

Procurement of Managed Cyber Security Operations Center (CSOC/SOC) Services

(Single Stage Two Envelope Procedure)



PART-A – BIDDING PROCEDURE & REQUIREMENTS

Section I - Invitation for Proposal

Section II- Instructions to Consultants

This Section provides information to help Consultants prepare their proposals. Information is provided for the upload, opening, and evaluation of proposals and for the award of Contract. ***This Section contains provisions those are to be used without modification(s).***

Section III- Consultant Data Sheet

This Section includes provisions specific to procurement and to supplement Section-II, Instructions to Consultants. This section may be customized where option is available, in accordance with the requirements of the Procuring Agency.

Section IV - Eligible Countries

This Section contains information regarding eligible countries.

Section V - Technical & Financial Proposals

This Section includes the details of specifications for the technical and financial proposals.

Section VI - Standard Forms

This Section includes the standard forms for the Bid upload, Price Schedules, and Bid Security etc. These forms are to be completed and uploaded by the Bidder as part of - Bid.

PART-B – CONDITIONS OF CONTRACT AND CONTRACT FORMS

Section VII - General Conditions of Contract (GCC)

This Section includes the general clauses to be applied in all the contracts. ***This Section contains provisions those are to be used without modifications.***

Section VIII - Special Conditions of Contract (SCC)

This Section consists of Contract Specific general and special conditions. The procuring agency may customize the general conditions of the contract section, in accordance with the requirements.

Section IX - Contract Forms

This Section contains forms which, once completed, will become part of the Contract. The forms for Performance Security will be uploaded by the successful bidder to whom Letter of Acceptance is issued, before the award of contract.

Integrity Pact

The successful bidder shall be required to furnish Integrity Pact as per the attached format.

PART-A

BIDDING PROCEDURE & REQUIREMENTS

SECTION I: INVITATION TO BIDS

National Bank of Pakistan



Procurement of Managed Cyber Security Operations Center (CSOC/SOC) Services

Invitation to Bids

1. National Bank of Pakistan, one of the largest commercial banks operating in Pakistan, invites bids through E-Pak Acquisition and Disposal System (EPADS) from suppliers / firms registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue and having registered office, for Procurement of Project Management Services for NBP Technology Projects.
2. The Bidding documents, containing detailed terms and conditions, can be downloaded from <https://eprocure.gov.pk> free of cost. Bids should be uploaded electronically **ONLY** through EPADS. Manual submission of bids is NOT allowed. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA, MIS PPRA Room No. 109, 1st Floor, FBC building sector G-5/2, Islamabad. Contact number 051-111-137-237.
3. The bids, prepared in accordance with the instructions in the bidding documents, must be uploaded on EPADS by 2nd December 2024 (3:00pm). Bids will be opened on the same day at 03:30 PM through EPADS.

Note:

1. All interested bidders must register themselves at EPADS at: <https://eprocure.gov.pk/#/supplier/registration>. No physical bid shall be entertained.
2. Original Bid Security instrument MUST BE submitted to the undersigned office before the online submission deadline of the bid.

*Divisional Head,
Procurement Division,
Logistics, Communications & Marketing Group,
National Bank of Pakistan
3rd Floor, Head Office Building, Karachi.*

STANDARD REQUEST FOR PROPOSALS

PART I – SELECTION PROCEDURES AND REQUIREMENTS

Section 1: Invitation for Proposal (IFP)

The attached template is the Invitation for Proposal for eligible Consultants willing to upload a proposal for a consulting assignment.

Section 2: Instructions to Consultants and Data Sheet

This Section consists of two parts: “Instructions to Consultants” and “Data Sheet”. “Instructions to Consultants” contains provisions that are to be used without modifications. “Data Sheet” contains information specific to each selection and corresponds to the clauses in “Instructions to Consultants” that call for selection-specific information to be added. This Section provides information to help consultants prepare their proposals. Information is also provided on the submission, opening and evaluation of proposals, contract negotiation and award of contract. Information in the Data Sheet indicates whether a Full Technical Proposal (FTP) or a Simplified Technical Proposal (STP) shall be used.

Section 3: Technical Proposal – Standard Forms

This Section includes the forms for FTP and STP that are to be completed by the consultants and uploaded in accordance with the requirements of Section 2.

Section 4: Financial Proposal – Standard Forms

This Section includes the financial forms that are to be completed by the consultants, including the consultant’s costing of its technical proposal, which are to be uploaded in accordance with the requirements of Section 2.

Section 5: Eligible Countries

This Section contains information regarding eligible countries.

Section 6: Terms of Reference (TORs)

This Section describes the scope of services, objectives, goals, specific tasks required to implement the assignment, and relevant background information; provides details on the required qualifications of the key experts; and lists the expected deliverables. This Section shall not be used to over-write provisions in Section 2.

PART II – CONDITIONS OF CONTRACT AND CONTRACT FORMS

Section 7: Standard Forms of Contract

This Section includes standard contract forms for large or complex assignments: a Time-Based Contract includes General Conditions of Contract (“GCC”) that shall not be modified, and Special Conditions of Contract (“SCC”). The SCC include clauses specific to each contract to supplement the General Conditions.

SELECTION OF CONSULTANTS

REQUEST FOR PROPOSALS

RFP No.: [insert reference number as per procurement plan]

Selection of Consulting Services for: Managed SOC Services

Procuring Agency: National Bank of Pakistan

Project or Procurement: Managed SOC Services

Issued on: [insert date]

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PART I

Section I. Request for Proposal

Proposal No.

For

MANAGED SOC SERVICES

Date: _____

National Bank of Pakistan, one of the largest commercial banks operating in Pakistan, invites bids through E-Pak Acquisition and Disposal System (EPADS) from suppliers / firms registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue and having registered office, for Procurement of Services for Cyber Security Operations Center (CSOC/SOC).

2. Bidding documents, containing detailed terms and conditions, can be downloaded from <https://eprocure.gov.pk> free of cost. Bids should be uploaded electronically **ONLY** through EPADS. Manual uploading of bids is **NOT** allowed. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact Mr. Rizwan Mahmood, Director MIS PPRA Room No. 109, 1st Floor, FBC building sector G-5/2, Islamabad. Contact number 051-111-137-237.

The bids, prepared in accordance with the instructions in the bidding documents, must be uploaded on EPADS by 2nd December 2024 (3:00pm). Bids will be opened on the same day at 03:30PM through EPADS.

Note:

1. All interested bidders must register themselves at EPADS at:
<https://eprocure.gov.pk/#/supplier/registration>. No physical bid shall be entertained.
2. Original Bid Security instrument **MUST BE** submitted to the undersigned office before the online submission deadline of the bid.

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

Section II. Instructions to Consultants

[“Notes to the Procuring Agency”: this Section 2 - Instructions to Consultants shall not be modified. Any necessary changes, acceptable to the Authority, to address respective project or particular procurement issues, to supplement, but not over-write, the provisions of the Instructions to Consultants (ITC), shall be introduced through the Data Sheet only. “Notes to the Procuring Agency” should be deleted from the final RFP

A. General Provisions

1. Definitions	<p>1.1 Definition</p> <ul style="list-style-type: none"> a) “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Consultant. b) “Applicable Law” means the laws and any other instruments having the force of law in Pakistan, or in such other country as may be specified in the Data Sheet, as they may be issued and in force from time to time. c) “Consultant” means a legally-established professional consulting firm or an entity that may provide or provides the Services to the Procuring Agency under the Contract. d) “Contract” means a legally binding written agreement signed between the Procuring Agency and the Consultant and includes all the attached documents listed in its Clause 1 (the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC), and the Appendices). e) “Data Sheet” means an integral part of the Instructions to Consultants (ITC) Section 2 that is used to reflect specific country and assignment conditions to supplement, but not to over-write, the provisions of the ITC. f) “Day” means a calendar day. g) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or Joint Venture member(s). h) “Joint Venture (JV)” means an association with or without
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	<p>a legal personality distinct from that of its members, of more than one Consultant where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Procuring Agency for the performance of the Contract.</p> <p>i) “Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Consultant’s proposal.</p> <p>j) “ITC” (this Section 2 of the RFP) means the Instructions to Consultants that provides the Consultants with all information needed to prepare their Proposals.</p> <p>k) “LOI” (this Section 1 of the RFP) means the Letter of Invitation being sent by the Procuring Agency to the Consultants.</p> <p>l) “Non-Key Expert(s)” means an individual professional provided by the Consultant or its Sub-consultant and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.</p> <p>m) “Proposal” means the Technical Proposal and the Financial Proposal of the Consultant.</p> <p>n) “RFP” means the Request for Proposals to be prepared by the Procuring Agency for the selection of Consultants, based on the SRFP.</p> <p>o) “Services” means the work to be performed by the Consultant pursuant to the Contract.</p> <p>p) “SRFP” means the Standard Request for Proposals, which must be used by the Procuring Agency as the basis for the</p>
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	<p>preparation of the RFP.</p> <p>q) “Sub-consultant” means an entity to whom the Consultant intends to subcontract any part of the Services while remaining responsible to the Procuring Agency during the performance of the Contract.</p> <p>r) “TORs” (this Section 7 of the RFP) means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Procuring Agency and the Consultant, and expected results and deliverables of the assignment.</p>
2. Introduction	<p>2.1 The Procuring Agency named in the Data Sheet intends to select a Consultant from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet. The eligible Consultants are invited to upload a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the Data Sheet, for consulting services required for the assignment named in the Data Sheet. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Consultant.</p> <p>2.2 The Consultants should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-proposal conference if one is specified in the Data Sheet. Attending any such pre-proposal conference is optional and is at the Consultants’ expense.</p> <p>2.3 The Procuring Agency will timely provide, at no cost to the Consultants, the inputs, relevant project data, and reports required for the preparation of the Consultant’s Proposal as specified in the Data Sheet.</p>
3. Conflict of Interest	<p>3.1 The Consultant is required to provide professional, objective, and impartial advice, at all times holding the Procuring Agency’s interests paramount, strictly avoiding conflicts with other assignments or its own corporate interests, and acting without any consideration for future work.</p> <p>3.2 The Consultant has an obligation to disclose to the Procuring Agency any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Procuring Agency. Failure to disclose such situations may lead to the</p>

	<p>disqualification of the Consultant or the termination of its Contract and/or sanctions by the Authority.</p> <p>3.3 Without limitation on the generality of the foregoing, the Consultant shall not be hired under the circumstances set forth below:</p>
a. Conflicting activities	<p>(i) <u>Conflict between consulting activities and procurement of goods, works or non-consulting services:</u> a firm that has been engaged by the Procuring Agency to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.</p>
b. Conflicting assignments	<p>(ii) <u>Conflict among consulting assignments:</u> a Consultant (including its Experts and Sub-consultants) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant for the same or for another Procuring Agency.</p>
c. Conflicting relationships	<p>(iii) <u>Relationship with the Procuring Agency's staff:</u> a Consultant (including its Experts and Sub-consultants) that has a close business or family relationship with a professional staff of the Procuring Agency, or of a recipient of a part of the financing in case the project is financed by some financing institution) who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Authority throughout the selection process and the execution of the Contract.</p>
4. Unfair Competitive Advantage	<p>4.1 Fairness and transparency in the selection process require that the Consultants or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided consulting services related to the assignment</p>

	in question. To that end, the Procuring Agency shall indicate in the Data Sheet and make available to all eligible Consultants together with this RFP all information that would in that respect give such Consultant any unfair competitive advantage over competing Consultants.
5. Corrupt and Fraudulent Practices	<p>5.1 The Authority requires compliance with its Regulatory Framework in regard to corrupt and fraudulent practices as set forth in Section 6.</p> <p>5.2 In further pursuance of this Regulatory Framework, Consultants shall permit and shall cause their agents (where declared or not), sub-contractors, sub-consultants, service providers, suppliers, and personnel, to permit the Procuring Agency to inspect all accounts, records and other documents relating to any shortlisting process, Proposal submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Procuring Agency.</p>
6.	<p>6.1 The Procuring Agency permits consultants (individuals and firms, including Joint Ventures and their individual members) from all countries to offer consulting services for the project.</p> <p>6.2 Furthermore, it is the Consultant's responsibility to ensure that its Experts, joint venture members, Sub-consultants, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements.</p>
a. Sanctions	6.3 A firm or an individual declared blacklisted by the Authority in accordance with the above Clause 5.1 shall be ineligible to participate in the procurement process or to be awarded a contract, during such period of time as the Authority shall determine. The list of debarred firms and individuals is available at the electronic address specified in the Data Sheet .
b. Prohibitions	6.4 Firms and individuals of a country or goods manufactured in a country may be ineligible if so indicated in Section 5 (Eligible Countries).
c. Restrictions for public employees	<p>6.5 Government officials and civil servants of Pakistan are not eligible to be included as Experts in the Consultant's Proposal unless such engagement does not conflict with any employment or other laws, regulations, or policies of the Government of Pakistan, and they</p> <p>(i) are on leave of absence without pay, or have resigned or retired;</p> <p>(ii) are not being hired by the same agency they were working for before going on leave of absence without pay,</p>

	<p>resigning, or retiring</p> <p>(in case of resignation or retirement, for a period of at least two years, or the period established by statutory provisions applying to civil servants or government employees whichever is longer. Experts who are employed by the government-owned universities, educational or research institutions are not eligible unless they have been full time employees of their institutions for a year or more prior to being included in Consultant's Proposal.; and</p> <p>(iii) their hiring would not create a conflict of interest.</p>
<h2 style="text-align: center;">B. Preparation of Proposals</h2>	
7. General Considerations	7.1 In preparing the Proposal, the Consultant is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
8. Cost of Preparation of Proposal	8.1 The Consultant shall bear all costs associated with the preparation and submission of its Proposal, and the Procuring Agency shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Procuring Agency is not bound to accept any proposal, and reserves the right to annul the selection process in accordance with the procurement regulatory framework at any time prior to Contract award, without thereby incurring any liability to the Consultant.
9. Language	9.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Consultant and the Procuring Agency, shall be written in the language(s) specified in the Data Sheet.
10. Documents Comprising the Proposal	<p>10.1 The Proposal shall comprise the documents and forms listed in the Data Sheet.</p> <p>If specified in the Data Sheet, the Consultant shall include a statement of an undertaking of the Consultant to observe, in competing for and executing a contract, the Procuring Regulatory Framework regarding corrupt and fraudulent practices.</p>
11. Only One Proposal	11.1 The Consultant (including the individual members of any Joint Venture) shall upload only one Proposal, either in its own

	<p>name or as part of a Joint Venture in another Proposal. If a Consultant, including any Joint Venture member, upload or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude a Sub-consultant, or the Consultant's staff from participating as Key Experts and Non-Key Experts in more than one Proposal when circumstances justify and if stated in the Data Sheet and subject to regulatory instructions, if any.</p>
12. Proposal Validity	<p>12.1 Proposals shall remain valid for the period specified in the Data Sheet after the Proposal submission deadline prescribed by the PA. To ensure the validity of proposal, it shall contain bid/proposal security or bid/proposal securing declaration as a complementary bid/proposal securing instrument having the validity twenty-eight days more than the bid/proposal validity period.</p> <p>12.2 During this period, the Consultant shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.</p> <p>12.3 If it is established that any Key Expert nominated in the Consultant's Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation, and may be subject to blacklisting and debarment in accordance with Clause 5 of this ITC.</p>
a. Extension of Validity Period	<p>12.4 If considered necessary, an extension can be made in case of exceptional circumstances (beyond the control of the procuring agency) after recording the reason(s) in writing. Such extension shall be only once, and the period of the extension should be determined keeping in view of the circumstances under which such extension is deemed to be necessary, however, the same shall not be more than the original bid validity period. The request and the responses shall be made in writing. Moreover, any such extension shall be solicited and procured in advance prior to the expiry of original (or initial) bid validity period. Bid/Proposal Securing Instrument shall also be extended in conformity with the period of extension.</p> <p>12.5 If the Consultant agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal</p>

	<p>and with the confirmation of the availability of the Key Experts.</p> <p>12.6 The Consultant has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.</p>
b. Substitution of Key Experts at Validity Extension	<p>12.7 If any of the Key Experts become unavailable for the extended validity period, the Consultant shall provide a written adequate justification and evidence satisfactory to the Procuring Agency together with the substitution request. In such case, a replacement Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original Key Expert.</p> <p>12.8 If the Consultant fails to provide a replacement Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Procuring Agency, such Proposal will be rejected.</p>
c. Sub-Contracting	<p>12.9 The Consultant shall not subcontract the whole of the Services.</p>
	<p>12.10 The Proposal Securing Declaration is required to protect the Procuring Agency against the risk of Consultant's conduct which would warrant the consultant to face the blacklisting or debarment proceedings in accordance with regulatory framework.</p>
	<p>12.11 Any Proposal not accompanied by a Proposal Securing Declaration shall be rejected by the Procuring Agency as non-responsive.</p>
	<p>12.12 The Proposal Securing Declaration of a joint venture must be in the name of the joint venture uploading the Proposal.</p>
	<p>12.13 The successful Consultant's Proposal Securing Declaration will be discharged upon the signing the contract with the Successful Consultant, and furnishing the performance security.</p>
	<p>12.14 A Consultant shall be suspended from being eligible for tendering in any contract with the Procuring Agency for the period of time indicated in the Proposal Securing Declaration:</p>

