter until it has notified NBP as aforesaid and if the Supplier does proceed with such a Change Proposal then it shall bear its own costs if NBP rejects the Change Proposal on the grounds that it exceeds 15 percent of the Contract Price.</p> <p>39.2.6 Upon receipt of the Change Proposal, NBP and the Supplier shall mutually agree upon all matters contained in the Change Proposal. NBP shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If NBP is unable to reach a decision within a reasonable time, it shall notify the Supplier with details of when the Supplier can expect a decision. If NBP decides not to proceed with the Change for whatever reason, it shall notify the Supplier accordingly. Under such circumstances, the Supplier shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation of the Change Proposal, provided that these do not exceed the amount given by the Supplier in its Change Estimate Proposal submitted in accordance with GCC clause 39.2.2.</p> <p>39.2.7 If NBP and the Supplier cannot reach an agreement on the price for the Change, an equitable adjustment to the time for achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented. However, this provision does not limit the rights of either party under GCC clause 6 (Settlement of Disputes).</p> <p>39.3 Changes Originating from Supplier If the Supplier proposes a Change pursuant to GCC clause 39.1.2, the Supplier shall submit to the Project Manager, a written “Application for Change Proposal,” giving reasons for the proposed Change and including the information specified in GCC clause 39.2.1. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in GCC clauses 39.2.5, 39.2.6 and 39.2.7, except that the words “Change Proposal” shall be read, for the purposes of this GCC clause 39.3.1 as “Application for Change Proposal.” However, should NBP choose not to proceed or NBP and the Supplier cannot come to an agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the Supplier shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless specified otherwise in the Contract Agreement.</p>
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40	Extension of Time for Achieving Operational Acceptance	40.1 The time(s) for achieving Operational Acceptance specified in the implementation schedule shall be extended if the Supplier is delayed or impeded in the performance of any of its obligations under the Contract Agreement due to any of the following reasons: a) Any Change in the System as provided in GCC clause 39 (Change in the
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		<p>Solution);</p> <ul style="list-style-type: none"> b) Any occurrence of Force Majeure as provided in GCC clause 38 (Force Majeure); Default of NBP; or c) Any other matter specifically mentioned in the Contract Agreement; by such period as shall be fair and reasonable in all the circumstances and shall fairly reflect the delay or impediment sustained by the Supplier. <p>40.2 Except where otherwise specifically provided for in the Contract Agreement, the Supplier shall submit to the Project Manager a notice of a claim for extension of time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable after receipt of such notice and supporting particulars of the claim, NBP and the Supplier shall agree upon the period of such extension. In the event that the Supplier does not accept NBP’s estimate of a fair and reasonable time extension, the Supplier shall be entitled to refer the matter to the provisions for the Settlement of Disputes pursuant to GCC clause 6.</p> <p>40.3 The Supplier shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract Agreement.</p>
41	Termination	<p>41.1 Termination at NBP’s convenience</p> <p>41.1.1 NBP may at any time terminate the Contract Agreement for any reason by giving the Supplier a notice of termination that refers to this GCC clause 41.1.1.</p> <p>41.1.2 Upon receipt of the notice of termination under GCC clause 41.1.1, the Supplier shall either as soon as reasonably practical or upon the date specified in the notice of termination:</p> <ul style="list-style-type: none"> a) Cease all further work, except for such work as NBP may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition; b) Terminate all subcontracts, except those to be assigned to NBP pursuant to GCC clause 41.1.2 (d) (ii) below; c) Remove the Supplier’s Equipment other than Card hosting system/Card Management system & its allied Software & Hardware from the site in its entirety, repatriate the Supplier’s and its Subcontractors’ personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind; d) In addition, the Supplier, subject to the payment specified in GCC clause 41.1.3, shall: <ul style="list-style-type: none"> i) Deliver to NBP, the parts of the System executed by the Supplier up to the date of termination; ii) To the extent legally possible, assign to NBP all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination, and, as may be required by NBP, in any subcontracts concluded between the Supplier and its Subcontractors; iii) Deliver to NBP all non-proprietary drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System. <p>41.1.3 In the event of termination of the Contract Agreement under GCC clause 41.1.1, NBP shall pay to the Supplier the Contract Price, properly attributable to the parts of the System executed by the Supplier as of the date of termination.</p> <p>41.2 Termination for Supplier’s Default</p> <p>41.2.1 NBP, without prejudice to any other rights or remedies it may possess, may terminate the Contract Agreement forthwith in the following circumstances by giving a notice of termination and its reasons to the Supplier, referring to this GCC clause 41.2: If the Supplier becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Supplier is a corporation,</p>





		<p>a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Supplier takes or suffers any other analogous action in consequence of debt;</p> <p>b) If the Supplier assigns or transfers the Contract Agreement or any right or interest therein in violation of the provision of GCC clause 42 (Assignment); or</p> <p>c) if the Supplier, in the judgment of NBP, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract Agreement, including but not limited to willful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer the hardware, or materials provided under this Contract Agreement.</p> <p>d) For the purposes of this clause:</p> <p>i) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.</p> <p>iii) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of NBP, and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive NBP of the benefits of free and open competition.</p> <p>41.2.2 If the Supplier:</p> <p>a) has abandoned or repudiated the Contract Agreement;</p> <p>b) has without valid reason failed to commence work on the System promptly;</p> <p>c) persistently fails to execute the Contract Agreement in accordance with the Contract Agreement or persistently neglects to carry out its obligations under the Contract Agreements without just cause;</p> <p>d) refuses or is unable to provide sufficient Materials, Services, or labour to execute and complete the System in the manner specified in the Finalized Project Plan furnished under GCC clause 19 at rates of progress that give reasonable assurance to NBP that the Supplier can attain Operational Acceptance of the System by the Time for Achieving Operational Acceptance;</p> <p>Then NBP may, without prejudice to any other rights it may possess under the Contract Agreement, give a notice to the Supplier stating the nature of the default and requiring the Supplier to remedy the same. If the Supplier fails to remedy or take steps to remedy the same within the time specified by NBP, then NBP may terminate the Contract Agreement forthwith by giving a notice of termination to the Supplier that refers to this GCC clause 41.2.</p>
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		<p>41.2.3 Upon receipt of the notice of termination under GCC clauses 41.2.1 or 41.2.2, the Supplier shall, either immediately or upon such date as is specified in the notice of termination:</p> <ul style="list-style-type: none"> a) Cease all further work, except for such work as NBP may specify in the notice of termination for the sole purpose of protecting that part of the System already executed or any work required to leave the site in a clean and safe condition; b) Terminate all subcontracts, except those to be assigned to NBP pursuant to GCC clause 41.2.3 (d) below; c) Deliver to NBP the parts of the System executed by the Supplier up to the date of termination; d) To the extent legally possible, assign to NBP all right, title and benefit of the Supplier to the System or Subsystems as at the date of termination, and, as may be required by NBP, in any subcontracts concluded between the Supplier and its Subcontractors; e) Deliver to NBP all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as at the date of termination in connection with the System. <p>NBP may enter upon the Project Site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as NBP thinks appropriate, NBP shall give notice to the Supplier that the Supplier's Equipment will be returned to the Supplier at or near the Project Site and shall return such Supplier's Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the Project Site.</p> <p>41.2.4 Subject to GCC clause 41.2.6, the Supplier shall be entitled to be paid the Contract Price attributable to the portion of the System executed as at the date of termination. Any sums payable to NBP from the Supplier accruing prior to the date of termination shall be deducted from the amount to be paid to the Supplier under the Contract Agreement.</p> <p>41.2.5 If NBP completes the System, the cost of completing the System by NBP shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC clause 41.2.5, plus the reasonable costs incurred by NBP in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due, the Supplier, under GCC clause 41.2.5, shall pay the balance to NBP, and if such excess is less than the sums due the Supplier under GCC clause 41.2.5, NBP shall pay the balance to the Supplier. NBP and the Supplier shall agree in writing on the computation described above and the manner in which any sums shall be paid.</p>
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		<p>41.3 Termination by Supplier</p> <p>41.3.1 If NBP has failed to pay the Supplier any sum due under the Contract Agreement within the specified period, without just cause, or commits a substantial breach of the Contract Agreement, the Supplier may give a notice to NBP that requires payment of such sum with interest on this sum as stipulated in GCC clause 12.3, or specifies the breach and requires NBP to remedy the same, as the case may be. If NBP fails to pay such sum together with such interest, or fails to remedy the breach or take steps to remedy the breach, then the Supplier may give notice to NBP of such events, and if NBP has failed to pay the outstanding sum, or to remedy the breach, the Supplier may give a further notice to NBP referring to this GCC clause 41.3.1, forthwith terminating the Contract Agreement.</p> <p>41.3.2 The Supplier may terminate the Contract Agreement immediately by giving a notice to NBP to that effect, referring to this GCC clause 41.3.2, if NBP becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if NBP takes or suffers any other analogous action in consequence of debt. Provided however, that a merger, amalgamation, reorganization or reconstruction of NBP shall not give any right for termination of the Contract Agreement.</p> <p>41.3.3 If the Contract is terminated under GCC clauses 41.3.1 or 41.3.2, then the Supplier shall immediately:</p> <ol style="list-style-type: none"> a) Cease all further work, except for such work as may be necessary for the purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition; b) Terminate all subcontracts, except those to be assigned to NBP pursuant to clause 41.3.3 (d) (ii); c) Remove all Supplier's Equipment (if any) from the site except Hardware/Software/equipments installed/deployed in NBP Premises and repatriate the Supplier's and its Subcontractor's personnel from the site. d) In addition, the Supplier, subject to the payment specified in GCC clause 41.3.4, shall: <ol style="list-style-type: none"> i. Deliver to NBP the parts of the System executed by the Supplier up to the date of termination; To the extent legally possible, assign to NBP all right, title, and benefit of the Supplier to the System, or Subsystems, as of the date of termination, and, as may be required by NBP, in any subcontracts concluded between the Supplier and its Subcontractors; iii. To the extent legally possible, deliver to NBP all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System. iv. To the extent legally possible, deliver/Handover to NBP all Hardware & Software implanted/Deployed/installed in site of NBP <p>41.3.4 If the Contract is terminated under GCC clauses 41.3.1 or 41.3.2, NBP shall pay to the Supplier all payments specified in GCC clause 41.1.3.</p> <p>41.3.5 Termination by the Supplier pursuant to this GCC clause 41.3 is without prejudice to any other rights or remedies of the Supplier that may be exercised in lieu of or in addition to rights conferred by GCC clause 41.3.</p> <p>41.4 In this GCC clause 41, the expression "portion of the System executed" shall include all work executed, Services and technical solution provided, or other Goods acquired (or subject to a legally binding obligation to purchase) by the Supplier and used or intended to be used for the purpose of the System, up to and including the date of termination.</p> <ol style="list-style-type: none"> ii. In this GCC clause 41, in calculating any money due from NBP
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		to the Supplier, account shall be taken of any sum previously paid by NBP to the Supplier under the Contract Agreement, including any advance payment paid pursuant to the SCC.
42	Assignment	41.6 Neither NBP nor the Supplier shall, without the prior written consent of the other, assign to any third party (excluding the successors in interest of NBP) the Contract Agreement or any part thereof, or any right, benefit, obligation, or interest therein or there under.

