



GOVERNMENT OF PAKISTAN
NATIONAL AGRI-TRADE & FOOD SAFETY AUTHORITY
ISLAMABAD

INVITATION TO BIDS

Issue date 12-5-2025 Bids Receiving Time 02:00 PM
Closing date 29-05-2025 Bids opening time: 02:30 PM

TENDER NOTICE

Hiring of services to design, Develop & Operationalize Secure, Scalable Cloud-Based E-Governance & Faceless Interaction System

Ministry of National Food Security & Research, Islamabad invites sealed bids (Technical & Financial) from the relevant companies/ firms registered with Income & Sales Tax Department and are on Active Taxpayers List (ATL) having their own setup/office with managerial capacity to design, Develop and deploy a unified, cloud-based e-governance and faceless interaction platform on build Operate and transfer model (BOT). The platform will integrate robust cyber security, data analytics, financial gateway integration and IP Contact Centre, Customer Support Systems for Ministry of National Food Security and Research (NFS&R), Government of Pakistan, Islamabad during current financial Year 2024-2025. The services cost must be quoted inclusive of all applicable taxes. Moreover, before award of contract, 10% performance amount of total bid in the shape of CDR will be submitted by the successful firm/contractor/ company and will be returned after successful completion of assignment.

2. The eligible /interested firms/companies/bidders those who fulfill the required conditions are requested to register themselves on the EPADS (<https://eprocure.gov.pk/>) and submit their documents on EPADS. The participating bidders, firms, companies can obtain complete set of bidding document /Tender containing relevant details by accepting Terms and Conditions on submission of pay order/CDR Rs.5000/- (Non-Refundable) in favour of SO (Admn-II), M/o NFS&R and may also download from the website of M/o NFS&R and PPRA. The bids in the original technical/financial bids (separate) may also be submitted as per prescribed format. The set of tender documents can be obtained from Room No. 411, 4th Floor, B-Block, Pak-Secretariat, Islamabad by submitting written application on company letter head, duly supported by a copy of NTN & GST Certificate (s) on or before 29-05-2025 with 4% bid security otherwise without security or less security amount bids will not be accepted/entertained. Moreover, on the day of opening of bids, no tender will be sold as per procedure and tender will be opened by the constituted/approved committee in presence of the bidders/their representatives (who choose to present) on 29-5-2025 at 02:30 PM in Room No. 411, 4th Floor, B-Block, Pak Secretariat, Islamabad.

3. In order to ensure the performance of nature of work, it is categorically highlighted that quoting of abnormal rates by any firm / vendor will straightaway lead to disqualification. This Tender Notice is also available on the websites of Ministry of NFS&R (www.mnfsr.gov.pk), PPRA (www.ppra.gov.pk) and EPADS (www.eprocure.gov.pk). The procuring agency reserves right to accept or reject any or all bids/proposals in accordance with Rule-33 of PPRA-2004 amended from time to time.

Contact Address:
SO (Admin-II),
Room No 411, B-Block,
Pak-Secretariat,
Islamabad
Tel:051-9207089



Government of Pakistan

NATIONAL AGRI-TRADE & FOOD SAFETY AUTHORITY

(NAFSA/MNFS&R)

Request for Proposal for

Deployment & Operations of a Secure, Scalable Cloud-Based E-

Governance & Faceless Interaction System

May, 2025

Tender No. NAFSA/MNFS&R-001

www.mnfsr.gov.pk

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Data Sheet

Bid Selection Method	Single Stage - Two Envelope: The method of selection is Quality and Cost Based Selection (QCBS). RFP is available under the Tender link of the following websites https://mnfsr.gov.pk and https://www.ppra.org.pk
Bid Security	500,000/- PKR
Deliverables	Deployment & Operations of a Secure, Scalable Cloud-Based E-Governance & Faceless Interaction System
Contact Person	Joint Secretary (Admin) Email: js.admin@mnsfr.gov.pk Phone: 051-9203635
Language	Proposals should be submitted in English language.
Currency	Prices should be in PKR.
Timelines	Bids may be submitted within 15 days from the date of publication of this advertisement.
Taxes	As applicable by the Government of Pakistan
Proposal Validity	Proposals must remain valid for a minimum of sixty (60) days after the bid submission date.
Bidder must submit	Two (02) copies of the technical and financial proposal (one original and one photocopy). A printable and searchable copy in a USB flash drive of the technical and financial proposal should be in the envelopes of the technical and financial proposal, respectively. The proposal shall contain a separate envelope for the bid security and should be part of the technical proposal.
Proposal Submission Address	<ul style="list-style-type: none"> S.O (Admin-II), Room No 411, 4th Floor, B-Block, Ministry of National Food Security & Research Secretariat, Islamabad. <p style="text-align: center;"><i>Alternate</i></p> <ul style="list-style-type: none"> Coordinator-II, Room No 417, 4th Floor, B-Block, Ministry of National Food Security & Research Secretariat, Islamabad.
Submission Date & Time	Bids must be submitted within 15 days after the publication of this Advertisement. Technical Bids will be opened on the same day i.e., 15 th day of publication of this advertisement at 02:30 PM in the office of SO (Admin-II) in front of the Bid Opening Committee. If the 15 th day of publication of this advertisement is a public holiday, then the next day of the holiday
Pre-bid Meeting	A Pre-bid meeting will be held on the 7 th working day of publication of this advertisement in the office of SO(Admin-II). If the 7 th day of publication of this advertisement is a public holiday, then the next day of the holiday

Executive Summary:

This Request for Proposal (RFP) outlines NAFSA/MNFS&R's plan to streamline operations across departments through the deployment of a unified, cloud-based e-governance platform. With the incorporation of robust cybersecurity framework, intelligent data analytics, and integrated financial and customer support systems. The system will enhance governance, operational agility, and citizen-centric service delivery by enabling faceless interactions and leveraging cutting-edge technologies such as microservices architecture, zero-trust security models, and advanced business intelligence capabilities.

1. Invitation to Bids:

National Agri-Trade & Food Safety Authority hereinafter called "NAFSA/MNFS&R" and/or the 'Procuring Agency', intends to invite bids against the RFP titled "Deployment & Operations of a Secure, Scalable Cloud-Based E-Governance & Faceless Interaction System" from eligible Bidders.

1.1. PPRA Rules to be followed

Public Procurement Regulatory Authority (PPRA) Rules (Public Procurement Rules, 2004) will be strictly followed. These may be obtained from PPRA's website.

In this document, unless otherwise mentioned to the contrary, "Rule" / "Rules" means a Rule / Rules under the Public Procurement Regulatory Authority Rules, 2004.