	<p>(a) if the Consultant withdraws its Proposal, except as provided in ITC 12.6 or</p> <p>(b) in the case of a successful Consultant, if the Consultant fails within the specified time limit to:</p> <p>(i) sign the contract, or</p> <p>(ii) furnish the required performance security</p>
<p>13. Clarification and Amendment of RFP</p>	<p>13.1 The Consultant may request a clarification of any part of the RFP during the period indicated in the Data Sheet before the Proposals' submission deadline. Any request for clarification must be sent in writing, or by standard electronic means, to the Procuring Agency's address indicated in the Data Sheet. The Procuring Agency will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all eligible Consultants. Should the Procuring Agency deem it necessary to amend the RFP as a result of a clarification or at its own initiative, it shall do so following the procedure described below:</p> <p>i. At any time before the proposal submission deadline, the Procuring Agency may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all shortlisted Consultants and will be binding on them. The shortlisted Consultants shall acknowledge receipt of all amendments in writing.</p> <p>ii. If the amendment is substantial, the Procuring Agency may extend the proposal submission deadline to give the shortlisted Consultants reasonable time to take an amendment into account in their Proposals.</p> <p>13.12 The Consultant who has already uploaded the proposal prior to any amendments in the RFP, may upload a modified Proposal or a modification to any part of it based on the respective amendment in the RFP at any time prior to the proposal submission deadline. No modifications to the Technical or Financial Proposal shall be accepted after the deadline.</p>
<p>14. Preparation of Proposals – Specific Considerations</p>	<p>14.1 While preparing the Proposal, the Consultant must give particular attention to the following:</p> <p>i. The Procuring Agency may indicate in the Data Sheet the estimated Key Experts' time input (expressed in person-month) or the Procuring Agency's estimated total cost of the</p>

	<p>assignment, but not both. This estimate is indicative and the Proposal shall be based on the Consultant's own estimates for the same.</p> <p>ii. If stated in the Data Sheet, the Consultant shall include in its Proposal at least the same time input (in the same unit as indicated in the Data Sheet) of Key Experts, failing which the Financial Proposal will be adjusted for the purpose of comparison of proposals and decision for award in accordance with the procedure in the Data Sheet.</p> <p>iii. For assignments under the Fixed-Budget selection method, the estimated Key Experts' time input is not disclosed. Total available budget, with an indication whether it is inclusive or exclusive of taxes, is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.</p>
15. Technical Proposal Format and Content	<p>15.1 The Technical Proposal shall not include any information regarding Financial Proposal. A Technical Proposal containing material financial information shall be declared non-responsive.</p> <p>15.2 Depending on the nature of the assignment, the Consultant is required to upload a Full Technical Proposal (FTP), or a Simplified Technical Proposal (STP) as indicated in the Data Sheet and using the Standard Forms provided in Section 3 of the RFP.</p>
16. Financial Proposal	<p>16.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 4 of the RFP. It shall list all costs associated with the assignment, including (a) remuneration for Key Experts and Non-Key Experts, (b) reimbursable expenses indicated in the Data Sheet.</p>
a. Taxes	<p>16.2 The Consultant and its Sub-consultants and Experts are responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in the Data Sheet. Information on taxes in the Procuring Agency's country is provided in the Data Sheet.</p>
b. Currency of Proposal	<p>16.3 The Consultant may express the price for its Services in the currency or currencies as stated in the Data Sheet. If indicated in the Data Sheet, the portion of the price representing local cost shall be stated in the national currency.</p>
c. Currency of Payment	<p>16.4 Payment under the Contract shall be made in the currency or currencies in which the payment is requested in the</p>

	Proposal.
C. Submission, Opening and Evaluation	
17.Submission, Sealing, and Marking of Proposals	<p>17.1 The Consultant shall upload a signed and complete Proposal comprising the documents and forms in accordance with Clause 10 (Documents Comprising Proposal). The submission can be done by mail or by hand. If specified in the Data Sheet, the Consultant has the option of uploading its Proposals electronically.</p> <p>17.2 An authorized representative of the Consultant shall sign the original submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal and shall initial all pages of both. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.</p> <p>17.2.1 A Proposal uploaded by a Joint Venture shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.</p> <p>17.3 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.</p> <p>17.4 The signed Proposal shall be marked "ORIGINAL", and its copies marked "COPY" as appropriate. The number of copies is indicated in the Data Sheet. All copies shall be made from the signed original. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>17.5 The original and all the copies of the Technical Proposal shall be placed inside of a sealed envelope clearly marked "TECHNICAL PROPOSAL", "Managed SOC Services", reference number, name and address of the Consultant, and with a warning "DO NOT OPEN UNTIL [INSERT THE DATE AND THE TIME OF THE TECHNICAL PROPOSAL SUBMISSION DEADLINE]."</p> <p>17.6 Similarly, the original Financial Proposal (if required for the applicable selection method) shall be placed inside of a sealed envelope clearly marked "FINANCIAL PROPOSAL" followed by the name of the assignment, reference number, name and address of the Consultant, and with a warning "DO NOT OPEN WITH THE TECHNICAL PROPOSAL."</p>

<p>Withdrawal of bids</p>	<p>17.7 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the submission address, RFP reference number, the name of the assignment, Consultant's name and the address, and shall be clearly marked "DO NOT OPEN BEFORE [insert the time and date of the submission deadline indicated in the Data Sheet]".</p> <p>17.8 If the envelopes and packages with the Proposal are not sealed and marked as required, the Procuring Agency will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>17.9 The Proposal or its modifications must be sent to the address indicated in the Data Sheet and received by the Procuring Agency no later than the deadline indicated in the Data Sheet, or any extension to this deadline. Any Proposal or its modification received by the Procuring Agency after the deadline shall be declared late and rejected, and promptly returned unopened.</p> <p>17.10 A Consultant may withdraw its Proposal after it has been uploaded, provided that written notice of the withdrawal of the Proposal, is received by the Procuring Agency prior to the deadline for submission of Proposal.</p> <p>17.11 Revised Proposal may be uploaded after the withdrawal of the original Proposal.</p> <p>17.12 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.</p>
<p>18. Confidentiality</p>	<p>18.1 From the time the Proposals are opened to the time the Evaluation Report is published, the Consultant should not contact the Procurement Evaluation Committee of the Procuring Agency on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals shall not be disclosed to the Consultants who uploaded the Proposals or to any other party not officially concerned with the process, until the publication of the Evaluation Report.</p>

	<p>18.2 Any attempt by Consultants or anyone on behalf of the Consultant to influence improperly the Procuring Agency in the evaluation of the Proposals may result in the rejection of its Proposal, and may be subject to the application of prevailing blacklisting procedures.</p> <p>18.3 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of publication of evaluation report, if a Consultant wishes to contact the Procurement Evaluation Committee or the Procuring Agency on any matter related to the selection process, it should do so only in writing.</p>
<p>19. Opening of Proposal (Technical Proposals)</p>	<p>19.1 The Procuring Agency will open all Proposal, in public, in the presence of Consultant' or their representatives who choose to attend, and other parties with a legitimate interest in the Proposal proceedings at the place, on the date and at the time, specified in the BDS. The Consultant' representatives present shall sign a register as proof of their attendance.</p> <p>19.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding Proposal shall not be opened, but returned to the Consultant. No Proposal withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at bid opening.</p> <p>19.3 Second, outer envelopes marked "SUBSTITUTION" shall be opened. The inner envelopes containing the Substitution Proposal shall be exchanged for the corresponding Original Proposal being substituted, which is to be returned to the Consultant unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at bid opening.</p> <p>19.4 Next, outer envelopes marked "MODIFICATION" shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Proposal. Any Modification shall be</p>

	<p>read out along with the Original Proposal except in case of Single Stage Two Envelope Procedure where only the Technical Proposal, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposal, both Original and Modification, will remain unopened till the prescribed financial Proposal opening date.</p> <p>19.5 The Procuring Agency's evaluation committee shall conduct the opening of the Technical Proposals in the presence of the Proposer Consultants' authorized representatives who choose to attend (in person, or online if this option is offered in the Data Sheet). The opening date, time and the address are stated in the Data Sheet. The envelopes with the Financial Proposal shall remain sealed until they are opened in accordance with Clause 23 of the ITC.</p> <p>19.6 At the opening of the Technical Proposals the following shall be read out: (i) the name and the country of the Consultant or, in case of a Joint Venture, the name of the Joint Venture, the name of the lead member and the names and the countries of all members; (ii) the presence or absence of a duly sealed envelope with the Financial Proposal; (iii) any modifications to the Proposal uploaded prior to proposal submission deadline; and (iv) any other information deemed appropriate or as indicated in the Data Sheet.</p>
20. Proposals Evaluation	<p>20.1 Subject to provision of Clause 15.1 of the ITC, the evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.</p> <p>20.2 The Consultant is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, the Procuring Agency will conduct the evaluation solely on the basis of the uploaded Technical and Financial Proposals.</p>
21. Evaluation of Technical Proposals	<p>21.1 The Procuring Agency's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical check mark (YES/NO). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical</p>

	requirement indicated in the Data Sheet .
22. Financial Proposals for QBS	<p>22.1 Following the ranking of the Technical Proposals, when the selection is based on quality only (QBS), the top-ranked Consultant is invited to negotiate the Contract.</p> <p>22.2 Only the Financial Proposal of the technically top-ranked Consultant (as predefined in the Evaluation Criteria) is opened by the Procuring Agency's evaluation committee. All other Financial Proposals are returned unopened after the Contract negotiations are successfully concluded and the Contract is signed.</p>
23. Public Opening of Financial Proposals (for QCBS, FBS, and LCS methods)	<p>23.1 After the technical evaluation is completed, the Procuring Agency shall issue the Technical Evaluation Report containing all the information regarding responsiveness or non-responsiveness of the consultant along with the technical scores. The Financial Proposals of non-responsive consultants will be returned unopened after completing the selection process and Contract signing. The Procuring shall notify in writing those Consultants that have achieved the minimum overall technical score and inform them of the date, time and location for the opening of the Financial Proposals. The opening date should allow the Consultants sufficient time to make arrangements for attending the opening. The Consultant's attendance at the opening of the Financial Proposals (in person, or online if such option is indicated in the Data Sheet) is optional and is at the Consultant's choice.</p> <p>23.2 The Financial Proposals shall be opened by the Procuring Agency's evaluation committee in the presence of the representatives of those Consultants whose proposals have passed the minimum technical score. At the opening, the names of the Consultants, and the overall technical scores, including the break-down by criterion, shall be read aloud. The Financial Proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copies of the record shall be sent to all Consultants who upload Proposals.</p>
24. Correction of Errors	<p>24.1 Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal.</p>
a. Time-Based Contracts	<p>24.1.1 If a Time-Based contract form is included in the RFP, the Procuring Agency's evaluation committee will</p>

	<p>(a) correct any computational or arithmetical errors, and</p> <p>(b) adjust the prices if they fail to reflect all inputs included for the respective activities or items in the Technical Proposal. In case of discrepancy between (i) a partial amount (sub-total) and the total amount, or (ii) between the amount derived by multiplication of unit price with quantity and the total price, or (iii) between words and figures, the former will prevail. In case of discrepancy between the Technical and Financial Proposals in indicating quantities of input, the Technical Proposal prevails and the Procuring Agency's evaluation committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity, and correct the total Proposal cost.</p>
25. Taxes	25.1 The Procuring Agency's evaluation of the Consultant's Financial Proposal shall exclude taxes and duties in the in accordance with the instructions in the Data Sheet .
26. Conversion to Single Currency	26.1 For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the Data Sheet .
27. Combined Quality and Cost Evaluation	
a. Quality- and Cost-Based Selection (QCBS)	27.1 In the case of QCBS, the total score is calculated by weighting the technical and financial scores and adding them as per the formula and instructions in the Data Sheet. The Consultant achieving the highest combined technical and financial score will be invited for negotiations.
b. Fixed-Budget Selection (FBS)	<p>27.2 In the case of FBS, those Proposals that exceed the budget indicated in Clause 14.1.4 of the Data Sheet shall be rejected.</p> <p>27.3 The Procuring Agency will select the Consultant that upload the highest-ranked Technical Proposal that does not exceed the budget indicated in the RFP, and invite such Consultant to negotiate the Contract.</p>
Least-Cost Selection	27.4 In the case of Least-Cost Selection (LCS), the Procuring Agency will select the Consultant with the lowest evaluated total price among those consultants that achieved the minimum technical score, and invite such

	Consultant to negotiate the Contract.
D. Negotiations and Award	
28. Negotiations	<p>28.1 The negotiations will be held at the date and address indicated in the Data Sheet with the Consultant's representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Consultant.</p> <p>28.2 The Procuring Agency shall prepare minutes of negotiations that are signed by the Procuring Agency and the Consultant's authorized representative.</p>
a. Availability of Key Experts	<p>28.3 The invited Consultant shall confirm the availability of all Key Experts included in the Proposal as a pre-requisite to the negotiations, or, if applicable, a replacement in accordance with Clause 12 of the ITC. Failure to confirm the Key Experts' availability may result in the rejection of the Consultant's Proposal and the Procuring Agency proceeding to negotiate the Contract with the next-ranked Consultant.</p> <p>28.4 Notwithstanding the above, the substitution of Key Experts at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall offer a substitute Key Expert within the period of time specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.</p>
b. Technical negotiations	<p>28.5 The negotiations include discussions of the Terms of Reference (TORs), the proposed methodology, the Procuring Agency's inputs, the special conditions of the Contract, and finalizing the "Description of Services" part of the Contract. These discussions shall not alter the original scope of services under the TORs or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.</p>
c. Financial Negotiations	<p>28.6 There shall be no financial negotiations, however, it may include only the clarification of the Consultant's tax liability and how it should be reflected in the</p>

	Contract.
29. Conclusion of Negotiations	<p>29.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by the Procuring Agency and the Consultant's authorized representative.</p> <p>29.2 If the negotiations fail, the Procuring Agency shall inform the Consultant in writing of all pending issues and disagreements and provide a final opportunity to the Consultant to respond. If disagreement persists, the Procuring Agency shall terminate the negotiations informing the Consultant of the reasons for doing so; and the Procuring Agency will invite the next-ranked Consultant to negotiate a Contract. Once the Procuring Agency commences negotiations with the next-ranked Consultant, the Procuring Agency shall not reopen the earlier negotiations.</p>
30. Award of Contract	<p>30. Subject to ITC 29, the Procuring Agency will award the Contract to the Consultant whose Proposal has been determined to be substantially responsive to the RFP Documents and who has been declared as Most Advantageous Consultant, provided that such Consultant has been determined to be:</p> <p>a) eligible in accordance with the provisions of ITC 6;</p> <p>b) is determined to be qualified to perform the Contract satisfactorily; and</p> <p>c) Successful negotiations have been concluded, if any.</p>
31. Grievance Redressal Mechanism	<p>31.1 Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of person with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement.</p> <p>31.2 Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or bidding documents found contrary to provision of Procurement Regulatory</p>

	<p>Framework, and the same shall be addressed by the GRC well before the bid submission deadline.</p> <p>31.3 Any Bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than seven of the announcement of technical evaluation report and five days after issuance of final evaluation report.</p> <p>31.4 In case, the complaint is filed against the technical evaluation report, the GRC shall suspend the procurement proceedings.</p> <p>31.5 In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report:</p> <p>Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop bidding procedure is adopted.</p> <p>31.6 The GRC, in both the cases shall investigate and decide upon the complaint within ten days of its receipt.</p> <p>31.7 Any bidder or the procuring agency not satisfied with the decision of the GRC may file Appeal before the Appellate Committee of the Authority on prescribed format after depositing the fee as prescribed in "Redressal of Grievance Regulations, 2021".</p> <p>31.8 The Committee, upon receipt of the Appeal against the decision of the GRC complete in all respect shall serve notices in writing upon all the parties to Appeal.</p> <p>31.9 The committee shall call the record from the concerned procuring agency or the GRC as the case may be, and the same shall be provided within prescribed time.</p> <p>31.10 The committee may after examination of the relevant record and hearing all the concerned parties, shall decide the complaint within fifteen</p>
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	<p>(15) days of receipt of the Appeal.</p> <p>31.11 The decision of the Committee shall be in writing and shall be signed by the Head and each Member of the Committee. The decision of the committee shall be final.</p>
<p>32.Mechanism of Blacklisting</p>	<p>32.1 The Procuring Agency shall bar for not more than the time prescribed in Rule-19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, bidder or contractor who either:</p> <ul style="list-style-type: none"> i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules; ii. Fails to perform his contractual obligations; and <p>Fails to</p> <ul style="list-style-type: none"> iii. abide by the id securing declaration; <p>32.2 The show cause notice shall contain: (a) precise allegation, against the bidder or contractor; (b) the maximum period for which the Procuring Agency proposes to debar the bidder or contractor from participating in any public procurement of the Procuring Agency; and (c) the statement, if needed, about the intention of the Procuring Agency to make a request to the Authority for debarring the bidder or contractor from participating in public procurements of all the procuring agencies.</p> <p>32.3 The procuring agency shall give minimum of seven days to the bidder or contractor for submission of written reply of the show cause notice</p> <p>32.4 In case, the bidder or contractor fails to upload written reply within the requisite time, the Procuring Agency may issue notice for personal hearing to the bidder or contractor/ authorize representative of the bidder or contractor and the procuring agency shall</p>

	<p>decide the matter on the basis of available record and personal hearing, if availed.</p> <p>32.5 In case the bidder or contractor upload written reply of the show cause notice, the Procuring Agency may decide to file the matter or direct issuance of a notice to the bidder or contractor for personal hearing.</p> <p>32.6 The Procuring Agency shall give minimum of seven days to the bidder or contractor for appearance before the specified officer of the Procuring Agency for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the bidder or contractor, if availed.</p> <p>32.7 The procuring Agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.</p> <p>32.8 The Procuring Agency shall communicate to the bidder or contractor the order of debarring the bidder or contractor from participating in any public procurement with a statement that the bidder or contractor may, within thirty days, prefer a representation against the order before the Authority.</p> <p>32.9 Such blacklisting or barring action shall be communicated by the procuring agency to the Authority and respective bidder or bidders in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.</p> <p>32.10 The bidder may file the review petition before the</p>
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	<p>Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action after depositing the prescribed fee and in accordance with “Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021”. The Committee shall evaluate the case and decide within ninety days of filing of review petition.</p>
32.11	<p>The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of the procuring agency. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit.</p>
32.12	<p>The Authority on the basis of decision made by the committee either may debar a bidder or contractor from participating in any public procurement process of all or some of the procuring agencies for such period as the deemed appropriate or acquit the bidder from the allegations. The decision of the Authority shall be final.</p>