6) SPECIAL CONDITIONS OF CONTRACT (SECTION-V)

The following Special Conditions of Contract (SCC) shall supplement or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions of the SCC shall prevail over those in the General Conditions of Contract and in the case of a conflict between the SCC and the terms of a Contract Agreement (as defined in the SCC) the terms of the Contract Agreement shall prevail. For the purposes of clarity, any referenced GCC clause numbers are indicated in the left column of the SCC.

A. CONTRACT AND INTERPRETATION

1. Definitions (GCC Clause 1)

GCC 1.1. (e) (i)	The Country is Pakistan
GCC 1.1. (e) (iii)	The Project Site is NBP Head Office.
GCC 1.1. (e) (x)	The Contract Agreement shall continue for consecutive (3) Three years (Extendable) in force until the technical solution and all the Services have been provided or unless the Contract Agreement is terminated earlier in accordance with the terms set out in the Contract Agreement.

3. Interpretation (GCC Clause 3)

GCC 3.1.1	The language of the Contract Agreement, all correspondence and communications to be given and all other documentation to be prepared and supplied under the Contract Agreement not otherwise specified in the Technical Requirements shall be English .
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4. Notices (GCC Clause 4)

GCC 4.1	Unless specified otherwise in the Contract Agreement, notices shall be addressed to: (Divisional Head) Procurement Division, Logistics, Communications & Marketing Group, National Bank of Pakistan 3rd Floor, Head Office Building, Karachi. 021-99220331, 021-38902647
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5. Governing Law (GCC Clause 5)

GCC 5.1	The Contract shall be solely interpreted and governed in accordance with the substantive and procedural laws of <i>Islamic Republic of Pakistan</i> which shall include but not be limited to the directives and circulars of the State Bank of Pakistan which may be issued from time to time.
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6. Settlement of Disputes (GCC Clauses 6)

GCC 6.2.3	In the case of a dispute between the Purchaser and the Supplier, the dispute shall be referred to arbitration in accordance with Arbitration Act of 1940.
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B. Subject Matter of CONTRACT

7. Scope of the System (GCC Clause 7)

GCC 7.3	Delivery on time and follow all terms and conditions as per Section-X – Delivery Schedule.
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8. Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work and supply the Systems as per the Contract Agreement and Purchase Order Terms and Conditions (if any)
GCC 8.2	Operational Acceptance certificate is to be issued by NBP.

9. Supplier’s Responsibilities (GCC Clause 9)

GCC 9.9	<p>The Supplier shall have the following additional responsibilities:</p> <ol style="list-style-type: none"> 1) As specified in the Section-VI: Technical Requirements. 2) State Bank of Pakistan and PPRA regulatory compliance for all applicable services offered by Supplier. 3) Compliance with information security standards as specified by NBP and the State Bank of Pakistan (if any). 4) Obtain required security clearance from the concerned authorities for their authorized staff, to keep services operational 24x7. 5) Immediate reporting of any fraudulent activity, tampering or events noticed, or observed by Supplier at any site / locations managed or supported by Supplier under the Contract Agreement.
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10. NBP’s Responsibilities (GCC Clause 10)

GCC 10.7	NBP shall have no additional responsibilities
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C. Payment

12. Terms of Payment (GCC Clause 12)

GCC 12.1	Subject to the provisions of GCC Clause 12 (Terms of Payment), NBP shall pay the Contract Price to the Supplier in the manner specified in the Contract Agreement.
GCC 12.3	NBP shall not pay to the Supplier interest on the delayed payments.

13. Securities (GCC Clause 13)

GCC 13.2	Not applicable
GCC 13.3	The amount of performance security, as a percentage of the Contract Price, shall be 10%, which will be released after thirty (30) days of completion of the contract. The currency of the performance security shall be Pak Rupees.

14. Taxes and Duties (GCC Clause 14)

GCC 14	Bids must be inclusive of all applicable taxes, duties and levies etc.
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D. Intellectual Property

15. Copy Right

GCC 15	Intellectual Property Rights in all Custom Software and Custom Materials as specified in the Contract Agreement.
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16. Software License Agreement

GCC 16	Reproduce SW for safekeeping or backup purposes Supplier hereby grants to NBP license to access and use the Software, including all inventions, designs, and marks embodied in the Software
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17. Confidential Information (GCC Clause 17)





GCC 17.1	There are no modifications to the confidentiality terms expressed in GCC Clause 17.1
GCC 17.6	The provisions of this GCC clause 17 shall survive the termination of the Contract Agreement for the duration provided in the Contract Agreement.

E. Supply, Installation, Testing, Commissioning and Acceptance of the System

18. Representatives (GCC Clause 18)

GCC 18	As per the GCC
GCC 18.2.2	As per the GCC

19. Project Plan (GCC Clause 19)

GCC 19.1	The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Finalized Project Plan as agreed to by NBP and the Contract Agreement
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22. Procurement, Delivery and Transport (GCC Clause 22)

GCC 22.5	The Supplier shall provide NBP with shipping and other documents as specified in the GCC.
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23. Product Upgrades (GCC Clause 23)

GCC 23.4	The Supplier shall provide NBP with all new versions, releases, patches and updates to all Standard, or procured Software during the Warranty/Post Warranty & Contract Agreement Periods at no cost as specified in the GCC.
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24. Implementation, Installation and Other Services (GCC Clause 24)

GCC 24	Details to be mutually agreed between NBP and Supplier at the contracting stage (Proposed conditions to be submitted as part of the proposal) applicable to GCC Clause 24.
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26. Installation of the System (GCC Clause 26)

GCC 26	Installation for commissioning requires issuance of certificate by NBP and successful installation is not achieved unless NBP puts Systems in production.
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27. Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	As per GCC
GCC 27.2.2	As per GCC

F. Guarantees and Liabilities

28. Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	Liquidated damages shall be payable at a mutual agreed rate (if required)
GCC 28.3	Liquidated damages shall be assessed at the sole option of NBP at agreed milestones, such as Delivery, Installation, etc.

29. Defect Liability Guarantee (GCC Clause 29)

GCC 29.1	There shall be no exceptions or limitations to the Supplier's warranty obligations for Software.
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GCC 29.4	The Warranty Period shall begin from the date of Operational Acceptance of the Systems or subsystems or as stated in RFP/Bidding documents.
GCC 29.10	During the Contract Period, the Supplier must commence the work necessary to remedy defects or damage within the time lines specified in the RFP and/or mutually agreed between NBP and Supplier from time to time, not exceeding prompt response within the timelines specified in the Contract Agreement. If not specified in the Contract Agreement, the response time shall not exceed 24 hours of notification by NBP or such other longer period as NBP may specify in writing.