1.2. Mode of Advertisement(s)

As per Rule 12, this RFP is being placed online at PPRA's and NAFSA/MNFS&R websites, as well as being advertised in print media.

Bidding document containing detailed instructions, terms and conditions and this advertisement can be downloaded from NAFSA/MNFS&R and PPRA websites.

1.3. Type of Open Competitive Bidding

As per PPRA rule 36 (b), 'Single Stage - Two Envelope Procedure' shall be followed.

- The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal.
- The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion.
- Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened.
- The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency without being opened.
- The Technical Proposal shall contain a separate envelope of bid security of PKR 10,000/-, which will be opened along with the Technical Proposal.
- The Bidders will first be checked for eligibility, as per the requirements in the eligibility criteria. Thereafter, all eligible bidders shall be shortlisted against the technical requirements.
- The shortlisted Bidders will be technically evaluated, and those securing a minimum of 90 marks in the technical evaluation will be qualified for Financial Evaluation.
- In case of only one bidder securing equal to or greater than 70 marks in the technical evaluation.
- After the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publicly at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period.
- The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidder.

- The contract may be awarded to bidder securing highest combined score of Technical plus Financials Bids. The overall bid score has been divided as follows:
- Technical Proposal Evaluation carries 80% weightage.
- Financials Proposal Evaluation carries 20% weightage.
- The Procuring Agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The Procuring Agency shall upon request communicate to any Bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.
- The Procuring Agency shall incur no liability, solely by virtue of its invoking Rule 33 (1) towards Bidder who have submitted bids or proposals.
- Notice of the rejection of all bids or proposals shall be given promptly to all Bidders that submitted the proposals.

2. Instructions to Bidders:

2.1. Language

The Bid and all documents relating to the Bid, exchanged between the Bidder and the Procuring Agency, shall be in English. Any printed literature furnished by the Bidder in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the Bid.

2.2. Bid Document

The bid document can be downloaded from the NAFSA/MNFS&R and/or PPRA websites.

2.3. RFP Clarifications and Questions

To ensure fair consideration for all Bidders, NAFSA/MNFS&R prohibits communication to or with any department, officer or employee during the evaluation process.

No bidder shall be allowed to alter or modify his bid after the bids have been opened. However, the Procuring Agency may seek and accept clarifications to the bid resulting in modification of the bid that do not change the substance of the bid.

Any request for clarification in the bid, made by the Procuring Agency shall invariably be in writing. The response to such request shall also be in writing.

2.4. Pre-Bid Meeting

A pre-bid meeting will be scheduled according to Annexure A, i.e., at 2 pm on A Pre-bid meeting will be held on the 7th day of publication of this advertisement in the office of SO(Admin-II). If the 7th day of publication of this advertisement is a public holiday, then the next day of the holiday

Queries from the bidders (if any) for seeking clarifications regarding the specifications of the services / supplies must be received in writing to the NAFSA/MNFS&R latest by 24 hours before the pre-bid meeting. NAFSA/MNFS&R reserve the right not to address any verbal query, or the phone calls during pre-bid meeting.

- If any queries raised during the pre-bid meeting should be submitted in writing on the same day of the pre-bid meeting, reply to those queries will be responded within 24 hours by NAFSA/MNFS&R.
- Bidders should note that during the period from the advertisement of the RFP till the receipt of the bids, all queries should be communicated to the contact person(s) mentioned in this document in writing via e-mail or postal mail only.

- Any oral interpretations or clarifications of this RFP shall not be relied upon.
- Bidder shall include the following reference as the subject of the email/letter:
"Deployment & Operations of a Secure, Scalable Cloud-Based E-Governance & Faceless Interaction System"

2.5. RFP / Bid Price

The quoted price for System shall be:

- In Pak Rupees'
- Inclusive of all taxes, duties, levies, insurance, freight, etc.
- Best / final / fixed and valid until completion of all obligations under the Contract i.e. not subject to variation/escalation.
- Including all charges up to the delivery point/closeout.
- If not specifically mentioned in the Bid, it shall be presumed that the quoted price is as per the requirements given in this document, where no prices are entered against any item, the price of that item shall be deemed to be free of charge, and no separate payment shall be made for such item(s).
- Withholding Tax, Sales Tax and Other Taxes: The Bidder is hereby informed that the NAFSA/MNFS&R will deduct tax at the rate prescribed under the Tax Laws of Federal Government of Pakistan, from all payments for products and services rendered by any Bidder who signs a contract with NAFSA/MNFS&R.

2.6. RFP Schedule

Critical dates and milestones in connection with this RFP are mentioned in Annexure-A

2.6.1. Timeline of the Delivery:

Delivery Time will be 6 weeks after confirmation of the successful bidder.

2.6.2. Ownership:

Any transactional, user/customer/stakeholder data generated from the platform will be the property of NAFSA/MNFS&R. Complete software solution, including source code, shall solely become property of NAFSA/MNFS&R upon termination/closure of the contract.

3. Confidentiality:

No information pertaining to this RFP or the examination, clarification, evaluation, comparison, and award of this RFP shall be disclosed to other Bidders or any other persons not officially connected with the RFP process, including, but not limited to, the Bidder's own affiliate companies and subsidiaries. The Bidder is not permitted to make any public announcement or release any information regarding this RFP without NAFSA/MNFS&R's prior written approval.

NAFSA/MNFS&R reserves the right to share the Bidder's response to this RFP with its personnel, advisors and affiliates.

In the event the Bidder commits a breach of confidentiality, NAFSA/MNFS&R reserves the right to disqualify the Bidder from this RFP process and also take action under the Rules.

The Bidder shall state clearly those elements of its response that it considers confidential and/or proprietary. Failure to properly identify and mark confidential or proprietary information may result in all information received being deemed non-confidential, non-proprietary, and in the public domain.

3.1. Notices

In this document, unless otherwise specified, wherever provision is made for sending / exchanging notice, certificate, order, consent, approval or instructions amongst the Parties, the same shall be:

- In writing;
- Served by sending the same by courier or registered post to their principal office as they shall notify for the purpose.

3.2. Option to Bid

The bidders must provide a complete end-to-end solution on a turnkey basis.

3.3. Joint Venture

No Joint Venture is allowed for and under this RFP.

3.4. Corrupt Practices and Conflict of Interest

NAFSA/MNFS&R requires that bidders / contractors, observe the highest standard of ethics during the procurement and execution of contract and refrain from undertaking or participating in any corrupt or fraudulent practices.

NAFSA/MNFS&R will reject a proposal for award or revoke the award of contract, if it determines that the bidder recommended for award was engaged in any corrupt or fraudulent practices or has already been blacklisted.