Section III. Proposal Data Sheet

A. General	
ITC Clause Reference	
2.1	<p>Name of the Procuring Agency: <u>National Bank of Pakistan</u></p> <hr/> <p>Method of selection: Least Cost Basis</p>
2.1	<p>Consultants are advised to upload the financial and technical proposals (each) separately on EPADs</p> <p>The name of the assignment is: Managed CSOC/SOC Services</p>
2.3	A pre-proposal conference/meeting will be held: No
2.4	The Procuring Agency will provide the following inputs, project data, reports, etc. to facilitate the preparation of the Proposals: NA
4.1	<i>[If “Unfair Competitive Advantage” applies to the selection, explain how it is mitigated, including listing the reports, information, documents, etc. and indicating the sources where these can be downloaded or obtained by the Consultants] – Not Applicable.</i>
6.3.1	A list of debarred firms and individuals is available at the PPRA website: https://ppra.org.pk/
B. Preparation of Proposals	
9.1	<p>The language of the Bid is <i>English</i>.</p> <p>All correspondence shall be in English</p> <p>The language for translation of supporting documents and printed literature is <i>English</i>.</p>
10.1	<p>The Proposal shall comprise the following:</p> <p><u>For FULL TECHNICAL PROPOSAL (FTP):</u></p> <ul style="list-style-type: none"> (1) Power of Attorney to sign the Proposal (2) TECH-1 (3) TECH-2 (4)

	<p>TECH-3 (5) TECH-4 (6) TECH-5 (7) TECH-6</p> <p>OR</p> <p><u>For SIMPLIFIED TECHNICAL PROPOSAL (STP):</u></p> <p>1. Power of Attorney to sign the Proposal 2. TECH-1 3. TECH-4 4. TECH-5 5. TECH-6</p> <p>Financial Proposal (if applicable): (1) FIN-1 (2) FIN-2 (3) FIN-3 (4) FIN-4 (5) Statement of Undertaking (if required under Data Sheet 10.2 below)</p>
10.2	<p>Statement of Undertaking is required Yes _____, or No _____</p> <p><i>[If Yes, make sure to include paragraph (e) in Form TECH-1]</i></p>
11.1f	<p>Participation of Sub-consultants, Key Experts and Non-Key Experts in more than one Proposal is permissible Yes</p>
12.1	<p>Proposals shall be valid until 180 days from the date of bid opening</p> <p>The Bidder shall furnish as part of its Bid, a Bid Security of fixed amount not exceeding 1.5 Million Rupees in the amount and currency specified in BDS as per the Proposal Security Form/Format specified in Section IV.</p> <p>The Bid Security shall be in the form of Banker's Cheque or Payment Order or Bank Guarantee</p>
13.1	<p>Clarifications may be requested no later than 07 days prior to the submission deadline.</p> <p>The contact information for requesting clarifications is: Procurement</p>

	Division, Logistics, Communications & Marketing Group, National Bank of Pakistan 3rd Floor, Head Office Building, Karachi. E-mail: haider.isani@nbp.com.pk
14.1.2 (do not use for Fixed Budget method)	<i>Not Applicable</i>
14.1.3 for time-based contracts only	<i>Not Applicable</i>
14.1.4 and 27.2 use for Fixed Budget method	<i>Not Applicable</i>
15.2	The format of the Technical Proposal to be uploaded is: FTP Submission of the Technical Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.
16.1	<i>As per the Financial Proposal</i>
16.2	A price adjustment provision applies to remuneration rates: No
16.3	Consultant needs to express the price for its Services in PKR only
16.4	The Financial Proposal shall be stated in the following currencies: <i>Pak Rupee</i> The Financial Proposal should state local costs in the Procuring Agency's country currency (local currency): Yes
C. Submission, Opening and Evaluation	
17.1	All the documents need to be uploaded electronically through EPADS
17.4	Not Applicable due to online submission
17.7 and	The Proposals must be uploaded not later than:

17.9	<p>Date: 2nd December 2024</p> <p>Time: 15:00 PST</p> <hr/> <p>The Proposal submission address is: <u>Procurement Division, Logistics, Communications & Marketing Group, National Bank of Pakistan 3rd Floor, Head Office Building, Karachi.</u></p>
18.1	<p>All bids must be accompanied by a Bid Security in an acceptable form in the amount of PKR 1500,000/-.</p> <p>The Bid Security shall be in the form of Banker's Cheque or Payment Order or Bank Guarantee.</p> <p>Original bid security to be submitted physically to: <i>Mr. Haider Ali Isani, Procurement Division, Logistics, Communications & Marketing Group, National Bank of Pakistan 3rd Floor, Head Office Building, Karachi.</i></p>
19.4	<p>An online option of the opening of the Technical Proposals is offered: YES</p> <p>The opening shall take place through EPADs at <i>Procurement Division, Logistics, Communications & Marketing Group, National Bank of Pakistan 3rd Floor, Head Office Building, Karachi.</i></p> <p>Date: same as the submission deadline indicated in 17.7. Time: <i>[insert time in 24h format, for example – "16:00 local time"]</i> <i>[The time should be immediately after the time for the submission deadline stated in 17.7]</i></p>
19.5	<p>In addition, the following information will be read aloud at the opening of the Technical Proposals NA</p>
21.1 (for FTP)	<p>Sample Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals (if not already prequalified):</p> <p><i>Bidder Requirements:</i> <i>A bidder, based on conditions listed in this document, not meeting any of the Bidder qualification requirements stipulated in Section VI 'Terms of Reference' (Sub-section VI (A)) will be rejected in Technical Evaluation, and its sealed/unopened Financial Proposal shall be returned back.</i></p> <p><i>PASS CRITERIA:</i> <i>A bidder, based on conditions listed in this document, will be rejected in Technical Evaluation if any of the mandatory requirements stipulated in Section VI 'Terms of</i></p>

	<p><i>Reference' (Sub-section VI (B)) is not met, and its sealed/unopened Financial Proposal shall be returned back. All bidders' technical proposal meeting all the bidder qualification and mandatory technical requirements, as mentioned in Section VI (Terms of Reference), will be accepted and their financial bids will be opened.</i></p> <p><i>The Technical proposals shall be evaluated by the evaluation committee in the light of evaluation criteria as per YES & NO (whether a certain requirement is fulfilled by the bidder or not).</i></p>
21.1 [for STP]	Sample Criteria, sub-criteria, and point system for the <i>Not Applicable</i>
23.1	An online option of the opening of the Financial Proposals is offered: YES
25.1	For the purpose of the evaluation, the Procuring Agency will exclude: (a) all local identifiable indirect taxes such as sales tax, excise tax, VAT, or similar taxes levied on the contract's invoices; and (b) all additional local indirect tax on the remuneration of services rendered by non-resident experts in the Procuring Agency's country. If a Contract is awarded, at Contract negotiations, all such taxes will be discussed, finalized (using the itemized list as a guidance but not limiting to it) and added to the Contract amount as a separate line, also indicating which taxes shall be paid by the Consultant and which taxes are withheld and paid by the Procuring Agency on behalf of the Consultant.
26.1	The currency of the contract will be PKR, consultants need to quote their prices in PKR.
27.1 (QCBS only)	N/A
D. Negotiations and Award	
28.1	Duration of contract: <u>03 years</u> Expected date and address for contract negotiations: Date: _____ day/month/year [for example, 15 January 2022] Procurement Division, Logistics, Communications & Marketing Group, National Bank of Pakistan 3rd Floor, Head Office Building, Karachi.
30.1	The publication of the contract award information following the completion of the contract negotiations and contract signing will be done as following: <i>nbp.com.pk / PPRA</i> The publication will be done within 30 days after the contract signing.
30.2	Expected date for the commencement of the Services: Date: _____ [insert month and year] at: _____ [insert location]

Section III. Technical Proposal – Standard Forms

{Notes to Consultant shown in brackets { } throughout Section 3 provide guidance to the Consultant to prepare the Technical Proposal; they should not appear on the Proposals to be uploaded.}

CHECKLIST OF REQUIRED FORMS

Required for FTP or STP (v)		FORM	DESCRIPTION	Page Limit
FTP	STP			
√	√	TECH-1	Technical Proposal Submission Form.	
“√” If applicable		TECH-1 Attachment	If the Proposal is upload by a joint venture, attach a letter of intent or a copy of an existing agreement.	
“√” If applicable		Power of Attorney	No pre-set format/form. In the case of a Joint Venture, several are required: a power of attorney for the authorized representative of each JV member, and a power of attorney for the representative of the lead member to represent all JV members	
√		TECH-2	Consultant’s Organization and Experience.	
√		TECH-2A	A. Consultant’s Organization	
√		TECH-2B	B. Consultant’s Experience	
√		TECH-3	Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Procuring Agency.	
√		TECH-3A	A. On the Terms of Reference	
√		TECH-3B	B. On the Counterpart Staff and Facilities	
√	√	TECH-4	Description of the Approach, Methodology, and Work Plan for Performing the Assignment	
√	√	TECH-5	Work Schedule and Planning for Deliverables	
√	√	TECH-6	Team Composition, Key Experts Inputs, and attached Curriculum Vitae (CV)	

All pages of the original Technical and Financial Proposal shall be initialed by the same authorized representative of the Consultant who signs the Proposal.

Form TECH-1

Technical Proposal Submission Form

{ Location, Date }

To: [Name and address of Procuring Agency]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* in accordance with your Request for Proposals dated *[Insert Date]* and our Proposal. *[Select appropriate wording depending on the selection method stated in the RFP: “We are hereby upload our Proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope” or, if only a Technical Proposal is invited “We hereby are upload our Proposal, which includes this Technical Proposal only in a sealed envelope.”]*

{ If the Consultant is a joint venture, insert the following: We are our Proposal a joint venture with: {Insert a list with full name and the legal address of each member, and indicate the lead member}. We have attached a copy {insert: “of our letter of intent to form a joint venture” or, if a JV is already formed, “of the JV agreement”} signed by every participating member, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture.

{OR

If the Consultant’s Proposal includes Sub-consultants, insert the following: We are uploading our Proposal with the following firms as Sub-consultants: {Insert a list with full name and address of each Sub-consultant.}

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Procuring Agency.
- (b) Our Proposal shall be valid and remain binding upon us until *[insert day, month and year in accordance with ITC 12.1]*.
- (c) We have no conflict of interest in accordance with ITC 3.
- (d) *[Note to Procuring Agency: Only if required in ITC10.2 (Data Sheet 10.2), include the following: In competing for (and, if the award is made to us, in executing) the Contract, we undertake to observe the laws against fraud and corruption, including bribery, in force in the country of the Procuring Agency.]*

- (e) Except as stated in the Data Sheet, Clause 12.7, we undertake to negotiate a Contract on the basis of the proposed Key Experts. We accept that the substitution of Key Experts for reasons other than those stated in ITC Clause 12 and ITC Clause 28.4 may lead to the termination of Contract negotiations.
- (f) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in Clause 30.2 of the Data Sheet.

We understand that the Procuring Agency is not bound to accept any Proposal that the Procuring Agency receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

Name of Consultant (company's name or JV's name): _____

In the capacity of: _____

Address: _____

Contact information (phone and e-mail): _____

{For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached}

1.

Form TECH-2 (FOR FULL TECHNICAL PROPOSAL ONLY) CONSULTANT’S ORGANIZATION AND EXPERIENCE

Form TECH-2: a brief description of the Consultant’s organization and an outline of the recent experience of the Consultant that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the names of the Consultant’s Key Experts and Sub-consultants who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Consultant), and the Consultant’s role/involvement.

A - Consultant’s Organization

1. Provide here a brief description of the background and organization of your company, and – in case of a joint venture – of each member for this assignment.
2. Include organizational chart, a list of Board of Directors, and beneficial ownership

B - Consultant’s Experience

1. List only previous similar assignments successfully completed in the last [.....] years.
2. List only those assignments for which the Consultant was legally contracted by the Procuring Agency as a company or was one of the joint venture partners. Assignments completed by the Consultant’s individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant, or that of the Consultant’s partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by the Procuring Agency.

Duration	Assignment name/& brief description of main deliverables/outputs	Name of Procuring Agency & Country of Assignment	Approx. Contract value (in US\$ equivalent)/ Amount paid to your firm	Role on the Assignment
{e.g., Jan.2009–Apr.2010}	{e.g., “Improvement quality of.....”: designed master plan for rationalization of; }	{e.g., Ministry of, country}	{e.g., PKR 1 mill/PKR 0.5 mill}	{e.g., Lead partner in a JV A&B&C}
{e.g., Jan-May 2008}	{e.g., “Support to sub-national government.....” : drafted secondary level regulations on..... }	{e.g., municipality of....., country}	{e.g., PKR0.2 mil/PKR 0.2 mil}	{e.g., sole Consultant}

Form TECH-3 (FOR FULL TECHNICAL PROPOSAL)

COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE, COUNTERPART STAFF, AND FACILITIES TO BE PROVIDED BY THE PROCURING AGENCY

Form TECH-3: comments and suggestions on the Terms of Reference that could improve the quality/effectiveness of the assignment; and on requirements for counterpart staff and facilities, which are provided by the Procuring Agency, including: administrative support, office space, local transportation, equipment, data, etc.

A - On the Terms of Reference

{Improvements to the Terms of Reference, if any}

B - On Counterpart Staff and Facilities

{Comments on counterpart staff and facilities to be provided by the Procuring Agency. For example, administrative support, office space, local transportation, equipment, data, background reports, etc., if any}

Form TECH-4 (FOR FULL TECHNICAL PROPOSAL ONLY)

DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN IN RESPONDING TO THE TERMS OF REFERENCE

Form TECH-4: a description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{Suggested structure of your Technical Proposal (in FTP format):

- a) Technical Approach and Methodology
 - b) Work Plan
 - c) Organization and Staffing
-
- a) **Technical Approach and Methodology.** {Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TORs), the technical approach, and the methodology you would adopt for implementing the tasks
Note to Procuring Agency: add the following for supervision of infrastructure contracts such as Plant or Works and for other consulting services where the social risks are substantial or high: “(including on the [environmental and] social aspects)” to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/copy the TORs in here.}
 - b) **Work Plan.** {Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Procuring Agency), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.}
 - c) **Organization and Staffing.** {Please describe the structure and composition of your team, including the list of the Key Experts, Non-Key Experts and relevant technical and administrative support staff.}

Form TECH-4 (FOR SIMPLIFIED TECHNICAL PROPOSAL ONLY)**DESCRIPTION OF APPROACH, METHODOLOGY, AND WORK PLAN FOR
PERFORMING THE ASSIGNMENT**

Form TECH-4: a description of the approach, methodology, and work plan for performing the assignment, including a detailed description of the proposed methodology and staffing for training, if the Terms of Reference specify training as a specific component of the assignment.

{ Suggested structure of your Technical Proposal }

- a) **Technical Approach, Methodology, and Organization of the Consultant's team.**
{ Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TOR), the technical approach, and the methodology you would adopt for implementing the tasks *[Note to Procuring Agency: add the following for supervision of infrastructure contracts (such as Plant or Works) and for other consulting services where the social risks are substantial or high: “(including on the [environmental and] social aspects)”* to deliver the expected output(s); the degree of detail of such output; and describe the structure and composition of your team. Please do not repeat/copy the TORs in here. }
- b) **Work Plan and Staffing.** { Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Procuring Agency), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan and work schedule showing the assigned tasks for each expert. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form. }
- c) **Comments (on the TOR and on counterpart staff and facilities)**
{ Your suggestions should be concise and to the point, and incorporated in your Proposal. Please also include comments, if any, on counterpart staff and facilities to be provided by the Procuring Agency. For example, administrative support, office space, local transportation, equipment, data, background reports, etc. }

Form TECH-5 (FOR FTP AND STP)

WORK SCHEDULE AND PLANNING FOR DELIVERABLES

N°	Deliverables ¹ (D-..)	Months											
		1	2	3	4	5	6	7	8	9	n	TOTAL
D-1	{e.g., Deliverable #1: Report A												
	1) data collection												
	2) drafting												
	3) inception report												
	4) incorporating comments												
	5)												
	6) delivery of final report to Procuring Agency}												
D-2	{e.g., Deliverable #2:.....}												
n													

- 1 List the deliverables with the breakdown for activities required to produce them and other benchmarks such as the Procuring Agency's approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in a form of a bar chart.
- 3 Include a legend, if necessary, to help read the chart.

Form TECH-6 (FOR FTP AND STP)

TEAM COMPOSITION, ASSIGNMENT, AND KEY EXPERTS' INPUTS

The bidder must deliver comprehensive CSOC (Cyber Security Operations Center) Services. While the bidder has the flexibility to propose the number of resources, they must adhere to the following minimum requirements:

L1 Resources: (Availability required from Monday to Sunday including public holidays)

3 x L1 resources during morning shifts.

2 x L1 resources during evening shifts, and

2 x L1 resources during night shifts.

Mandatory Attributes, Roles & Responsibilities of L1 Resources are stipulated here-in-below:

- This resource category will provide the first notification of an incident and thereby starts the incident management process, which commonly results in the activation of an incident response process.
- Perform the role of first line of defense
- Reviews events from a variety of information sources to identify incidents.
- Reports detected incidents in a prompt and timely manner using the established processes.
- Owns all reported incidents.
- Ensure that all incidents received by the Service Desk are recorded in IMS (Incident Management System).
- Identify nature of incidents based upon reported symptoms and categorization rules supplied by departments (or Organization units).
- Continuously monitors the alert queue.
- Monitors health of security sensors and endpoints.
- Collect or help is collecting incident data and related evidence(s) for Tier 2 (L2) work.
- Prioritize incidents based upon impact to the users and services.
- Responsible for incident closure.
- Delegate's responsibility by assigning incidents to the appropriate departments (or OUs) for resolution based upon the categorization rules.
- Performs post-resolution customer review to ensure that all work services are functioning properly and all incident documentation is complete.
- Prepare reports showing statistics of Incidents resolved / unresolved.

