Standard Bidding Document

RFP for PSEB Web Portals Hosting, Support & Maintenance and Upgradation (Non-Consultancy Services)

National

Single Stage-Two Envelope

November 18, 2026

Pakistan Software Export Board` (Pakistan Software Export Board),Manager Procurement
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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Pakistan Software Export Board` (Pakistan Software Export Board)** has reserved Funds for the procurement planned for FY **2026-27**. The **Pakistan Software Export Board` (Pakistan Software Export Board)** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the "**RFP for PSEB Web Portals Hosting, Support & Maintenance and Upgradation**" with the reference of **"P175815"**

2. The **Pakistan Software Export Board` (Pakistan Software Export Board)** invites Bids through **EPADS v2.0** from eligible Bidders registered on **EPADS v2.0** for provision of Non-Consultancy Services.

3. **Single Stage-Two Envelope** Procedure of Principal Method of Procurement (i.e. Open Competitive Bidding) will be used by adopting **Quality and Cost Based Selection (QCBS)**Technique for the subject procurement, in line with the Public Procurement Rules, 2026 and any Regulations, and Instructions issued by the Authority (from time to time).

4. All Bids must be accompanied by a Bid Security described in Bid Security Section in Bidding Document in the form of **Pay Order, Bank Guarantee, Demand Draft** or Bid Securing Declaration on the prescribed format described.

5. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on **e-Pak Acquisition and Disposal System (EPADS)** at **https://epads.gov.pk/opportunities/federal/procurements/175815**.

6. The e-bids, prepared in accordance with the instructions in the e-Bidding documents, must be submitted through **EPADS v2.0** on or before **Wednesday, December 9, 2026 03:00 PM**. E-bids will be opened on the same day at **Wednesday, December 9, 2026 03:30 PM**. Manual submission of Bids shall not be entertained. Those vendors who have not yet registered on the new version of **EPADS v2.0,** may register themselves on

https://vendors.epads.gov.pk/. A tutorial to explain the registration process is available at https://www.youtube.com/watch?v=MNW6T38v7tc

In terms of Rules 65 of Public Procurement Rules, 2026 Grievance Redressal Committee (GRC) is notified for the subject procurement and notification copy is available on the procuring agency's website and also available on **EPADS v2.0** as well as Authority's website at (www.ppra.gov.pk).

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Instructions to Bidders

A. Introduction

1. **Scope of Bids**

1.1. The Procuring Agency (PA), as indicated in the **Bids Data Sheet (BDS)** invites Bids through **EPADS v2.0** for the provision of Non-Consultancy Services as specified in the BDS and **in Section Evaluation Criteria, Specifications & Schedule of Requirements**. The name, identification, and number of items/deliverables are provided in the **BDS**. **Single Stage-Two Envelope** procedure of the open competitive method shall be used. The successful Bidders will be expected to provide the services within the specified period and timeline(s) as stated in the **BDS**.

2. **Source of Funds**

2.1. Source of funds is referred in Clause-1 of Procurement Notice.

3. **Fraud & Corruption**

3.1. As defined under Rule 2(1)(x) of Public Procurement Rules, 2026.

4. **Eligible Bidders**

4.1. The Eligibility of the Bidders shall be determined in accordance with the Rule 21 of the Public Procurement Rules, 2026.

5. **Qualification of the Bidder**

5.1. All Bidders shall provide Bid Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

B. Bidding Documents

6. **Contents of Standard Bidding Document**

6.1. The Services required, bidding procedure, and terms and conditions of the contract are prescribed in the bidding document. In addition to the Invitation for Bids, the bidding document which should be read in conjunction with any addendum issued in accordance with **ITB 8.1** include:

Section I -Invitation to Bid
Section II Instructions to Bidders (ITB)
Section III Bid Data Sheet (BDS)
Section IV Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.
Section V Fraud & Corruption
Section VI General Conditions of Contract (GCC)
Section VII Special Conditions of Contract (SCC)
Section VIII Contract Forms

6.2. The Bidder is expected to examine all instructions, requirements, forms, terms and specifications in the bidding documents. Failure to furnish all the information required in the bidding document will be at the Service provider's risk and may result in the rejection of his bids.

7. **Clarifications**

7.1. All clarification shall be in accordance with the Rule 38 of the public Procurement Rules, 2026.

8. **Amendment of Bidding documents**

8.1. Before the deadline for submission of bids, the procuring agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder or pre-bid meeting may modify the bidding documents by issuing addendum.

8.2. Any addendum issued including the notice of any extension of the deadline shall be part of the bidding document pursuant to **ITB 8 .1** shall be uploaded on EPADS v2.0 as well as Authority's website. The procuring agency shall promptly publish the addendum at the procuring agency's website indicated in the **BDS**:

Provided that the bidder who had either already submitted his bid, shall have the right to withdraw his already submitted bid and submit the revised bid, prior to the original or extended bid submission deadline.

8.3. To give prospective bidders reasonable time in which to take an addendum/corrigendum into account in preparing their bids, the Procuring Agency may, at its discretion, extend the deadline for the submission of bids after record reason in writing:

Provided that the Procuring Agency shall extend the deadline for submission of bids, if such an addendum is issued within last three (03) days of the bid submission deadline.

C. Preparation of Bids

9. Documents Constituting the Bids

9.1. The bids prepared by the bidders shall constitute the following components: -

9.1.1. Forms of bid and Bid Prices completed in accordance with ITB 10 and 11;

9.1.2. Documentary evidence established in accordance with ITB 10 that services to be provided by the bidder are eligible services, and conform to the bidding documents;

9.1.3. Documentary evidence established in accordance with ITB 11 that the bidder is eligible and/or qualified for the subject bidding process;

9.1.4. Documentary evidence established in accordance with ITB 11.3 that the bidder has been authorized to provide the services;

9.1.5. Bid security or Bids Securing Declaration furnished in accordance with ITB 17; and

9.1.6. Any other document required in the BDS.

10. **Documents Establishing Eligibility of the Services and Conformity to bidding documents**

10.1. To establish the conformity of the Non-Consulting Services to the Bidding document, the bidder shall furnish as part of its bid the documentary evidence that services provided conform to the requirements.

10.2. Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive.

11. **Documents Establishing Eligibility and Qualification of the Bidder**

11.1. The bidder shall furnish, as part of its bid, all those documents establishing the bidder's eligibility to participate in the bidding process and/or its qualification to perform the contract if its bid is accepted.

11.2. The documentary evidence of the bidder's eligibility to bids shall establish to the satisfaction of the procuring agency that the bidder, at the time of submission of its bid, is from an eligible country.

11.3. The documentary evidence of the bidder's qualifications to perform the contract if its bid is accepted shall establish to the satisfaction of procuring agency that:

11.3.1. the bidder has the financial, technical, provisions of services and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in BDS.

11.3.2. that the bidder meets the qualification criteria listed in the Bids Data Sheet.

12. **Form of Bid**

12.1. **The bidder shall fill the Form of Bid furnished in the bidding documents. The Bid Forms must be completed without any alterations to its format and no substitute shall be accepted.**

13. **Bids Prices**

13.1. The Bids Prices quoted by the bidder in the Forms of Bid and in the price schedule shall conform to the requirements specified or exclusively mentioned hereafter in the bidding document.

13.2. All items in the Schedule of Requirements must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced and neither explicitly mentioned, their prices shall be construed to be included in the prices of other items.

13.3. The Bid price to be quoted in the Forms of Bid in accordance with ITB 12 shall be the total price of the bid, excluding any discounts offered.

13.4. The bidder shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total bid price of the services, it proposes to provide under the contract.

13.5. Prices quoted by the bidder shall be fixed during the currency of the contract and not subject to variation on any account. A bid submitted with an adjustable price will be treated as non-responsive and shall be rejected pursuant to ITB 28, unless otherwise price adjustment is permissible under Conditions of the Contract.

14. **Price Adjustment**

14.1. Price adjustment shall not be applicable on the contract with less then 12 months period.

14.2. Procuring agency may increase the remuneration of the human resources involved in non-consultancy services upto maximum 15% on annual basis.

14.3. **Procuring agency shall incorporate the provisions to allow wage rate in compliance with Federal Government's minimum wage notification, subject to the condition that clause 14.2 shall not be applicable in that case.**

15. **Bids Currencies**

15.1. Prices shall be quoted in Pakistani Rupees unless otherwise specified in the BDS.

16. **Bid Validity Period**

16.1. Bid(s) shall remain valid for the period specified in the BDS after the bid submission deadline prescribed by the Procuring Agency. A Bid valid for a shorter period shall be rejected by the Procuring Agency as non-responsive.

17. **Bid Security or Bid Securing Declaration**

17.1. Unless otherwise specified in the BDS, the bidder shall furnish as part of its bid, in the amount and currency specified in the BDS or Bid Securing Declaration on the format provided in Form 9 The scanned copy of the Bids Security shall be uploaded in the EPADS v2.0 while submitting bid, whereas the original forms of Bid Security shall be submitted to the procuring agency before the bid submission deadline. The bidder who failed to submit the original bid security before the submission deadline shall be disqualified straightaway.

17.2. The Bid Security or Bid Securing Declaration is required to protect the Procuring Agency against the risk of Bidder’s conduct which would warrant the security’s forfeiture, pursuant to ITB 17.5

17.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in 17.5 are invoked.

17.4. Unsuccessful Bidders’ Bid Security will be discharged or returned as promptly as possible after the award of contract, however in no case later than thirty (30) days after the expiration of the period of Bid Validity prescribed by the Procuring Agency pursuant to ITB 16. The Procuring Agency shall make no claim to the amount of the Bid Security, and shall promptly return the Bid Security document, whichever of the following that occurs earliest:

17.4.1. the expiry of the Bid Security;

17.4.2. the entry into force of a procurement contract and the provision of a Performance Guarantee, for the performance of the contract if such a guarantee, is required by the bidding document;

17.4.3. the rejection by the Procuring Agency of all Bids;

17.4.4. the withdrawal of the Bid prior to the deadline for the submission of bids, unless the bidding document stipulate that no such withdrawal is permitted.

17.5. The Bid Security may be forfeited or the Bid Securing Declaration executed:

17.5.1. if a bidder:

17.5.1.1. withdraws its bid during the period of bid validity as specified by the Procuring Agency, and referred by the bidder in the Forms of Bid, except as provided for in the ITBs; or

17.5.1.2. does not accept the correction of errors pursuant to ITB 30; or

17.5.2. in the case of a successful bidder fails:

17.5.2.1. **to sign the contract in accordance with ITB 48; or**

17.5.2.2. **to furnish Performance Guarantee in accordance with ITB 49.**

17.6. **The bid security shall be valid for a period specified in BDS. Bids with shorter bid security validity period shall be rejected straight away.**

18. **Alternative Bids by Bidders**

18.1. Alternatives will not be considered, unless specifically allowed for in the BDS.

18.2. When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS and the method of evaluating different time schedules will be described in Section V, Evaluation and Qualification Criteria.

19. **Withdrawal, Substitution, and Modification of Bids**

19.1. Before Bids submission deadline, any bidder may withdraw, substitute, or modify his bid after it has been submitted.

20. **Format and Signing of Bids**

20.1. The bidder shall prepare and submit his bid with due diligence after carefully reading all the terms and conditions before submission through EPADS v2.0.

D. Submission of Bids

21. **Submission of Bids through EPADS v2.0 before deadline**

21.1. The Technical and Financial Bids as the case may be, shall be submitted in the due portion of the EPADS v2.0, before bid submission deadline. The bid submission option shall be automatically disabled once the deadline is over.