G. Risk Distribution

37. Insurance (GCC Clause 37)

GCC 37.1 (c)	Insurance will be the responsibility of the Supplier till the System is deployed.
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H. Change in Contract Elements

41. Termination (GCC Clause 41)

GCC 41	Either of the Parties can terminate the Contract Agreement, other than by reason of breach or non-performance or non-compliance after giving 180 calendar Days advance notice in writing (without assigning any reason).
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7) TECHNICAL SPECIFICATIONS/ REQUIREMENTS (SECTION-VI)

National Bank of Pakistan			
Procurement of Identity Access Management (IAM) SOLUTION			
Technical Requirements – Bidder Qualification			
Tender ID: : NBP/ITG/2020			
<p>Note: All participating bidders are advised to thoroughly review Annexure II - Evaluation Criteria before providing their responses against below mentioned requirements.</p> <p>Criteria for scoring fully met (10) -Proposed solution fully covers the requirement, partially met (05) - Proposed solution partially covers the requirement or only offer some part of the requirement, not met (0) - Proposed solution does not provide this feature/requirement.</p> <p>Response with 'N'/ 'No' or incomplete response will lead to disqualification against all requirements . All bidders are required to provide Documentation Proof with proper reference (Section No/ Page No) in the proposal against all requirements. It is mandatory to provide proper reference of document. NBP will only raise queries against requirements where reference is provided and further clarification is required. Incase no reference is available and documents are not available in the submitted proposal, NBP will not raise any clarification query and response will be considered as NIL, which may lead to disqualification. All bidders are required to submit the proposals with proper page numbering.</p>			
#	Requirements (Confirmations to be provided on Company's letterhead.	Priority	Availability Response
		High/Low	(Y/N)
	Bidder Qualification Requirement		
1	<p>The Bidder/Partnership (JV) should be a registered entity in Pakistan in the form of Public Ltd/Private Ltd or any other form permissible under Legal system of Pakistan and should be in business for a tenure of at least five (05) years. Relevant proof of existence (Certificate of Incorporation, Memorandum of Association, Certificate of commencement of business, Extract from the Register of Firms maintained by the Registrar etc. confirming the incorporation of the commercial entity or other relevant documents where applicable depending on the type of entity as mentioned above) shall be provided with valid tax payment documentation (FBR, Sales Tax Returns, NTN individual, NTN Company, Provincial Tax) whichever is applicable depending on type of organization (Public Ltd/Private Ltd/Partnership firm or any other form permissible under Pakistan Law). (Documentation Proof must be provided with proper reference (page No) in the proposal)</p>	High	



2	Bidder should have office/presence in any one of major cities of Pakistan (e.g. Karachi, Lahore or Islamabad). <u>(Documentation Proof must be provided with proper reference (page No) in the proposal)</u>	High		
3	Bidder should possess at least 3 years' experience in the field of providing IT solutions and services. Bidder may provide documents (PO/LOI etc.) for reference. <u>(Documentation proof must be provided with proper reference (page No) in the proposal)</u>	High		
4	Bidder should provide audited Profit & Loss (Income Statement) showing Sale volume of company of at least Rs. 50 Million in last 2 years . In case if audited statement is not available for last year then Bidder should provide letter from company's CFO or senior management staff confirming that Sale Volume of company is at least Rs. 50 Million in last 2 years. <u>(Documentation proof must be provided with proper reference (page No) in the proposal)</u>	High		
5	Bidder must have Direct Partnership with the principal supplier and also must provide "Manufacturer Authorization Form" from principal supplier for complete Software as per the requirements stated in the specimen attached in Annexure - VI Standard Bidding Document. Kindly note that exact statements mentioned in the specimen are not required ,however NBP requirements shall be explicitly covered. <u>(Documentation proof must be provided with proper reference (page No) in the proposal)</u>	High		
6	Bidder should provide an undertaking on non-judicial stamp paper stating that "the bidder's company is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in lawsuits in this regard either current or pending." <u>(The undertaking on legal paper provided by the bidder must cover all points mentioned in the statement above)</u>	High		
7	Principle/Bidder should provide at least two (2) assignments of similar nature with security product in reputed organizations in financial/telecom/public sector along with reference letters/purchase/work orders from the customers where the solution is deployed. <u>(Documentation proof must be provided with proper reference (page No) in the proposal)</u>	High		
Project Scope & Capacity				



8	Bidder will be responsible to provide complete solution (including all software and licenses, updates etc.) for the requirements mentioned of the proposed solution with support services. Bidder will be responsible for the replacement and maintenance of all the software for the proposed solution during the contract period. Transportation or additional cost so incurred during the contract period will be borne by the bidder. <u>(Undertaking for above mention requirement must be provided with proper reference (page No) in the proposal)</u>	High		
9	Bidder will be responsible for the complete implementation of the proposed solution. Bidder must also ensure and confirm that the quoted price are inline with the standard rates in the market. <u>Bidder to provide acknowledgment/ undertaking for this requirement</u>	High		
10	Bidder must involve the NBP team during deployment/implementation phase and pass on the complete configuration document after implementation. <u>Bidder to provide acknowledgment/ undertaking for this requirement</u>	High		
Warranty, Support and Maintenance (24x7x365) of the Proposed Solution				
11	Bidder is required to provide confirmation letter from Principle on principle's letter head, that incase bidder fails to provide any level of support and maintenance during the contract period, Principle will be responsible to provide hardware and software related support during the contract period. <u>(Letter from Principal with recent date on its letterhead must be provided with proper reference (page No) in the proposal)</u>	High		
12	Bidder/Principal must provide comprehensive support offering including Phone Support, Email Support, and Online customer portal to access patches, upgrades new devices support and via online download. <u>(Undertaking must be provided with proper reference (page No) in the proposal)</u>	High		
Documentation Requirements				
13	Bidder should provide soft copy of the proposal excluding any financials of the proposal (Softcopy required in CD) For all submitted documents, bidder must ensure in serial page numbering and proper reference page number using an index. (Documentation must be provided with proper reference (page No) in the proposal)	High		
14	Bidder should provide complete list of valid licenses and/or subscriptions to cover requirements mentioned in BOQ and Technical requirements. <u>(Documentation must be provided with proper reference (page No) in the proposal)</u>	High		



National Bank of Pakistan

Procurement of Identity Access Management (IAM) SOLUTION

Technical Requirements

Tender ID: : NBP/ITG/2022

Note: All participating bidders are advised to thoroughly review Annexure II - Evaluation Criteria before providing their responses against below mentioned requirements.

Criteria for scoring

fully met (10) -Proposed solution fully covers the requirement,

partially met (05) - Proposed solution partially covers the requirement or only offer some part of the requirement,

not met (0) - Proposed solution does not provide this feature/requirement.

Response with 'N'/ 'No' or incomplete response will lead to disqualification against all requirements .

All bidders are required to provide Documentation Proof with proper reference (Section No/ Page No) in the proposal against all requirements.

It is mandatory to provide proper reference of document. NBP will only raise queries against requirements where reference is provided and further clarification is required. In case no reference is available and documents are not available in the submitted proposal, NBP will not raise any clarification query and response will be considered as NIL, which may lead to disqualification.

All bidders are required to submit the proposals with proper page numbering.

#	Requirements (Confirmations to be provided on Company's letterhead.	Priority	Availability Response	Bidder Response and/or proposal Reference (Section/Page No.)
		High/Low	(Y/N)	



<p>1</p>	<p>Server side hardware should be proposed along with the solution for both Primary & DR Sites in active passive mode. With one year online retention of data on storage and five year offline retention, with 5 year support. A detailed solution architecture, orchestration, target architecture and relevant viewpoint (Infrastructure, Security) and overall solution building blocks diagram with Architecture requirement specification and architecture definition document should be provided. The proposed hardware should be equipped with bare metal support virtualization technology for PRI/DR site along with central management solution enabling replication and relevant applicable licenses, management hardware should be provided with Chassis with 50% utilization. Or equivalent to satisfy the requirement.</p> <p>Sizing should be done on</p> <p>Total number of users 17000 Growth Rate 5% / annum Number of Administrative Resources Administration 25 Number of Administrative Resources Operations 25 Number of Departments upto 50 Number of Organizations 1 Number of accounts provisioned per day 1 to 20 Number of Servers Production 300 Number of Databases 40-80 Number of Network Devices 2500 Number of UAT/Test Servers 50 Number of End Points 11500 Number of application (Thin & Thick Clients) 120</p>			
<p>2</p>	<p>Proposed solution should provide a SINGLE management interface for ALL aspects of management along with policy editing and policy management. Or equivalent to satisfy the requirement.</p>			
<p>3</p>	<p>Proposed solution must support consolidated name space behind a reverse proxy, allowing users to remember a single URL (access.nbp.com.pk) instead of a unique URL per application. Or Equivalent to deliver the requirement</p>			
<p>4</p>	<p>Proposed solution must implement an Identity Repository with a consistent and unified data model. Or equivalent to satisfy the requirement.</p>			
<p>5</p>	<p>Proposed solution should be able to integrate with thick client and thin client applications deployed in NBP.</p>			



6	Proposed solution should be able to integrate with Active Directory and SIEM solution (IBM-Qradar)			
7	Proposed solution must have compliance to ISO ISMS (International Standards Organization, Information Security Management System) relevant standards pertaining to the solution.			
8	Solution should provide capability of single sign on feature for enterprise wide application and systems.			
9	The proposed solution must provide a simulation mode for assessing the impact for any change before having to roll it out into production or equivalent to satisfy the requirement.			
10	The proposed solution must provide tracking and auditing of the solution configuration and changes performed. Ideally tamperproof. Or equivalent.			
11	The Proposed Solution must be able to take any user, group or other object in the system and be able to go back and forward in time through the audit time line to determine their state at a given point using a GUI-Based Timeline Display. Or equivalent to satisfy the requirement.			
12	Solution must be able to report on access at any point in time (current or past) to identify activities at a given point in time. Or equivalent.			
13	The proposed solution should allow to extract historical information from the system in excel, pdf, html, csv and other formats.			
14	Proposed solution should have historical information should be stored in such a way that shouldn't impact the performance of solution when queried or viewed. Or equivalent to satisfy the requirement.			
15	<p>The solution must be able to provide out of box or customizable reports and graphical dashboards to report on following but not limited to:</p> <ul style="list-style-type: none"> • Self Service Portal Activity • Target System Data Quality Analysis • Compliance Policies Violation • User History • Target system user accounts • Department membership • Business Role membership • Cost Center membership • Location membership • Entitlement usage across organizational data • Orphan accounts • High risk objects 			