Any false information or misstatement on the part of the bidder will lead to disqualification/blacklisting/ initiation of legal proceedings regardless of the price or quality of the product.

The bidders are required to mention clearly and in detail if there exists any conflict of interest. Existence of a conflict of interest or non-disclosure of a conflict of interest will lead to, at any stage, disqualification of the bidders and may also lead to blacklisting of the bidders for future procurement processes. A conflict of interest in the bidding process occurs when an individual or entity involved in the evaluation or selection of bids has a personal or financial interest that could compromise impartiality or fairness. This conflict may lead to biased decision-making that favors a specific bidder, distorting fair competition. Proper disclosure and mitigation strategies, such as recusal from decision-making, are vital to maintain transparency and ensure a level playing field for all bidders.

3.5. SLA and the Penalty

The Service Level Agreement(s) / SLAs will be signed between the Parties. These SLAs will, inter alia, detail the penalty for this project.

3.6. Warranty /Support & Maintenance Services

The successful bidder shall provide a comprehensive warranty as mentioned below. During the warranty period, it will be the responsibility of the successful bidder to rectify any defects and provide services such as preventive maintenance (if required), problem rectification within the permissible downtime.

4. Indemnification:

The Bidder will, at its own expense, indemnify and hold harmless NAFSA/MNFS&R, and their respective officers, directors, employees, representatives, licensees and agents from and against and in respect of any and all claims, liabilities, allegations, suits, actions, investigations, judgments, deficiencies, settlements, inquiries, demands or other proceedings of whatever nature or kind, whether formal or informal, brought against NAFSA/MNFS&R or any of their respective officers, directors, employees, representatives, licensees or agents, by any third parties against and in respect of any and all damages, liabilities, losses, costs, charges, fees and expenses, including without limitation reasonable legal fees and expenses, as and when incurred, relating to, based upon, incident to, arising from, or in connection with any claim or allegation with regard to any misrepresentation by the bidder, breach of any provision of this document by the bidder, negligence or willful misconduct of the bidder, infringing in any manner any copyright, trademark, intellectual property, trade secret or patent of any third party. The foregoing obligation is subject to NAFSA/MNFS&R giving bidder a prompt written notice of any claim and giving the bidder sole control of the defense of such claim. Bidder agrees that it may not, without NAFSA/MNFS&R's

prior written consent, enter into any settlement or compromise of any claim that results in any admission of liability or wrongdoing on the part of NAFSA/MNFS&R, as the case may be. To the fullest extent permitted by law, the bidder shall indemnify and hold harmless NAFSA/MNFS&R and their respective officers, directors, employees, representatives, licensees and agents from and against claims, damages, losses and expenses, including but not limited to legal fees, arising out of or resulting from performance of the work under this document and the resultant contract in relation to any claim, damage, loss or expense attributable to bodily injury, sickness, disease or death to the bidder's personnel or any third party hired by the bidder or to injury to or destruction of tangible property.

5. Preparation of Bid:

5.1. Cost of Bidding

The issuance of this RFP and the receipt of information in response to this RFP shall not in any way cause NAFSA/MNFS&R to incur any liability or obligation, financial or otherwise, to the bidder. NAFSA/MNFS&R assumes no obligation to reimburse or in any way compensate the bidder for costs and/or expenses incurred in connection with the bidder's Proposal in response to this RFP. All costs and expenses incurred by the bidder pertaining to all activities in the preparation, submission, review, selection and negotiation of the bidder's proposal in response to this RFP shall be solely borne by the bidder ("costs and expenses").

5.2. Bid Security

In accordance with Rule 25 of Public Procurement Rules, the Bidder will submit a bid security of PKR 500,000/- bidder is participating, in shape of a Bank Draft/Bank Guarantee in favor of 'National Agri-Trade & Food Safety Authority'.

- The Bid Security issued only by any scheduled bank of Pakistan will be acceptable. Cheques will not be acceptable in any case. Bid security of the successful bidder will be returned once the Performance Guarantee is submitted to NAFSA/MNFS&R.
- The bid security shall be part of the technical bid envelope; failing to do so will cause rejection of the bid.
- Bid security envelope will be opened at the time of opening of the technical proposal.
- The Bid Security shall be forfeited by the Procuring Agency on the occurrence of any/all of the following conditions:
 - If the Bidder withdraws the Bid during the validity period of the Bid specified by the Procuring Agency; and
 - If the Bidder, having been notified of the acceptance of the Bid by the Procuring Agency during the period of the Bid validity, fails or refuses to furnish the Performance Security, in accordance with the Bid Document.
- The Bid security shall be returned to the technically unsuccessful Bidder with an unopened/sealed financial bid within a one-month period.
- Validity of the Bid Security should be sixty (60) days as a minimum.

5.3. Technical Proposal

Bidders are required to submit the technical proposal stating a brief description of the bidder's organization, outlining their recent experience along with detailed methodology, architecture, solution, timelines the bidder has offered.

Names of professional staff, their details and the profiles have to be submitted.

Refer to Annexure B – Submittal Requirements for Technical Proposal.

5.4. Financial Proposal

The Financial proposal shall be prepared in line with the stated financial terms, duly signed by the authorized representative of the bidder.

The bidder shall provide its list of costs with all items described in the technical proposal priced separately.

Refer to Annexure C – Submittal Requirements for Financial Proposal.

5.5. Payment Terms / Schedule

Payments will be made by NAFSA/MNFS&R on a quarterly basis against certificates issued during the previous month.

There will be no Advance payment or mobilization fee.

5.6. Bid Currencies

Bids are to be quoted in PKR.

5.7. Advice of Omission or Misstatement

In the event it is evident to a bidder responding to this RFP that NAFSA/MNFS&R has omitted or misstated a material requirement to this RFP and/or the services required through this RFP, the responding bidder shall advise the contact person identified in the RFP Clarifications and Questions section above of such omission or misstatement.

5.8. Bid Validity Period

The bid shall have a minimum validity period of Sixty (60) days from the last date for submission of the Bid. The Procuring Agency may solicit the Bidders consent to an extension of the validity period of the bid. The request and the response thereto shall be made in writing. Bid Security shall also be suitably extended.

5.9. Additional Charges

No additional charges, other than those listed in the financial proposal, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to the site, setup, installation, training etc.

5.10. Right to Request Additional Information

NAFSA/MNFS&R reserves the right to request any additional information that might be deemed necessary during the bid's evaluation process.

5.11. Right of Refusal

The Procuring Agency may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The Procuring Agency shall upon request communicate to any Bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals but is not required to justify those grounds.