21.2. The Procuring Agency may, under exceptional circumstances and at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB 8. In such a case, all rights and obligations of the Procuring Agency and the Bidders that were previously subject to the original deadline shall thereafter be subject to the revised deadline.

E. Opening and Evaluation of Bids

22. **Establishment of Procurement Cell**

22.1. PA to establish a Procurement Cell which shall carryout procurements as per Rule 10 of Public Procurement Rules, 2026.

23. **Opening & Evaluation of Bids by the Bid Evaluation Committee**

23.1. As per Rule 11 of Public Procurement Rules, 2026
(PA to constitute odd number Bid Evaluation Committee for the purpose of bid opening and evaluation of all procurements with an estimated value up to two billion rupees)

24. **Third Party Validation**

24.1. **In compliance with Rule 12** of Public Procurement Rules, 2026, the third-party validation committee or firm shall validate all procurements above five hundred million and up to two 2 billion rupees. The third-party validation shall be conducted at specifications, bidding documents preparation, technical (if any) & final evaluation stages.

25. **External Bid Evaluation Committee**

25.1. **As per Rule 13 of Public Procurement Rules, 2026,** procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

26. **Opening of Bids**

26.1. The Procuring Agency will open all bids through EPADS at the place, on the date and at the time, specified in the **BDS**.

26.2. The bids shall be opened one at a time, and the following and recorded: (a) the name of the bidder; (b) the presence of a bid security, if required; and (c) any other details as the procuring agency may consider appropriate.

26.3. No bid will be rejected at the time of bid opening except for bids whose bid security has not been provided to the procuring agency before submission deadline**.**

27. **Confidentiality**

27.1. Information relating to the examination, clarification, evaluation and comparison of bids and recommendation of contract award shall not be disclosed to bidders or any other person(s) not officially concerned with such process, until the time of the announcement of the respective evaluation report.

27.2. Any effort by a bidder to influence the procuring agency processing of bids or award decision may result in the rejection of his bid.

28. **Preliminary Examination of Bids**

28.1. Prior to the detailed evaluation of bids, the procuring agency will determine whether each bid:

28.1.1. meets the eligibility criteria defined in **ITB 4**;

28.1.2. has been prepared as per the format and contents defined by the procuring agency in the bidding document;

28.1.3. is accompanied by the required securities; and

28.1.4. is substantially responsive to the requirements of the bidding document.

28.2. The procuring agency will confirm that the documents and information specified under **ITB 9,10 and 11** have been provided in the bids. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Bidders, the bid shall be rejected.

28.3. If a bid is not substantially responsive, it will be rejected by the procuring agency and may not subsequently be evaluated for complete technical responsiveness.

29. **Examination of Terms and Conditions, Technical Evaluation**

29.1. The procuring agency shall evaluate the technical aspects of the bids submitted in accordance with **ITB 21,** to confirm that all requirements specified in **Evaluation Criteria, Technical Specifications and**

Schedule of Requirements,prescribed inthe bidding document have been met without material deviation or reservation.

29.2. If after the examination of the terms and conditions and the technical evaluation, the procuring agency determines that the bid is not substantially responsive in accordance with **ITB 28,** it shall reject the bids.

30. **Correction of Errors**

30.1. Bids determined to be substantially responsive will be checked for any arithmetic errors. Errors will be corrected as follows: -

30.1.1. if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, unless in the opinion of the procuring agency there is an obvious misplacement of the decimal point in the unit price, in which the total price as quoted shall govern and the unit price shall be corrected;

30.1.2. if there is an error in a total corresponding to the addition or subtraction of sub-totals, the sub-totals shall prevail and the total shall be corrected; and

30.1.3. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern.

30.1.4. Where there is discrepancy between grand total of price schedule and amount mentioned on the Forms of bid, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors.

30.2. The amount stated in the bid will be adjusted by the procuring agency in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder that shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount, his bid will then be rejected, and the Bid Security may be forfeited or the Bid Securing Declaration may be executed in accordance with **ITB 17.**

31. **Conversion to Single Currency**

31.1. As per Rule 42(2) of Public Procurement Rules, 2026.

32. **Evaluation of Bids**

32.1. The procuring agency shall evaluate bids in accordance with Rule 42 of Public Procurement Rules, 2026 and compare only those bids determined to be substantially responsive, pursuant to **ITB 28.**

32.2. In evaluating the Technical Bids of each Bidder, the Procuring Agency shall apply the evaluation criteria and methodologies specified in the **Bid Data Sheet (BDS)** and in accordance with the Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.

32.3. **In case of tie of bids, the bidders shall be provided an opportunity to offer their best and final monetary offer through EPADS. However, in no case the rates shall be higher than the original financial bids.**

32.4. The Procuring agency/Employer's evaluation of a bid will take into account:

32.4.1. the bid price, excluding provisional sums and the provision, if any, for contingencies in the summary bill of quantities, but including day work items, where priced competitively;

32.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 30;**

32.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 31**;

32.6. The estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in bid evaluation.

32.7. If these bidding documents allow bidders to quote separate prices for different lots, and the award to a successful bidder of multiple lots, the methodology of evaluation to determine the lowest evaluated lot

combinations in the Form of Bid, is specified in the **BDS.**

33. **Determination of Most Advantageous Bids**

33.1. Selection technique will be adopted for determining the Successful Bid in accordance with the criteria referred in the **BDS** or prescribed in the separate section titled as Evaluation Criteria.

34. **Abnormally Low Financial Bids**

34.1. Subject to sub-clause (2), a procuring agency may, in the procurement of goods, works and services, reject a bid if it has determined that the price, in combination with other constituent elements of the bid, is abnormally low in relation to the subject matter of the procurement such that it raises material concerns on the part of the procuring agency as to the ability of the bidder to perform the procurement contract satisfactorily for the offered price.

34.2. A procuring agency shall not reject a bid as abnormally low under sub-rule (1) unless the procuring agency—

34.2.1. requested through EPADS from the bidder a written clarification of bid, including a detailed price analysis of its bid price in relation to the subject matter of the procurement contract, scope, methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding documents; and

34.2.2. having taken into account the information provided by the bidder in response to a request under clause (a) and the information included in the bid, the procuring agency determines that the bidder has failed to demonstrate its ability to perform the procurement contract satisfactorily against the offered price.

34.3. The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision. The procuring agency may reinitiate the bidding process after communication of such decision.

34.4. Every abnormally low bid shall be investigated in order to determine the reason for submitting the bid including whether the bid was submitted in order to remove other bidders from competition.

34.5. In case it is established after investigation that the bidder submitted an abnormally low bid to remove other bidders from competition or to frustrate the bidding process, the procuring agency may blacklist the bidder in accordance with Rule 25(1)(d).

35. **Rejection of Bids**

35.1. As per Rule 45 of Public Procurement Rules, 2026

36. **Cancellation of procurement**

36.1. As per Rule 46 of Public Procurement Rules, 2026

37. **Single Responsive Bid**

37.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 50 of Public Procurement Rules, 2026.

38. **Alternate Dispute Resolution (ADR)**

38.1. As per Rule 66 of Public Procurement Rules, 2026

39. **Arbitration Clause**

39.1. Appointing Authority for the Arbitrator shall be Managing Director (PPRA) OR Secretary (Ministry of Law & Justice),

40. **Fee of the Arbitrator**

40.1. The fee shall be specified in PKR as detrmined by the Appointing Authority and shall be shared equally by each party.

41. **Socio-economic development**

41.1. As per Rule 63 of Public Procurement Rules, 2026, PA to encourage the inclusiveness of small and medium enterprises, and marginalized groups by

according preferences in line with the notified policies of the Federal Government

42. **Environmental objectives**

42.1. As per Rule 64 of Public Procurement Rules, 2026, The procuring agency may seek to procure services with a reduced environmental impact throughout their life cycle when compared to services with the same primary function that may otherwise be procured.

F. Award of Contract

43. **Appointment of Contract Manager**

43.1. The procuring agency shall designate a Contract Manager for each procurement or class of procurement who shall manage the contract as per Rule 58 & 59 of Public Procurement Rules, 2026.

44. **Criteria of Award**

44.1. The procuring agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the bidding document and that has been declared as Successful Bid .

45. **Procuring Agency’s Right to reject All Bids**

45.1. The procuring agency reserves the right to reject all the Bids and to annul the procurement process at any time prior to acceptance of the bid(s), without thereby incurring any liability to the affected bidder(s).

45.2. Notice of the rejection of all bids shall be given promptly to all bidders that have submitted the bids. The procuring agency shall upon request communicate to any bidder the grounds for the rejection of his bid, but is not required to justify those grounds.

46. **Procuring Agency’s Right to Vary Quantities at the Time of Award**

46.1. The procuring agency reserves the right, at the time of contract award, to increase or decrease not more than 15% of the original scope of related services originally specified in the Schedule of Requirements, provided that such variation does not exceed the percentage indicated in the **Bid Data Sheet (BDS)**. This adjustment shall be made without any change in the unit price or other terms and conditions of the Bids and Bidding Documents.

47. **Notification of Award**

47.1. Prior to the award of contract, the procuring agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the bids.

47.2. Bidder whose bid has been accepted, will be notified for the award by the Procuring Agency prior to expiration of the Bid Validity period through EPADS. The Letter of Award will state the sum that the procuring agency will pay the successful bidder in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price).

47.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee in accordance with **ITB 49** and signing of the contract in accordance with **ITB 48.**

48. **Signing of Contract**

48.1. Promptly after notification of award, Procuring Agency shall send the successful bidder the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract. The successful bidder and the procuring agency shall sign the contract.

49. **Performance Guarantee**

49.1. After the receipt of the Letter of Award, the successful bidder, within the specified time, shall deliver to the Procuring Agency a Performance Guarantee in the amount and in the form stipulated in the **BDS and SCC**,

denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Contract.

49.2. Failure of the successful bidder to comply with the requirement of **ITB 49.1** shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the procuring agency may make the award to the next ranked bidder or call for new bids.

50. **Advance Payment**

50.1. The Procuring Agency will provide an Advance Payment as stipulated in the Conditions of Contract, subject to a maximum amount, as stated in the **BDS**. The Advance Payment request shall be accompanied by an Advance Payment Guarantee in the form provided in Contract Forms.

51. **Arbitration**

51.1. The Arbitrator shall be appointed by mutual consent of the both parties as per the provisions specified in the **SCC**.

52. **Corrupt & Fraudulent Practices**

52.1. Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Bidders/Contractors under Government financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts, and will avoid to engage in any corrupt and fraudulent practices.

G. Grievance Redressal & Complaint Review Mechanism

53. **Constitution of Grievance Redressal**

53.1. The Principal Accounting Officer or head of procuring agency or any authorized officer shall constitute a committee comprising of odd number of members completely outside the procuring agency from any other procuring agency or from the pool of experts maintained by the Authority and

accessible through EPADS with necessary powers and authorizations, to address the complaints of bidders or parties that may occur prior to the entry into force of the procurement contract.

53.2. Any party may file a written complaint, two days prior to the proposal submission deadline, against the eligibility parameters, evaluation criteria or any other terms and conditions described in the bidding documents, if found contrary to the provisions of the procurement regulatory framework, and the same shall be addressed by the GRC.

53.3. Any bidder or party feeling aggrieved by any act of the procuring agency after the submission of bid, may lodge a written complaint concerning his grievances within seven days of announcement of the technical evaluation report and five days after issuance of final evaluation report.

53.4. In case, the complaint is filed against the technical or final evaluation report, the GRC may suspend the procurement proceedings till the decision.

53.5. In case, the complaint is filed after the issuance of the final evaluation report, the complainant may not raise any objection on technical evaluation of the report:Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage-single envelope bidding procedure is adopted.