	Certification policy Progress during campaign and historical actions or equivalent to satisfy information requirements mentioned.			
16	The solution must be able to track as part of its auditing a. Every object b. Every process c. Every changed. d. Every business decision performed or Equivalent.			
17	The proposed solution audit trail must allow security and administration staff to see exactly what was changed, how, by whom and when for every change that is in the system graphically/dashboard/report or equivalent.			
18	Proposed solution must provide lifecycle management by automated fulfillment / self-service access request or equivalent to satisfy the requirement.			
19	The proposed solution must provide a GUI-based report editor that will allow for configuration of ad-hoc/custom reports to be used in dashboards, form-based reporting and email report. Or Equivalent to satisfy the requirement.			
20	Proposed solution must include detailed usage report including end user authentication events including successful logons and must include filters for different user categories. Or Equivalent			
21	Solution must include detailed user account reports that include breakdown of different user account events such as accounts created, accounts deleted, accounts disabled, accounts enabled, accounts locked out and password changes. Or Equivalent			



22	Solution must include detailed user account reports that include breakdown of different user services types such as password resets, self-service requests and certifications.			
23	Proposed solution must have ability to create dashboards to display summary of end user usage and activities or equivalent.			
24	Proposed solution should have configurable dashboard and reports must support categorization of different types such as groups, applications, risk level, etc. Or Equivalent			
25	Proposed solution must have ability to schedule and distribute reports. Or equivalent			
26	Proposed solution must have different level of logging (event, errors, warnings) and ability to logging, tracing and turn on configuration settings per component/module. Or Equivalent.			
27	Proposed solution must provide the ability to troubleshoot issues with structured messaging, and the ability to enable dynamic tracing without hindering the application accessibility & availability. Or Equivalent.			
28	Proposed solution must offer Administrative logging where tasks, activities, operations are logged in the system and should be tamper & delete proof. Or equivalent to satisfy the requirement.			
29	Proposed solution must support ability to log contextual information with the activities about user access such as connecting device and location or equivalent to satisfy the requirement.			
30	Proposed solution must support the definition/configuration of automated lifecycle events — e.g. new hire, promotion, termination — that may trigger access changes in target applications. Or equivalent to satisfy the requirement			
31	Proposed solution must provide out-of-the-box connectors for automatically pushing changes to enterprise IT systems to manage complete user account life cycle (add, edit and delete, enable, disable) for the connected data sources. Or equivalent to satisfy requirement.			
32	Proposed solution should provide connectors for the following categories of enterprise systems : a. Directories b. Databases c. Platforms (power systems) d. Business Applications e. Messaging Applications f. Custom or in-house developed application Or Equivalent to satisfy the requirement.			
33	Proposed solution should allow provisioning target systems and identity synchronization and must use a consistent data model approach or equivalent.			



34	Proposed solution must provide a graphical modelling tool to represent and to modify the schema mapping between target and solution offered. Or Equivalent to satisfy the requirement.			
35	Proposed solution must provide out-of-the-box schema mapping definitions between the connected target systems and the identity platform. Or Equivalent			
36	Proposed solution must provide out-of-the-box workflows for each object supported in connected target system. Or Equivalent to satisfy the requirement.			
37	Proposed solution should allow to simulate events and subsequent workflow execution within the data model. Or equivalent to satisfy requirement			
38	Proposed solution must provide automated provisioning and de-provisioning of a user's accounts and access rights based on events or other configurations. Or equivalent.			
39	Proposed solution must provide out of the box connectors for enterprise applications and option for customization or open interface integrations with non-supported applications or thick client or web applications.			
40	Proposed solution must support custom development of connector for in-house or non-supported(out of the box) developed applications.			
41	Proposed solution must provide method or connector to do reconciliation from HR application for getting employees data or equivalent.			
42	Proposed solution must support automatically deleting or disabling the account/access using rules that can operate on date/time based values or other configurable variables or events. Or Equivalent.			
43	Proposed solution must be able to provision and de-provision user accounts to target systems based on configurable business rules / provisioning policies. Or Equivalent.			
44	Proposed solution must be able to map identity attributes to corresponding account attributes for provisioning. Or Equivalent			
45	Proposed solution must be able to dynamically generate target account attributes based on identity data. The attributes should allow for scripting or equivalent.			
46	Proposed solution must be able to support provisioning of birth right/default access accounts based on any of the following HR hire events from SAP ID Created, start date, and Joining given etc. Or Equivalent			
47	Proposed solution must be able to support de-provisioning of accounts based on an HR events like (terminations, no-show, AWOL, declined offer, on leave etc.) or equivalent.			
48	Proposed solution must be able to capture the last logon date for the account before de-provisioning based on policy/event/configuration. Or Equivalent			



49	Proposed solution must provide an advanced option for the use of scripts for policies for account management. Or Equivalent to satisfy the requirement.			
50	Proposed Solution must provide authentication and authorization for web applications, Thick Client etc.			
51	Proposed solution must support password aging, warnings and other security parameterization as per international standards like NIST, ISO -ISMS.			
52	Proposed solution must support global as well as granular idle session timeout per Application.			
53	Proposed solution must support password composition rules over different applications/operating systems			
54	Proposed solution must support password history enforcement for all systems, applications, Operating Systems and devices etc.			
55	Proposed solution must support integration of web authentication with Service Oriented Architecture based solutions deployed in the NBP landscape.			
56	Proposed solution must support forms based authentication for applications/systems deployed in the NBP Landscape.			
57	Proposed solution must support multi-factor authentication using different form factors. Either by cross platform Application or tool with push/pull notifications or equivalent.			
58	Proposed solution must support One Time Passwords (OTP) generation and communication over email/text or equivalent.			
59	Proposed solution must provide mobile application for authentication or identification (OTP/PIN/Biometric) or equivalent technology or solution to satisfy the requirement.			
60	Proposed solution must support advanced rules to switch authentication scheme based on risk score and context. Or Equivalent to satisfy the requirement.			
61	Proposed solution must have Single Sign On capability for desktop based applications/Thick Client/Webapps etc.			
62	Single Sign-On feature of the proposed solution should support integration with all web applications. Solution must support: Context attributes Resource attributes Action attributes Identity attributes or equivalent.			
63	Proposed solutions authentication feature must have the ability to authenticate users against multiple identity stores/repository or equivalent.			



64	Proposed solution must support definable security roles on per-resource basis as well as globally. Or Equivalent.			
65	Proposed solution must support both stateful and cookie based session management			
66	The Proposed solution should have stateful sessions and must support detailed security context information and support further propagation. Or Equivalent to satisfy the requirement.			
67	Proposed solution must have an out of box web Self Service portal that provides profile management, request management, report subscription, re-certification, dashboards and compliance views. Or Equivalent to satisfy the requirement.			
68	Proposed solution portal must provide “shopping-cart like” experience where users can request access to (but not limited to) roles, systems, groups, projects, applications and any other asset managed by the system. Once the user request access to an entitlement, once compliance check has occurred it will be put into their cart for submission. or Equivalent to Satisfy the requirement.			
69	Proposed web portal must render using native mobile technologies so that the pages’ render correctly on mobile and other handheld devices and end user may perform request via mentioned devices. Or Equivalent.			
70	Proposed solution must be able to apply Compliance rules, Company violations and Segregation of duties rules in real-time as end users request access. Or Equivalent.			
71	The user must be informed of any compliance rule; violation or segregation of duty being enforced upon request submission. Or Equivalent.			
72	Proposed solution must be able to re-authenticate users prior to submitting access request. Or Equivalent.			
73	Proposed solution must be able to work with two factor authentication when submitting access request. Or Equivalent.			
74	In the proposed solution the next approver(s) and subsequent persons in an approval chain must also be informed.			
75	In the Proposed solution all the approvals, actions and workflows associated with enforced rules must be able to be created using a GUI-based wizard or equivalent and relevant logs/reports must be available.			
76	In the proposed solution the web portal must be fully customizable using point and click, Wizard-driven GUIs, including the ability to review changes before they’re made to production without needing to do custom code. Or Equivalent.			
77	In the proposed solution the self-service portal should allow a user to delegate all or part of their responsibility. Or Equivalent.			
78	Proposed solution must provide self-service and delegated identity administration. Or Equivalent.			



79	In the proposed solution Self-service password reset and scenario for forgotten password must be part of the solution. Or Equivalent.			
80	Proposed solution must support for self-service password reset for multiple different accounts for a single identity (for example, changing a password on AIX and a different password on a Oracle/SQL) or Equivalent			
81	Proposed solution must have a user friendly self-service request catalog for managing roles, entitlements, permissions and system. Or Equivalent.			
82	Proposed solution must have the capability for providing automatic recommendation on roles or entitlements to the end user based on defined set of rules (relying on user properties). Or Equivalent.			
83	Proposed solutions must support for Request profiles in self-service scenario i.e. group of similar permissions, roles or accounts to facilitate end users to request for profile rather searching for individual items. Or equivalent.			
84	In the proposed solution Single Sign-on support for self-service/delegated administration interfaces. This may involve use of Kerberos for Windows Desktop SSO. Or equivalent.			
85	Proposed solution must have out of the box availability of auditing and reporting features for capturing request details around Self Service and Delegated Administration. Or Equivalent.			
86	Proposed solution must have out of the box example business rules and workflows as well as provide the ability to create ad-hoc rules and workflows using a point and click, GUI-based wizard editor without having to do custom coding. Or Equivalent to satisfy the requirement.			
87	In the proposed solution the end user must be able to re-route approval workflows along pre-determined approval lines. Or equivalent.			
88	Proposed solution must integrate with token (soft or hard) step up authentication or equivalent.			
89	Proposed solution must present workflow processes in a graphical format depicting at a minimum; a. Workflow steps b. Dependencies c. Approvers d. Exceptions e. Timeouts – timeouts must be time zone aware based upon the approvers location. Or Equivalent.			
90	Proposed solution must provide an integrated Risk Engine, that comes with a rich catalog of available rules and that is extensible. Or equivalent.			
91	The Risk score should take into account inheritance as well as attribute based criteria. Or equivalent			