-
- Escalate an un-identified or unresolved incident whose respective response time has expired, to the L2 Analyst or department owners (system owners), or to the SOC Manager (or Incident Response Manager) as per criticality levels.
 - To perform any other task assigned by Supervisor/NBP.

L2 Resources: (Availability required from Monday to Sunday including public holidays)

2 x L2 resources during morning shift.

1 x L2 resource during evening shifts, and

1 x L2 resource during night shifts.

Mandatory Attributes, Roles & Responsibilities of L2 Resources are stipulated here-in-below:

- This resource category serves as the primary technical focal point to track all aspects of one or more incidents, leads the analysis to determine the scope and entry vector of the incident, and assists the operations staff in the eradication and recovery of incidents.
- Perform the roles of Incident Analyst & Incident Investigator.
- Ensures all relevant information necessary to understand the incident gathered in accordance with the incident management and response processes. e.g., affected systems, asset information, vulnerability information, system configurations, IDS, logs, console reviews, memory dumps, forensic analysis, etc.
- Analyzes the gathered information to understand the scope of the incident.
- Assist the affected organization in ensuring the incident has been successfully eradicated.
- Assist the affected organization in ensuring the affected system is restored successfully to full operational status.
- Provides guidance to the IT Technicians and organization staff.
- Ensures that a technical summary of the incident is prepared. At a minimum, this will include the incident root cause(s), exploitation vector, and steps taken to address the incident.
- Ensures the IT Technicians are appropriately collecting incident artifacts.
- Composed of technical and functional staff involved in supporting services.
- Give recommendation to correct the issue or provide a work around to the customer that will provide functionality that approximates normal service as closely as possible.
- Performs deep-dive incident analysis by correlating data from various sources.
- Determines if a critical system or data set has been impacted.
- Provides support for new analytic methods for detecting threats.
- To perform any other task assigned by Supervisor/NBP.

-
- If an incident reoccurs or is likely to reoccur, notify problem management so that root cause analysis can be performed and a standard work around can be deployed.
- Support L1 Analyst staff by escalating an unidentified or unresolved incident whose respective response time has expired, to the department owners (system owners), or to the SOC Manager (or Incident Response Manager) as per criticality levels.
- Analyzes information gathered by the Level 1 Analyst and/or Network Incident Analyst to evaluate a particular incident.
- Performs forensic analysis of media to determine information regarding the incident exploitation vector, activities on the system, system characteristics, etc.
- Generates a detailed forensic report identifying findings.
- Build Correlation rules for SIEM identified use cases.
- Develop time to time new use cases for latest attack vectors (offences) 17 17.
- Develops IMS workflow for incident management, as per approval by CISO.
- Create reporting templates as per recommendations of CISO.
- Create ad-hoc reporting templates.
- Responsible for change management profiles for SOC systems (SIEM, IMS etc.).
- Coordinate with information systems custodians for sending appropriate events to SIEM, in case if some fields or events are missing.
- Setting up automated vulnerability assessment tools / software.
- To perform any other task assigned by Supervisor/NBP.

SOC Manager: (Onsite Availability during any one shift in 24 hours assigned by NBP Team depending on the need of the job)
1 x SOC manager responsible for the overall management of 24x7 SOC Operations, L3 Support and coordination with all stakeholders.

Mandatory Attributes, Roles & Responsibilities of SOC Manager are stipulated here-in-below:

- The SOC Manager is the primary function for tracking and managing incidents within the area of defined responsibility.
- SOC Manager will perform the role of Managing Security Operations, L3 Analyst, Incident Manager, Strategic planner and Security Consultant.
- Ensures all incidents in area of responsibility are appropriately handled by cultivating more rapid and systematic detection, promoting situational awareness, and overseeing incident responder's efforts to minimize loss or service disruption, quickly and efficiently restore computing services, and ensure weaknesses that were exploited are mitigated.

-
- Ensures all incidents are appropriately reported, prioritized, categorized, tracked, assigned, and documented in the Incident Management System (IMS), incorporating impact and damage assessments.
 - Ensures all incidents are promptly and thoroughly contained which includes authority to unilaterally take action to protect the assets. e.g., suspend network access to a system or account, coordinated to the extent practical with the known service or information system owner. –
 - Ensures that all follow-up activities are conducted, e.g. work to strengthen security controls, or weaknesses, that allowed the incident to occur. –
 - Ensures the system owners (information system owners / ISOs) are appropriately involved in the handling of the incident, specifically in assessing impacts of containment, eradication, and recovery. Works with the ISO, CISO, and CIO, among others.
 - Manages resources to include personnel, budget, and shift scheduling and technology strategy to meet operational efficiency.
 - Engages the CISO (Chief Information Security Officer) immediately if there is suspicion, however slight, of sensitive or non-sensitive PII.
 - Ensures incident response is conducted in compliance with the Incident Management Lifecycle and Incident Management Framework, emphasizing a continuous effort to contain and recover from incidents while incrementally improving security and employing a collection of tools to ensure that incident response activities are organized and that composure is maintained.
 - Ensures technical investigators are assigned and fully supported throughout the Incident Management Lifecycle, and that they have performed an adequate analysis of the incident.
 - When data compromise is suspected to involve specific information, types outlined in section ‘incident classification’, collaborate with the appropriate subject matter expert (SME) to determine whether such data has actually been compromised. The SOC Manager shall defer to the SMEs determination of compromised data is part of the specified type. When one of the specific information types is involved, ensures that all necessary steps are being performed to use Information Security system capabilities to contain, control, and mitigate the potential risks of a breach and prevent any further unauthorized access to, or use of, the information
 - Possesses in-depth knowledge on network, endpoint, threat intelligence, forensics and malware reverse engineering, as well as the functioning of specific applications or underlying IT infrastructure
 - Acts as an incident “hunter,” not waiting for escalated incidents.
 - Closely involved in developing, tuning and implementing threat detection analytics
 - To perform any other task assigned by Supervisor/NBP.

FORM TECH-6 (CONTINUED)

CURRICULUM VITAE (CV)

Position Title and No.	{e.g., K-1, TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous Procuring Agency's and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hbbbbbb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Detailed Tasks Assigned on Consultant's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks as in TECH- 5 in which the Expert will be involved)	

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Procuring Agency.

{ day/month/year }

Name of Expert

Signature

Date _____

{ day/month/year }

Name of authorized
Representative of the Consultant
(the same who signs the Proposal)

Signature

Date _____

Section IV. Financial Proposal - Standard Forms

{*Notes to Consultant* shown in brackets { } provide guidance to the Consultant to prepare the Financial Proposals; they should not appear on the Financial Proposals to be uploaded.}

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

FIN-1 Financial Proposal Submission Form

FIN-2 Summary of Costs

FIN-3 Resource Availability Sheet

FORM FIN-1 Financial Proposal Submission Form

{ Location, Date }

To: [Name and address of Procuring Agency]

Dear Sirs:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of {Indicate the corresponding to the amount(s) currency (ies)} {Insert amount(s) in words and figures}, [Insert “including” or “excluding”] of all indirect local taxes in accordance with Clause 25.1 in the Data Sheet. The estimated amount of local indirect taxes is {Insert currency} {Insert amount in words and figures} which shall be confirmed or adjusted, if needed, during negotiations. {Please note that all amounts shall be the same as in Form FIN-2}.

Our Financial Proposal shall be valid and remain binding upon us, subject to the modifications resulting from Contract negotiations until [insert day, month and year in accordance with ITC 12.1].

Commissions and gratuities paid or to be paid by us to an agent or any third party relating to preparation or submission of this Proposal and Contract execution, paid if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity

{If no payments are made or promised, add the following statement: “No commissions or gratuities have been or are to be paid by us to agents or any third party relating to this Proposal and Contract execution.”}

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

{For a joint venture, either all members shall sign or only the lead member/consultant, in which case the power of attorney to sign on behalf of all members shall be attached}

FIN-2 (Summary of Costs)

			a	b	c = a x b x # of days per quarter	d = c x %Tax Rate	e = c + d	f = e x 4	g =f x 3
SR #	Service To NBP	Service Level	Minimum Resource Count in 24 Hours Cycle	Cost Per Resource Per Shift PKR (Excluding Taxes)	Cost of Service Per Quarter in PKR (Excluding Taxes)	All Taxes Applicable Per Month (Amount in PKR)	Cost of Service Per Quarter including All Taxes (Amount in PKR)	Cost of Service Per Year including All Taxes (Amount in PKR)	Cost of Service for 3 Years including All Taxes (Amount in PKR) (f x 3)
1.	Cyber Security Operations Center (CSOC)	L-1 Analyst	7						
2.		L-2 Analyst	4						
3.		SOC Manager	1						
Total									

Total Cost of CSOC/SOC Service for Three Years including all Taxes (Bid Value): _____

Amount in Words: _____

Note:

- The Bidders must include/factor price/cost of all requirements with its Financial Proposal (Summary of Costs) as the price mentioned in Financial Proposal (Summary of Costs) will be considered as final and cannot be changed in any circumstances after the submission of bid.
- Total cost of service for 3 years including all taxes will be considered as total bid value / bid amount / contract price.
- Any increase in applicable tax rate due to government decision may be passed on to the procuring agency.
- Payment will be made to consultant in advance on Quarterly basis, first payment to be released upon submission of performance guarantee equivalent to 5% of the value of the contract for one year. Subsequent payments will be made on the basis of Resource Availability Report (format appended beneath) of preceding quarters. Pro-rated amounts will be deducted from quarterly invoice against absences/unavailability (if any) of committed resources in 24 hours cycle as per respective shifts.

5. Consultant needs to assure the resource availability as per service level stated here-in-above, in case of separation of any resource assigned by the consultant to the bank, the substitute will be arranged on immediate basis, failure to arrange the substitute within 3 consecutive days will result into deduction of payment equivalent to 1-week's invoice value of respective resource category, and if the resource is yet not arranged within 7 days, this penalty will increase to deduction of payment equivalent to 15 days invoice value of respective resource category.
6. Bank reserves the right to terminate the contract if:
 - a. If more than three incidents occur during any quarter where resource remains unavailable for more than 3 consecutive days.
 - b. If more than three incidents occur during any year where resource remains unavailable for more than 7 consecutive days.
7. Penalties/deductions will be adjusted from the payments of subsequent quarters.

FIN-3 (Resource Availability Report)

SR #	Service To NBP	Service Level	a	b = a x # of days in a Quarter	c	d	e = c x d	f = e x %Tax	f = e+f
			Minimum Resource Count Committed in 24 Hours Cycle	Total Number of Resource Days Committed During the Quarter	Total Number of Actual Resource Days Supplied During the Quarter (Based On Attendance Record)	Cost Per Resource Per Shift PKR (Excluding Taxes)	Before Tax Cost of Service Per Quarter in PKR	All Taxes Applicable Per Quarter on Actual Cost	Actual Cost of Service Per Quarter including All Taxes
1.	Cyber Security Operations Center (CSOC)	L-1 Analyst	7						
2.		L-2 Analyst	4						
3.		SOC Manager	1						

1. Proposal Security Form

To: [name of the Procuring Agency]

Whereas [name of the Consultant] (hereinafter called "the Consultant/Service Provider) has upload its proposal dated [date of uploading of Proposal] for the provision of [name and/or description of the consultancy services] (hereinafter called "the proposal").

KNOW ALL PEOPLE by these presents that WE [name of Financial Institution] of [name of country], having our registered office at [address of Financial Institution] (hereinafter called "the Bank"), are bound unto [name of PA] (hereinafter called "the Procuring Agency") in the sum of [amount] for which payment well and truly to be made to the said Procuring Agency, the Bank binds itself, its successors, and assigns by these presents.

Sealed with the Common Seal of the said Bank this ____ day of _____ 20____.

THE CONDITIONS of this obligation are:

1. If the Proposal
 - (a) have withdrawn or modified our Proposal during the period of Proposal Validity specified in the Form of Proposal;
 - (b) Disagreement to arithmetical correction made to the Proposal price; or
 - (c) having been notified of the acceptance of our Proposal by the Procuring Agency during the period of Proposal Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the SRFP Documents.
2. We undertake to pay to the Procuring Agency up to the above amount upon receipt of its first written demand, without the Procuring Agency having to substantiate its demand, provided that in its demand the Procuring Agency states the amount claimed by it is due to it, owing to the occurrence of one or both of the conditions, specifying the occurred condition or conditions.

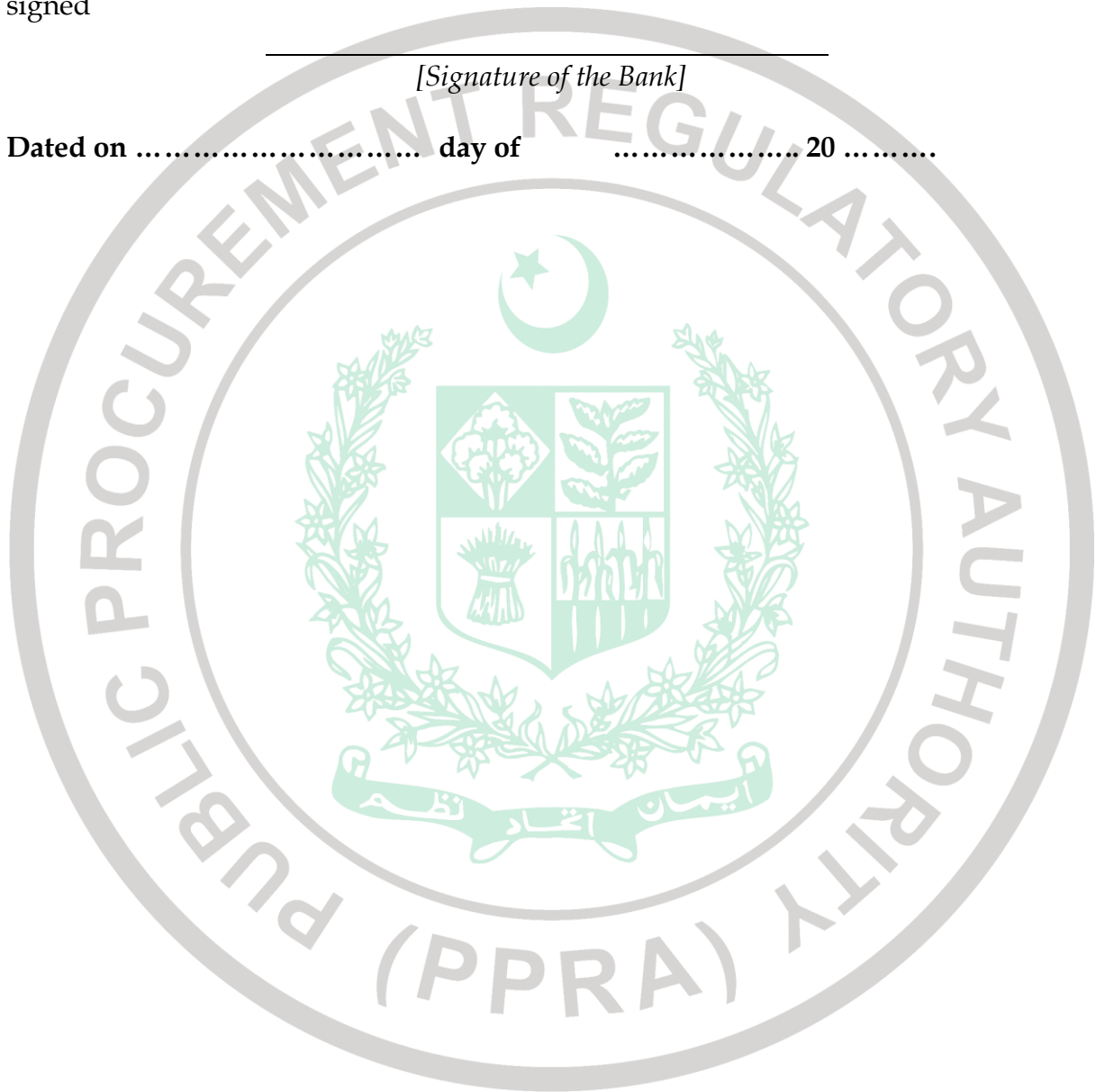
This guarantee shall remain in force up to and including twenty-eight (28) days after the period of Proposal Validity, and any demand in respect thereof should reach the Bank not later than the above date.

Name:..... in the capacity of

signed

[Signature of the Bank]

Dated on day of 20



2. : Proposal Securing Declaration

[The Consultant shall fill in this Form in accordance with the instructions indicated.]

Date: *[insert date (as day, month and year)]*

Proposal No.: *[insert number of Proposal process]*

Alternative No.: *[insert identification No if this is a Proposal for an alternative]*

To: *[insert complete name of Procuring Agency]*

We, the undersigned, declare that:

We understand that, according to your conditions, Proposals must be supported by a Proposal Securing Declaration.

We accept that we will automatically be suspended from being eligible for Bidding in any contract with the Procuring Agency for the period of time as determined by the Authority if we are in breach of our obligation(s) under the Proposal conditions, because we:

- (a) have withdrawn or modified our Proposal during the period of Proposal Validity specified in the Form of Proposal;
- (b) Disagreement to arithmetical correction made to the Proposal price; or
- (c) having been notified of the acceptance of our Proposal by the Procuring Agency during the period of Proposal Validity, (i) failure to sign the contract if required by Procuring Agency to do so or (ii) fail or refuse to furnish the Performance Security or to comply with any other condition precedent to signing the contract specified in the SRFP Documents.

We understand this Proposal Securing Declaration shall expire if we are not the successful Service Provider, upon the earlier of (i) our receipt of your notification to us of the name of the successful Service provider; or (ii) twenty-eight (28) days after the expiration of our Proposal.