53.6. The GRC shall investigate and decide upon the complaint within ten days of its receipt.

53.7. Any bidder or party not satisfied with the decision of the GRC or if GRC fails to decide within ten days under sub-rule 6, may file an appeal before the Appellate Committee of the Authority, comprising odd number of members including an external member within ten days of communication of decision subject to depositing the prescribed fee and in accordance with the procedure determined by the Authority. The Appellate Committee of the Authority shall decide the appeal within 45 days from the receipt of the appeal. The Appellate Committee may suspend the process of award of contract to such period as deemed appropriate during the pendency of appeal. The decision of the Appellate Committee of the Authority shall be considered as final.

H. Blacklisting/ Debarment

55. **Procedure for Blacklisting/Debarment**

55.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-25 of the Public Procurement Rules, 2026 , Mechanism for Blacklisting, Debarment Regulations, 2024 and “procedure for filling and disposal of review petition under rule-25(6) of Public Procurement Rules, 2026.

PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Bid Data Sheet

Bids Data Sheet (BDS)

The following specific data for the procurement of Goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

BDS Clause Number
ITB Number
Amendments of, and Supplements to, Clauses in the Instruction to Bidders

A. Introduction

BDS Clause Number 1
ITB Number 1.1

Name of Procuring Agency: **Pakistan Software Export Board` (Pakistan Software Export Board)**

The subject of procurement is: **RFP for PSEB Web Portals Hosting, Support & Maintenance and Upgradation**

Expected commencement date: **Friday, January 1, 2027**

BDS Clause Number 2
ITB Number 2.1

Financial year for the operations of the Procuring Agency: **2026-27**

Name and identification number of the Contract: **P175815**

BDS Clause Number 3
ITB Number 4

JV/Consortium or Association Allowed: **Yes**
Number of JV/Consortium Members: **2**

B. Bidding Documents

BDS Clause Number 4
ITB Number 7.1

The Bidders may seek clarifications through **EPADS v2.0**: Clarification Date: Sunday, December 6, 2026
Pre-Bid Meeting: Wednesday, November 25, 2026 03:00 PM
Venue: 6th Floor, State life Building, Blue Area, Islamabad
Meeting Link: https://zoom.us/j/96275912267?pwd=BW0crUJMrOzpNO39BudVxbdkVwT3Xr.1

BDS Clause Number 5
ITB Number 8.1

Any addendum, in case issued, shall be published on **Pakistan Software Export Board` (Pakistan Software Export Board)** website and on **EPADS v2.0**.

BDS Clause Number 6
ITB Number9.1

List of documents required along with the bid: **No**

BDS Clause Number 7
ITB Number 11.1

The qualification criteria to establish the supply / production capability of the bidder.

see Eligibility Criteria

BDS Clause Number 8
ITB Number 7.1

Services and Their related documents:
See section Required Services and Scope of Work

BDS Clause Number 9
ITB Number 13.1 & 13.2

Price schedule will be provided according to the format defined and acquired.
see section price schedule.

BDS Clause Number 10
ITB Number 7.1

Specifications:

see section of specifications.

C. Preparation of Bids

BDS Clause Number 11
ITB Number 13.5

The price shall be **Fixed**.

BDS Clause Number 12
ITB Number 15.1

Currency of the Bids shall be : **PKR**

BDS Clause Number 13
ITB Number 16.1

The Bids/Bid Validity period shall be: **180 Days**

BDS Clause Number 14
ITB Number 17.1

The amount of Bid Security shall be as defined in Bid Security Section for items and lots given
Instrument of Bid Security Shall be in the Name of : **Pakistan Software Export Board`**
The Bid Security shall be in the form of: **Pay Order, Bank Guarantee, Demand Draft**

BDS Clause Number 15
ITB Number 17.3

The Bids security shall be valid for twenty-eight (28) days beyond the expiry of the Bids validity period specified in the bidding documents, for example the bid validity is 180 days so the bid security shall be valid for 180+28 = 208 days.

BDS Clause Number 16
ITB Number 18.1

Alternative Bids to the requirements of the bidding documents will not be permitted.

D. Submission of Bids

BDS Clause Number 17
ITB Number 21.1

Bid shall be submitted online on **EPADS v2.0** whereas hard copy of the bid security should be submitted to the following;

6th Floor, State life Building, Blue Area, Islamabad

Bids that are not submitted on EPADS v2.0 shall be disqualified.

The deadline for Bids submission is: **Wednesday, December 9, 2026 03:00 PM**

E. Opening and Evaluation of Bids

BDS Clause Number 18
ITB Number 26.1

The Bids opening shall take place on **EPADS v2.0**.

Day *: **Wednesday***

Date: ***Wednesday, December 9, 2026***

Time *: **03:30 PM***

BDS Clause Number 19
ITB Number 32.1

Selection technique adopted will be: **Quality and Cost Based Selection (QCBS)**
see Evaluation Criteria

F. Award of Contract

BDS Clause Number 20
ITB Number 49.1

The Performance guarantee shall: **10.00%**.

The Performance Guarantee shall be acceptable in the form of: **Bank Guarantee**

BDS Clause Number 21
ITB Number 51.1

Arbitrator shall be appointed by mutual consent of the both parties.

G. Review of Procurement Decisions

BDS Clause Number 22
ITB Number 53.1

Grievence against this procurement shall be submitted online on **EPADS v2.0**.

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Eligibility Criteria

All Active Taxpayers shall be eligible to participate in the procurement process, unless expressly excluded or otherwise restricted under the Eligibility Criteria specified by the Procuring Agency.

Required Registration
FBR (NTN) FBR (GSTN)

Eligibility Criteria	Document
Income Tax Registration: The bidder must hold a valid and active Income Tax Registration (NTN) and appear as “Active” on the FBR Active Taxpayers List (ATL). Each JV partner must meet this independently. a) Copy of the valid NTN certificate. b) Printout or screenshot of the FBR ATL (Income Tax) showing “Active” status.	Yes
Sales Tax Registration: The bidder must hold a valid and active Sales Tax Registration with FBR or the relevant Provincial Revenue Authority (PRA / SRB / KPRA / BRA) for services. Each JV partner must meet this independently. Mandatory a) Copy of the valid Sales Tax Registration Certificate (FBR and/or Provincial). b) Printout or screenshot of the ATL showing “Active” status, or the provincial authority’s active-status verification.	Yes
Data Center Locations: • The bidder must give the locations and details of its Primary Data Center and Secondary / DR site. • Both must be located within Pakistan, and the two sites must be geographically separate. The Bidder or In case of JV any partner can meet the requirement. Mandatory a) Complete addresses of both sites.	Yes

Data Center Tier Compliance: The data centers must be Tier-III or Tier-IV compliant and certified. The Bidder or In case of JV any partner can meet the requirement. Mandatory a) Copy of the valid Tier-III/IV certificate. b) A reference document stating the certification body, scope, and validity.	Yes
Non-Blacklisting: The bidder must not be blacklisted, debarred or suspended by any Federal, Provincial or Local Government Department, autonomous body, or public sector organization in Pakistan. The Bidder or Each JV partner must meet this independently.. Mandatory An undertaking or affidavit on a Rs. 100 or above stamp paper.	Yes
Web-Based Network Monitoring Tools: The bidder must use web-based network and infrastructure monitoring tools covering uptime, performance, bandwidth, alerts and incidents. The Bidder or In case of JV any partner can meet the requirement. Mandatory a) Names and versions of the tools, with licensing details. b) Monitoring procedures: alerting, escalation matrix, and incident response. c) Sample dashboard screenshots or reports.	Yes
SLA Compliance: The bidder must comply fully with the SLA attached to this RFP. Jointly by all JV partners. Mandatory An undertaking on company letterhead, signed and stamped by the authorized signatory. In a JV, all partners sign it.	Yes
Permitted composition: A JV is allowed only between a Software Development company and a Hosting / Data Center company, with either one as lead.	No
Maximum partners: A JV may have no more than two (2) partners.	No
Lead partner: One partner must be named Lead Partner. The Lead Partner submits the bid and is PSEB’s single point of contact.	No
JV agreement: The bid must include a JV Agreement or MoU on stamp paper of the applicable value, attested by a Notary Public. It must state: o the name of the Lead Partner; o each partner’s roles, responsibilities and scope of work; o that the agreement stays valid for the entire contract period, including extensions of the contract period;	Yes
Independent compliance: Each JV partner must meet Mandatory Criteria 1, 2 and 5 independently, and must submit a copy of its company registration (SECP Certificate of Incorporation or Registrar of Firms certificate).	No

Single Entity participation: A company that can provide development, hosting and support services can apply.	No
Bid security in the shape of Demand Draft / Pay Order in favor of Pakistan Software Export Board, amounting to Rs. 500,000/-), which shall remain valid for at least 28 days beyond the bid validity period should be submitted to PSEB Head Office before submission deadline.	Yes

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Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Weightage

Technical Evaluation %	Financial Evaluation %
70	30

Technical Marks	100
Passing Marks	**70**
Technical Evaluation Criteria	
Firm / Bidder Profile (copy of company registration). For a JV, marks will be awarded on the lead bidder registration age. (Qualitative)(Doc Required) 10-Years **(10)** 9-Years **(9)** 8-Years **(8)** 7-Years **(7)** 6-Years **(6)** 5-Years **(5)** 4-Years **(4)** 3-Years **(3)** 2-Years **(2)** 1-Year **(1)**	10

Financial Strength (verified from any one of the last audited financial statements (2024-25 or 2025-26); for a JV, combined turnover of all partners) (Qualitative)(Doc Required) Annual turnover PKR 50 million and above **(15)** Annual turnover PKR 30 to below 50 million **(10)** Annual turnover PKR 10 to below 30 million **(5)**	15
Transfer of knowledge: details and schedule required Training for designated PSEB staff to understand the hosting platform and its monitoring tools Note: Fully meets 100% All requirements addressed in detail, with a clear, specific and practicable approach. Largely meets 70% Most requirements addressed; minor gaps or generic content. Partially meets 40% Some requirements addressed; significant gaps. Not addressed 0% Requirement not addressed or not demonstrated. (Qualitative)(Doc Required)	10
Disaster recovery: Runbooks, Technical Recovery Procedures (TRPs), IT DR Plans, BCP, etc. must be in place and a copy provided. Details of JV partner are acceptable. DR provisions, processes and ability to support data preservation, recovery time, scheduling, backup, restore, integrity checks, etc. (Qualitative)(Doc Required)	10
Previous Experience – Corporate Clients (Development and Hosting Services) The Bidder shall provide a list of corporate clients for whom development and/or hosting services have been successfully provided, along with the name and contact details of the relevant Point of Contact (PoC) for each client. - Scoring: 2.5 marks for each eligible corporate client. - Experience of corporate clients required equally for both development and hosting JV partner if the lead bidder is applying with JV otherwise the single bidder has to provide equal experience of both development and hosting. - Supporting Information: The list shall include the client’s name, nature of services (Development/Hosting), project details, and PoC name, designation, contact number, and email address. (Qualitative)(Doc Required)	20

Certifications – Information Security and Local Cloud/Data Centre The Bidder/JV shall possess valid and internationally recognized certifications relevant to Information Security and Local Cloud/Data Centre services, including but not limited to ISO/IEC 27001:2022 (or its latest applicable version at the time of bid submission). Copies of valid certifications shall be attached with the Technical Proposal. Certifications held by any JV partner or the local cloud service provider/vendor whose data centre infrastructure is being utilized by the Bidder/JV shall also be acceptable, subject to documentary evidence of the relevant service arrangement. Certification Required 5 Marks each (Qualitative)(Doc Required)	10
Technical Presentation: The bidder shall give a presentation (in person at PSEB or online, as PSEB decides) on its proposed solution, delivered by its key technical personnel. PSEB will notify the date and time to all responsive bidders. In a JV, both partners shall take part. A bidder that does not attend will score zero (0) under this criterion. Understanding of Portal Upgradation Requirements (5 Marks), Understanding of Hosting Platform (4 Marks), Technical Architecture and Technology Stack (4 Marks), Information Security and Data Protection (3 Marks), Performance, Scalability and Availability (3Marks), Implementation Methodology and Project Timeline (3 Marks), Support, Maintenance and Service Level Agreement (SLA) (3 Marks) (Qualitative)(Doc Required)	25

Required Services

Positions Without Lots :

Position	Delivery Schedule	Quantity	Bid Security
PSEB Web Portals Hosting, Support & Maintenance and Upgradation	**Address:** 6th Floor, State life Building, Blue Area, Islamabad **Schedule:** Within 30-days after signing of contract **Quantity:** 1/job	1/job	500000 PKR

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Related Services :

No

Services Specifications

Positions Without Lots :

Position: PSEB Web Portals Hosting, Support & Maintenance and Upgradation

Specifications / Requirements:

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PUBLIC PROCUREMENT REGULATORY AUTHORITY (PPRA) EPADS

Scope of Work

Pakistan Software Export Board (PSEB) intends to engage a technically qualified, experienced, and reputable IT firm for the upgradation, integration, maintenance, hosting, security, optimization, and continuous enhancement of its strategic digital platforms and associated digital service ecosystem.