The Procuring Agency shall incur no liability, solely by virtue of invoking the foregoing under Rule 33 (1) towards Bidder who have submitted bids or proposals.

Notice of the rejection of all bids or proposals shall be given promptly to all Bidders who submitted the proposals.

6. Submission of Bids:

6.1. Sealing and Marking of Bids

Bid shall comprise a single sealed package containing two separate sealed envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. The envelope shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion.

The bids, along with the bid security, must be dropped at: National Agri-Trade & Food Safety Authority.

The Technical Proposal must contain a Sealed BID Security envelope which would be opened at the time of opening of technical proposal.

All submissions are due to the attention of the authorized person, no later than the date and time specified in Annexure A. Any proposal received after the due date and time will not be accepted by NAFSA/MNFS&R.

Proposal submissions must be organized according to the instructions provided in this document, separately packaged, sealed and identified as follows:

- Identify as Technical or Financial Proposal
- Title: Deployment & Operations of a Secure, Scalable Cloud-Based E-Governance & Faceless Interaction System
- NAFSA/MNFS&R, 3rd Floor, B-Block, Pak Secretariate, Pakistan.
- Proposal submissions must include the following copies:
- One (1) original version of the entire Technical Proposal with original signatures.
- One (1) envelope containing BID Security must be submitted along with technical proposal
- One (1) photocopied version of the entire Technical Proposal.
- One (1) softcopy containing the entire Technical Proposal.
- One (1) original version of the Financial Proposal with original signatures.
- One (1) photocopied version of the entire Financial Proposal.
- One (1) softcopy containing the entire Financial Proposal.

Softcopies of Technical as well as financial proposal are required to be submitted in the form of USB in the respective sealed envelopes. The files must be unprotected, editable, electronic documents and must be clear of any viruses, imbedded documents, or executable links.

6.2. Extension of Time Period for Submission of Bids

NAFSA/MNFS&R may extend the deadline for submission of bids, if any of the following conditions exists:

- If Procurement Committee is convinced that such extraordinary circumstances have arisen owing to law-and-order situation or a natural calamity that the deadline should be extended; and
- If Purchase Committee decides to extend the deadline due to any administrative reason.

6.3. Late Bids

Late bids shall not be considered. Therefore, it is suggested that the response be sent in a manner that ensures it arrives on time, for example: through verifiable courier, Registered Mail or in person. Responses through Fax, email, and non-registered delivery through Pakistan Post Mail will not be considered.

6.4. Presentation by Bidders

Bidders may be asked to present their proposal as per the terms and conditions listed along with the announcement of this RFP. The Bidder will be required to provide and present a detailed and comprehensive project management plan that will become the sole source for determining implementation tasks and completion time of each task. The bidders are expected to present the technical proposal and the various components within the overall proposal. The bidder must be able to answer all queries and question of the evaluation/procurement committee during the presentation.

6.5. Modification or Withdrawal of Proposals

Proposal modification and withdrawal terms and conditions are governed by PPRA Rules & Regulations. Such laws, Rules & Regulations shall always prevail at all times. Under no circumstances shall a bidder be allowed to modify or withdraw his proposal if such actions are prohibited by the relevant Rules & Regulations.

6.6. Submittal Requirements

- For Technical Proposal, please ensure that the listed requirements are provided in Annexure B.
- For Financial Proposal, please ensure that the listed requirements are provided in Annexure C.

7. Opening and Evaluation of Bids:

7.1. Opening of Bids by NAFSA/MNFS&R

Initially the envelopes marked "TECHNICAL PROPOSAL" and "BID Security" shall be opened and envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the NAFSA/MNFS&R without being opened. NAFSA/MNFS&R shall evaluate the technical proposal without reference to the price and may reject any proposal which does not comply with the specified requirements.

7.2. Modification of Bids

No bidder shall be allowed to alter or modify its bids after submitting the bids unless, NAFSA/MNFS&R may, at its discretion, ask a bidder for a clarification of bid for evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of bid shall be sought, offered or permitted.

7.3. Missing Information

Information requested in this document is aimed to evaluate the bidder and their system in a best possible way, therefore NAFSA/MNFS&R encourage bidder to furnish the information as requested in this document. Any missing information shall be considered as not available.

7.4. Addendum or Supplement to Request for Proposal

At any time prior to the deadline for submission of the Bid, NAFSA/MNFS&R may, for any reason, whether on its own initiative or in response to a clarification request by prospective bidder, modify the RFP by issuing addenda.

A summary of all questions and responses as well as any adjustments regarding the scope of this Bid - if any, will be prepared and distributed to all potential bidders that submitted their intent to bid afresh (if any, changes will be reflected in the revised proposal published at NAFSA/MNFS&R and PPRA Websites).

7.5. Shortlisting of the Bidders

Shortlisting will purely be based on the information provided in the submitted proposal and related documents, where the eligible bidder would acquire at least 90 score in the given technical evaluation criteria to qualify for financial evaluation. In case of only one bidder securing equal to or greater than 90 marks in technical evaluation, NAFSA/MNFS&R may decide to lower the cut-off score for technical qualification but not less than 70 marks.

7.6. Bidder Evaluation

The contract shall be awarded at the sole discretion of NAFSA/MNFS&R after evaluation of the bidder's proposal, reference discussions, negotiations, determination of competitive advantage and cost. Bidder must have a satisfactory record of contract performance, integrity, business ethics, adequate financial resources (in the opinion of NAFSA/MNFS&R) and vision to meet the contractual requirements contemplated in this RFP. By submitting a proposal, the Bidder warrants that:

- a) It is legally authorized to provide the subject solution(s) locally;
- b) It is in compliance with all applicable laws and regulations;
- c) It is not prohibited from doing business with NAFSA/MNFS&R/GoP by law, order, regulation or otherwise; and
- d) The person submitting the proposal on behalf of the Bidder is authorized to bind it to the terms of the proposal.

An evaluation committee ("Technical Evaluation Committee") specifically formed for this RFP process will evaluate all submitted proposals. Proposals may be evaluated and eliminated without further discussions and at the sole discretion of NAFSA/MNFS&R. NAFSA/MNFS&R will be the sole initiator of discussions to clarify or negotiate the proposal offerings. The NAFSA/MNFS&R evaluation committee will evaluate each proposal based upon their understanding of the proposals. The NAFSA/MNFS&R evaluation committee will conduct a fair, impartial and comprehensive evaluation of all proposals. If applicable, a contract shall be awarded, taking into consideration the best interests of NAFSA/MNFS&R. The selection criteria are defined in subsequent section and may include:

- a) Experience of the bidder with similar projects, size and scope;
- b) Management and staff profiles;
- c) Solution differentiation and implementation approach;
- d) Details of Scalability, Performance, Integration, Configurability, Parameterization;
- e) Cost/Value/Favorable contract terms & conditions.