Signed: *[insert signature of person whose name and capacity are shown]* In the capacity of *[insert legal capacity of person signing the Proposal Securing Declaration]*

Name: *[insert complete name of person signing the Proposal Securing Declaration]*

Duly authorized to sign the Proposal for and on behalf of: *[insert complete name of Service Provider]*

Dated on _____ day of _____, _____ *[insert date of signing]*
Corporate Seal (where appropriate)

Section V. Eligible Countries

All the consultants are allowed to participate in the subject procurement without regard to nationality, except consultants of some nationality, prohibited in accordance with policy of the Federal Government.

Following countries are ineligible to participate in the procurement process:

1. India
2. Israel

Ministry of Interior, Government of Pakistan has notified List of Business Friendly Countries (BVL), information can be accessed through following link:

<http://www.dgip.gov.pk/Files/Visa%20Categories.aspx>



Section VI. Terms of Reference

NBP invites proposals on following CSOC/SOC Model:

Bidders are required to propose bids for comprehensive **24x7** CSOC services, spanning all shifts - morning, evening, and night, including public holidays, to be conducted at the NBP site. The services involve full management of the SOC and encompass 24/7 monitoring, incident detection, reporting, root cause analysis (RCA), forensic investigations, incident response, threat intelligence, and other essential SOC-related activities

VI (A): Bidder qualification requirements

Interested firms must fulfill following criteria in order to **qualify**:

REQUIREMENT	Availability Response (Yes/No)	Proposal Reference (Section & Page No.)
a) The Bidder 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 (Joint Venture is not allowed) 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, Income Tax Returns, Sales Tax Returns, NTN individual, NTN Company, Provincial Tax) whichever is applicable depending on type of organization (Public Ltd/Private Ltd or any other form permissible under Pakistan Law). (Documentation Proof must be provided with proper reference (page No) in the proposal)		
b) Bidder should have office/presence in any one of the major cities of Pakistan (e.g. Karachi, Lahore or Islamabad) to support the required SOC model with coordination office in Karachi at a minimum. <u>(Documentation Proof must be provided with proper reference (page No) in the proposal)</u>		
c) Bidder should possess at least 5 years' experience in the field of providing Information Security solutions and services. Bidder may provide documents (PO/LOI etc.) for reference.		

<p><u>(Documentation proof must be provided with proper reference (page No) in the proposal)</u></p>		
<p>d) 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 person confirming that Sales Volume of company is at least Rs. 50 Million in last 2 years.</p> <p><u>(Documentation proof must be provided with proper reference (page No) in the proposal)</u></p>		
<p>e) 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."</p> <p><u>(The undertaking on legal paper provided by the bidder must cover all points mentioned in the statement above)</u></p>		
<p>f) Bidder should provide at least five (05) assignments of CSOC/SOC services and three(03) active assignments in reputed organizations in the financial sector along with completion certificates and reference letters/purchase/work orders from the customers (with confidential information redacted) where the solution is deployed and provide the Undertaking confirming the above experience.</p> <p><u>(Documentation proof must be provided with proper reference (page No) in the proposal) and (The undertaking on legal paper provided by the bidder must cover all points mentioned in the statement above)</u></p>		
<p>g) Bidders Company should have a team having minimum 03 relevant certifications like Ethical Hacking, CISSP, CISA, ISO 27001 or equivalent Cyber/Information Security certifications. CVs/Resumes along with professional certificates shall be submitted.</p>		
<p>h) Bidder should not be already engaged for any assignment pertaining to the development and implementation of critical systems of the bank which by its nature be in conflict with the Managed CSOC/SOC assignment at the bank. Bidder should provide a list of services for which they are engaged with NBP for IT/IS projects and other assignments pertaining to development and implementation of critical systems of the bank, if any, in</p>		

order to establish/avoid the conflict of interest.		
Project Scope & Capacity		
<p>i) Bidder will be responsible for the complete implementation of the proposed service / solution for the duration. Bidder must also ensure and confirm that the quoted price are in line with the standard rates in the market.</p> <p><u>Bidder to provide acknowledgment/undertaking for this requirement</u></p>		
<p>j) Bidder must involve the NBP team during deployment/implementation phase of any solution deployed for the services provided and pass on the complete configuration, implementation, and process design document after implementation.</p> <p><u>Bidder to provide acknowledgment/undertaking for this requirement</u></p>		
Support and Maintenance (24x7) of the Proposed Solution		
<p>k) Bidder must provide comprehensive support offering including Phone Support, Email Support, and Online customer portal to for resolution of issues with detailed SLA and response times.</p> <p><u>(Undertaking must be provided with proper reference (page No) in the proposal)</u></p>		
Documentation Requirements		
<p>l) Bidder should provide soft copy of the proposal excluding any financials of the proposal (to be uploaded on EPADs). For all submitted documents, bidder must ensure in serial page numbering and proper reference page number using an index.</p> <p>(Documentation must be provided with proper reference (page No) in the proposal)</p>		

SR. NO.	TECHNICAL REQUIREMENTS	Availability Response (Yes/No)	Proposal Reference (Section & Page No.)
MANDATORY TECHNICAL REQUIREMENTS (Must be 'Y' or 'YES' for all requirements from 1 to 32 for technically qualifying the Bid)			
1	Bidders are required to propose bids for comprehensive 24x7 CSOC services, spanning all shifts - morning, evening, and night, including public holidays, to be conducted at the NBP site. The services involves full management of the SOC and encompass 24/7 monitoring, incident detection, reporting, root cause analysis (RCA), forensic investigations, incident response, threat intelligence, and other essential SOC-related activities.		
2	<p>The bidder must deliver comprehensive CSOC (Cyber Security Operations Center) Services. While the bidder has the flexibility to propose the number of resources, they must adhere to the following minimum requirements:</p> <p>L1 Resources: (Availability required from Monday to Sunday including public holidays) 3 x L1 resources during morning shifts. 2 x L1 resources during evening shifts, and 2 x L1 resources during night shifts.</p> <p>L2 Resources: (Availability required from Monday to Sunday including public holidays) 2 x L2 resources during morning shift. 1 x L2 resource during evening shifts, and 1 x L2 resource during night shifts.</p> <p>SOC Manager: (Onsite Availability during any one shift in 24 hours assigned by NBP Team depending on the need of the job) 1 x SOC manager responsible for the overall management of 24x7 SOC Operations, L3 Support and coordination with all stakeholders.</p>		
3	Bidder shall assume full responsibility for the continuous monitoring, detection, and response to security incidents within our banking environment, ensuring compliance with all relevant regulatory and industry standards.		
4	Bidder must monitor SOC activities and events from solutions and devices present in the NBP's environment on a 24x7 basis and suggest/take appropriate actions on an ongoing basis. For estimation purposes, the current average EPS count over the span of 24 hours is Approx. 30-35k and current log sources are around 1k. However, the EPS counts are bound to increase with the introduction of new log sources and maturity of SOC in NBP.		

5	Bidder must accurately detect and prioritize threats across the organization, and provide intelligent insights that enable teams to respond quickly to reduce the impact of incidents by consolidating log events and network flow data from the devices, endpoints and applications distributed throughout the network with the help of NBP's deployed SIEM solution "IBM Q-Radar".		
6	Bidder must provide and ensure monitoring of user-based activities as well as application/, network, and infrastructure level activities in NBP and provide support in the analyses of activities for logging and managing the incident tickets.		
7	Bidder must manage and report the regulatory compliance requirements related to SOC, mandated by SBP and other applicable international standards such as ISO 27001, PCI-DSS and NIST etc.		
8	Bidder must ensure effective mechanism to ingest threat intelligence data feeds.		
9	Bidder must provide threat assessment and situational awareness of threat landscape related to NBP, based on the available threat intelligence.		
10	Bidder must provide / develop necessary operational documents related to SOC functionality to meet regulatory requirements and applicable international / NBP's IS policy standards.		
11	Bidder must integrate new log sources and develop parsers for applications and other log sources when required.		
12	Bidder must ensure the implementation of automated playbooks on SOAR platform (used by NBP).		
13	Bidder must maintain the incident management playbooks on SOAR that govern the process to be followed for handling of incidents as per the defined incident types and severity.		
14	Bidder must be responsible to create all SOC related SOPs with respect to people, process and technology as needed.		
15	Bidder must perform regular assessments and provide report of detection rules/methodologies implemented in SIEM and other related controls.		
16	Bidder must define KPIs and KRIs related to SOC for NBP.		
17	Bidder must perform SOC maturity assessment annually and provide status and progress of SOC maturity on quarterly basis.		
18	Bidder must develop and optimize SIEM use cases using threat modeling based on the international benchmarks such as STRIDE and MITRE ATT&CK frameworks.		
19	Bidder must ensure that the incident response (IR) drills for each IR playbook are carried out bi-annually.		
20	Bidder must evaluate log size requirement in context of regulatory requirement for log retention and report the same on quarterly basis.		
21	Bidder must provide the detailed incident investigation report with root cause analysis for Critical/High risk security breaches/incidents within defined period in line with the severity of the incident.		

22	Bidder must provide digital forensic services to NBP, on need basis, onsite or offsite as determined by NBP, depending on the nature of the incident.		
23	Bidder must provide support to protect the whole infrastructure devices and public facing assets from the emerging threats & vulnerabilities by timely identifying the vulnerabilities and proposing/enforcing the corrective measures and compensating controls to mitigate the associated risk.		
24	Bidder must track and provide information on global security threats and help NBP to mitigate the relevant risks on continuous and proactive basis.		
25	Bidder must provide threat landscape by utilizing global threat intelligence feeds through NBP's existing cyber threat intelligence platforms.		
26	Bidder must track the mitigation progress against identified risk exposure.		
27	Bidder must assist NBP to ensure that threats and vulnerabilities are mitigated in NBP's systems and provide short-term plans as well as long-term strategies.		
28	Prompt Incident Response Support shall be provided in managing the incidents. The vendor must ensure timely response and support in case of a breach or emergency, adhering to the defined Turnaround Time (TAT). This includes identifying the root cause, forensic support, reducing impact, and recovering operations. Failure to meet the TAT will result in the imposition of penalties."		
29	Team deputed for NBP SOC must have 4 qualified professionals having Cyber/Information Security certifications such as SIEM Analyst/Administrator, Incident Handler, CEH, CompTIA Security Or OEM Trainings related to the SOC Tools.		
30	Bidder shall ensure strict compliance and governance of the Security Operations Center (SOC). This includes to ensure that regular necessary backups are being maintained by relevant stakeholders, Log retention as per regulatory requirements, assisting in facilitating audits, providing detailed reports, and ensuring adherence to all relevant industry standards and regulations.		
31	The Bidder must ensure that they maintain minimum service capability level 2 and service maturity level 3 as per the SOC Capability Maturity Model CMM (www.soc-cmm.com). Compliance for the same must be provided by the bidder bi-annually.		
32	Bidder will impart necessary SOC operational training to at least 08 IS Resources of NBP Team.		
OPTIONAL REQUIREMENTS (not leading to disqualification in case of 'N' or 'NO' for requirements from 33 to 61)			
33	Bidder should use the SIEM efficiently for correlating event data to identify issues, but not limited to, of below mentioned nature:		

	<ul style="list-style-type: none"> • Intrusions • Attacks • Loss of data • Worms & Viruses • Trojans • Anomalous threat activity on the network / infrastructure • Internal/external vulnerability scan detection 		
34	Bidder should ensure that all SOC elements/tools work cooperatively and be administered through a single and easy-to-use dashboard view where possible (Q-Radar and incident management solution).		
35	<p>Bidder should ensure agent-based or agent-less log collection on SIEM with minimal performance impact at event source. The accuracy of events need to be maintained in any case. The examples of logs include:</p> <ul style="list-style-type: none"> • Network device logs (firewalls/routers) • Windows/Linux/OS logs • Syslog • Database logs • Web server logs • Application logs • APIs 		
36	Bidder should provide monitoring and reports for audit trails of administrative activities in the environment.		
37	Bidder should provide and review logging baselines of existing systems at NBP for effective monitoring of controls.		
38	Bidder should provide support of custom scripting when required for incident handling, response and correlations.		
39	Bidder should manage and provide support to correlate data events and must support customized correlation rules as and when required.		
THREAT MODELING AND INCIDENT MANAGEMENT			
40	Bidder should provide integration support with 3 rd party incident management system.		
41	Bidder should perform classification and categorization of incidents with different handling procedures for different incident types.		
42	Bidder should ensure that customized incident management life cycle is in place related to NBP's environment.		
MONITORING			
43	Bidder should provide support for auditing/monitoring of DBMS (database management system) including session monitoring/analysis.		
44	Bidder should be able to integrate various customized business critical systems (log parsing and report configurations etc.) for effective monitoring.		
45	Bidder should be able to monitor payloads with visibility of all seven (7) layers to detect malicious/abnormal activities.		

46	Bidder should perform compromise assessment on all reported incidents and provide root cause analyses. The report details would need to be in line with the severity of the incident.		
47	Bidder should have the ability to identify any abnormal activity in NBP's network traffic within physical as well as virtual networking environment.		
48	<p>Bidder should be able to cover, but not limited to, the following SOC monitoring requirements:</p> <ul style="list-style-type: none"> • Malware analyses (compromise/lateral movement/reconnaissance/breach etc.) • Privilege access analyses (use/abuse) • Running process monitoring in target agents/OS • File integrity monitoring and analyses • Registry access and amendment monitoring • OWASP (Web, Mobile and API) current top 10 threats • DOS and DDOS threats • Firewalls/IPS evasion threats 		
LOG MANAGEMENT			
49	Bidder should provide guidance for optimization of the storage of large log data.		
50	Bidder should be able to define retention period based on the event types and sources.		
REPORTING AND ALERTING			
51	Bidder should manage and provide ongoing support to report on the data events (including trending events) with real-time event viewing.		
52	Bidder should manage and provide ongoing support to produce the incident report with all supporting data leading up to an identification of the incident.		
53	<p>Bidder should manage and provide ongoing support to produce various reports including but not limited to:</p> <ul style="list-style-type: none"> • A list of incidents sorted by applications, systems, locations, date, time, etc. • List of users within each security role • List of systems that may be considered "High Risk" • Reports other than scheduled reports e.g. reports for management committee meetings as and when required 		
54	Bidder should provide weekly and monthly incident tracker and statistics capturing detailed information on the incident identified, its severity, the response by the team, the time taken from identification till closure of the incident, and other relevant information as per the agreed SLA.		
55	<p>Bidder should ensure the following metrics of reporting:</p> <ul style="list-style-type: none"> • Daily/weekly report of incidents • Monthly incidents MIS/report • Critical error log sources • MIS of advisories (daily/weekly/monthly cyber threat advisories) 		

	<ul style="list-style-type: none"> • Critical/High/Med/Low risk unresolved incidents beyond threshold defined by NBP • SOC gap/evaluation assessment report along with road map / plan for mitigation • Monthly progress report on road map / plan with status of agreed KPIs • Quarterly health check of SOC process to track monitoring of maturity level improvement 		
DIGITAL FORENSIC (ON NEED BASIS – ONSITE/OFFSITE)			
56	<p>Bidder should have strong team of digital forensic analysts (documentary evidence of digital forensic services to the industry is required). Digital forensic analysts have a wide range of responsibilities that include:</p> <ul style="list-style-type: none"> • Conducting research on computer technology to identify new methods for collecting data or recovering lost information • Reviewing digital evidence and identifying possible lines of investigation for further analysis • Collecting and preserving evidence from computer systems in accordance with legal standards • Examining metadata such as file creation dates, modification dates, and author information • Examining data structures such as file types and directory structures to determine how files are organized on a computer • Creating a detailed chain of custody for all evidence collected during an investigation, including signing off on the chain at each step in the process • Determining the meaning of data found on computers, phones, and other devices using computer forensic software tools • Conducting analyses on computer hardware, software, and operating systems to identify security vulnerabilities • Performing forensic analysis on computer hardware, software, and operating systems to recover data from damaged equipment or extract information from damaged media 		
SECURITY/THREAT INTELLIGENCE SERVICES			
57	<p>Bidder should ensure that the security/threat intelligence service includes the following:</p> <ul style="list-style-type: none"> • 24x7x365 continuous tracking of global threats and vulnerabilities to tackle evolving threats and vulnerabilities • Trusted detailed reports on newly discovered malicious threats and malware • Identification of Indicators of Compromise (IOCs) to evaluate incident scope and associated impact in support of identification of security incidents • Threat detail with the information appropriate to NBP such as threat type, risk involved and systems affected • Technical description of the threat and exploit parameters • Mitigation strategies and the recommendations for NBP to 		

	<p>prevent the threat from causing harm to the environment</p> <ul style="list-style-type: none"> • Identification of infiltration by malicious hackers and other communities • Advisories to NBP on relevant threats and vulnerabilities (daily/weekly/monthly cyber threat advisories based on the emerging & evolving threats) 		
58	The security/threat intelligence service should be able to look at the goals of the threat actor, variants of the threat, current activities implicating the threat, and the impact to NBP if the threat is successful.		
59	Bidder should advise and coordinate in implementation of controls to mitigate new threats.		
60	Bidder should assist NBP in taking relevant decisions on assessment of inherent and residual risk, preferably expressed as impact on business processes rather than the underlying technology.		
ADDITIONAL REQUIREMENTS			
61	<p>The vendor/unit managing SIEM solution will manage the following controls, but SOC service provider will be required to monitor, but not limited to, the following controls:</p> <ul style="list-style-type: none"> • SIEM solution to be tuned for fast insertion and retrieval of logs • Integrity of events/log data to be ensured for SIEM • SIEM should be tuned at minimum for detecting false additions, alterations, deletions of events data • SIEM should be configured with pre-searches to include or exclude data events from being gathered, processed or retained effectively • Effective management should be in-place to define assets based on IP addresses, IP ranges, asset types, asset groups, asset attributes, asset owners, external and internal IP ranges, trusted and un-trusted ranges, etc. • Support for automated backup and recovery process for the SIEM • Support for strong encryption of data repository where possible 		

PART II

Section VII. Conditions of Contract and Contract Forms

Foreword

1. **Time-Based Contract.** This type of contract is appropriate when it is difficult to define or fix the scope and the duration of the services, either because they are related to activities carried out by others for which the completion period may vary, or because the input of the consultants required for attaining the objectives of the assignment is difficult to assess. In time-based contracts the Consultant provides services on a timed basis according to quality specifications, and Consultant's remuneration is determined on the basis of the time actually spent by the Consultant in carrying out the Services and is based on (i) agreed upon unit rates for the Consultant's experts multiplied by the actual time spent by the experts in executing the assignment, and (ii) reimbursable expenses using actual expenses and/or agreed unit prices. This type of contract requires the Procuring Agency to closely supervise the Consultant and to be involved in the daily execution of the assignment.
2. The templates are designed for use in assignments with consulting firms and shall not be used for contracting of individual experts. These standard Contract forms are to be used for complex and/or large value assignments.