92	The Risk score should be clearly displayed and meaningful to the business end user. Or equivalent			
93	Risk should be able to form part of decision making approval workflow. Or equivalent			
94	Policy objects such as SoD, Recertification, Approval Workflows and such should be able to carry risk. Or equivalent			
95	Reporting should include the risk scores where applicable. Or equivalent			
96	Proposed solution must provide a standard workflow engine with user friendly/graphical design-time editor based customization of business rules for provisioning/Deprovisioning, access management, group assignment etc. or Equivalent to satisfy the requirement.			
97	Proposed solution must leverage upon a centralized and integrated workflow across all the components of identity and access management solution. Or Equivalent			
98	Proposed solution must support template-based workflows for user account creation, management, group assignments, de-activation and deletion. Or Equivalent			
99	The solution must have a GUI-based run-time view of workflow status. Or Equivalent.			
100	Proposed solution must support workflow escalation based on configurable response time windows or a per workflow basis function. Or Equivalent.			
101	Proposed solution must support email notifications/alerts to specific accounts or groups of accounts for certain activities performed by the identity management system. Integration with Microsoft Exchange Server protocols will be required. Or equivalent.			
102	Proposed solution must support request-driven workflows initiated by authorized users for activities such as activation, de-activation, including approvals. Or equivalent			
103	Proposed solution must support event-driven account de-activation and re-activation with or without workflow approval. Or Equivalent.			
104	Proposed solution must support the removal of accounts from target systems based on events or triggers. Or equivalent.			
105	Proposed solution must support attestation for different user types including: entitlement owner, application owner, role owner, manager, department owner, location owner, cost center owner, technical role owner. Or equivalent			
106	Proposed Solution must provide ability for the line of business to remove access during the attestation campaign by denying the access being attested. Or Equivalent.			



107	Proposed solution must provide user friendly descriptions for potentially complex IT names so that the business can understand what they are seeing. Or Equivalent.			
108	Proposed solution must provide the means to automatically create attestation campaigns based on a repeating schedule (month, quarter, half year and yearly). Or Equivalent			
109	Proposed Solution must provide for event based attestation , such as when a users risk breaches a preconfigured limit. Or Equivalent.			
110	Proposed solution must provide an easy to use web interface for attestation campaigns to be configured. Or Equivalent.			
111	Proposed solution must provide dashboarding for campaign owners to view the up to the minute status of their attestation campaign. Or Equivalent.			
112	Proposed solution must provide the ability for an attestation campaign that is in progress to have it's complete by date extended. Or Equivalent			
113	Proposed solution must provide a continuous certification feature whereby only new/changed relations are attested. Or equivalent.			
114	Proposed solution must be able to send out automatic notifications of key events during the attestation campaign.			
115	<p>Solution must provide Role Discovery capabilities including;</p> <ul style="list-style-type: none"> a. Bottom-up and top-down role modeling using entitlement assignment using any data coming from integrated target systems. b. Easily scope user populations using user attributes including organization data such as location, cost center and department. c. Automatically create candidate roles directly from the role mining wizard. <p>Solution must provide Role Management Capabilities including;</p> <ul style="list-style-type: none"> a. Roles as a native part of product, not add-on b. Hierarchical roles assignment c. Compliance check during role assignment d. Dynamic role assignment for users e. Dynamic recalculation of inheritance upon changes f. Archiving of history of certification and attestation for each role g. Roles can be assigned to a persona or identity <p>or Equivalent.</p>			



116	Proposed solution support secured communication between different components of the solution using SSL/TLS.			
117	Proposed solution must support proactive real-time fraud detection and prevention during authentication as well as transactions. This includes but not limited to Risk Based Scoring Anti-Phishing Anti-Malware or Equivalent.			
118	Proposed solution should have account/access certification/attestation engine. Or Equivalent.			
119	Proposed solution certification engine must have capability of generating automatic surveys. Bulk certification option will be required, optionally in offline mode (through a spreadsheet). Or Equivalent.			
120	In the proposed solution the certification process must have a tight integration with the workflow engine to define custom recertification process. Or equivalent.			
121	Identity governance solution should be part of the proposed solution.			
122	Solution must automatically and continuously measure run-time performance. Or equivalent.			
123	Solution must include tools and utilities to support performance analysis and diagnostics			
124	Solution must provide monitoring capabilities to send out alerts (e.g. SNMP)			
125	Proposed solution provide a web-based system administration and monitoring dashboard for system components or equivalent.			
126	Proposed solution dashboard must provide rolled up summary information such as availability of all components and application deployment summary; as well as ability to drill down into more details such as request and load processing charts, service uptime information, throughput and resource usage (such as CPU and memory) or Equivalent			



8) EVALUATION CRITERIA (SECTION-VII)

Identity Access Management (IAM) Solutions

The bids/proposals with all complete documents will be evaluated as under:

1. All bidders are required to submit filled, correct and complete Section VI – Technical Requirement (all sheets separately) along with their bids. If the bidder fails to do so, its bid will be considered as rejected. All bidders are also requested to affix their company's stamp/signature on each page of the submitted Section VI – Technical Requirement.
2. All Bidders are required to propose an IAM Solution, its implementation and support to NBP as any alternate or additional Solution will not be considered for evaluation and such bid will be deemed as rejected.
3. If any bidder includes proposed solution financial details (i.e. price, cost bid security amount etc.) in its TECHNICAL PROPOSAL or response to any NBP clarification query during evaluation of technical proposal, its bid will be considered as rejected.
4. For evaluation of solution functional requirements mentioned in Section VI - Technical Requirement, NBP will request bidders to demonstrate their proposed software to NBP during evaluation stage, at no extra cost to NBP, if required. If any bidder failed to demonstrate its respective solution, its bid will be considered as technically disqualified / rejected / non-responsive. The place, date & time of demonstration sessions will be communicated to bidders separately by NBP.
5. For evaluation purpose, marks allocation on bidders' proposals shall be strictly based on as per scoring criteria against the requirements mentioned in Section VI - Technical Requirement. Relevant evidence/reference must be provided in the technical proposal with complete reference/ page no, and if the evidences are not provided the proposal will be rejected.
 - a. If bidder response against any requirement is not available, it will be evaluated as requirement 'Not met with (score 0) and will lead to disqualification/ rejection of bid.
 - b. For all technical requirements against which Bidder is responding "Y", all bidders are required to provide **Documentation with proper reference (Section No/ Page No) in the proposal against all requirements. It is mandatory to provide proper reference of document.** It is NBP's discretion to raise clarification queries against requirements where reference is provided and further clarification is required. In case no reference is available and documents are not available in the submitted proposal, NBP may not raise any clarification query and response will be considered as **NIL**, which may lead to disqualification, if mentioned in the criteria.
 - c. NBP may ask any other additional documentary evidence or explanation against any item for clarification that must be provided by the Bidder during the period of evaluation. Bidders should respond to such requests within the time frame indicated in the correspondence (letter/fax/ e-mail). If the bidder fails to provide the required information within given timeframe, its bid will be considered as rejected.
 - d. Qualification Criteria mentioned in Section VI - Technical Requirement with "Priority (High/Low)" is evaluated as follows:

Qualification requirements with "High" Priority must be answered as 'Y' or 'N'. If bidder response 'N' against any of such "High" Priority requirement, its bid will be considered as technically disqualified and will be rejected.



For with "Low" Priority can be answered as 'Y', 'Yes', 'N', 'No'. If bidder responds 'N' or 'No' against any of the "Low" Priority requirement, its bid will not be considered as rejected.

For all Bidder qualification requirements against which Bidder is not providing any response (i.e. an empty availability cell or an availability cell with a response other than 'Y'/'Yes' or 'N'/'No'), NBP will first check that against such requirements proper reference documents have been provided or not in the submitted bid. If reference document is found then NBP may ask clarification from the bidder about its response, however if reference document will also not find or provided then response of bidder shall be considered as 'No' and its bid will be considered as rejected if the requirement item is high priority.

- e. All bidders are required to submit the proposals with proper page numbering with master table of contents of all attached documents in the proposal.
 - f. "Low" priority requirements that shall be responded "Y" by bidder shall be treated as complimentary, without any addition in the above-mentioned quoted price.
6. All requirements stated in Section VI - Technical Requirement has assigned different marks that shall be allocated as per response along with documentary evidence that shall be received from bidders.
 7. The Minimum Passing Score for bidders to be considered as technical qualified is **80%**.
 8. Financial proposals will be opened for only technically qualified bidders. Technically unqualified bidders will be considered as disqualified and their financial proposals will be returned un-opened.
 9. The Bidders must include price of all requirements with its Financial Proposal as the price mentioned in Financial Proposal will be considered as final and cannot be changed in any circumstances after the submission of bid.
 10. The prices will be evaluated based on all items mentioned in Section VI - Technical Requirement and Section VIII- BOQ of the RFP documents which will be considered as total bid value / bid amount / contract price.
 11. Combined evaluation of technical and financial proposals shall follow and the bidder with the winning proposal will be accepted (i.e. the proposal that will obtain maximum marks will be considered as the "Lowest Evaluated Bid" and will be accepted for contract award.)
 12. Scoring Methodology is defined as under:

Technical Evaluation Calculation		
1	Total/Maximum Technical Score	xxxxx
2	Points Scored by bidder under technical evaluation	S_i
*Note :Minimum Passing Score for bidders to be considered for technical qualification		80%
Final Evaluation Calculation		
<i>Note: Combined evaluation will only be carried out for Technically qualified bidders</i>		
1	Technical Weightage	80%
2	Financial Weightage	20%
3	Lowest quoted price/Bid amount (Reference Cost)	$Cost_{lowest}$
4	Quoted Price/bid amount under evaluation	C_i
5	Technical Weighted Score shall be calculated as	$S_i \times 0.80 = TW_i$
6	Financial Cost Factor shall be calculated as	$\frac{Cost_{lowest}}{C_i} \times 100 = CF_i$



7	Financial Weighted Score of technically qualified bidders shall be calculated as	$CF_i \times 0.20 = FW_i$
8	Formula to calculate combined evaluation of technical and financial proposals (Bidder Final Score)	$FS_i = TW_i + FW_i$
Note: Bid with maximum marks (Bidder Final Score) will be termed as “Lowest Evaluated bid” and will be accepted for contract award.		