NAFSA/MNFS&R reserves the right to award a contract without any further discussion with the bidder who have submitted proposals in response to this RFP. Therefore, proposals should be submitted initially on the most favorable terms available to NAFSA/MNFS&R from a price, contractual terms and conditions, and technical standpoint. However, NAFSA/MNFS&R reserves the right to conduct discussions with Bidders who submit proposals that pass the initial screening process for the feasibility of the solution(s).

NAFSA/MNFS&R is not under any obligation to provide information relating to the decision-making process.

NAFSA/MNFS&R shall evaluate a bidder's "confidence in its own ability to perform" based on a bidder's willingness to provide NAFSA/MNFS&R with meaningful contractual assurances and remedies NAFSA/MNFS&R may exercise in the event of that Bidder's non-performance.

7.7. Proposal Acceptance

A proposal submitted in response to this RFP shall constitute a binding offer. Acknowledgment of this condition shall be indicated by the signature of the participant bidder or an officer of the participant bidder duly authorized to execute contractual obligations. A submission in response to this RFP acknowledges acceptance by the participant of all terms and conditions including compensation, as set forth herein. A participant shall identify clearly and thoroughly any variations between its proposal and the NAFSA/MNFS&R's RFP. Bidder shall ensure that every page of their proposal is signed and stamped.

7.8. Alternative Proposals

Only one proposal, carefully prepared by each vendor is allowed and no alternative proposals are allowed.

7.9. Redressal of Grievances by the Procuring Agency

The Procuring Agency will constitute a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

- 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 within seven (07) days of announcement of the technical evaluation report and five (05) days after issuance of the final evaluation report.
- The GRC (Grievance Redressal Committee) shall investigate and decide upon the complaint within ten (10) days of its receipt
- 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.
- Any bidder or party not satisfied with the decision of the GRC, may file an appeal before the Authority within thirty (30) days of communication of the decision subject to

depositing the prescribed fee and in accordance with the procedure issued by the Authority. The decision of the Authority shall be considered as final.

8. Issuance of Purchase Order:

8.1. Award Criteria

NAFSA/MNFS&R shall award the Purchase Order (PO) to the successful bidder, whose bid has been determined to be substantially responsive in the view of our requirements & expectations and has provided the most competitive bid.

Contract will be signed as mentioned at Annexure L within one (01) month after the issuance of PAC mentioned in clause 5.5 Payment Terms / Schedule.

8.2. NAFSA/MNFS&R's Right to Accept Any Bid and to Reject Any or All Bids

NAFSA/MNFS&R reserves the right to accept or reject any Bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the bidders.

8.3. Notification of Award

Prior to the expiration of the period of bid validity, NAFSA/MNFS&R will notify the successful bidder in writing by letter or by facsimile, to be confirmed in writing by letter, that his/her bid has been accepted. The notification of award will constitute the formation of the contract.

Upon the successful bidders' furnishing of the performance guarantees, NAFSA/MNFS&R will promptly notify each unsuccessful bidder.

8.4. Issuance of PO

PO will be issued within Seven (07) days after the publishing of final evaluation report on NAFSA/MNFS&R website.

8.5. RFP Response Ownership

All information, materials and ideas submitted become the property of NAFSA/MNFS&R upon submission. NAFSA/MNFS&R reserves the right to modify, reject or use without limitation any or all of the ideas from submitted information. All information, materials and ideas contained in the Bidder's proposal can be used by NAFSA/MNFS&R without any restriction, provided that NAFSA/MNFS&R will not disclose any financial and pricing information the Bidder designates as confidential with any other potential Bidder. NAFSA/MNFS&R reserves the right to share, disclose or discuss to any of its consultants any proposal in response to this RFP in order to secure expert opinion.

8.6. Integrity Pact

The successful bidder shall upon the award of the Purchase Order (PO) execute an Integrity Pact with NAFSA/MNFS&R [Specimen is attached in Annexure G].

8.7. Non-Disclosure Agreement

The successful bidder(s) shall upon the issuance of the PO, execute a Non-Disclosure Agreement with NAFSA/MNFS&R [Specimen is attached in Annexure H].

9. Scope of Work

As part of the digital transformation initiative for NAFSA/MNFS&R, the selected Bidder shall deliver a modern, secure, and scalable digital ecosystem. This ecosystem must encompass the development, deployment, and support of a cloud-based software solution, cybersecurity

provisioning, customer interaction channels, business intelligence capabilities, and secure financial transactions. The overall objective is to enhance efficiency, governance, and transparency across all stakeholder groups.

9.1. Core Software Platform

The Bidder shall design and develop a modular and scalable core software platform built on microservices architecture. The platform must include a centralized Middleware to support seamless integration with third-party systems such as Pakistan Single Window (PSW) & FSCRD existing system. The Bidder must implement secure authentication mechanisms including Multi-Factor Authentication (MFA) and Identity & Access Management (IAM). The solution shall include comprehensive logging and auditing capabilities to support compliance, traceability, and real-time monitoring. Additionally, the Bidder must integrate a secure payment gateway to enable digital financial transactions, reduce manual processing, and ensure transparency. The platform must support high availability, on-demand scaling, containerization, and failover resilience to meet operational demands.

9.2. Cloud Infrastructure & Hosting

The Bidder shall deploy the solution on a Tier 3 certified cloud infrastructure that supports a zero-trust network architecture with advanced security measures. The Bidder must implement Intrusion Prevention Systems (IPS) and Intrusion Detection Systems (IDS) to safeguard data and ensure regulatory compliance. The solution must include Disaster Recovery (DR) and Business Continuity Planning (BCP) to guarantee uninterrupted service availability. Geo-redundant data centers must be provisioned to ensure failover capabilities. The infrastructure must support on-demand resource allocation, virtual machine and container-based deployments, load balancing, and on-demand scaling mechanisms to ensure optimal performance under varying workloads.

9.3. Data Management & Analytics

The Bidder must implement a robust data management for structured data storage, retrieval, and analysis. The system must support intelligent image and video storage with metadata tagging, document archival for compliance, and enterprise-grade data warehousing to support structured and historical analytics. The Bidder shall provide configurable dashboards and reporting modules to enable real-time insights across all levels of stakeholders. All analytics capabilities must be role-based and customized to meet department-specific requirements and performance indicators.