The selected firm shall provide comprehensive end-to-end services, UI/UX modernization, application design and development, Content Management System (CMS) implementation, AI-powered automation, API development and integration, managed hosting, Vulnerability Assessment and Penetration Testing (VAPT), security and regulatory compliance, performance optimization, analytics, technical support, maintenance, and management reporting. The details of upgradation of “techdestination” portal is attached at Annexure-C.

The principal scope of work shall include, but not be limited to, the following:

1. Enhancement and extension of the existing industry-facing PSEB portal (details given in Annexure-C), including improvements to its functionality, usability, performance, integrations, and overall user experience.

2. Enhancement and extension of the existing administrative portal (complete details available in Annexure-C) used by PSEB officials, including workflow automation, reporting, access controls, operational dashboards, and administrative functionalities.

3. Complete redesign/development of PSEB’s official website (complete details available in Annexure-C) for international audiences, ensuring a modern, professional, responsive, accessible, and globally competitive digital presence and redesign/development of PSEB’s official industry-facing website, with improved information architecture, user experience, content presentation, engagement features, and service accessibility.

4. Redesigning, and developing of three microsites and integrating them seamlessly within the main PSEB website, while maintaining consistent branding, navigation, user experience, and technical architecture.

5. Provision of secure, reliable, scalable, and fully managed hosting services for the PSEB portal “techdestination”.com with its micro sites, microsites, applications, databases, and associated digital services.

6. Conducting periodic Vulnerability Assessment and Penetration Testing (VAPT), submission of comprehensive VAPT reports, remediation of identified vulnerabilities, and implementation of applicable security controls and compliance requirements as mentioned in Annexure-C.

7. Provision of ongoing corrective, preventive, adaptive, and enhancement maintenance under a comprehensive Service Level Agreement (SLA as per Annex-A), covering hosting infrastructure, portals, websites, microsites, integrations, security, performance, availability, backups, monitoring, incident management, and technical support.

8. Migration Of all integrations currently exist with government entities (NADRA, FBR, SECP, PTA, etc) and other organizations including L2/L3 connectivity (3), API integration (estimated 10 to 15) VPN’s (estimated 6 to 8). All these integrations will be done either in existing way or according to Pakistan Digital Authority (PDA) proposed plan WASL (National Data Exchange Layer).

This document serves for outlining the methodology and criteria to be adopted by PSEB in the assessment, evaluation, and selection of a firm or company for upgradation of the “techdestination” portal, support and maintenance services and web hosting for “techdestination” portal.

The selected company will be required to provide upgradation of the “techdestination” portal with one time cost and **Managed Hosting, support and maintenance Services** for a period of three (03) years, with subsequent extension for two (02) years, subject to satisfactory performance.

Brief Description

7.1. **PURPOSE OF THE DOCUMENT**

This document serves for outlining the methodology and criteria to be adopted by PSEB in the assessment, evaluation, and selection of a firm or company for upgradation of the “techdestination” portal, support and maintenance services and web hosting for “techdestination” portal.

The selected company will be required to provide upgradation of the “techdestination” portal with one time cost and **Managed Hosting, support and maintenance Services** for a period of three (03) years, with subsequent extension for two (02) years, subject to satisfactory performance.

7.1. **MANAGED HOSTING AND INFRASTRUCTURE SERVICES**

The selected firm shall provide secure, scalable, highly available, and fully managed hosting and infrastructure services for “techdestination” websites and associated microsites and including its registration module, related applications, databases, APIs, integrations, administrative panels, and supporting services

The hosting environment shall support mission-critical operations, secure transactions, high-volume stakeholder access, external system integrations, application performance, data protection, and future expansion.

7.1.

7.1.1. **Active–Passive Hosting and Disaster-Recovery Architecture**

The proposed hosting solution shall be deployed using an active–passive failover architecture comprising a Primary Site and a separate Disaster Recovery (DR) Site. Under normal operating conditions, the Primary Site shall host and serve all production traffic.

Corresponding servers at the DR Site shall operate as synchronized passive standby instances and shall be activated if the Primary Site or a critical production service becomes unavailable.

At a minimum, the active–passive architecture shall include:

7.1. Primary and DR instances for the “techdestination” website/cPanel environment.

7.2. Real-time replication of the production cPanel and Portal virtual machines.

7.3. A dedicated private connection between the Primary and DR sites.

7.4. Local Cloud-based load balancing with health checks and active–passive failover.

7.5. Automatic or controlled traffic redirection to the DR environment upon failure of the active production environment.

7.6. Secure synchronization of application data, website files, configurations, and databases.

7.7. Documented failover, failback, recovery, and service-restoration procedures.

7.8. Periodic failover and disaster-recovery drills without compromising production data.

7.9. Restoration of the Primary Site and controlled failback after resolution of an incident**.**

The selected firm shall submit the proposed Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for PSEB’s review and approval. The committed RTO and RPO shall subsequently form part of the Service Level Agreement.

The failover arrangement shall cover infrastructure availability as well as the continued operation of websites, portal services, databases, APIs, SSL certificates, security controls, DNS routing, and other essential dependencies.

7.1.

7.1.1. **Managed Infrastructure Services**

The selected firm shall provide fully managed cloud, virtualized, dedicated, or equivalent hosting infrastructure in accordance with the attached technical specifications.

The managed services shall include:

7.1. Provisioning, configuration and administration of hosting infrastructure, virtual machines, operating systems, databases, web servers and application environments.

7.2. Deployment and management of required development, staging, pre-production, production and disaster recovery environments.

7.3. Provisioning and management of all required software licenses.

7.4. Operating system, database, web server and security patch management.

7.5. Capacity planning, resource scaling and infrastructure optimization.

7.6. Server hardening, secure configuration and access management.

7.7. Database administration, maintenance, tuning and performance optimization.

7.8. Application and web server performance optimization.

7.9. Management of domains, DNS, SSL/TLS, CDN, firewalls and load balancing.

7.10. 24/7 infrastructure, application, database and service availability monitoring.

7.11. Incident management, escalation, resolution and root-cause analysis.

7.12. Infrastructure documentation, configuration records and secure handover of administrative credentials.

7.12.1. **Network Connectivity and Availability**

The hosting environment shall include the connectivity and network services specified in the attached Server Requirements Schedule, including:

7.1. Minimum 50 Mbps internet connectivity, scalable as per requirements.

7.2. DDoS detection and mitigation.

7.3. Required number of dedicated public IP addresses.

7.4. Private connectivity between Primary and DR sites, with adequate bandwidth.

7.5. Licensed next-generation firewall and secure VPN connectivity.

7.6. Secure administrative access restricted to authorized personnel.

7.7. Automated network monitoring, traffic analysis and alertin

7.8. Redundant network connectivity and supporting components.

7.9. Application and database servers shall communicate through private network IPs rather than public IPs.

7.10. SMTP relay service for email delivery to internal and external portal users.

The selected firm shall ensure that the allocated bandwidth, connectivity, and network resources remain sufficient for the operational requirements of the “techdestination” websites including registration Portal throughout the contract period.

7.1.

7.1.1. **Security Management**

The hosting services shall incorporate layered security controls for the infrastructure, applications, databases, administrative interfaces, and network environment.

The selected firm shall provide:

a. Next-Generation Firewall (NGFW) and Web Application Firewall (WAF) protection.

b. Distributed Denial-of-Service (DDoS) protection at network and application levels.

c. Intrusion Detection and Prevention Systems (IDS/IPS) with continuous security monitoring and alerting.

d. Malware, ransomware, and advanced threat detection and prevention.

e. Automated vulnerability scanning, regular security updates, and patch management.

f. Secure VPN-based administrative connectivity and controlled privileged access.

g. Valid SSL/TLS certificates and secure communication protocols.

h. Centralized logging, security-event monitoring, and log retention through SIEM or equivalent solutions.

i. Identity and Access Management (IAM), including Multi-Factor Authentication (MFA).

j. Data encryption at rest and in transit, including database security and access controls.

k. API security, authentication, and protection against common web application vulnerabilities (SQLi, XSS, etc.).

l. Security incident investigation, containment, recovery, and reporting.

m. Coordination and remediation support for vulnerabilities identified through third-party VAPT exercises.

The selected firm shall ensure that all security licenses remain valid throughout the contract period and are renewed before expiration.

7.1.

7.1.1. **Backup, Restoration and Data Protection**

The selected firm shall implement a comprehensive backup and recovery mechanism covering websites, applications, databases, configurations, and other critical data.

The backup arrangement shall include:

7.1. Backup-as-a-Service with two full backups and fourteen incremental backups, in accordance with the agreed backup cycle.

7.2. At least one encrypted off-site backup maintained on secure cloud object storage.

7.3. Manual snapshots to support point-in-time recovery.

7.4. Retention of at least three snapshot copies.

7.5. Encryption of backup data during transfer and at rest.

7.6. Monitoring and reporting of backup success and failure.

7.7. Periodic restoration testing to verify backup integrity and recoverability.

7.8. Documented restoration procedures for files, databases, virtual machines, and complete environments.

7.9. Restricted and auditable access to backup repositories.

7.10. Protection of backups against unauthorized deletion, modification, or ransomware-related compromise.

Backup completion alone shall not be treated as proof of recoverability. The selected firm shall periodically perform and document restoration tests and submit the results to PSEB.

7.1.

7.1.1. **Monitoring, Support and Service Levels**

The selected firm shall provide PSEB with access to a centralized monitoring dashboard displaying the operational status of virtual machines, network connectivity, resource utilization, uptime, backups, security alerts, and other relevant indicators.

The service shall include:

a. 24/7/365 automated monitoring and technical support.

b. Maximum initial response time of one hour for reported incidents.

c. Minimum monthly uptime commitment of 99.9% for the portal and hosting infrastructure.

d. Proactive alerts for CPU, memory, disk, network, database, application, and service-related thresholds.

e. Automated monitoring of Primary and DR environments, including notification of service failures and failover events.

f. Incident classification, escalation, tracking, and closure.

g. Monthly uptime, incident, capacity, backup, performance, and security reports.

h. Root-cause analysis reports for all critical incidents.

i. Planned-maintenance notifications and adherence to approved maintenance windows.

j. Regular capacity reviews and recommendations for resource scaling.

k. Access to a centralized web-based monitoring dashboard displaying infrastructure health, resource utilization, uptime, backups, and security alerts.