13. As per requirement of Section II ITB (3.F), NBP may conduct a post-qualification evaluation exercise for the bidder which is selected as having submitted the lowest evaluated bid. A negative evaluation will result in rejection of the bidder’s bid, in which event NBP shall proceed to the next lowest evaluated bidder to make a similar evaluation.



9) BILL OF QUANTITY (BOQ) (SECTION-VIII)

TENDER / QUOTATION FOR ARRANGEMENTS OF IDENTITY ACCESS MANAGEMENT (IAM) SOLUTIONS

Item(s)*	Quantity.
1- Solution Details	
a) License cost IAM Solution	As Per Technical Requirements in Annexure III
b) Implementation	
c) All associated hardware cost with details	To be given by bidder
2- Warranty, Support and Maintenance	
d) Hardware Warranty, Support and Maintenance Services for 3 years (Starting from Hardware energizing).	For all above mentioned hardware
e) Software Support and Maintenance Services for 3 years (initiation of software licenses installation).	For all above mentioned software and licenses
3- Training	
f) Training of 10 NBP Employees of the proposed Solution.	10

**Bidder is required to provide details of all other Software and accessories/hardware (if any) which are necessary for the proper and smooth working of complete solution separately in the proposal as per the requirements mentioned in Annexure-III and all such costs should also be included in its financial proposal.*

***Any enhancement in the solution (hardware, software licenses) with in the contract period will be done by the successful bidder. The bidder will be required to submit the proposal for additional services at the time of request from NBP.*

**10) PAYMENT TERMS & CONDITIONS (SECTION-IX)****TENDER / QUOTATION FOR ARRANGEMENTS OF IDENTITY ACCESS MANAGEMENT (IAM) SOLUTION****1. Payment Terms & Conditions**

1. Price Schedule mentioned in Section IV GCC (5.C) and Bidders are required to provide the total bid amount / price with their bid as per following table in its financial proposal considering all items mentioned in Section VI- Technical Requirements and Section VIII – BOQ.

Item(s)*	Qty.	Amount (in PKR)
4- Solution Cost		
A. License cost		
B. Implementation		
C. All associated hardware cost with details	-	
Sub-Total cost of IAM Solution, Implementation along with the hardware, software and licenses as per the requirements mentioned in Annexure III – Technical Requirements: (a+b+c)		
5- Warranty, Support and Maintenance		
D. Hardware Warranty, Support and Maintenance Services for 3 years. (Starting from Hardware energizing).		
E. Software Support and Maintenance Services for 3 years. (Initiation of software licenses installation).		
Sub- total cost of Hardware and Software Warranty, Support and Maintenance Services of complete solution as per the requirements mentioned in Annexure III – Technical Requirements : (d+e)		
6- Training		
F. Local Training of 10 NBP Employees of the proposed solution	10	
Sub- total cost of Training Cost (f)		
Total "Solution amount" (1+2+3)		

Final Total cost quoted by the bidder must be inclusive of the applicable taxes.

Any other associated cost should be mentioned explicitly by the bidder. NBP will not be responsible for any additional cost during the contract period for compliance of RFP requirements.

- Bidders shall quote **Total project cost** in only **ONE Currency**. If any bidder quotes the bid prices other than Pak Rupees, the interbank conversation rate in Pak Rupees (as determined by NBP) on the day of bid financial opening will be considered for calculating total bid amount in Pakistan Rupees (PKR) and for evaluating their bids.
- In case, bidder has quoted price in multiple currencies, the price quoted in Pakistan Rupees (PKR) will prevail and will be considered as the final price for the proposed solution. No additional adjustment or conditions mentioned in bidder's proposal will be considered in this regard.**
- There will be No change in payment price, if bidder has quoted price in Pakistan Rupees (PKR) in its proposal.** However, if bidder has quoted price in other currency, the interbank conversation rate in Pak



Rupees on the date of invoice/payment will be considered for payment and the payment will be made in Pakistan Rupees (PKR).

5. NBP will make all payments in Pakistan Rupees (PKR) only.
6. Price quoted should be fixed and valid for period of 180 days after the opening of bid.
7. All prices must be inclusive of all applicable taxes.
8. NBP will make all payments in Pakistan Rupees (PKR) only.
9. Bidder is required to provide details of all other Software and accessories/hardware (if any) which are necessary for the proper and smooth working of complete solution separately in the proposal as per the requirements mentioned in Annexure-III and all such costs should also be included in its financial proposal.
10. Within 30 calendar days after the signing of the contract, bidder is required to submit a Performance Security which shall be ten (10%) percent of the total bid amount/Contract Price. The Performance Security shall be in the form of a "Bank Guarantee" only from the reputable bank of Pakistan. The Performance Security amount shall be in Pakistan Rupees (PKR). Discharge of the Performance Security shall take place after submission of written request by the vendor, within thirty (30) days after the Go-Live completion certificate issuance by NBP ITG. Submission of incomplete Performance Guarantee and/or fake Bank Guarantee will lead to immediate disqualification of bidder and NBP will pursue to blacklist the company as per Public Procurement Rules, 2004.
11. Any enhancement in the solution (hardware, software licenses) with in the contract period will be done by the successful bidder. The bidder will be required to submit the proposal for additional services at the time of request from NBP.

2. Payment Plan

All the payments shall be made in PKR and NBP will pay the bidder as follows:

a. Payment for total amount for Hardware (including warranty and Support – 3 years), Software & Licenses implementation (one-time), Local training and Software support (3 years) - ("Solution Amount")

1. After signing of the contract, an Advance Payment of **Ten Percent (10%)** against Bank guarantee of equivalent amount of solution cost. The payment shall be paid within thirty (30) days upon submission of original invoice and Bank Guarantee valid for (12) Months, provided in the bidding documents or another form acceptable to NBP. Bank Guarantee against the advance payment will be discharged after the issuance of Completion Certificate for delivery of complete solution.
2. **Seventy percent (70%)** of solution cost shall be paid after the delivery of complete solution (Hardware, if purchased by NBP from successful vendor and software, licenses) and upon submission of original invoice, original delivery challan of delivered hardware (if acquired), software, licenses of the proposed solution to NBP and milestone completion certificate from NBP-ITG.
3. **Twenty percent (20%)** of solution cost shall be paid after the successful commissioning, installation, integration, implementation, tuning, testing and training of the complete solution at NBP HO and upon submission of original invoice and milestone completion certificate from NBP-ITG. NBP will issue the Successful completion certificate(s) within thirty (30) days of Go-Live of the complete solution; payment shall take place within 30 working days after submission of invoice after completion certificate issuance.

a. Payment for total amount for Resident Engineers by Bidder



1. The payment for cost quoted by the bidder for (02) resident engineers as per the contract shall be paid on quarterly basis in advance. Bidder after issuance of Go-Live certificate of the corresponding month will raise an invoice to NBP. NBP will pay the invoice within 30 (Thirty) days after receiving of invoice and after any adjustment/deduction of penalties for non-performance in Services as described in the SLA (which will be mutually agreed between NBP and the bidder at the time of contract signing).

b. Payment for total amount of International Training to NBP Employees (“International Training Amount”)

1. The International Training amount as per the contract shall be paid after the bidder has successfully provided the international training to NBP employees as and when required.

c. Payment Schedule for Support for 5 Years

1. Hardware Warranty, Support and Maintenance Services for 3 years is included in the “Solution Amount” mentioned in the Section 2- Payment Plan, sub-clause (a) of the Payment Terms & Conditions and shall be paid as per the payment plan mentioned in the referred section.
2. Software Support Service for 3 years is included in the “Solution Amount”) mentioned in the Section 2 - Payment Plan, sub-clause (a) of the Payment Terms & Conditions and shall be paid as per the payment plan mentioned in the referred section.
3. Annual cost of Software and Hardware Support for 4th and 5th year shall be paid on annual basis in advance upon submission of invoice by the bidder at start of each year.

**11) DELIVERY SCHEDULE (SECTION-X)****TENDER / QUOTATION FOR ARRANGEMENTS OF IDENTITY ACCESS MANAGEMENT (IAM) SOLUTION**

Bidder is required to propose the Project Timelines in accordance with the Delivery Schedule mentioned below:

Description	Required delivery from date of Contract Award	Location
Project Initiation Phase (Identifying Scope of Work)	Within 15 Days.	NBP Head Office, Karachi And NBP DR Site
Delivery, commissioning, and installation of the IAM Solution Hardware along with all the hardware, software, and licenses as per the requirements mentioned in Section VI – Technical Requirements.	Within Eight (08) to Ten (10) Weeks.	
Implementation & Deployment, customization, tuning and training of the solution as per the scope agreed during the contract signing.	Within Three (03) to Four (04) months after the delivery of hardware	
User Acceptance Testing and operational / Go-Live date of the complete solution.	Within Fifteen (15) Days after the implementation of complete solution as per NBP requirements.	
Training to 10 NBP Employees on the proposed solution	As and when required as per Section VIII BOQ.	
Warranty, Support and Maintenance Services of complete solution.	3 Years (as per requirements Section VIII BOQ)	



12) SAMPLE FORMS SECTION-XI)

Table of Sample Forms

- I. Bid Form and Price Schedule
- II. Manufacturer’s Authorization Form
- III. General Information Form
- IV. General Solution Experience Record
- V. Joint Venture (if any) Form
- VI. Particular Solution Experience Record
- VII. Details of Contract of Similar Nature and Complexity
- VIII. Financial Capabilities
- IX. Personal Capabilities
- X. Candidate Summary
- XI. Technical Capabilities
- XII. Litigation History
- XIII. Bid Security Form Bank Guarantee
- XIV. Supplier’s Representative
- XV. Performance Security Bank Guarantee
- XVI. Advance Payment Bank Guarantee Form
- XVII. Integrity Pact
- XVIII. Check List

Note: These are Sample forms only and may be used by bidders for submission in their proposals. For correct documentary evidences requirements, please refer to Section-VI Technical Requirements.