Section VIII

STANDARD FORM OF CONTRACT

Contract for Consultant's Services

Project Name _____

[Loan/Credit/Grant] No. _____

Contract No. _____

between

[Name of the Procuring Agency]

and

[Name of the Consultant]

Dated: _____

3. Form of Contract

(Text in brackets [] is optional; all notes should be deleted in the final text)

This CONTRACT (hereinafter called the “Contract”) is made the [number] day of the month of [month], [year], between, on the one hand, [name of Procuring Agency or Recipient] (hereinafter called the “Procuring Agency”) and, on the other hand, [name of Consultant] (hereinafter called the “Consultant”).

[If the Consultant consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Procuring Agency”) and, on the other hand, a Joint Venture (name of the JV) consisting of the following entities, each member of which will be jointly and severally liable to the Procuring Agency for all the Consultant’s obligations under this Contract, namely, [name of member] and [name of member] (hereinafter called the “Consultant”).]

WHEREAS

- (a) the Procuring Agency has requested the Consultant to provide certain consulting services as defined in this Contract (hereinafter called the “Services”);
- (b) the Consultant, having represented to the Procuring Agency that it has the required professional skills, expertise and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The General Conditions of Contract
- (b) The Special Conditions of Contract;
- (c) Appendices:

Appendix A: Terms of Reference

Appendix B: Key Experts

Appendix C: Remuneration Cost Estimates

Appendix D: Form of Advance Payments Guarantee

Appendix E: Form of Performance Guarantee

In the event of any inconsistency between the documents, the following order of precedence shall prevail: the Special Conditions of Contract; the General Conditions of Contract, including Attachment 1; Appendix A; Appendix B; Appendix C and Appendix D; and Appendix E. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. The mutual rights and obligations of the Procuring Agency and the Consultant shall be as set forth in the Contract, in particular:
- (a) the Consultant shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Procuring Agency shall make payments to the Consultant in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[Name of Procuring Agency]*

[Authorized Representative of the Procuring Agency – name, title and signature]

For and on behalf of *[Name of Consultant or Name of a Joint Venture]*

[Authorized Representative of the Consultant – name and signature]

[For a joint venture, either all members shall sign or only the lead member, in which case the power of attorney to sign on behalf of all members shall be attached.]

For and on behalf of each of the members of the Consultant [insert the name of the Joint Venture]

[Name of the lead member]

[Authorized Representative on behalf of a Joint Venture]

[add signature blocks for each member if all are signing]

General Conditions of the Contract

A. General Provisions

1. Definitions

1.1 Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) **“Applicable Law”** means the laws and any other instruments having the force of law in Pakistan or as may be specified in the **Special Conditions of Contract (SCC)**, as they may be issued and in force from time to time.
- (b) **“Procuring Agency”** means:-
- (c) any Ministry, Division, Department or any Office of the Federal Government;
- (d) any authority, corporation, body or organization established by or under a Federal Law or which is owned or controlled by the Federal Government;
- (e) **“Procuring Agency’s Personnel”** refers to the staff, labor and other employees (if any) of the Procuring Agency engaged in fulfilling the Procuring Agency’s obligations under the Contract; and any other personnel identified as Procuring Agency’s Personnel, by a notice from the Procuring Agency to the Consultant.
- (f) **“Consultant”** means an individual consultant or a consulting firm as the case may be;
- (g) **“Contract”** means an agreement enforceable by law;
- (h) **“Contractor”** means a person, consultant, firm, company or an organization who undertake to supply goods, services or works;
- (i) **“Contractor’s Personnel”** means personnel whom the Contractor utilizes in the execution of its contract, including the staff, labor and other employees of the Contractor and each subcontractor; and any other personnel assisting the Contractor in the execution of the contract to be supervised by the Consultant (if applicable).
- (j) **“Day”** means calendar day unless indicated otherwise.
- (k) **“Effective Date”** means the date on which this Contract comes into force and effect pursuant to Clause GCC 11.
- (l) **“Experts”** means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Consultant, Sub-consultant or JV member(s) assigned by the Consultant to perform the Services or

any part thereof under the Contract.

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

2. Relationship between the

2.1. Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as

Parties	between the Procuring Agency and the Consultant. The Consultant, subject to this Contract, has complete charge of the Experts and Sub-consultants, if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
3. Law Governing Contract	3.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.
4. Language	4.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Consultant and the Procuring Agency, shall be written in the English language unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.
5. Headings	5.1. The headings shall not limit, alter or affect the meaning of this Contract.
6. Communications	<p>6.1. Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in the language specified in Clause GCC 4. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SCC.</p> <p>6.2. A Party may change its address for notice hereunder by giving the other Party any communication of such change to the address specified in the SCC.</p>
7. Location	7.1. The Services shall be performed at such locations as are specified in Appendix A hereto and, where the location of a particular task is not so specified, at such locations, whether in the Government's country or elsewhere, as the Procuring Agency may approve.
8. Authority of Member in Charge	8.1. In case the Consultant is a Joint Venture, the members hereby authorize the member specified in the SCC to act on their behalf in exercising all the Consultant's rights and obligations towards the Procuring Agency under this Contract, including without limitation the receiving of instructions and payments from the Procuring

Agency.

9. Authorized Representatives

9.1. Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Procuring Agency or the Consultant may be taken or executed by the officials specified in the **SCC**.

10. Fraud and Corruption

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

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

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

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

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

B. Commencement, Completion, Modification and Termination of Contract

11. Effectiveness of Contract

11.1. This Contract shall come into force and effect on the date (the “Effective Date”) of the Procuring Agency’s notice to the Consultant instructing the Consultant to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the **SCC** have been met.

12. Termination

12.1. If this Contract has not become effective within such time

of Contract for Failure to Become Effective	period after the date of Contract signature as specified in the SCC, either Party may declare this Contract to be null and void (by thirty (30) days written notice by NBP to the other Party, or ninety (90) days written notice by the other Party to NBP), and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.
13. Commencement of Services	13.1. The Consultant shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.
14. Expiration of Contract	14.1. Unless terminated earlier pursuant to Clause GCC 19 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.
15. Entire Agreement	15.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.
16. Modifications or Variations	<p>16.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.</p> <p>16.2. In cases of any modifications or variations, the prior written consent of the Procuring Agency is required.</p>
17. Force Majeure	
a. Definition	<p>17.1. For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action confiscation or any other action by Government agencies.</p> <p>17.2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party’s Experts, Sub-consultants or agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.</p>

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

b. No Breach of Contract

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

c. Measures to be Taken

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

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

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

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

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

17.9. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled according to Clauses GCC 49& 50.

18. Suspension

18.1. The Procuring Agency may, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder

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

19. Termination

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

a. By the Procuring Agency

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

- (a) If the Consultant fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GCC 18;
- (b) If the Consultant becomes (or, if the Consultant consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;
- (c) If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause GCC 49
- (d) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than thirty (30) calendar days;
- (e) If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;
- (f) If the Consultant fails to confirm availability of Key Experts as required in Clause GCC 13.

19.1.2 if the Consultant, in the judgment of the Procuring Agency has engaged in Fraud and Corruption, as defined in paragraph 1.23 of Attachment 1 to the GCC, in competing for or in executing the Contract, then the Procuring Agency may, after giving thirty (30) calendar days written notice to the Consultant, terminate the Consultant's employment under the Contract.

b. By the Consultant

19.1.3 The Consultant may terminate this Contract, by not less than ninety (90) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

- (a) If the Procuring Agency fails to pay any money due to the Consultant pursuant to this Contract and not subject to dispute pursuant to Clauses GCC 50.1 within sixty (60) calendar days after receiving written notice from the Consultant that such payment is overdue.
- (b) If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than thirty (30) calendar days.
- (c) If the Procuring Agency fails to comply with any final decision reached as a result of arbitration pursuant to Clause GCC 50.1.
- (d) If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within ninety (90) days (or such longer period as the Consultant may have subsequently approved in writing) following the receipt by the Procuring Agency of the Consultant's notice specifying such breach.

c. Cessation of Rights and Obligations

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

d. Cessation of Services

19.1.5 Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 19a or GCC 19b, the Consultant shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Consultant and equipment and materials furnished by the Procuring Agency, the Consultant shall proceed as provided,

respectively, by Clauses GCC 27 or GCC 28.

e. Payment upon Termination

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

- (a) remuneration for Services satisfactorily performed prior to the effective date of termination, and reimbursable expenditures for expenditures actually incurred prior to the effective date of termination; and pursuant to Clause 43;
- (b) in the case of termination pursuant to paragraphs (d) and (e) of Clause GCC 19.1.1, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract, including the cost of the return travel of the Experts.

C. Obligations of the Consultant

20. General

a. Standard of Performance

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

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

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

b. Law Applicable to Services

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

21. Conflict of Interests

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

a. Consultant Not to Benefit

21.1.1 The payment of the Consultant pursuant to GCC F (Clauses GCC 42 through 47) shall constitute the Consultant's

<p>from Commissions, Discounts, etc.</p>	<p>only payment in connection with this Contract and, subject to Clause GCC 21.1.3, the Consultant shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the Consultant shall use its best efforts to ensure that any Sub-consultants, as well as the Experts and agents of either of them, similarly shall not receive any such additional payment.</p>
	<p>21.1.2 Furthermore, if the Consultant, as part of the Services, has the responsibility of advising the Procuring Agency on the procurement of goods, works or services. Any discounts or commissions obtained by the Consultant in the exercise of such procurement responsibility shall be for the account of the Procuring Agency.</p>
<p>b. Consultant and Affiliates Not to Engage in Certain Activities</p>	<p>21.1.3 The Consultant agrees that, during the term of this Contract and after its termination, the Consultant and any entity affiliated with the Consultant, as well as any Sub-consultants and any entity affiliated with such Sub-consultants, shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the Consultant's Services for the preparation or implementation of the project, unless otherwise indicated in the SCC.</p>
<p>c. Prohibition of Conflicting Activities</p>	<p>21.1.4 The Consultant shall not engage, and shall cause its Experts as well as its Sub-consultants not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.</p>
<p>d. Strict Duty to Disclose Conflicting Activities</p>	<p>21.1.5 The Consultant has an obligation and shall ensure that its Experts and Sub-consultants shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Procuring Agency, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of its Contract.</p>
<p>22. Confidentiality</p>	<p>22.1 Except with the prior written consent of the Procuring Agency, the Consultant and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Consultant and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.</p>
<p>23. Liability of the</p>	<p>23.1 Subject to additional provisions, if any, set forth in the SCC, the Consultant's liability under this Contract shall be as determined</p>

Consultant	under the Applicable Law.
24. Insurance to be Taken out by the Consultant	<p>24.1 The Consultant (i) shall take out and maintain, and shall cause any Sub-consultants to take out and maintain, at its (or the Sub-consultants', as the case may be) own cost but on terms and conditions approved by the Procuring Agency, insurance against the risks, and for the coverage specified in the SCC, and (ii) at the Procuring Agency's request, shall provide evidence to the Procuring Agency showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid. The Consultant shall ensure that such insurance is in place prior to commencing the Services as stated in Clause GCC 13.</p>
25. Accounting, Inspection and Auditing	<p>25.1 The Consultant shall keep, and shall make all reasonable efforts to cause its Sub-consultants to keep, accurate and systematic accounts and records in respect of the Services in such form and detail as will clearly identify relevant time changes and costs.</p> <p>25.2. Pursuant to paragraph 1.23 (e) of Attachment 1 to the General Conditions, the Consultant shall permit and shall cause its agents (where declared or not), subcontractors, sub-consultants, service providers, suppliers, and personnel, to permit, the procuring agency to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents. The Consultant's and its Subcontractors' and sub-consultants' attention is drawn to Sub-Clause 10.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Procuring Agency's inspection and audit rights constitute a prohibited practice subject to contract termination.</p>
26. Reporting Obligations	<p>26.1 The Consultant shall upload to the Procuring Agency the reports and documents specified in Appendix A, in the form, in the numbers and within the time periods set forth in the said Appendix.</p>
27. Proprietary Rights of the Procuring Agency in Reports and Records	<p>27.1 Unless otherwise indicated in the SCC, all reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Consultant for the Procuring Agency in the course of the Services shall be confidential and become and remain the absolute property of the Procuring Agency. The Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Procuring Agency, together with a detailed inventory thereof. The Consultant may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Procuring Agency.</p>

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

28. Equipment, Vehicles and Materials

28.1 Equipment, vehicles and materials made available to the Consultant by the Procuring Agency, or purchased by the Consultant wholly or partly with funds provided by the Procuring Agency, shall be the property of the Procuring Agency and shall be marked accordingly. Upon termination or expiration of this Contract, the Consultant shall make available to the Procuring Agency an inventory of such equipment, vehicles and materials and shall dispose of such equipment, vehicles and materials in accordance with the Procuring Agency's instructions. While in possession of such equipment, vehicles and materials, the Consultant, unless otherwise instructed by the Procuring Agency in writing, shall insure them at the expense of the Procuring Agency in an amount equal to their full replacement value.

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

29. Code of Conduct

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

D. Consultant's Experts and Sub-Consultants

30. Description of Key Experts

30.1 The title, agreed job description, minimum qualification and time-input estimates to carry out the Services of each of the Consultant's Key Experts are described in **Appendix B**.

30.2 If required to comply with the provisions of Clause GCC 20a, adjustments with respect to the estimated time-input of Key Experts set forth in **Appendix B** may be made by the Consultant by a written notice to the Procuring Agency, provided (i) that such adjustments shall not alter the original time-input estimates for any individual by more than 10% or one week, whichever is larger; and (ii) that the aggregate of such adjustments shall not cause payments under this Contract to exceed the ceilings set forth in Clause GCC 42.2.

30.3 If additional work is required beyond the scope of the Services specified in **Appendix A**, the estimated time-input for the

Key Experts may be increased by agreement in writing between the Procuring Agency and the Consultant. In case where payments under this Contract exceed the ceilings set forth in Clause GCC 42.2, the Parties shall sign a Contract amendment.

31. Replacement of Key Experts

31.1 Except as the Procuring Agency may otherwise agree in writing, no changes shall be made in the Key Experts.

31.2 Notwithstanding the above, the substitution of Key Experts during Contract execution may be considered only based on the Consultant's written request and due to circumstances outside the reasonable control of the Consultant, including but not limited to death or medical incapacity. In such case, the Consultant shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.

32. Approval of Additional Key Experts

32.1 If during execution of the Contract, additional Key Experts are required to carry out the Services, the Consultant shall upload to the Procuring Agency for review and approval a copy of their Curricula Vitae (CVs). If the Procuring Agency does not object in writing (stating the reasons for the objection) within twenty two (22) days from the date of receipt of such CVs, such additional Key Experts shall be deemed to have been approved by the Procuring Agency.

The rate of remuneration payable to such new additional Key Experts shall be based on the rates for other Key Experts position which require similar qualifications and experience.

33. Removal of Experts or Sub-consultants

33.1 If the Procuring Agency finds that any of the Experts or Sub-consultant has committed serious misconduct or has been charged with having committed a criminal action, or shall the Procuring Agency determine that a Consultant's Expert or Sub-consultant has engaged in Fraud and Corruption while performing the Services, the Consultant shall, at the Procuring Agency's written request, provide a replacement.

33.2 In the event that any of Key Experts, Non-Key Experts or Sub-consultants is found by the Procuring Agency to be incompetent or incapable in discharging assigned duties, the Procuring Agency, specifying the grounds therefore, may request the Consultant to provide a replacement.

33.3 Any replacement of the removed Experts or Sub-consultants shall possess better qualifications and experience and shall be acceptable to the Procuring Agency.

34. Replacement/ Removal of

34.1 Except as the Procuring Agency may otherwise agree, (i) the Consultant shall bear all additional travel and other costs arising out

**Experts –
Impact on
Payments**

of or incidental to any removal and/or replacement, and (ii) the remuneration to be paid for any of the Experts provided as a replacement shall not exceed the remuneration which would have been payable to the Experts replaced or removed.

**35. Working Hours,
Overtime,
Leave, etc.**

35.1 Working hours and holidays for Experts are set forth in **Appendix B**. To account for travel time to/from the Procuring Agency's country, experts carrying out Services inside the Procuring Agency's country shall be deemed to have commenced or finished work in respect of the Services such number of days before their arrival in, or after their departure from, the Procuring Agency's country as is specified in **Appendix B**.

35.2 The Experts shall not be entitled to be paid for overtime nor to take paid sick leave or vacation leave except as specified in **Appendix B**, and the Consultant's remuneration shall be deemed to cover these items.

35.3 Any taking of leave by Key Experts shall be subject to the prior approval by the Consultant who shall ensure that absence for leave purposes will not delay the progress and or impact adequate supervision of the Services.

E. Obligations of the Procuring Agency

**36. Assistance and
Exemptions**

36.1 Unless otherwise specified in the **SCC**, the Procuring Agency shall use its best efforts to:

- (a) Assist the Consultant with obtaining work permits and such other documents as shall be necessary to enable the Consultant to perform the Services.
- (b) Assist the Consultant with promptly obtaining, for the Experts and, if appropriate, their eligible dependents, all necessary entry and exit visas, residence permits, exchange permits and any other documents required for their stay in the Procuring Agency's country while carrying out the Services under the Contract.
- (c) Facilitate prompt clearance through customs of any property required for the Services and of the personal effects of the Experts and their eligible dependents.
- (d) Issue to officials, agents and representatives of the Government all such instructions and information as may be necessary or appropriate for the prompt and effective implementation of the Services.
- (e) Assist the Consultant and the Experts and any Sub-consultants employed by the Consultant for the Services with obtaining

exemption from any requirement to register or obtain any permit to practice their profession or to establish themselves either individually or as a corporate entity in the Procuring Agency's country according to the applicable law in the Procuring Agency's country.