The detailed severity levels, response times, resolution targets, escalation matrix, service credits, maintenance windows, and reporting obligations shall be defined under the applicable Service Level Agreement.

7.1.

7.1.1. **Application Maintenance and Support**

The selected firm shall provide the following maintenance and support services:

7.1. Comprehensive application-level support including corrective, preventive, adaptive, and perfective maintenance.

7.2. Timely resolution of bugs, technical errors, and performance issues in the live environment.

7.3. Regular health checks, security assessments, and application patch updates.

7.4. Adjustments to maintain compatibility with evolving third-party services, platforms, or browser versions.

7.5. Minor enhancements and user interface improvements based on operational feedback.

7.6. 24/7 technical support through a helpdesk or ticketing system with issue prioritization and escalation.

7.7. Monthly reporting on issues logged, resolved, and pending, with relevant performance metrics.

7.8. Maintenance of up-to-date technical documentation and user manuals.

7.9. Knowledge transfer sessions for the client’s internal technical team (if required).

7.10. Incident resolution timelines defined under a formal Service Level Agreement (SLA).

7.11. Controlled deployment process for all approved changes, including testing in a staging environment.

7.12. Availability of a dedicated maintenance team or resource pool including developers and support engineers.

Note: Any changes to the existing PSEB portals and all of its sub-portals, including frontend modifications, API integration and connectivity, shall be covered under routine maintenance at no additional cost. However, major changes or the addition of new modules shall not be considered part of routine maintenance and will require a formal Change Request (CR) and approval.

7.1.

7.1.1. **Hosting Platform Specifications:**

PSEB can acquire multiple options of Virtual Machines (VMs) to host PSEB Portal on Local cloud Platform are outlined in table-1 below. The final decision regarding the hosting platform and the number of VMs will be determined by the procuring agency based on its specific requirements.

The costing of the hosting solution is detailed in Annexure-B. The costing sheet shall only be the part of financial proposal and shall not be disclosed in technical proposal in any way. Failure to comply with this instruction will result in the disqualification of the bid.

Table 1:

VM Options	**vCPU's**	**vCPU Speed (Minimum)**	**RAM**	**HD/Storage**
1	04	2.0 GHz	8 GB	100 GB SSD
2	08	2.0 GHz	16 GB	200 GB SSD
3	08	2.0 GHz	16 GB	500 GB SSD

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4	16	2.0 GHz	32 GB	200 GB SSD
5	16	2.0 GHz	32 GB	500 GB SSD
6	24	2.0 GHz	32 GB	200 GB SSD
7	24	2.0 GHz	32 GB	500 GB SSD
8	32	2.0 GHz	64 GB	500 GB SSD
9	32	2.0 GHz	64 GB	1 TB SSD
10	50 Mbps Internet connectivity with unlimited data transfer volume and DDoS mitigation			

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11	Dedicated Public IP addresses
12	Cost of addition SSD /Object Oriented storage in 100 GB sizing
13	Cost of additional RAM /Object Oriented storage in 4 GB sizing
14	Cost of an additional vCPU with minimum 2.0 GHz Speed
15	Cost of Load Balancer, if and when required

7.1.

7.1.1. **Software Requirements**

The following outlines the minimum software requirements to support portal hosting. It is the responsibility of the bidder/hosting service provider to install the required software on respective VMs and ensure their readiness for use.

Sr. #	**Server Type**	**Software Required**

1	Installation of Application Server.	• Ubuntu (latest/ stable version) • Cloud Linux • Nginx (latest/ stable version) • Node.js minimum version 20 or (latest/stable version), including basic + additional support libraries like yarn, npm, nvm, Curl, Mastering, MCrypt, gd, libimage, etc. • Next.js (latest stable version and upgradable as per the requirements). • Laravel (latest/ stable version) • WordPress (latest/ stable version) Note: Any other application required to run the portals will be provided and installed by the service provider. The version of each of the applications will be finalized at the time of rollout and in consultation with the Portal Developer.
2	Installation of Database Server	• MongoDB version 8 or Latest stable version and upgradable as per the requirements. • MariaDB Latest stable version and upgradable as per the requirements.

Costing shall be provided as per costing table provided at **Annex B.**

Price Schedule

For Individual Positions

#	Position Title	Quantity	Unit Price (PKR)	Total Price (PKR)	Delivery Location	Delivery Period / Year	Country of Origin
1							
2							

For Lots

#	Lot Title	Total Lot Price (PKR)	Country of Origin
1	[Lot 1 Title]		

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General Conditions of Contract

A. General

1. **Definitions**

1.1. Unless the context otherwise requires, the following terms whenever used in this Contract shall have the same meaning and shall be interpreted as indicated

1.1.1. “Applicable Law” means the laws and any other instruments having the force of law in the Government’s Country, or in such other country as may be specified in the Special Conditions of the Contract (SC), as they may be issued and in force from time to time;

1.1.2. “The Contract” means an agreement enforceable by law;

1.1.3. “The Contract Price” means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations;

1.1.4. “The Services” means the work to be performed by the Contractor pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Contractor’s Bid;

1.1.5. “Ancillary Services” means those services ancillary to the provision of Services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Contractor covered under the Contract;

1.1.6. “GCC” means the General Conditions of Contract contained in this section;

1.1.7. “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

1.1.8. **“**Day” means calendar day unless indicated otherwise;

1.1.9. “Effective Date” means the date on which this Contract comes into force and effect;

1.1.10. “The Contractor” means the individual or corporate body whose Bids to provide the Services has been accepted by the Procuring Agency;

1.1.11. “The Project Site,” where applicable, means the place or places named in Bid Data Sheet and technical Specifications;

1.1.12. “Government” means the Government of Pakistan;

1.1.13. “Local Currency” means the currency of Pakistan;

1.1.14. “In Writing” means communicated in written form with proof of receipt;

1.1.15. “Completion Date” means the date of completion of the Services by the Contractor as certified by the Procuring Agency;

1.1.16. “Foreign Currency” means any currency other than the currency of the country of the Procuring Agency;

1.1.17. “Party” means the Procuring Agency or the Contractor, as the case may be, and “Parties” means both of them;

1.1.18. "Service" means any object of procurement other than goods or works;

1.1.19. “Subcontractor” means any entity to which the Bidder subcontracts any part of the Services.

2. **Applicable Law**

2.1. The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.

3. **Language**

3.1. The Contract as well as all correspondence and documents relating to the Contract exchanged between the Contractorand 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.

4. **Notices**

4.1. Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified in the **SCC**.

5. **Location**

5.1. The Services shall be performed at such locations as the Procuring Agency may approve and as specified in **SCC.**

6. **Authorized Representatives / Authority of Member in charge**

6.1. 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 Contractor may be taken or executed by the officials specified in the **SCC**.

B. Commencement, Completion, Modification, and Termination of Contract

7. **Effectiveness of Contract**

7.1. This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be stated in the **SCC.**

8. **Commencement of Services**

8.1. The Contractor shall confirm availability of required resources and begin carrying out the Services not later than the number of days after the Effective Date specified in the **SCC.**

9. **Program schedule**

9.1. Before commencement of the Services, the Contractor shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

10. **Starting Date/Expiration Date**

10.1. The Contractor shall start carrying out the Services Five (05) days after the date the Contract becomes effective, or at such other date as may be specified in the **SCC.**

10.2. Unless terminated earlier pursuant to Clause **GCC 14** hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the **SCC.**

11. **Entire Agreement**

11.1. 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.

12. **Modification**

12.1. 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 modification(s) or variation(s) made by the other Party.

12.2. In cases of any modification(s) or variation(s), the prior written consent of the Procuring Agency is required.

13. **Force Majeure**

13.1. **Definition**

For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Contractor and which makes a Contractor’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

13.2. **No Breach of Contract**

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

13.3. **Extension of Time**

Any period within which a Contractor 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.

13.4. **Payments**

During the period of their inability to perform the Services as a result of an event of Force Majeure, the Contractor shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

14. **Termination**

14.1. **By the Procuring Agency**

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

14.1.1. If the Contractor fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;

14.1.2. If the Contractor becomes (or, if the Contractor 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;

14.1.3. If the Contractor fails to comply with any final decision reached as a result of arbitration proceedings;

14.1.4. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.1.5. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract;

14.2. **By the Contractor**

The Contractor may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Procuring Agency, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.

14.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within thirty (30) calendar days after receiving written notice from the Contractor that such payment is overdue;

14.2.2. If, as the result of Force Majeure, the Contractor is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;

14.2.3. If the Procuring Agency fails to comply with any final decision reached as a result of arbitration;

14.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within thirty (30) days (or such longer period as the Bidder may have subsequently approved in writing) following the receipt by the Procuring Agency of the Contractor's notice specifying such breach.

C. Obligations of the Contractor

15. **General**

15.1. **Standard of Performance**

15.1.1. The Contractor 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 Contractor 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;

15.1.2. The Contractor shall employ and provide such qualified and experienced Experts and Sub-Contractors as are required to carry out the Services.

15.2. **Law Applicable to Services**

The Contractor 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-Bidders, comply with the Applicable Law.

16. **Conflict of Interests**

16.1. **Contractor Not to Benefit from Commissions and Discounts**

The remuneration of the Contractor shall constitute the Contractor's sole remuneration in connection with this Contract or the Services, and the Contractor shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Contractor shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

16.2. **Contractor and Affiliates Not to be Otherwise Interested in Project**

The Contractor agree that, during the term of this Contract and after its termination, the Contractor and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

16.3. **Prohibition of Conflicting Activities**

Neither the Bidder nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

16.3.1. during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;

16.3.2. during the term of this Contract, neither the Contractor nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

16.3.3. after the termination of this Contract, such other activities as may be specified in the **SCC.**

17. **Insurance to be Taken Out by the Contractor**

17.1. The Contractor(a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Sub-contractors', 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, as shall be specified in the **SCC**; and (b) 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 have been paid.

18. **Contractor's Actions Requiring Procuring Agency's Prior Approval**

18.1. The Contractor shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:

18.1.1. appointing such members of the Personnel not provided by the Contractor;

18.1.2. changing the Program of activities; and

18.1.3. any other action that may be specified in the **SCC.**

19. **Reporting Obligations**

19.1. The Contractor shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.

20. **Liquidated Damages**

20.1. **Payments of Liquidated Damages**
The Contractor shall pay liquidated damages to the Procuring Agency at the rate per day stated in the **SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the **SCC**. The Procuring Agency may deduct liquidated damages from payments due to the Contractor. Payment of liquidated damages shall not affect the Contractor's liabilities.

20.2. **Correction for Over-payment**
If the Intended Completion Date is extended after liquidated damages have been paid, the Procuring Agency shall correct any overpayment of liquidated damages by the Contractor by adjusting the next payment certificate. The Contractor shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in **SCC.**

20.3. **Lack of performance penalty**

If the Contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid by the Contractor. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the Contractor

21. **Performance Guarantee**

21.1. Within the time stipulated in the acceptance letter from the Procuring Agency, the successful Bidder shall furnish the Performance Guarantee in shape and amount **specified in SCC.**

21.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Service Provider failure to complete its obligations under the Contract.

21.3. The Performance Guarantee shall be denominated in the currency of the Contract, or in a freely convertible currency acceptable to the Procuring agency and shall be in the acceptable form as specified in **SCC**.