A. BID FORM

The Divisional Head
Procurement Division,
Logistics, Communications & Marketing Group,
National Bank of Pakistan
3rd Floor, Head Office Building, Karachi.
021-99220331, 021-38902647

Dear Sir:

Having examined the bidding documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the required item(s), goods and services in conformity with the said bidding documents for the sum of *[total bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this bid.

If our bid is accepted, we undertake to deliver the item(s), goods and services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to ten (10) percent of the Contract Price for the due performance of the Contract, in the form prescribed by NBP.

We agree to be bound by this bid for a minimum period valid for at least 90-days and maximum 300-days from the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We understand that you are not bound to accept the lowest or any bid you may receive.

Until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award, shall be binding upon us, provided however, that you may cancel the tender at any time prior to the execution of a formal contract.

Dated this _____ day of _____ 20_____.

[signature]

[in the capacity of]

Duly authorized to sign bid for and on behalf of _____



B. Price Schedule

Name of Bidder

IFB Number Page of

1	2	3	4	5	6	7
Item	Description	Country of Origin	Quantity	Unit Price DDP/EXW Name Place	Total DDP/EXW per item	Unit price of Delivered duty paid (DDP) /(EXW) to final destination plus price of other incidentalservices if required ³

Signature of Bidder

Note:

(i) In case of discrepancy between unit price and total, the unit price shall prevail.

The unit and total Delivered Duty Paid (DDP) prices should include the price of incidental services. No separate payment shall be made for the incidental services.



C. Manufacturer’s Authorization Form

Date:

Tender ID:

To: _____

WHEREAS _____ who are official producers of _____ and having production facilities at _____ do hereby authorize _____ located at _____ (hereinafter, the “Bidder”) to submit a bid and subsequently negotiate and sign a contract with you for resale of the following products produced by us, for the quantities, specifications and delivery schedule called for by the supply requirements specified in the above mentioned Invitation for Bids:

We hereby extend to you a full guarantee and warranty in accordance with clause 29, Defect Liability, of the General Conditions of Contract and with our own standard product warranty, and duly authorize the Bidder to act on our behalf in fulfilling all warranty obligations with respect to the above-listed products offered for resale by the Bidder in relation to this Invitation for Bids.

We also certify that the Bidder is qualified by us to provide the following maintenance, technical or help desk support, new version upgrade and/or other services related to the above-listed Products in accordance with clause 7 of the General Conditions of Contract:

[Specify details of the maintenance, technical, upgrade, help desk or other services the Bidder is authorised to provide]

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the authorization for and on behalf of: _____

Dated on _____ day of _____, _____.

Note: This letter of authority must be on the letterhead of the producer, must be signed by a person competent and having the power of attorney to bind the producer, and must be included by the bidder in its bid as specified in the Instructions to Bidders.



D. General Information Form

All partnership firms, sole proprietorships, companies and each partner of a Joint Venture that are bidding must complete the information in this form. Nationality information should be provided for all owners or bidders that are partnerships or individually owned sole proprietorships.

1.	Name of firm	
2.	Head office address	
3.	Telephone	Contact
4.	Fax	Telex
5.	Place of incorporation / registration	Year of incorporation / registration

Nationality of owners*		
	Name	Nationality
1.		
2.		
3.		
4.		
5.		
* To be completed by all owners of partnerships or individually owned firms.		



E. General Solutions Experience Record

Name of Bidder or Partner of a Joint Venture

All individual firms and all partners of a Joint Venture must complete the information in this form with regard to the management of Solutions contracts generally. The information supplied should be the annual turnover of the bidder (or each member of a Joint Venture), in terms of the amounts billed to clients for each year for work in progress or completed, converted to U.S. dollars at the rate of exchange at the end of the period reported. The annual periods should be calendar years, with partial accounting for the year up to the date of submission of applications. This form may be included for Subcontractors only if the Bid Data Sheet for ITB clause 6.1 (a) explicitly permits experience and resources of (certain) Subcontractors to contribute to the Bidder's qualifications.

A brief note on each contract should be appended, describing the nature of the Solution, duration and amount of contract, managerial arrangements, NBP, and other relevant details. Use a separate sheet for each partner of a Joint Venture.

Bidders should not enclose testimonials, certificates, and publicity material with their applications; they will not be taken into account in the evaluation of qualifications.

Annual turnover data (applicable activities related activities only)			
Year*		Turnover	US\$ equivalent
1.			
2.			
3.			
4.			
5.			

* Commencing with the partial year up to the date of submission of bids



F. Joint Venture Summary (If Any)

Names of all partners of a Joint Venture
1. Partner in charge
2. Partner
3. Partner
4. Partner
5. Partner
6. Partner

Total value of annual construction turnover, in terms of Solution billed to clients, in US\$ equivalent, converted at the rate of exchange at the end of the period reported:

Annual turnover data (applicable activities only; US\$ equivalent)						
Partner	Form 2 page no.	Year 1	Year 2	Year 3	Year 4	Year 5
1. Partner in charge						
2. Partner						
3. Partner						
4. Partner						
5. Partner						
6. Etc.						
Totals						



G. Particular Solutions Experience Record

Name of Bidder or Partner of a Joint Venture
--

On separate pages, the bidder is requested to list contracts of a similar nature, complexity, requiring similar information technology and methodologies to the contract or contracts for which these Bidding Documents are issued, and which the bidder has undertaken during the period, and of the number, specified in the BDS for ITB clause 6.1 (a). Each partner of a Joint Venture should separately provide details of its own relevant contracts. The contract value should be based on the payment currencies of the contracts converted into U.S. dollars, at the date of substantial completion, or for ongoing contracts at the time of award.



H. Details of Contracts of Similar Nature and Complexity

Use a separate sheet for each contract.

Name of Bidder or Partner of a Joint Venture

1.	Number of contract	
	Name of contract	
	Country	
2.	Name of NBP	
3.	NBP address	
4.	Nature of Solutions and special features relevant to the contract for which the Bidding Documents are issued	
5.	Contract role (check one) Prime Supplier Management Contractor Subcontractor Partner in a Joint Venture	
6.	Amount of the total contract/subcontract/partner share (in specified currencies at completion, or at date of award for current contracts) Currency Currency Currency	
7.	Equivalent amount US\$ Total contract: \$_____; Subcontract: \$_____; Partner share: \$_____;	
8.	Date of award/completion	
9.	Contract was completed _____ months ahead/behind original schedule (if behind, provide explanation).	
10.	Contract was completed US\$ _____ equivalent under/over original contract amount (if over, provide explanation).	
11.	Special contractual/technical requirements.	
12.	Indicate the approximate percent of total contract value (and US\$ amount) of Solution undertaken by subcontract, if any, and the nature of such Solution.	



I. Financial Capabilities

Name of Bidder or Partner of a Joint Venture

Bidders, including each partner of a Joint Venture, shall provide financial information to demonstrate that they meet the requirements stated in the BDS for ITB clause 6.1 (a). Each bidder or partner of a Joint Venture shall complete this form. If necessary, separate sheets shall be used to provide complete banker information. A copy of the audited balance sheets shall be attached.

Autonomous subdivisions of parent conglomerate businesses shall submit financial information related only to the particular activities of the subdivision.

Table with 4 rows and 2-3 columns for Banker information: Name of banker, Address of banker, Telephone, Contact name and title, Fax, Telex.

Summarize actual assets and liabilities in U.S. dollar equivalent (at the rates of exchange current at the end of each year) for the previous five calendar years. Based upon known commitments, summarize projected assets and liabilities in U.S. dollar equivalent for the next two calendar years, unless the withholding of such information by stock market listed public companies can be substantiated by the bidder.

Table for financial information in US\$ equivalent, showing actual data for previous two years and projected data for next two years across categories like Total assets, Current Assets, Total Liabilities, Current Liabilities, Profits before Taxes, Profits after Taxes.

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total construction cash flow demands of the subject contract or contracts as indicated in the BDS for ITB Clause 6.1 (a).

Table with 2 columns: Source of financing, Amount (US\$ equivalent). Rows 1-4.

Attach audited financial statements—including, as a minimum, profit and loss account, balance sheet, and explanatory notes—for the period stated in the BDS for ITB clause 6.1 (a) (for the individual bidder or each partner of a Joint Venture).



If audits are not required by the laws of bidders' countries of origin, partnerships and firms owned by individuals may submit their balance sheets certified by a registered accountant, and supported by copies of tax returns.

J. Personal Capabilities

Name of Bidder

For specific positions essential to contract management and implementation (and/or those specified in the Bidding Documents, if any), bidders should provide the names of at least two candidates qualified to meet the specified requirements stated for each position. The data on their experience should be supplied on separate sheets for each candidate.