- (f) Assist the Consultant, any Sub-consultants and the Experts of either of them with obtaining the privilege, pursuant to the applicable law in the Procuring Agency's country, of bringing into the Procuring Agency's country reasonable amounts of foreign currency for the purposes of the Services or for the personal use of the Experts and of withdrawing any such amounts as may be earned therein by the Experts in the execution of the Services.
- (g) Provide to the Consultant any such other assistance as may be specified in the SCC.

**37. Access to
Project Site**

37.1 The Procuring Agency warrants that the Consultant shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services. The Procuring Agency will be responsible for any damage to the project site or any property thereon resulting from such access and will indemnify the Consultant and each of the experts in respect of liability for any such damage, unless such damage is caused by the willful default or negligence of the Consultant or any Sub-consultants or the Experts of either of them.

**38. Change in the
Applicable Law
Related to Taxes
and Duties**

38.1 If, after the date of this Contract, there is any change in the applicable law in the Procuring Agency's country with respect to taxes and duties which increases or decreases the cost incurred by the Consultant in performing the Services, then the remuneration and reimbursable expenses otherwise payable to the Consultant under this Contract shall be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the ceiling amounts specified in Clause GCC 42.2.

**39. Services,
Facilities and
Property of the
Procuring
Agency**

39.1 The Procuring Agency shall make available to the Consultant and the Experts, for the purposes of the Services and free of any charge, the services, facilities and property described in the Terms of Reference (**Appendix A**) at the times and in the manner specified in said **Appendix A**.

39.2 In case that such services, facilities and property shall not be made available to the Consultant as and when specified in **Appendix A**, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Consultant for the performance of the Services, (ii) the manner in which the Consultant shall procure any

such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Consultant as a result thereof pursuant to Clause GCC 42.3.

**40. Counterpart
Personnel**

40.1 The Procuring Agency shall make available to the Consultant free of charge such professional and support counterpart personnel, to be nominated by the Procuring Agency with the Consultant's advice, if specified in **Appendix A**.

40.2 If counterpart personnel are not provided by the Procuring Agency to the Consultant as and when specified in **Appendix A**, the Procuring Agency and the Consultant shall agree on (i) how the affected part of the Services shall be carried out, and (ii) the additional payments, if any, to be made by the Procuring Agency to the Consultant as a result thereof pursuant to Clause GCC 42.3.

40.3 Professional and support counterpart personnel, excluding Procuring Agency's liaison personnel, shall work under the exclusive direction of the Consultant. If any member of the counterpart personnel fails to perform adequately any work assigned to such member by the Consultant that is consistent with the position occupied by such member, the Consultant may request the replacement of such member, and the Procuring Agency shall not unreasonably refuse to act upon such request.

**41. Payment
Obligation**

41.1 In consideration of the Services performed by the Consultant under this Contract, the Procuring Agency shall make such payments to the Consultant and in such manner as is provided by GCC F below.

F. Payments to the Consultant

42. Ceiling Amount

42.1 An estimate of the cost of the Services is set forth in **Appendix C** (Remuneration).

42.2 Payments under this Contract shall not exceed the ceilings in foreign currency and in local currency specified in the **SCC**.

42.3 For any payments in excess of the ceilings specified in GCC42.2, an amendment to the Contract shall be signed by the Parties referring to the provision of this Contract that evokes such amendment.

**43. Remuneration
and
Reimbursable
Expenses**

43.1 The Procuring Agency shall pay to the Consultant (i) remuneration that shall be determined on the basis of time actually spent by each Expert in the performance of the Services after the date of commencing of Services or such other date as the Parties shall agree in writing; and (ii) reimbursable expenses that are actually and reasonably incurred by the Consultant in the performance of the

Services.

43.2 All payments shall be at the rates set forth in **Appendix C** and **Appendix D**.

43.3 Unless the **SCC** provides for the price adjustment of the remuneration rates, said remuneration shall be fixed for the duration of the Contract.

43.4 The remuneration rates shall cover: (i) such salaries and allowances as the Consultant shall have agreed to pay to the Experts as well as factors for social charges and overheads (bonuses or other means of profit-sharing shall not be allowed as an element of overheads), (ii) the cost of backstopping by home office staff not included in the Experts' list in **Appendix B**, (iii) the Consultant's profit, and (iv) any other items as specified in the **SCC**.

43.5 Any rates specified for Experts not yet appointed shall be provisional and shall be subject to revision, with the written approval of the Procuring Agency, once the applicable remuneration rates and allowances are known.

44. Taxes and Duties

44.1 The Consultant, Sub-consultants and Experts are responsible for meeting any and all tax liabilities arising out of the Contract unless it is stated otherwise in the **SCC**.

44.2 As an exception to the above and as stated in the **SCC**, all local identifiable indirect taxes (itemized and finalized at Contract negotiations) are reimbursed to the Consultant or are paid by the Procuring Agency on behalf of the Consultant.

45. Currency of Payment

45.1 Any payment under this Contract shall be made in the currency(ies) specified in the **SCC**.

46. Mode of Billing and Payment

46.1 Billings and payments in respect of the Services shall be made as follows:

- (a) Advance payment. Within the number of days after the Effective Date, the Procuring Agency shall pay to the Consultant an advance payment as specified in the **SCC**. Unless otherwise indicated in the **SCC**, an advance payment shall be made against an advance payment bank guarantee acceptable to the Procuring Agency in an amount (or amounts) and in a currency (or currencies) specified in the **SCC**. Such guarantee (i) is to remain effective until the advance payment has been fully set off, and (ii) is to be in the form set forth in **Appendix E**, or in such other form as the Procuring Agency shall have approved in writing. The advance payments will be set off by the

Procuring Agency in equal installments against the statements for the number of months of the Services specified in the SCC until said advance payments have been fully set off.

- (b) *The Itemized Invoices.* As soon as practicable and not later than fifteen (15) days after the end of each calendar month during the period of the Services, or after the end of each time interval otherwise indicated in the SCC, the Consultant shall upload to the Procuring Agency, in duplicate, itemized invoices, accompanied by the receipts or other appropriate supporting documents, of the amounts payable pursuant to Clauses GCC 45 and GCC 46 for such interval, or any other period indicated in the SCC. Separate invoices shall be submitted for expenses incurred in foreign currency and in local currency. Each invoice shall show remuneration and reimbursable expenses separately.
- (c) The Procuring Agency shall pay the Consultant's invoices within sixty (60) days after the receipt by the Procuring Agency of such itemized invoices with supporting documents. Only such portion of an invoice that is not satisfactorily supported may be withheld from payment. Should any discrepancy be found to exist between actual payment and costs authorized to be incurred by the Consultant, the Procuring Agency may add or subtract the difference from any subsequent payments.
- (d) *The Final Payment* .The final payment under this Clause shall be made only after the final report and a final invoice, identified as such, shall have been uploaded by the Consultant and approved as satisfactory by the Procuring Agency. The Services shall be deemed completed and finally accepted by the Procuring Agency and the final report and final invoice shall be deemed approved by the Procuring Agency as satisfactory ninety (90) calendar days after receipt of the final report and final invoice by the Procuring Agency unless the Procuring Agency, within such ninety (90) calendar day period, gives written notice to the Consultant specifying in detail deficiencies in the Services, the final report or final invoice. The Consultant shall thereupon promptly make any necessary corrections, and thereafter the foregoing process shall be repeated. Any amount that the Procuring Agency has paid or has caused to be paid in accordance with this Clause in excess of the amounts payable in accordance with the provisions of this Contract shall be reimbursed by the Consultant to the Procuring Agency within thirty (30) days after receipt by the Consultant of notice thereof. Any such claim by the Procuring Agency for reimbursement must be made within twelve (12) calendar months after receipt by the Procuring Agency of a final report and a final invoice approved

by the Procuring Agency in accordance with the above.

- (e) All payments under this Contract shall be made to the accounts of the Consultant specified in the SCC.
- (f) With the exception of the final payment under (d) above, payments do not constitute acceptance of the Services nor relieve the Consultant of any obligations hereunder.

G. Fairness and Good Faith

47. Good Faith

48.1 The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

H. Settlement of Disputes

48. Amicable Settlement

49.1 Any dispute of any kind whatsoever shall arise between the Authority and the Service Provider in connection with or arising out of the Contract, 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 developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – 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 even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

49.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC sub-clause 45.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Project. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940.

49.3 Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Service Provider any monies due the Service Provider.

Special Conditions of Contract

[Notes in brackets are for guidance purposes only and should be deleted in the final text of the signed contract]

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(b) and 3.1	<p>The Contract shall be construed in accordance with the law of Pakistan.</p> <p><i>[However, the Parties may consider the option of choice of law and choice of forum, if the same has been acceded to by the Government of Pakistan, and it is protected by the respective statutory instrument.]</i></p>
4.1	<p>The language is:_____ <i>[insert the language].</i></p>
6.1 and 6.2	<p>The addresses are:</p> <p>Procuring Agency : _____ Attention : _____ E-mail (where permitted): _____</p> <p>Consultant : _____ _____ Attention : _____ E-mail (where permitted) : _____</p>
8.1	<p><i>[Note: If the Consultant consists only of one entity, state “N/A”; OR If the Consultant is a Joint Venture consisting of more than one entity, the name of the JV member whose address is specified in Clause SCC6.1 should be inserted here.]</i></p> <p>The Lead Member on behalf of the JV is _____ _____ <i>[insert name of the member]</i></p>
9.1	<p>The Authorized Representatives are:</p> <p>For the Procuring Agency: _____ <i>[name, title]</i></p> <p>For the Consultant: <i>[name, title]</i> _____</p>

11.1	<p><i>[Note: If there are no effectiveness conditions, state “N/A”]</i></p> <p>OR</p> <p><i>List here any conditions of effectiveness of the Contract]</i></p> <p>The effectiveness conditions are the following: <i>[insert “N/A” or list the conditions]</i></p>
12.1	<p>Termination of Contract for Failure to Become Effective:</p> <p>The time period shall be _____ <i>[insert time period, e.g.: four months].</i></p> <p>In case of contract award, the successful bidder has to upload performance guarantee of equivalent to 5% of the value of the contract for one year. After submission of Performance Guarantee, Contract will be signed. The proceeds of the Performance Security (or Guarantee) shall be payable to the Procuring Agency (National Bank of Pakistan) as compensation for any loss resulting from the Supplier’s failure to complete its obligations under the Contract. The Performance Guarantee shall in the form of a bank guarantee, an irrevocable letter of credit issued by a reputable bank, or in the form provided in the Bidding Documents or another form acceptable to the Procuring Agency (National Bank of Pakistan). The performance guarantee will be discharged by the Procuring Agency (National Bank of Pakistan) and returned to the Supplier not later than twenty-eight (28) days following the date of completion of the Supplier’s performance obligations under the Contract.</p>
13.1	<p>Commencement of Services:</p> <p>The number of days shall be _____ <i>[e.g.: ten].</i></p> <p>Confirmation of Key Experts’ availability to start the Assignment shall be uploaded to the Procuring Agency in writing as a written statement signed by each Key Expert.</p>
14.1	<p>Expiration of Contract:</p> <p>The time period shall be Three Years</p>

21 b.	<p>The Procuring Agency reserves the right to determine on a case-by-case basis whether the Consultant should be disqualified from providing goods, works or non-consulting services due to a conflict of a nature described in Clause GCC 21.1.3</p> <p>Yes</p>
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23.1	<p>No additional provisions.</p> <p><i>[OR:</i></p> <p>The following limitation of the Consultant's Liability towards the Procuring Agency can be subject to the Contract's negotiations:</p> <p>"Limitation of the Consultant's Liability towards the Procuring Agency:</p> <p>(a) Except in the case of gross negligence or willful misconduct on the part of the Consultant or on the part of any person or a firm acting on behalf of the Consultant in carrying out the Services, the Consultant, with respect to damage caused by the Consultant to the Procuring Agency's property, shall not be liable to the Procuring Agency:</p> <p style="padding-left: 40px;">(i) for any indirect or consequential loss or damage; and</p> <p style="padding-left: 40px;">(ii) for any direct loss or damage that exceeds [insert a multiplier, e.g.: one, two, three] times the total value of the Contract;</p> <p>(b) This limitation of liability shall not</p> <p style="padding-left: 40px;">(i) affect the Consultant's liability, if any, for damage to Third Parties caused by the Consultant or any person or firm acting on behalf of the Consultant in carrying out the Services;</p> <p style="padding-left: 40px;">(ii) be construed as providing the Consultant with any limitation or exclusion from liability which is prohibited by the [insert "Applicable Law", if it is the law of the Procuring Agency's country, or insert "applicable law in the Procuring Agency's country", if the Applicable Law stated in Clause SCC1.1 (b) is different from the law of the Procuring Agency's country].</p> <p><i>[[Notes to the Procuring Agency and the Consultant: Any suggestions made by the Consultant in the Proposal to introduce exclusions/limitations of the Consultant's liability under the Contract should be carefully scrutinized by the Procuring Agency to what was included in the issued RFP.</i></p>
24.1	<p>The insurance coverage against the risks shall be as follows:</p>

	<p><i>[Note: Delete what is not applicable except (a)].</i></p> <p>(a) Professional liability insurance, with a minimum coverage of _____ <i>[insert amount and currency which should be not less than the total ceiling amount of the Contract];</i></p> <p>(b) Third Party motor vehicle liability insurance in respect of motor vehicles operated in the Procuring Agency's country by the Consultant or its Experts or Sub-consultants, with a minimum coverage of <i>[insert amount and currency or state "in accordance with the applicable law in the Procuring Agency's country"]</i>;</p> <p>(c) Third Party liability insurance, with a minimum coverage of <i>[insert amount and currency or state "in accordance with the applicable law in the Procuring Agency's country"]</i>;</p> <p>(d) employer's liability and workers' compensation insurance in respect of the experts and Sub-consultants in accordance with the relevant provisions of the applicable law in the Procuring Agency's country, as well as, with respect to such Experts, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this Contract, (ii) the Consultant's property used in the performance of the Services, and (iii) any documents prepared by the Consultant in the performance of the Services.</p>
27.1	<p><i>[If applicable, insert any exceptions to proprietary rights provision_____]</i></p>
27.2	<p><i>[If there is to be no restriction on the future use of these documents by either Party, this Clause SCC 27.2 should be deleted. If the Parties wish to restrict such use, any of the following options, or any other option agreed to by the Parties, could be used:</i></p> <p><i>[The Consultant shall not use these [insert what applies..... documents and software.....] for purposes unrelated to this Contract without the prior written approval of the Procuring Agency.]</i></p> <p><i>OR</i></p> <p><i>[The Procuring Agency shall not use these [insert what</i></p>

	<p><i>applies.....documents and software.....]</i> for purposes unrelated to this Contract without the prior written approval of the Consultant.]</p> <p>OR</p> <p><i>[Neither Party shall use these [insert what applies.....documents and software.....] for purposes unrelated to this Contract without the prior written approval of the other Party.]</i></p>
29. Code of Conduct	The Consultant is “required” / “not required” <i>[select option as applicable]</i> to have a Code of Conduct for Experts as per the policy of the Authority.
33. Removal of Experts or Sub-consultants	<i>[Note to Procuring Agency: include the following for supervision of infrastructure contracts (such as Plant or Works) and for other consulting service where the social risks are substantial or high, otherwise delete.]</i>
36.1 (a) through (f)	<i>[List here any changes or additions to Clause GCC 36.1. If there are no such changes or additions, delete this Clause SCC 36.1.]</i>
36.1(f)	<i>[List here any other assistance to be provided by the Procuring Agency. If there is no such other assistance, delete this Clause SCC 36.1(f).]</i>
42.2	Not Applicable
43.3	Price adjustment on the remuneration does not apply
44.1 and 44.2	<p>The Procuring Agency warrants that <i>[choose one applicable option consistent with the ITC 16.3 and the outcome of the Contract’s negotiations (Form FIN-2, part B “Indirect Local Tax – Estimates”):</i></p> <p><i>If ITC16.3 indicates a tax exemption status, include the following: “the Consultant, the Sub-consultants and the Experts shall be exempt from”</i></p> <p>OR</p> <p><i>If ITC16.3 does not indicate the exemption and, depending on whether the Procuring Agency shall pay the withholding tax or the Consultant has to pay, include the following:</i></p> <p>“the Procuring Agency shall pay on behalf of the Consultant, the Sub-consultants and the Experts,” OR “the Procuring Agency shall reimburse the Consultant, the Sub-consultants and the</p>