21.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Service Provider not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless otherwise **specified in SCC.**

22. **Sustainable Procurement**

22.1. The Contractor shall conform to the sustainable procurement contractual provisions, if and as specified in the **SCC.**

D. Contractor's Personnel

23. **Description of Personnel**

23.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Contractor's Key Personnel. The Key Personnel listed by title as well as by name are hereby approved by the Procuring Agency.

24. **Removal and / or Replacement of Personnel**

24.1. Except as the Procuring Agency may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Contractor, it becomes necessary to replace any of the Key Personnel, the Contractor shall provide as a replacement a person of equivalent or better qualifications.

24.2. If the Procuring Agency finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Contractor shall, at the Procuring Agency's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Procuring Agency.

24.3. The Contractor shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Procuring Agency

25. **Change in the Applicable Law**

25.1. If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Contractor, then the remuneration and reimbursable expenses otherwise payable to the Contractor under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred in the **SCC.**

26. **Services and Facilities**

26.1. The Procuring Agency shall make available to the Contractor 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, at the times and in the manner specified in the Terms of Reference.

26.2. In case that such services, facilities and property shall not be made available to the Contractor, the Parties shall agree on (i) any time extension that it may be appropriate to grant to the Contractor for the performance of the Services, (ii) the manner in which the Contractor shall procure any such services, facilities and property from other sources, and (iii) the additional payments, if any, to be made to the Contractor as a result thereof.

F. Payments to the Contractor

27. **Contract Price**

27.1. The price payable shall be in Pakistani Rupees unless otherwise specified in the **SCC**.

28. **Terms and Conditions of Payment**

28.1. Payments will be made to the Contractor according to the payment schedule stated in the **SCC** and as per actual invoice submitted by the Contractor.

28.2. Unless otherwise stated in the **SCC**, the advance payment shall be made against the provision by the Contractor of a bank guarantee for the same amount, and shall be valid for the period stated in the **SCC.** Any other payment shall be made after the conditions listed in the **SCC** for such payment have been met, and the Contractor have submitted an invoice to the Procuring Agency specifying the amount due.

29. **Quality Control Identifying Defects**

29.1. The principle and modalities of Inspection of the Services by the Procuring Agency shall be as indicated in the **SCC.** The Procuring Agency shall check the Contractor's performance and notify him of any Defects that are found. Such checking shall not affect the Contractor's responsibilities. The Procuring Agency may instruct the Contractor to search for a Defect and to uncover and test any service that the Procuring Agency considers may have a Defect. Defect Liability Period is as defined in the **SCC**.

30. **Correction of Defects, and Lack of Performance Penalty**

30.1. The Procuring Agency shall give notice to the contractor of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

30.2. Every time notice a Defect is given; the contractor shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.

30.3. If the contractor has not corrected a Defect within the time specified in the Procuring Agency's notice, the Procuring Agency will assess the cost of having the Defect corrected, the contractor will pay this amount, and a Penalty for Lack of Performance.

31. **Disputes Amicable Settlement**

31.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

32. **Dispute Settlement**

32.1. **Arbitration**

32.1.1. **Alternate Dispute Resolution (ADR),** After coming into force of the procurement contracts, disputes, between the parties to the contract may be settled by one or more alternate dispute resolution methods including
Arbitration. Where an Alternate Dispute Resolution process other than Arbitration may not lead to an amicable settlement of dispute, Arbitration shall be resorted to.

32.1.2. The procuring agency shall specify mechanism for the appointment of an arbitrator expressly in the contract and the competent authority who shall appoint the arbitrator.

32.1.3. The laws of Pakistan shall apply to an arbitration unless specifically agreed to otherwise in the contract.

Special Conditions of Contract

SECTION VIII. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

Number of GC Clause

Amendments of, and Supplements to, Clauses in the General Conditions of Contract

Definitions

The Procuring Agency is: Pakistan Software Export Board` (Pakistan Software Export Board), Manager Procurement 6th Floor, State life Building, Blue Area, Islamabad

Contractor is:

The title of the subject procurement is:RFP for PSEB Web Portals Hosting, Support & Maintenance and Upgradation

Number of GC Clause 2

Applicable/Governing Law:

The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan

Number of GC Clause 3

Language:

The language of the Contract, all correspondence and communications to be given, and all other documentation to be prepared and supplied under the Contract shall be in **English.**

Number of GC Clause 4

Notices:

The addresses for the notices are:

Procuring Agency:

Pakistan Software Export Board` (Pakistan Software Export Board), Manager Procurement
6th Floor, State life Building, Blue Area, Islamabad
+92-519-202-295
rarif@pseb.org.pk

Contractor/ Bidder:

[Name, address and telephone number].

The Contractor/ Bidder’s Representative(s)

[Name, address, telephone number and e-mail address]

Number of GC Clause 6.1

The Authorized Representatives are:

For the Procuring Agency:

Pakistan Software Export Board` (Pakistan Software Export Board), Manager Procurement
6th Floor, State life Building, Blue Area, Islamabad
+92-519-202-295
rarif@pseb.org.pk

For the Bidder:

Name: ……

Designation: ……..

Address: ……..

Number of GC Clause 7

Effectiveness of the contract

The Contractor/Bidder shall be effective within ….. days from the date of signature of the Contract by both parties

Number of GC Clause 8

Commencement of Contract:

The Contractor/ Bidder shall provide Non-Consultancy Services from the effective date of contract.

Number of GC Clause 10.2

Expiration of Contract:

The time period shall be …….

Number of GC Clause 14

Termination

In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Bidder shall be responsible for providing to the Authority the Goods till the time of alternate arrangements.

Number of GC Clause 16

Conflict of Interest:

The Procuring Agency reserves the right to determine on a case-by-case basis whether the Bidder should be disqualified from providing goods or services due to a conflict of a nature described in Clause GCC 16**.**

Number of GC Clause 20

Liquidated Damages

If the Bidder fails to provide services as required under the contract or in case of any data loss/data breach or any incident compromising the data security or other such failures related to any services, the Bidder shall pay to the Procuring Agency as Liquidated Damages at a rate of **1.00%** to **10.00%** of the Contract value, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Authority.

Number of GC Clause 21

Performance Guarantee:
Instrument of Performance Guarantee shall be in the Name of : **Pakistan Software Export Board`**

The amount of performance guarantee shall be 10.00% of the contract price in acceptable form of Bank Guarantee

Number of GC Clause 27

Currency of Payment:

All the payment to be released to the contractor/Bidder shall be in Pakistani Rupees.

Number of GC Clause 28

Payment terms:

Payment will be made to the Bidder against the procured Goods and services according to the actual invoice or running bills submitted by the Bidder against the services provided within the time given in the conditions of the contract.

Number of GC Clause 29

Identifying Defects:

The Authority reserves the right at any time to inspect the premises of the provider to inspect the goods and monitor the goods being provided.

Inspections & Tests Requirements

Testing and Production Deployment The selected firm shall conduct comprehensive testing before production deployment, including: ? Functional testing. ? UI/UX and responsive-design testing. ? Cross-browser and cross-device testing. ? Content and link validation. ? Accessibility testing. ? Performance and load testing. ? API and integration testing. ? Security testing and VAPT. ? User Acceptance Testing with PSEB stakeholders. ? Backup restoration and deployment rollback testing.

The production deployment shall be performed through a controlled release process with minimum service disruption. The selected firm shall maintain staging, testing, and production environments and submit a detailed deployment and rollback plan for PSEB’s approval.

The selected firm shall provide complete technical and operational documentation, including: ? Approved information architecture and website sitemaps. ? UI/UX design system and source design files. ? Solution and deployment architecture. ? Source code and database documentation. ? CMS administration manual. ? API and integration documentation ? Content migration report ? Testing, performance, accessibility, and security reports ? Deployment, backup, restoration, and disaster-recovery procedures

The selected firm shall provide complete technical and operational documentation, including: ? User manuals and standard operating procedures.

Cybersecurity, Vulnerability Assessment, Penetration Testing and Compliance 4.1 Application and Infrastructure Security The selected firm shall implement, maintain, and periodically review appropriate technical and administrative security controls, including: ? Secure software development practices aligned with the OWASP Top 10, OWASP API Security Top 10, and other recognized industry practices.

? Security review of application architecture, source code, databases, APIs, integrations, and deployment configurations. ? Application, API, database, operating system, server, network, and cloud-environment hardening. ? Role-Based Access Control based on least-privilege and need-to-know principles. ? Protection and monitoring of administrative, privileged, and service accounts. ? Multi-factor authentication for administrative and other sensitive access, wherever applicable.

? Secure authentication, authorization, password management, and session-management mechanisms. ? Encryption of data in transit using valid SSL/TLS certificates. ? Encryption of sensitive information and backup data at rest, wherever applicable. ? Secure management of encryption keys, credentials, API keys, tokens, certificates, and other secrets. ? API authentication, authorization, throttling, input validation, and integration-level access controls.

? Protection against malware, malicious uploads, automated attacks, bots, and abuse. ? Web Application Firewall, firewall, DDoS protection, intrusion detection, and security monitoring. ? Centralized security logging, audit trails, alerting, and retention of relevant records. ? Timely operating-system, application, framework, database, plugin, library, and firmware patching. ? Monitoring and remediation of outdated, unsupported, or vulnerable software components

? Secure backup, restoration, replication, and disaster-recovery arrangements. ? Periodic review of security configurations, administrative accounts, permissions, and access logs. Security controls shall be applied consistently across the production, disaster-recovery, pre-production, staging, and administrative environments.

Vulnerability Assessment and Penetration Testing Comprehensive Vulnerability Assessment and Penetration Testing shall be mandatory for all Techdestination websites, integrated microsites, the PSEB Registration Portal, administrative interfaces, APIs, servers, databases, network services, and hosting environments. VAPT activities shall be conducted: ? Before the initial production deployment or go-live.

? After major application, infrastructure, architecture, or configuration changes. ? After the introduction of significant APIs, payment services, government-system integrations, or third-party integrations. ? Following any major cybersecurity incident or suspected compromise. ? Periodically throughout the maintenance and support period. ? Whenever specifically required by PSEB.

? On a monthly basis for all websites and the PSEB Registration Portal, with corresponding monthly VAPT and security-status reports. Monthly assessments shall include vulnerability scanning and appropriate validation of identified findings. Comprehensive penetration testing shall include manual testing wherever automated scanning alone is insufficient to establish the existence, severity, exploitability, or business impact of a vulnerability.

All security testing shall be planned and executed in a controlled manner to avoid damage, data loss, service interruption, or degradation of production services. Testing of production environments shall only be performed through a method and schedule approved by PSEB.

Minimum VAPT Coverage VAPT shall cover, at a minimum: ? Public-facing websites and microsites. ? PSEB Registration Portal and its administrative interfaces. ? Web and mobile-responsive application interfaces. ? APIs and web services. ? Authentication, authorization, password recovery, OTP, and session-

management mechanisms. ? User roles, permissions, and privilege-escalation risks. ? Databases and data-access controls.

? File-upload, document-management, and media-management functions. ? Payment and transactional workflows, where applicable. ? External and internal integration interfaces. ? Content Management System and administrative functions. ? Server, operating-system, network, firewall, and security configurations. ? Primary and disaster-recovery hosting environments. ? SSL/TLS, DNS, exposed ports, and internet-facing services. ? Cloud, storage, backup, and replication configurations.

? Business-logic vulnerabilities and workflow manipulation. ? Data exposure, privacy risks, and insecure error handling. ? Logging, monitoring, and audit-trail effectiveness.