Bidders may propose alternative management and implementation arrangements requiring different key personnel, whose experience records should be provided.

1.	Title of position
	Name of prime candidate Name of
	alternate candidate
2.	Title of position
	Name of prime candidate Name of
	alternate candidate
3.	Title of position
	Name of prime candidate Name of
	alternate candidate
4.	Title of position
	Name of prime candidate Name of
	alternate candidate



K. Candidate Summary

Name of Bidder

Position		Candidate Prime Alternate	
Candidate information	Name of candidate	Date of birth	
	Professional qualifications		
Present employment	Name of NBP		
	Address of NBP		
	Telephone	Contact (manager / personnel officer)	
	Fax	Telex	
	Job title of candidate	Years with present NBP	

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/Position/Relevant technical and management Experience



L. Technical Capabilities

Name of Bidder

The bidder shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Solution. In this form, the bidder should summarize important certifications, proprietary methodologies, and/or specialized technologies which the bidder proposes to utilize in the execution of the Contract Agreement and/ or related agreement.



M. Litigation History

Name of Bidder or Partner of a Joint Venture

Bidders, including each of the partners of a Joint Venture, shall provide information on any history of litigation or arbitration resulting from contracts executed in the last five years or currently under execution. A separate sheet should be used for each partner of a Joint Venture.

Year	Award FOR or AGAINST Bidder	Name of client, cause of litigation, and matter in dispute	Disputed amount (current value, US\$ equivalent)



N. BID SECURITY FORM (BANK GUARANTEE).

[insert: Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: *[insert: Name and Address of NBP]*

Date: *[insert: date]*

BID GUARANTEE No.: *[insert: Bid Guarantee Number]*

We have been informed that *[insert: name of the Bidder]* (hereinafter called "the Bidder") has submitted to you its bid dated *[insert: bid date]* (hereinafter called "the Bid") for the execution of *[insert: name of contract]* under Invitation for Bids No. *[insert: IFB number]* ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee.

At the request of the Bidder, we *[insert: name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert: amount in figures]* (*[insert: amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the IFB ; or
- (b) does not accept the correction of errors in accordance with the Instructions to Bidders(hereinafter "the ITB") of the IFB; or
- (c) having been notified of the acceptance of its Bid by the NBP during the period of bid validity, (i) fails or refuses to execute the contract with you or (ii) fails or refuses to furnish the performance security, in accordance with the ITB.

This guarantee will expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful bidder, upon expiry of ninety (90) calendar days after the expiration of the Bidder's bid.

Consequently, any demand for payment under this guarantee must be received by us at our office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[Signature(s)]



O. Supplier's Representative

In accordance with GCC clause 1.1 (b) (IV), the Supplier's appointed Representative is:

Name: *[insert: name or state "to be nominated within fourteen (14) Days of*

the

Effective Date"]

Title: *[insert: title or state "to be specified within fourteen (14) Days of the Effective Date"]*



P. PERFORMANCE SECURITY BANK GUARANTEE

National Bank of Pakistan Beneficiary	Guarantee No. Executed on Expiry Date:
--	--

Name of Surety (Bank) and Address	
Name of Principal (Contractor) and Address	
Sum of Guarantee (express in words and figures)	PKR _____
Contract No. And date	

Whereas, National Bank of Pakistan (“NBP”) has entered into a contract number [●] dated [●] (“Contract”) with [●] (the “Contractor”) for providing design, supply, installation, achieving operational acceptance of *[insert: a brief description of the Solution]* and services in respect thereof[●] to NBP;

And whereas, it is a condition of the Contract that the Contractor furnish a performance guarantee of a bank to NBP to secure the performance of the obligations of the Contractor under the Contract;

- 1) NOW THEREFORE, we, [●] waiving all objections and defenses, hereby irrevocably and independently guarantee to pay to NBP, without delay upon NBP’s first written demand and without cavil or argument, any amount claimed by NBP upto the maximum amount of Rs [●] without requiring NBP to prove or to show grounds or reasons for such demand, upto the sum specified hereinabove, against NBP’s written declaration that the Contractor has refused or failed to perform the aforementioned Contract. NBP may make any number of claims upon us upto the maximum amount secured hereunder and the guarantee shall stand reduced proportionately by the amount of the claims paid by us to NBP.
- 2) You shall not be obliged before making any demand upon us under this guarantee (a) to demand any payment of the Contractor (b) to take any legal proceedings against the Contractor, (c) to make any claim in winding-up of the Contractor, or (d) to exercise any right which you may have under any security or against any other surety for the obligations of the Contractor in respect of the Contract.
- 3) Our obligations under this guarantee shall not be discharged or effected by (a) any dissolution, winding-up or corporate re-organization of the Contractor (b) any transfer or extinguishing of any of the liabilities of the Contractor by any law, regulation, decree, judgment, order or similar instrument; or (c) on any other account, omission, or thing which but for this provision would or might constitute legal or equitable discharge of a surety.
- 4) NBP may grant time and indulgence to the Contractor or vary the terms of the Contract, with or without notice to us, which notice is hereby waived, provided such time, indulgence and variation



does not increase the amount guaranteed.

- 5) The Contractor may by notice to us have the validity of this guarantee extended.
- 6) NBP shall be the sole and final judge for deciding whether the Contractor has duly performed its obligations under the Contract or has defaulted in fulfilling the said obligations and we shall pay without objection any amount claimed by NBP upto the sum named hereinabove upon demand from NBP forthwith or without any reference to the Contractor or any other person.
- 7) This guarantee shall remain valid upto [●] or upto the date that NBP issues a certificate to us stating that the Contractor has fulfilled all their obligations in a satisfactory manner, whichever date is later. We hereby waive the necessity of your demanding the said debt from the Contractor before presenting us with the demand.
- 8) Upon the expiry of the guarantee we shall stand released and discharged of all obligations hereunder irrespective of whether the original guarantee instrument is returned to us or not. This guarantee shall remain binding on our successors in interest.

Guarantor

Witnesses:

1. Signature

2. Signature

Name

Name

Title

Title



Q. Advance Payment Bank Guarantee

Date: *[insert: date]*

IFB: *[insert: title and number of IFB]*

Contract: *[insert: name and number of Contract]*

To: *[insert: name and address of NBP]*

Dear Sir or Madam:

We refer to the Contract Agreement (“the Contract”) signed on *[insert: date]* between you and *[insert: name of Supplier]* (“the Supplier”) concerning design, supply, installation, achieving operational acceptance of *[insert: a brief description of the Solution]* and services in respect thereof.

Whereas, in accordance with the terms of the said Contract, NBP has agreed to pay or cause to be paid to the Supplier an advance payment in the amount of *[insert: amount in numbers and words, for each currency of the Advance Payment]* to the Supplier (“Advance Payment”).

1. By this guarantee instrument we, the undersigned, *[insert: name of Bank]*, a bank organized under the laws of *[insert: country of Bank]* and having its registered/principal office at *[insert: address of Bank]*, (hereinafter, “the Bank”) do hereby irrevocably guarantee payment of sumsequal to the Advance Payment upon the first demand of NBP without cavil or argument and without reference to the Supplier, in the event that the Supplier fails to commence or fulfill its obligations under the terms of the said Contract. NBP shall be the sole judge of whether the Supplier has fulfilled its obligations or not.
2. You shall not be obliged before making any demand upon us under this guarantee (a) to demand any payment of the Supplier (b) to take any legal proceedings against the Supplier, (c) to make any claim in winding-up of the Supplier, or (d) to exercise any right which you may have under any security or against any other surety for the obligations of the Supplier in respect of the Contract.
3. Our obligations under this guarantee shall not be discharged or effected by (a) any dissolution, winding-up or corporate re-organization of the Supplier (b) any transfer or extinguishing of any of the liabilities of the Supplier by any law, regulation, decree, judgment, order or similar instrument; or (c) on any other account, omission, or thing which but for this provision would or might constitute legal or equitable discharge of a surety.
4. You may grant time and indulgence to the Supplier or vary the terms of the Contract, with or without notice to us, which notice is hereby waived, provided such time, indulgence and variation does not increase the amount guaranteed.
5. This guarantee shall become operative from the date upon which the said Advance Payment is received by the Supplier and shall remain in force until the date upon which the Supplier has fully repaid the amount so advanced to NBP in accordance with the terms of the Contract and as evidenced by a certificate provided by NBP stating that the Supplier has fully repaid the Advance Payment. Upon issuance of the aforesaid certificate, this guarantee shall become null and void, whether the original is returned to us or not. Any claims to be made under this guarantee must be received by the Bank during its period of validity.

For and on behalf of the Bank

Signed:

Date:

in the capacity of: *[insert: title or other appropriate designation]*



Common Seal of the Bank

R. Integrity Pact

DECLARATION OF FEES, COMMISSIONS AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS/CONTRACTORS OF GOODS, SERVICES & WORKS

_____ the [Seller/Supplier/Contractor] hereby declares its intention not to obtain or induce the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, the [Seller/Supplier/Contractor] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared hereto.

The [Seller/Supplier/Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

The [Seller/Supplier/Contractor] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, the [Seller/Supplier/Contractor] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by the [Seller/Supplier/Contractor] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.



S. XVIII – CHECK LIST

Description	Documentary Proof / Attachments	
	Yes	No
Technical Requirements Matrix		
Bid Form without mentioning prices details (in Technical Proposal)		
Bid Form with mentioning prices details (in financial proposal)		
Integrity Pact		
Any other Forms / Attachments as per RFP Requirements (Section – Sample Forms)		
All the attachments, proofs and justifications as mentioned in the Technical Requirements of RFP (if any)		