	<p>Experts”]</p> <p>any indirect taxes, duties, fees, levies and other impositions imposed, under the applicable law in the Procuring Agency’s country, on the Consultant, the Sub-consultants and the Experts in respect of:</p> <ul style="list-style-type: none"> (a) any payments whatsoever made to the Consultant, Sub-consultants and the Experts (other than nationals or permanent residents of the Procuring Agency’s country), in connection with the carrying out of the Services; (b) any equipment, materials and supplies brought into the Procuring Agency’s country by the Consultant or Sub-consultants for the purpose of carrying out the Services and which, after having been brought into such territories, will be subsequently withdrawn by them; (c) any equipment imported for the purpose of carrying out the Services and paid for out of funds provided by the Procuring Agency and which is treated as property of the Procuring Agency; (d) any property brought into the Procuring Agency’s country by the Consultant, any Sub-consultants or the Experts (other than nationals or permanent residents of the Procuring Agency’s country), or the eligible dependents of such experts for their personal use and which will subsequently be withdrawn by them upon their respective departure from the Procuring Agency’s country, provided that: <ul style="list-style-type: none"> (i) the Consultant, Sub-consultants and experts shall follow the usual customs procedures of the Procuring Agency’s country in importing property into the Procuring Agency’s country; and (ii) if the Consultant, Sub-consultants or Experts do not withdraw but dispose of any property in the Procuring Agency’s country upon which customs duties and taxes have been exempted, the Consultant, Sub-consultants or Experts, as the case may be, (a) shall bear such customs duties and taxes in conformity with the regulations of the Procuring Agency’s country, or (b) shall reimburse them to the Procuring Agency if they were paid by the Procuring Agency at the time the property in question was brought into the Procuring Agency’s
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	country.
45.1	The currency [currencies] of payment shall be the following: <i>[list currency(ies) which should be the same as in the Financial Proposal, Form FIN-2]</i>
46.1(a)	Payment will be made to consultant in advance on Quarterly basis, first payment to be released upon submission of performance guarantee equivalent to 5% of the value of the contract for one year. Subsequent payments will be made on the basis of Resource Availability Report of preceding quarters. Pro-rated amounts will be deducted from quarterly invoice against absences/unavailability (if any) of committed resources in 24 hours cycle as per respective shifts.
46.1(b)	<p><i>[Delete this Clause SCC 46.1(b) if the Consultant shall have to upload its itemized statements monthly. Otherwise, the following text can be used to indicate the required intervals:</i></p> <p>The Consultant shall upload to the Procuring Agency itemized statements at time intervals of _____ <i>[e.g. “every quarter”, “every six months”, “every two weeks”, etc.].</i></p>
46.1(e)	<p>The accounts are:</p> <p>for foreign currency: <i>[insert account]</i>.</p> <p>for local currency: <i>[insert account]</i>.</p>
48.	<p><i>[The Procuring Agency will give the dispute resolution mechanism. Following is the guidance]</i></p> <p>Dispute Resolution</p> <p>i. If any dispute of any kind whatsoever shall arise between the Authority and the Service Provider in connection with or arising out of the Contract, including without prejudice to the generality of foregoing, any question regarding its existence, validity, termination and the execution of the Project – whether during developing phase or after their completion and whether before or after the termination, abandonment or breach of the Contract – the parties shall seek to resolve any such dispute or difference by mutual</p>

	<p>diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard.</p> <p>ii. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.</p> <p>iii. At the event of failure of mediation to resolve the dispute relating to this contract such dispute shall finally be resolved through binding Arbitration by sole arbitrator in accordance with Arbitration Act 1940. The arbitrator shall be appointed by mutual consent of the both parties. The Arbitration shall take place in Islamabad, Pakistan and proceedings will be conducted in English language.</p> <p>iv. The cost of the mediation and arbitration shall be shared by the parties in equal proportion however the both parties shall bear their own costs and lawyer's fees regarding their own participation in the mediation and arbitration. However, the Arbitrator may make an award of costs upon the conclusion of the arbitration making any party to the dispute liable to pay the costs of another party to the dispute.</p> <p>v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the EPADS.</p> <p>Notwithstanding any reference to the arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree that the Authority shall pay the Service Provider any monies due to the Service Provider.</p> <p>Arbitrator's fee: The fee shall be specified in Pak Rupees, as determined by the Managing Director, PPRA, which shall be shared equally by both parties.</p> <p>Appointing Authority for Arbitrator: By the Mutual Consent or in accordance with the provisions of Arbitration Act, 1940, in case the parties fail to reach a consensus on the name of sole arbitrator, any party may submit an application to the Chief Justice Islamabad High Court for appointment of sole arbitrator. The Chief Justice IHC may appoint a former judge of any High Court or Supreme Court as the sole arbitrator to resolve the dispute between the parties.</p>
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	<p>Rules of procedure for arbitration proceedings: Any dispute between the Authority and a Service Provider who is a national of the Islamic Republic of Pakistan arising in connection with the present Contract shall be referred to adjudication or arbitration in accordance with the laws of the Islamic Republic of Pakistan including Arbitration Act 1940, however above provision shall prevail in referring the case to the Arbitrator.</p> <p>Place of Arbitration and Award: The arbitration shall be conducted in English language and place of arbitration shall be at Islamabad. The award of the arbitrator shall be final and shall be binding on the parties.</p>
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I. Appendices

Appendix A – Terms of Reference

Please refer section VI of the RFP

Appendix B - Key Experts

The bidder must deliver comprehensive CSOC (Cyber Security Operations Center) Services on 24/7 basis. While the bidder has the flexibility to propose the number of resources, they must adhere to the following minimum requirements:

L1 Resources: (Availability required from Monday to Sunday including public holidays)

- 3 x L1 resources during morning shifts.
- 2 x L1 resources during evening shifts, and
- 2 x L1 resources during night shifts.

Mandatory Attributes, Roles & Responsibilities of L1 Resources are stipulated here-in-below:

- This resource category will provide the first notification of an incident and thereby starts the incident management process, which commonly results in the activation of an incident response process.
- Perform the role of first line of defense
- Reviews events from a variety of information sources to identify incidents.
- Reports detected incidents in a prompt and timely manner using the established processes.
- Owns all reported incidents.
- Ensure that all incidents received by the Service Desk are recorded in IMS (Incident Management System).
- Identify nature of incidents based upon reported symptoms and categorization rules supplied by departments (or Organization units).
- Continuously monitors the alert queue.
- Monitors health of security sensors and endpoints.

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- Collect or help in collecting incident data and related evidence(s) for Tier 2 (L2) work.
 - Prioritize incidents based upon impact to the users and services.
 - Responsible for incident closure.
 - Delegate's responsibility by assigning incidents to the appropriate departments (or OUs) for resolution based upon the categorization rules.
 - Performs post-resolution customer review to ensure that all work services are functioning properly and all incident documentation is complete.
 - Prepare reports showing statistics of Incidents resolved / unresolved.
 - Escalate an un-identified or unresolved incident whose respective response time has expired, to the L2 Analyst or department owners (system owners), or to the SOC Manager (or Incident Response Manager) as per criticality levels.
 - To perform any other task assigned by Supervisor/NBP.

L2 Resources: (Availability required from Monday to Sunday including public holidays)

2 x L2 resources during morning shift.

1 x L2 resource during evening shifts, and

1 x L2 resource during night shifts.

Mandatory Attributes, Roles & Responsibilities of L2 Resources are stipulated here-in-below:

- This resource category serves as the primary technical focal point to track all aspects of one or more incidents, leads the analysis to determine the scope and entry vector of the incident, and assists the operations staff in the eradication and recovery of incidents.
- Perform the roles of Incident Analyst & Incident Investigator.
- Ensures all relevant information necessary to understand the incident gathered in accordance with the incident management and response processes. e.g., affected systems, asset information, vulnerability information, system configurations, IDS, logs, console reviews, memory dumps, forensic analysis, etc.
- Analyzes the gathered information to understand the scope of the incident.
- Assist the affected organization in ensuring the incident has been successfully eradicated.
- Assist the affected organization in ensuring the affected system is restored successfully to full operational status.
- Provides guidance to the IT Technicians and organization staff.
- Ensures that a technical summary of the incident is prepared. At a minimum, this will include the incident root cause(s), exploitation vector, and steps taken to address the incident.

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- Ensures the IT Technicians are appropriately collecting incident artifacts.
 - Composed of technical and functional staff involved in supporting services.
 - Give recommendation to correct the issue or provide a work around to the customer that will provide functionality that approximates normal service as closely as possible.
 - Performs deep-dive incident analysis by correlating data from various sources.
 - Determines if a critical system or data set has been impacted.
 - Provides support for new analytic methods for detecting threats.
 - If an incident reoccurs or is likely to reoccur, notify problem management so that root cause analysis can be performed and a standard work around can be deployed.
 - Support L1 Analyst staff by escalating an unidentified or unresolved incident whose respective response time has expired, to the department owners (system owners), or to the SOC Manager (or Incident Response Manager) as per criticality levels.
 - Analyzes information gathered by the Level 1 Analyst and/or Network Incident Analyst to evaluate a particular incident.
 - Performs forensic analysis of media to determine information regarding the incident exploitation vector, activities on the system, system characteristics, etc.
 - Generates a detailed forensic report identifying findings.
 - Build Correlation rules for SIEM identified use cases.
 - Develop time to time new use cases for latest attack vectors (offences).
 - Develops IMS workflow for incident management, as per approval by CISO.
 - Create reporting templates as per recommendations of CISO.
 - Create ad-hoc reporting templates.
 - Responsible for change management profiles for SOC systems (SIEM, IMS etc.).
 - Coordinate with information systems custodians for sending appropriate events to SIEM, in case if some fields or events are missing.
 - Setting up automated vulnerability assessment tools / software.
 - To perform any other task assigned by Supervisor/NBP.

SOC Manager: (Onsite Availability during any one shift in 24 hours assigned by NBP Team depending on the need of the job)
1 x SOC manager responsible for the overall management of 24x7 SOC Operations, L3 Support and coordination with all stakeholders.

Mandatory Attributes, Roles & Responsibilities of SOC Manager are stipulated here-in-below:

- The SOC Manager is the primary function for tracking and managing incidents within the area of defined responsibility.
- SOC Manager will perform the role of Managing Security Operations, L3 Analyst, Incident Manager, Strategic planner and Security Consultant.
- Ensures all incidents in area of responsibility are appropriately handled by cultivating more rapid and systematic detection, promoting situational awareness, and overseeing incident responder's efforts to minimize loss or service disruption, quickly and efficiently restore computing services, and ensure weaknesses that were exploited are mitigated.
- Ensures all incidents are appropriately reported, prioritized, categorized, tracked, assigned, and documented in the Incident Management System (IMS), incorporating impact and damage assessments.
- Ensures all incidents are promptly and thoroughly contained which includes authority to unilaterally take action to protect the assets. e.g., suspend network access to a system or account, coordinated to the extent practical with the known service or information system owner. –
- Ensures that all follow-up activities are conducted, e.g. work to strengthen security controls, or weaknesses, that allowed the incident to occur. –
- Ensures the system owners (information system owners / ISOs) are appropriately involved in the handling of the incident, specifically in assessing impacts of containment, eradication, and recovery. Works with the ISO, CISO, and CIO, among others.
- Manages resources to include personnel, budget, and shift scheduling and technology strategy to meet operational efficiency.
- Engages the CISO (Chief Information Security Officer) immediately if there is suspicion, however slight, of sensitive or non-sensitive PII.
- Ensures incident response is conducted in compliance with the Incident Management Lifecycle and Incident Management Framework, emphasizing a continuous effort to contain and recover from incidents while incrementally improving security and employing a collection of tools to ensure that incident response activities are organized and that composure is maintained.
- Ensures technical investigators are assigned and fully supported throughout the Incident Management Lifecycle, and that they have performed an adequate analysis of the incident.
- When data compromise is suspected to involve specific information, types outlined in section 'incident classification', collaborate with the appropriate subject matter expert (SME) to determine whether such data has actually been compromised. The SOC Manager shall defer to the SMEs determination of compromised data is part of the specified type. When one of the specific information types is involved, ensures that all necessary steps are being performed to use Information Security system capabilities to contain, control, and mitigate the potential risks of a breach and prevent any further unauthorized access to, or use of, the information

- Possesses in-depth knowledge on network, endpoint, threat intelligence, forensics and malware reverse engineering, as well as the functioning of specific applications or underlying IT infrastructure
- Acts as an incident “hunter,” not waiting for escalated incidents.
- Closely involved in developing, tuning and implementing threat detection analytics
- To perform any other task assigned by Supervisor/NBP.

RESPONSE TIME FOR CRITICAL AND HIGH SEVERITY INCIDENTS

The vendor/consultant needs to assure following response time for critical and high severity incidents:

The vendor must ensure the following response times for critical and high severity incidents:

In the event of a security breach or emergency declared by our bank, the vendor managing the Security Operations Center (SOC) services is required to provide prompt and effective service. This includes timely response and resolution efforts by the vendor’s expert personnel, including but not limited to L3 support, forensic experts, incident handlers, and subject matter experts (SMEs).

Incident Severity Level			
	Description	First Response Time	Resolution Time
Critical	Major system or component failure affecting many business units and customers	Within 30 minutes	As determined by NBP depending upon the nature of incident.
High	System or component failure impacting processes in a business unit or many customers	Within 60 minutes	As determined by NBP depending upon the nature of incident.

The service level stated above needs to be adhered by the service provider, otherwise the bank reserves the right to terminate the contract at its own decision.

Appendix C – Remuneration Cost Estimates

Payment Terms & Conditions

1. Bidder shall quote all prices in Pakistan Rupees (PKR) only.
2. Price quoted should be fixed and valid for period of 180 (One Hundred and eighty) days after the opening of tender.
3. All prices must be inclusive of all applicable taxes. Any increase in applicable tax rate due to government decision will be passed on to the procuring agency.
4. The Bidders must include/factor price/cost of all requirements with its Financial Proposal (Summary of Costs) as the price mentioned in Financial Proposal (Summary of Costs) will be considered as final and cannot be changed in any circumstances after the submission of bid.
5. Total cost of service for 3 years including all taxes will be considered as total bid value / bid amount / contract price.
6. Payment will be made to consultant in advance on Quarterly basis, first payment to be released upon submission of performance guarantee equivalent to 5% of the value of the contract for one year. Subsequent payments will be made on the basis of Resource Availability Report (format appended beneath) of preceding quarters. Pro-rated amounts will be deducted from quarterly invoice against absences/unavailability (if any) of committed resources in 24 hours cycle as per respective shifts.
7. Consultant needs to assure the resource availability as per service level stated here-in-above, in case of separation of any resource assigned by the consultant to the bank, the substitute will be arranged on immediate basis, failure to arrange the substitute within 3 consecutive days will result into deduction of payment equivalent to 1-week's invoice value of respective resource category, and if the resource is yet not arranged within 7 days, this penalty will increase to deduction of payment equivalent to 15 days invoice value of respective resource category.
8. Bank reserves the right to terminate the contract if:
 - a. If more than three incidents occur during any quarter where resource remains unavailable for more than 3 consecutive days.

- b. If more than three incidents occur during any year where resource remains unavailable for more than 7 consecutive days.
9. Penalties/deductions will be adjusted from the payments of subsequent quarters.

FIN-II (Summary of Costs)

			a	b	c = a x b x # of days per quarter	d = c x %Tax Rate	e = c + d	f = e x 4	g = f x 3
SR #	Service To NBP	Service Level	Minimum Resource Count in 24 Hours Cycle	Cost Per Resource Per Shift PKR (Excluding Taxes)	Cost of Service Per Quarter in PKR (Excluding Taxes)	All Taxes Applicable Per Month (Amount in PKR)	Cost of Service Per Quarter including All Taxes (Amount in PKR)	Cost of Service Per Year including All Taxes (Amount in PKR)	Cost of Service for 3 Years including All Taxes (Amount in PKR) (f x 3)
		L-1 Analyst	7						
	Cyber Security Operations Center (CSOC)	L-2 Analyst	4						
		SOC Manager	1						
Total									

Total Cost of CSOC/SOC Service for Three Years including all Taxes (Bid Value): _____

Amount in Words: _____

FIN-III (Resource Availability Report)

			A	B	c = a x b x # of days per quarter	d = c x %Tax Rate	e = c + d	f = e x 4	g =f x 3
SR #	Service To NBP	Service Level	Minimum Resource Count in 24 Hours Cycle	Cost Per Resource Per Shift PKR (Excluding Taxes)	Cost of Service Per Quarter in PKR (Excluding Taxes)	All Taxes Applicable Per Month (Amount in PKR)	Cost of Service Per Quarter including All Taxes (Amount in PKR)	Cost of Service Per Year including All Taxes (Amount in PKR)	Cost of Service for 3 Years including All Taxes (Amount in PKR) (f x 3)
1	Cyber Security Operations Center (CSOC)	L-1 Analyst	7						
2		L-2 Analyst	4						
3		SOC Manager	1						
Total									

Appendix D - Form of Advance Payments Guarantee

[See Clause GCC 46.1(a) and SCC 46.1(a)]

{Guarantor letterhead or SWIFT identifier code}

Bank Guarantee for Advance Payment

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

Beneficiary: _____ [insert Name and Address of Procuring Agency]

Date: _____ [insert date]_____

ADVANCE PAYMENT GUARANTEE No.: _____ [insert number]_____

We have been informed that _____ [name of Consultant or a name of the Joint Venture, same as appears on the signed Contract] (hereinafter called "the Consultant") has entered into Contract No. _____ [reference number of the contract] dated _____ [insert date]_____ with the Beneficiary, for the provision of _____ [brief description of Services] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of _____ [insert amount in figures] (_____) [amount in words] is to be made against an advance payment guarantee.

At the request of the Consultant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of _____ [amount in figures] (_____) [amount in words]¹ upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's a written statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Consultant is in breach of their obligation under the Contract because the Consultant:

- (a) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Consultant has failed to repay;
- (b) has used the advance payment for purposes other than toward providing the Services under the Contract.

¹ The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Client.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the Consultant on their account number _____ at _____ *[name and address of bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Consultant as indicated in certified statements or invoices marked as “paid” by the Procuring Agency which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of the payment certificate or paid invoice indicating that the Consultant has made full repayment of the amount of the advance payment, or on the __ day of *[month]*_____, *[year]*__,² whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 revision, ICC Publication No. 758.

[signature(s)]

{Note: All italicized text is for indicative purposes only to assist in preparing this form and shall be deleted from the final product.}

² Insert the expected expiration date. In the event of an extension of the time for completion of the Contract, the Client would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Client might consider adding the following text to the form, at the end of the penultimate paragraph: “The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months][one year], in response to the Client’s written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.”

Annexure E: Performance Security (or guarantee) Form

To: *[name of Procuring Agency]*

WHEREAS *[name of Supplier]* (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. *[Reference number of the contract]* dated *[insert date]* to delivery *[description of goods and services]* (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a reputable bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the: *[insert date]*

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]