VAPT Reporting and Remediation For each VAPT exercise, the selected firm shall provide a comprehensive report containing: ? Executive summary for PSEB management. ? Scope, methodology, tools, assumptions, and limitations. ? Details of systems, applications, APIs, and environments assessed. ? Evidence and technical details for each identified vulnerability. ? Vulnerability severity classification using a recognized risk-rating methodology.

? Likelihood, exploitability, business impact, and affected assets. ? Recommended corrective and preventive actions. ? Responsible party and target remediation date. ? Remediation status for each finding. ? Evidence of corrective action. ? Re-testing results. ? Final closure status and residual-risk assessment.

Critical and high-risk vulnerabilities shall be communicated to PSEB immediately without waiting for the monthly reporting cycle. Such vulnerabilities shall be prioritized and resolved within the timelines defined in the SLA. No application or major release shall be deployed into production with unresolved critical or high-risk vulnerabilities unless an exception and risk-acceptance decision has been formally approved in writing by PSEB

Monthly VAPT and Security Reports The selected firm shall submit a consolidated monthly VAPT and cybersecurity report covering: ? Techdestination local industry website. ? Techdestination international audience website. ? All integrated microsites. ? PSEB Registration Portal. ? Administrative portals and CMS. ? APIs and external integrations. ? Primary and disaster-recovery hosting environments. ? Internet-facing servers, services, and network components.

The monthly report shall present newly identified findings, open vulnerabilities from previous periods, remediation actions completed, overdue items, re-testing results, security incidents, patching status, certificate status, suspicious activity, and the overall cybersecurity posture of the covered systems. All VAPT reports, evidence, scan outputs, remediation records, and closure reports shall be treated as confidential information and shared only with authorized PSEB representatives

Reporting, Monitoring and Governance Mechanism The selected firm shall provide ongoing managed application maintenance, technical support, security management, performance optimization, integration support, issue resolution, and continuous enhancement services for all websites, microsites, portals, APIs, applications, databases, and hosting environments covered under this RFP.

A formal governance framework shall be established to ensure transparency, accountability, timely decision-making, SLA compliance, risk management, and effective coordination between PSEB and the selected firm.

Monitoring Requirements The selected firm shall continuously monitor the availability, security, capacity, health, and performance of all systems under its responsibility. Monitoring shall cover: ? Website and portal availability. ? Application response times and errors. ? API availability, response time, and failed transactions. ? Server CPU, memory, storage, and network utilization. ? Database availability, performance, capacity, and failed queries.

? SSL/TLS certificate validity and expiration. ? Backup completion, failure, retention, and restoration status. ? Replication between Primary and Disaster Recovery environments. ? Active–passive failover readiness. ? Firewall, WAF, DDoS, malware, intrusion, and security alerts. ? Scheduled jobs, email services, OTP services, and other critical integrations. ? Logs, audit trails, abnormal activity, and unauthorized access attempts. ? Capacity thresholds and future infrastructure requirements.

PSEB shall be provided with access to agreed monitoring dashboards and relevant status information. Automated alerts shall be configured for service failures, security incidents, capacity thresholds, integration failures, backup failures, and other critical conditions.

Delivery & Documents

Documentation, Training and Handover The selected firm shall provide complete technical and operational documentation, including: ? Approved information architecture and website sitemaps. ? UI/UX design system and source design files. ? Solution and deployment architecture. ? Source code and database documentation. ? CMS administration manual.

Documentation, Training and Handover ? API and integration documentation. ? Content migration report. ? Testing, performance, accessibility, and security reports. ? Deployment, backup, restoration, and disaster-recovery procedures. ? User manuals and standard operating procedures.

Key Deliverables The major deliverables under this scope shall include: ? Discovery, requirement-analysis, and content-audit report. ? Revised information architecture and approved sitemaps. ? UI/UX wireframes and interactive prototypes. ? Complete visual design system and approved page templates. ? Upgrade local industry and international audience websites. ? Four redesigned and integrated microsites. ? Centralized Content Management System. ? Migration and validation of all approved content.

Key Deliverables The major deliverables under this scope shall include: ? Completion of required integrations and functional modules. ? SEO, analytics, accessibility, security, and performance configurations. ? Testing, VAPT, and User Acceptance Testing reports. ? Production deployment and go-live support. ? Complete source code, design files, documentation, and administrative credentials. ? Training and knowledge-transfer sessions for PSEB officials.

Key Deliverables ? Information Architecture and user journey restructuring. ? Scalable, modular, API-enabled and integration-ready application architecture. ? CMS modernization and structured content management. ? Search, content discovery, analytics, and management insights. ? Performance optimization and technical SEO. ? Secure role-based administration.

Key Deliverables ? AI Automation for intelligent assistance, workflow automation, knowledge access, and digital service enablement. ? API gateway and integration layer for external systems. ? Migration, staging, UAT, deployment, stabilization, and production support. ? Version control, release management, backup, rollback, and technical documentation.

2 Reporting Coverage Reporting shall include, but not be limited to: ? Project milestones, deliverables, and implementation progress. ? Planned activities versus actual progress. ? Maintenance, corrective actions, and enhancement activities. ? Integration development and interface status. ? API availability, performance, failures, and integration issues. ? Support tickets, incidents, requests, and resolution status. ? Application, website, portal, and infrastructure uptime.

? Performance indicators and resource utilization. ? Capacity trends and scaling requirements. ? Backup, restoration, replication, and disaster-recovery status. ? Cybersecurity events, alerts, and vulnerability status. ?

Monthly VAPT findings and remediation progress. ? Patches, updates, and security configuration changes. ? Change requests, releases, deployments, and rollback activities. ? SLA performance and instances of non-compliance.

? Risks, issues, dependencies, delays, and corrective actions. ? Decisions and support required from PSEB. ? Recommendations and activities planned for the following reporting period.

Incident Notification and Escalation Critical outages, portal unavailability, integration failures, backup failures, active–passive failover events, data-security incidents, suspected data breaches, and critical or high-risk vulnerabilities shall be reported immediately through the approved escalation and incident-management mechanism.

The selected firm shall not wait for the scheduled monthly reporting cycle to communicate any critical incident or material risk.

The notification shall include, as information becomes available: ? Date and time of detection. ? Affected system or service. ? Initial assessment and severity. ? Known or potential operational impact. ? Data or users potentially affected. ? Containment and recovery actions initiated. ? Current service status. ? Estimated restoration time, where available. ? Next scheduled update. ? Escalation contacts and responsible technical personnel.

Progress updates shall continue at the frequency defined in the SLA until the incident is contained and services are restored. A formal root-cause analysis and corrective-action report shall subsequently be submitted for all critical incidents.

Review and Acceptance of Reports All reports shall be provided in clear, structured, and management-friendly formats, supported by relevant technical evidence, dashboards, logs, statistics, and trend analysis.

PSEB may require clarification, supporting evidence, correction, or additional analysis where a report is incomplete or does not accurately represent service performance. Submission of a report shall not by itself constitute acceptance of the reported deliverables, remediation actions, or SLA performance. All reports, dashboards, registers, evidence, and supporting records produced under the contract shall remain accessible to PSEB and shall be included in the final project and service handover.

Number of GC Clause 31

Following is the guidance for Dispute Resolution

i. If any dispute of any kind whatsoever shall arise between the Authority and the Bidder 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 Contract – 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 diligent negotiations in good faith within 14 (fourteen) days following a notice sent by one Party to the other Party in this regard**.**

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**.**

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.

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**.**

v. Arbitration proceedings as mentioned in the above clause regarding resolution of disputes may be commenced prior to, during or after completion of the contract.

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 Bidder any monies due to the Bidder.

Arbitrator's fee:

The fee shall be specified in Pak Rupees, as determined by the Arbitrator, which shall be shared equally by both parties**.**

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.

Rules of procedure for arbitration proceedings:

Any dispute between the Authority and a Bidder 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.

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.

Bid Securing Declaration

Form 9: Bid Securing Declaration

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

Bid No.:***P175815***

To: **Pakistan Software Export Board` (Pakistan Software Export Board), Manager Procurement 6th Floor, State life Building, Blue Area, Islamabad**

We, the undersigned, declare that:

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

We accept that we will be blacklisted and henceforth cross debarred for participating in respective category of public procurement proceedings for a period of (not more than) six months, if fail to abide with a bid securing declaration, however without indulging in corrupt and fraudulent practices, if we are in breach of our obligation(s) under the Bid conditions, because we:

1. have withdrawn or modified our Bid during the period of Bid Validity specified in the Form of Bid;

2. Disagreement to arithmetical correction made to the Bid price; or

3. having been notified of the acceptance of our Bid by the Procuring Agency during the period of Bid 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 Bidding Documents.

We understand this Bid Securing Declaration shall expire if we are not the successful

Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight (28) days after the expiration of our Bid.

Contract Form

SECTION IX: CONTRACT FORMS

THIS AGREEMENT made the _____ day of _____ 20_____ between **Pakistan Software Export Board` (Pakistan Software Export Board), Manager Procurement 6th Floor, State life Building, Blue Area, Islamabad**

(hereinafter called "the Procuring Agency") of the one part and *[name of Bidder]* of *[city and country of Bidder]* (hereinafter called "the Bidder") of the other part:

WHEREAS the Procuring Agency invited Bids for provision of goods, viz., **RFP for PSEB Web Portals Hosting, Support & Maintenance and Upgradation (*P175815*)** and has accepted a Bids by the Bidder for the provision of Services in the sum of *[contract price in words and figures]* (hereinafter called "the Contract Price").

NOW THIS CONTRACT WITNESSETH AS FOLLOWS:

1. In this Contract words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

2. The following documents shall be deemed to form and be read and construed as part of this Contract, In the event of any ambiguity or conflict between the Contract Documents listed below, the order of precedence shall be the order in which the Contract Documents are listed below:-

1. This form of Contract;
2. the Form of Bids and the Price Schedule submitted by the Bidder;
3. the Schedule of Requirements;
4. the Technical Specifications;
5. the Special Conditions of Contract;
6. the General Conditions of the Contract;
7. the Procuring Agency's Letter of Acceptance; and
8. [*add here: any other documents*]

3. In consideration of the payments to be made by the Procuring Agency to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Procuring Agency to provide the Goods related services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

4. The Procuring Agency hereby covenants to pay the Bidder in consideration of the provision of Goods and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____the _____ (for the Procuring Agency)

Witness to the signatures of the Procuring Agency:

……

Signed, sealed, delivered by _____the _____ (for the Procuring Agency)

Witness to the signatures of the Bidder: ……

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Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BYTHE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS.10.00 MILLION OR MORE

Contract Number: Contract Value: Contract Title:

Dated:

[Name of Supplier] 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 or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing [Name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fee 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 consultations 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, except that which has been expressly declared pursuant hereto.

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

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

Notwithstanding any rights and remedies exercised by GoP in this regard, [Name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier] 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.

Performance Guarantee Form

Performance Guarantee Form

To: **Pakistan Software Export Board` (Pakistan Software Export Board), Manager Procurement 6th Floor, State life Building, Blue Area, Islamabad**

WHEREAS *[name of Bidder]* (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated *[insert date]* for provision of Non-Consultancy Services*(*hereinafter called "the Contract").

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

AND WHEREAS we have agreed to give the Bidders guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, 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 Bidder 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}

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Annexure

Annex A Draft Service Level Agreement (SLA) Parameters

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annex A Draft Service Level Agreement (SLA) Parameters** (page number: 90)

Annexure-B: Financial Proposal for Hosting Platforms

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure-B: Financial Proposal for Hosting Platforms** (page number: 91)

Annexure-C

Technical Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure-C** (page number: 96)

Procurement Forms

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Additional Forms and Documents

Annex A

Draft Service Level Agreement (SLA) Parameters (Compliance to this is mandatory)

1. **Uptime and Performance Guarantee:**
   The vendor shall ensure a minimum 99.9% uptime per month, excluding scheduled maintenance, and maintain optimal portal performance at all times.