9.4. Cybersecurity & Threat Protection

The Bidder must provide a comprehensive multi-layered cybersecurity to safeguard all digital assets and sensitive information. The security architecture must include an Incident Resolution Management (IRM) system, DDoS-protected bandwidth, Web Application Firewall (WAF), Next Generation Firewall (NGFW), and a Security Information & Event Management (SIEM) system powered by a centralized Security Operations Center (SOC). The Bidder shall conduct regular security audits and penetration testing to identify vulnerabilities and ensure the system stability.

9.5. Customer Support, Call Services

The Bidder shall deploy a fully functional IP Contact Center (IPCC) equipped with an Interactive Voice Response (IVR) system, intelligent call routing and queuing, and omnichannel support across voice, chat, email, and social media platforms. The solution must include real-time notification capabilities such as One-Time Passwords (OTPs), promotional messages, alerts, and transactional updates. The Bidder must establish a structured customer support comprising a helpdesk, ticketing system, and defined escalation processes. The system

must also support automated customer feedback collection and a centralized knowledge base to facilitate users.

9.6. Business Intelligence & Analytics

The Bidder must integrate advanced business intelligence (BI) practices to provide actionable insights via operational and executive dashboards. The solution must support ad-hoc reporting, query generation, data visualization, and performance monitoring to enable government officials and decision-makers to detect inefficiencies and drive improvements. All standard reports related to the services provided under this agreement must be pre-configured and made available within the system.

9.7. Compliance & SLA Requirements

The vendor must strictly adhere to the defined SLA requirements, ensuring 99.9% uptime, proactive technical support, and real-time monitoring. Any deviation from the agreed SLAs will result in penalty deductions. NAFSA/MNFS&R requires 24/7 technical support, a structured escalation matrix, and detailed reporting mechanisms to track service performance and compliance adherence.

10. Trainings:

The Bidder shall conduct a comprehensive nationwide training and enablement program to ensure successful user onboarding and system proficiency. This must include live training sessions, webinars, and detailed manuals and guides to facilitate user adoption. The Bidder must also provide post-deployment support and refresher sessions as necessary to enable stakeholders to fully utilize all functionalities of the system.

11. Evaluation Process:

11.1. Eligibility

Below are the mandatory eligibility requirements for interested bidders. Failure to comply with any of these requirements will result in disqualification from further (technical) evaluation. Bidders must ensure that complete and valid documentary evidence is provided. NAFSA/MNFS&R reserves the right to verify the authenticity of any submitted documents.

Sr. No.	Criteria	Compliance (Yes/No)
1.	The bidder must be a registered/incorporated company in Pakistan under the Securities and Exchange Commission of Pakistan (SECP) or a firm registered under the Partnership Act of Pakistan.	
2.	The bidder must hold valid registration certificates for Income Tax, Sales Tax, and/or other relevant regulatory authorities as per government regulations.	
3.	The bidder must be listed as an Active Taxpayer in the Federal Board of Revenue (FBR)'s Active Taxpayer List (ATL) at the time of bid submission.	
4.	The bidder must submit an Affidavit on Judicial Stamp Paper, duly attested by a Notary Public, stating that the bidder is not blacklisted by any government or semi-government department.	
5.	Cloud Infrastructure hosted in bidder's owned Tier 3 Certified data centers, TIA-942 & EPI Standards, N+1 Geo-Redundancy, Multi-Region, Multi-Zone (minimum 3 regions & 3 different availability zones for cloud) deployment availability, Disaster Recovery & Business Continuity Planning, Load Balancing, WAF, SOC & on-Demand Scaling.	

6.	Bidder must have its owned nationwide physical presence & End-2-End Fiber network including FTTH with Enterprise-Grade secure connectivity including satellite connectivity in remote / border areas.	
7.	Bidder must have its owned operational IP Contact Centre (IPCC) infrastructure in at least 3 geographical locations with fallback and disaster recovery option and multi-Zone (minimum 3 regions & 6 zones) deployment capability.	

Note: Verifiable documentary proof is required for all above mandatory requirements.

11.2. Technical Evaluation Criteria and Bidder's Response

Bidder is required to provide a detailed proposal including methodology, architecture, solution, and timelines as per the requirements mentioned in the scope of work. The technical proposal will be evaluated as per below score card:

Sr. No.	Component	Details	Marks
1	Proposed Solution & Architecture	Core Software Platform, Core Application Flow, UI/UX Designing, Modular Architecture (Microservices, Layered, Containerization), Predictive Analysis & Decision Support System, Data Warehousing, Customizable Reports & Dashboards, API Gateway & Middleware for Third-Party Integration, User Authentication & IAM, Mobile & Web Accessibility, Payment Gateway Integration, Integration with PSW, Threat Protection & Monitoring, Incident Resolution Management (IRM), Web Application Firewall (WAF), SOC, SIEM, DDos Protected Bandwidth, Multi-Factor Authentication (MFA) Support, Regular Security Audits & Penetration Testing	25
2	Cloud Infrastructure (Local Residency)	Cloud Infrastructure hosted in bidder's owned Tier 3 Certified data centers, TIA-942 & EPI Standards, N+1 Geo-Redundancy, Multi-Region, Multi-Zone (minimum 3 regions & 3 different availability zones for cloud) deployment availability, Disaster Recovery & Business Continuity Planning, Load Balancing, WAF, SOC & on-Demand Scaling.	25
3	Nationwide Presence & Connectivity	Bidder must have its owned nationwide physical presence & End-2-End Fiber network including FTTH with Enterprise-Grade secure connectivity including satellite connectivity in remote / border areas.	25
4	24/7 Call Center, Customer Support & Trainings	Bidder must have its owned operational IP Contact Centre (IPCC) infrastructure in at least 3 geographical locations with fallback and disaster recovery option. Omnichannel Communication, IVR (Interactive Voice Response) System, Call Routing & Queuing, Voice, Chat, Email, Social Media Integration, OTP, Promotional, Informational & Transactional Notifications, Customer Support, Helpdesk & Technical Assistance, Ticketing System & Issue Escalation, Automated Customer Feedback Collection, Knowledge Base, Trainings & Enablement,	15

		Onboarding Drive & Nationwide Training Sessions, Webinars & Training Manual	
5	Data Management, MIS, Business Intelligence & Analytics	BI Analytics, Operational & Executive Dashboards, Ad-Hoc Query, Reporting & Analytics, Data Transformation, Digitalization, Archival, Indexing & management, Image/Video Storage and Archival	10

11.3. Technical Proposals Evaluation Summary

- The Bidders shall be first checked for the eligibility, as per the requirements in eligibility criteria vide clause 11.1. Thereafter, all eligible bidders shall be shortlisted against the technical requirements.
- The shortlisted Bidders shall be technically evaluated and those securing a minimum of 90 marks in the technical evaluation will be qualified for Financial Evaluation.
- In case, no bidder secures equal to or greater than 90 score in technical evaluation, NAFSA/MNFS&R may decide to lower the cut-off score but not less than 70 marks for technical qualification.
- After the evaluation and approval of the technical proposals, the Procuring Agency shall open the financial proposals of the technically accepted bids, publicly at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period.
- The financial proposal of bids found technically non-responsive shall be returned unopened to the respective bidders.
- The contract may be awarded to bidder(s) securing highest combined score of technical plus Financials Bids. The overall bid score has been divided as follows:
 - Technical Proposal Evaluation carries 80% weightage whereas
 - Financials Proposal Evaluation carries 20% weightage.

Please see below the formula for calculating the weightage:

- Technical score calculation: Bidder's Score= (Points Obtained in Technical Domain/Total points of Technical Domain) x 100
- Financial score calculation: Bidder's Score= (Min Bid Value / Bid in Consideration) x 100
- Total score = (Technical Score x 80%) + (Financial Score x 20%)

Annexures

Annexure A – RFP Schedule

	Description	Timelines
1	Circulation / Advertisement of RFP	20 th April 2025
2	Pre-Bid Meeting	7 th working day of publication of this advertisement
3	RFP Submission Date and Opening of Technical Proposal	15 th working day of publication of this advertisement
6	Technical Evaluation Result and Opening of Financial Proposal	On the same day at 2:30 p.m
7	Announcement for the Issuance of a Purchase Order	Shall be intimated in due course of time

*For site visit, please contact on js.admin@NAFSA/MNFS&R.gov.pk (preferably)

*Contact # 051-9203635

Annexure B – Submittal Requirements for Technical Proposal

Sr. No.	Description
1.	Cover Letter (on Bidder's Letter Head)
2.	Eligibility Requirements (Mandatory Requirements as mentioned in eligibility criteria vide clause 11.1)
3.	Responses to clause 11.2 (Technical Evaluation Criteria & Bidder's Response) of this document.
4.	Executive Summary
5.	Company Profile (Profile, History, Addresses, Product / Solution Offerings, Contact Information, number of full-time employees, Customer in Pakistan etc.)
6.	Detailed Project Execution Plan / Work Breakdown Structure
7.	Training Methodology including Schedule & Plan
8.	Project Organization and Team Profiling (Annexure E)
9.	Contact Details

Annexure C – Submittal Requirements for Financial Proposal

Bidder must quote the service fee to be charged on per certificate basis. The forecasted number of annual certificates is 250,000.

Note: NAFSA/MNFS&R will not guarantee any minimum number of certificates on monthly or annual basis.

Annexure E – Management Group and Staff Profiling

Management Group				
Name of Staff	Areas of Expertise	Position Assigned	Full Time / Project based	Level of Involvement (%)

Proposed Staff				
Sr. #	Name of Staff	Areas of Expertise	Position Assigned	Level of Involvement (%)

Annexure F– Staff Resume

Category: ☐ Product Specialist ☐ Installation Specialist ☐ Product Support Specialist

Name of Staff: _____ CNIC #: _____

Date of Birth: _____ Age: _____

Nationality/Origin: _____ Number of Years with Bidder Company: _____

Educational Qualification: _____

Relevant Work Experiences: _____

Certifications: _____

I am willing to work on the project as indicated in the deployment schedule and as required during the assignment period.

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me my qualification and my experience.

Signature of Candidate _____ Signature of the Authorized Representative of the Company _____

Date: _____

Email and Contact Number: _____

Annexure G – Integrity Pact

[the Bidder] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP)/NAFSA/MNFS&R or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any fraudulent or corrupt business practice.

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

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

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

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

For and On Behalf Of

Signature: _____

Name: _____

NIC No: _____

Annexure H – Non-Disclosure Agreement

This Mutual Non-Disclosure Agreement ("Agreement") is made and entered into between National Agri-Trade & Food Safety Authority (NAFSA/MNFS&R), and [Bidder Name], individually referred to as a 'Party' and collectively referred to as the 'Parties'. The Parties wish to exchange Confidential Information (as defined below in Section 2) for the following purpose(s):

- to evaluate whether to enter into a contemplated business transaction; and
- if the Parties enter into an agreement related to such business transaction, to fulfil each Party's confidentiality obligations to the extent the terms set forth below are incorporated therein (the "Purpose").

The Parties have entered into this Agreement to protect the confidentiality of information in accordance with the following terms:

1. The Effective Date of this Agreement is _____ 2025.

2. In connection with the Purpose, a Party may disclose certain information it considers confidential and/or proprietary ("Confidential Information") to the other Party including, but not limited to, tangible, intangible, visual, electronic, present, or future information such as:

- Business secrets.
- Financial information, including pricing.
- Technical information, including Configuration, Integration & Testing.
- Business information, including operations, planning, marketing interests, and products.
- The terms of any agreement entered into between the Parties and the discussions, negotiations and proposals related thereto and
- Information acquired during any facilities tours.

3. The Party receiving Confidential Information (a "Recipient") will only have a duty to protect Confidential Information disclosed to it by the other Party ("Discloser"):

- If it is clearly and conspicuously marked as "confidential" or with a similar designation.
- If it is identified by the Discloser as confidential and/or proprietary before, during, or promptly after presentation or communication or
- If it is disclosed in a manner in which the Discloser reasonably communicated, or the Recipient should reasonably have understood under the circumstances, including without limitation those described in Section 2 above, that the disclosure should be treated as confidential, whether or not the specific designation "confidential" or any similar designation is used.

4. A Recipient will use the Confidential Information only for the Purpose described above. A Recipient will use the same degree of care, but no less than a reasonable degree of care, as the Recipient uses with respect to its own information of a similar nature to protect the Confidential Information and to prevent:

- Any use of Confidential Information in violation of this agreement; and/or

- Communication of Confidential Information to any unauthorized third parties. Confidential Information may only be disseminated to employees, directors, agents or third-party contractors of Recipient with a need to know and who have first signed an agreement with either of the Parties containing confidentiality provisions substantially similar to those set forth herein.

5. Each Party agrees that it shall not do the following, except with the advanced review and written approval of the other Party:

- Issue or release any articles, advertising, publicity or other matter relating to this Agreement (including the fact that a meeting or discussion has taken place between the Parties) or mentioning or implying the name of the other Party; or
- Make copies of documents containing Confidential Information.

6. This Agreement imposes no obligation upon a Recipient with respect to Confidential Information that:

- Was known to the Recipient before receipt from the Discloser.
- Is or becomes publicly available through no fault of the Recipient.
- Is independently developed by the Recipient without a breach of this Agreement.
- Is disclosed by the Recipient with the Discloser's prior written approval or
- Is required to be disclosed by operation of law, court order or other governmental demand ("Process"); provided that (i) the Recipient shall immediately notify the Discloser of such Process; and (ii) the Recipient shall not produce or disclose Confidential Information in response to the Process unless the Discloser has: (a) requested protection from the legal or governmental authority requiring the Process and such request has been denied, (b) consented in writing to the production or disclosure of the Confidential Information in response to the Process, or (c) taken no action to protect its interest in the Confidential Information within 14 business days after receipt of notice from the Recipient of its obligation to produce or disclose Confidential Information in response to the Process.

7. EACH DISCLOSER WARRANTS THAT IT HAS THE RIGHT TO DISCLOSE ITS CONFIDENTIAL INFORMATION. NO OTHER WARRANTIES ARE MADE. ALL CONFIDENTIAL INFORMATION DISCLOSED HEREUNDER IS PROVIDED "AS IS".

8. Unless the Parties otherwise agree in writing, a Recipient's duty to protect Confidential Information expires after three (03) years from the date of disclosure. A Recipient, upon Discloser's written request, will promptly return all Confidential Information received from the Discloser, together with all copies, or certify in writing that all such Confidential Information and copies thereof have been destroyed. Regardless of whether the Confidential Information is returned or destroyed, the Recipient may retain an archival copy of the Discloser's Confidential Information in the possession of outside counsel of its own choosing for use solely in the event a dispute arises hereunder and only in connection with such dispute.

9. This Agreement imposes no obligation on a Party to exchange Confidential Information, proceed with any business opportunity, or purchase, sell, license and transfer or otherwise make use of any technology, services or products.

10. Each Party acknowledges that damages for improper disclosure of Confidential Information may be irreparable; therefore, the injured Party is entitled to seek equitable relief, including injunction and preliminary injunction, in addition to all other remedies available to it.

11. This Agreement does not create any agency or partnership relationship. This Agreement will not be assignable or transferable by the Parties without the prior written consent of the other party.

12. This Agreement may be executed in two or more identical counterparts, each of which shall be deemed to be an original including original signature versions and any version transmitted via facsimile and all of which taken together shall be deemed to constitute the agreement when a duly authorized representative of each Party has signed the counterpart.

13. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof, and supersedes any prior oral or written agreements, and all contemporaneous oral communications. All additions or modifications to this Agreement must be made in writing and must be signed by the Parties. Any failure to enforce a provision of this Agreement shall not constitute a waiver thereof or of any other provision.

NAFSA/MNFS&R	Company Name:
Address: 3 rd Floor, B-Block, Pak Secretariate, Islamabad	Address:
Name:	Name:
Signature:	Signature:
Title:	Title:
Date:	Date:

Annexure I – Technical Evaluation of Products / Services Strength

Bids evaluation shall be subject to 100% compliance to the following criteria for Bidder's qualification: Following table should be used.

Sr. No.	Component	Details	Marks
1	Proposed Solution & Architecture	Core Software Platform, Core Application Flow, UI/UX Designing, Modular Architecture (Microservices, Layered, Containerization), Predictive Analysis & Decision Support System, Data Warehousing, Customizable Reports & Dashboards, API Gateway & Middleware for Third-Party Integration, User Authentication & IAM, Mobile & Web Accessibility, Payment Gateway Integration, Integration with PSW, Threat Protection & Monitoring, Incident Resolution Management (IRM), Web Application Firewall (WAF), SOC, SIEM, DDos Protected Bandwidth, Multi-Factor Authentication (MFA) Support, Regular Security Audits & Penetration Testing	25
2	Cloud Infrastructure (Local Residency)	Cloud Infrastructure hosted in bidder's owned Tier 3 Certified data centers is mandatory: TIA-942 & EPI Standards, N+1 Geo-Redundancy, Multi-Region, Multi-Zone (minimum 3 regions & 6 zones) deployment availability, Security & Access Control, Secure Enterprise Network, Disaster Recovery & Business Continuity Planning, Load Balancing & on-Demand Scaling	25
3	Nationwide Presence & Connectivity	Bidder must have its owned nationwide physical presence & End-2-End Fiber network including FTTH with Enterprise-Grade secure connectivity including satellite connectivity in remote / border areas.	25
4	24/7 Call Center, Customer Support & Trainings	Bidder must have its owned operational IP Contact Centre (IPCC) infrastructure in at least 3 geographical locations with fallback and disaster recovery option. Omnichannel Communication, IVR (Interactive Voice Response) System, Call Routing & Queuing, Voice, Chat, Email, Social Media Integration, OTP, Promotional, Informational & Transactional Notifications, Customer Support, Helpdesk & Technical Assistance, Ticketing System & Issue Escalation, Automated Customer Feedback Collection, Knowledge Base, Trainings & Enablement, Onboarding Drive & Nationwide Training Sessions, Webinars & Training Manual	15
5	Data Management, MIS, Business Intelligence & Analytics	BI Analytics, Operational & Executive Dashboards, Ad-Hoc Query, Reporting & Analytics, Data Transformation, Digitalization, Archival, Indexing & management, Image/Video Storage and Archival	10

Annexure J – Letter of Purchase Order Acceptance

Date:

National Agri-Trade & Food Safety Authority (NAFSA/MNFS&R)
Islamabad

Subject: Acceptance of Purchase Order No. < PO Number>

Dear,

I am writing on behalf of < Company/Organization Name> to formally acknowledge receipt of Purchase Order No. <PO Number> dated < PO Date> issued by the National Agri-Trade & Food Safety Authority (NAFSA/MNFS&R). We are pleased to accept the terms and conditions outlined in the Purchase Order.

We have thoroughly reviewed the terms and conditions stipulated in the Purchase Order, and we confirm our commitment to fulfill the requirements specified therein. We assure you that we will adhere to the agreed-upon delivery schedules, quality standards, and any other relevant terms as outlined in the Purchase Order.

Please consider this letter as formal confirmation of our acceptance of Purchase Order No. <PO Number> issued by NAFSA/MNFS&R.

Thank you for your trust and confidence in our company. We are eager to commence work on the project and deliver exceptional results.

Yours sincerely,

<Name>
<Position/Title>
<Company/Organization Name>

Annexure K – Service Level Agreement

SLA / Support services and maintenance

Service Level Agreement