2. **POC & Contact Details for Tickets Escalation (Escalation chart):**

3. **Incident Response and Resolution:**

   - ✓ Urgent/Critical issues: Response within 20 minutes, resolution within 2 hours.
   - ✓ Major issues: Response within 1 hour, resolution within 4 hours.
   - ✓ Minor issues: Response within 2 hours, resolution within 8 hours.
   - ✓ Routine maintenance or enhancements: To be completed within 24 hours or as mutually agreed.

4. **Data Backup and Security:**
   The vendor shall perform daily incremental backups and weekly full backups with a minimum 30-day retention period.
5. **Support and Maintenance:**
   The vendor shall provide 24/7 technical support via email, phone, or ticketing system. Scheduled maintenance shall be notified at least 24 hours in advance, with minimal service disruption.
6. **Penalties and Reporting:**
   In case of SLA violations, the following penalty structure shall apply:

Availability (%)	Credit (% of Monthly Charges)
$A \geq 99.90\%$	0% of Service MRC
$98.00\% \leq A < 99.90\%$	10% of Service MRC
$95.00\% \leq A < 98.00\%$	20% of Service MRC
$90.00\% \leq A < 95.00\%$	30% of Service MRC
$85.00\% \leq A < 90.00\%$	35% of Service MRC
$80.00\% \leq A < 85.00\%$	50% of Service MRC
$A < 80.00\%$	No Charges of that month, in case of continuing downtime PSEB may reserve the right of agreement termination.

The vendor shall submit monthly performance, uptime, and incident reports for review by PSEB.

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Annexure-B: Financial Proposal for Hosting Platforms

Annex- B

Important Note:-

Price shall include the cost of software/ applications (if any), installation, configuration as per portal requirement, updates and support during the tenure of the service agreement)

Costing Table:

Below hosting items will be acquired as and when required in 3-years of contract. The bidder should quote unit rate per month. The Prices will remain valid for 3-Years from the signing and effective date of contract period.				
Sr No	Service name	**Description of Services**	**QTY**	**Unit Rate Per Month**
A1	VM-1	4 vCPUs, min. 2.7 GHz vCPU speed, 8 GB RAM, 100 GB SSD	1	
A2	VM-2	8 vCPUs, min. 2.7 GHz vCPU speed, 16 GB RAM, 200 GB SSD	1	
A3	VM-3	8 vCPUs, min. 2.7 GHz vCPU speed, 16 GB RAM, 500 GB SSD	1	
A4	VM-4	16 vCPUs, min. 2.7 GHz vCPU speed, 32 GB RAM, 200 GB SSD	1	
A5	VM-5	16 vCPUs, min. 2.7 GHz vCPU speed, 32 GB RAM, 500 GB SSD	1	
A6	VM-6	24 vCPUs, min. 2.7 GHz vCPU speed, 32 GB RAM, 200 GB SSD	1	
A7	VM-7	24 vCPUs, min. 2.7 GHz vCPU speed, 32 GB RAM, 500 GB SSD	1	
A8	VM-8	32 vCPUs, min. 2.7 GHz vCPU speed, 64 GB RAM, 500 GB SSD	1	
A9	VM-9	32 vCPUs, min. 2.7 GHz vCPU speed, 64 GB RAM, 1 TB SSD	1	
A10	Cost of additional SSD / Object Oriented storage in 100 GB sizing		1	
A11	Cost of additional RAM / Object Oriented storage in 4 GB sizing		1	
A12	Cost of an additional 04 vCPU with minimum 2.0 GHz speed		1	
A13	Installation of Application Servers, Database Servers & Migration of Old Server		1	
A14	Internet connectivity, Unlimited Data Transfer Volume with DDoS mitigation with unit of 10 Mbps		1	

Below hosting items will be acquired as and when required in 3-years of contract. The bidder should quote unit rate per month. The Prices will remain valid for 3-Years from the signing and effective date of contract period.				
Sr No	Service name	**Description of Services**	**QTY**	**Unit Rate Per Month**
A15	Dedicated IP with 2 usable IP's		1	
A16	Managed Security Service & VPN Connectivity - Licensed		1	
A17	Real Time Replication Tool for 2 VMs (CPanel & Portal)		1	
A18	Private Link from Primary to DR Site in unit of 10 Mbps		1	
A19	Per month Backup-as-a-Service 2 Full Backups and 14 Incremental Backups		1	
A20	Remote encrypted Backup on Cloud storage		1	
A21	Cloud Linux Shared Pro edition		1	
A22	cPanel Admin License		1	
A23	WAF, DDoS, CDN managed through licensed software		1	
A24	Licensed Load balancer with Active Passive Failover for 2VMs		1	
A25	SSL certificate per Domain		1	
A26	Email API Plan to accommodate atleast 300K monthly emails		1	
A27	Access to VMs Monitoring Dashboard with Alert Features in Portal		1	
	Total Cost (A)(Tax Inclusive)			

B. One Time Cost				
Sr. #	**Description of Services**	**QTY (Estimated Hours)**	**Unit Rate / Hour**	**Total Cost**
B1	Change Request (Major Changes only)	200		
B2	Complete Upgradation (as per Annex C) of techdestination.com portal	1		
	Total Cost (B)(Tax Inclusive)			

	C. Current Hosting Infrastructure and Managed Services for Techdestination Website & Portal which will be acquired for 3 year contract. Please mention where cost is applicable. . The Prices will remain valid for 3-Years from the signing and effective date of contract period.						
S. No.	**Server Role**	**2.7GHz Processor**	**DDR4 RAM**	**SSD Storage**	**OS**	**Qty**	**3 Year cost**
C1	CPanel VM	24 vCPU	32 GB	500 GB	Cloudlinux	1	
C2	Portal VM	32 vCPU	64 GB	1 TB	Ubuntu latest	1	
C3	Portal Staging VM	16 vCPU	32 GB	500 GB	Ubuntu latest	1	
C6	CPanel VM-DR	24 vCPU	32 GB	500 GB	Cloudlinux	1	
C7	Portal VM-DR	32 vCPU	64 GB	1 TB	Ubuntu latest	1	
C8	Installation of Application Servers, Database Servers & Migration of Old Server					1	
C9	Internet connectivity, Unlimited Data Transfer Volume with DDoS mitigation management					50 Mbps	
C10	Dedicated IP’s					8	
C11	Managed Security Service & VPN Connectivity - Licensed					1	
C12	Real Time Replication Tool for 2 VMs (CPanel & Portal)					1	
C13	Private Link from Primary to DR Site 10 Mbps					1	
C14	Per month Backup-as-a-Service 2 Full Backups and 14 Incremental Backups					1	
C15	Remote encrypted Backup on Cloud storage					1	
C16	CloudLinux Shared Pro edition					2	
C17	cPanel Admin License					2	
C18	WAF, DDoS, CDN managed through Cloudflare Pro					1	
C19	Loadbalancer with Active Passive Failover for 2VMs managed through Cloudflare					1	
C20	Wildcard SSL certificate per Domain					2	
C21	Sendgrid Email API Plan to accommodate atleast 300K monthly emails					1	
C22	Access to VMs Monitoring Dashboard with Alert Features in Portal					1	
C23	Hosting of Techdestination Portal (Complete Platform)					1	
C24	Support & Maintenance of Techdestination Portal (Complete Platform)					1	
Total Cost (C) (Tax Inclusive)							

D. Software Requirements

The following outlines the minimum software requirements to support portal hosting. It is the responsibility of the bidder/hosting service provider to install the required software on respective VMs and ensure their readiness for use.

Sr. #	Server Type	Software Required	Cost if applicable
D1	Installation of Application Server.	• Ubuntu (latest/ stable version) • Cloud Linux • Nginx (latest/ stable version) • Node.js minimum version 20 or (latest/stable version), including basic + additional support libraries like yarn, npm, nvm, Curl, Mastering, MCrypt, gd, libimage, etc. • Next.js (latest stable version and upgradable as per the requirements). • Laravel (latest/ stable version) • WordPress (latest/ stable version) • MongoDB version 8 or Latest stable version and upgradable as per the requirements. • MariaDB Latest stable version and upgradable as per the requirements. Note: Any other application required to run the portals will be provided and installed by the service provider. The version of each of the applications will be finalized at the time of rollout and in consultation with the Portal Developer.	

Total Bid Cost (E= A + B + C+D)

Note:

Total Bid Cost i.e. "E" will be considered for financial evaluation

After three years contract completion, for next two year or more the annual 10% increase in total per year cost is applicable subject to the satisfactory services provided by the vendor.

Conditional or incomplete proposals will be rejected outright.

The time period for upgradation of techdestination.com will be 12 weeks.

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Annexure-C

1. Upgradation of the Existing PSEB Portal

The selected firm shall undertake the comprehensive enhancement, modernization, and functional extension of the existing PSEB portal. The scope shall include, but not be limited to, the following components:

1.1 Portal UI/UX Modernization

The user interface and user experience of the industry-facing portal shall be completely redesigned and modernized. The scope is expected to cover approximately 45–50 pages/screens and shall ensure a consistent, responsive, accessible, intuitive, and user-friendly experience across desktop, tablet, and mobile devices.

The UI/UX modernization shall cover:

1. Registration forms and associated workflows for:
    - Freelancers
    - Call Centers
    - IT and ITeS Companies
    - IP whitelisting requests
    - Call Center visit requests
2. Events module, including:
    - Event listings
    - Event details
    - Event registration and booking
3. Resources and information pages.
4. User profile and account settings.
5. Data Node service workflows, including:
    - Service packages
    - Subscription management
    - Invoice generation and management
    - Subscribed-package details
    - IP Pool services
    - Bandwidth services
    - Co-location services
6. User dashboards, notifications, account settings, and other associated portal interfaces and workflows.

1.2 Read-Only Member View

A read-only member view shall be introduced within the administrative portal. The functionality may be provided through a dedicated page or modal interface and shall enable authorized PSEB officials to view relevant member information without impersonating or accessing the portal as the member.

The view shall include, where applicable:

- Member profile and contact information
- Registration details and status
- Submitted applications

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- Uploaded and verified documents
- Membership and service information
- Relevant request and transaction history

Role-based access controls shall be implemented to ensure that only authorized staff members can access this information.

1.3 Unified Member 360-Degree View

A centralized "Member 360°" page shall be developed to provide authorized PSEB officials with a consolidated view of each member's complete profile, engagement history, transactions, and interactions with PSEB.

The Member 360° view shall include:

- Profile and contact information
- Registration and renewal history
- Application and approval statuses
- Payment and transaction history
- Issued certificates
- OTP generation and verification history
- Email, WhatsApp, and portal notifications
- Open, pending, resolved, and closed requests
- Submitted documents and verification status
- Relevant administrative notes and activity history

The interface shall provide appropriate search, filtering, sorting, and navigation capabilities for efficient administrative use.

1.5 Audit Logs and Staff Activity Monitoring

A comprehensive and searchable audit-log module shall be implemented within the administrative portal to record and track actions performed by PSEB officials and authorized users.

The audit log shall capture, at a minimum:

- Staff member or user performing the action
- Date and time of the action
- Action type
- Affected module or record
- Previous and updated values, where applicable
- IP address and relevant session information
- Status or outcome of the action

Authorized administrators shall be able to search and filter audit records by:

- Staff member
- Date range
- Action type
- Portal module
- Member, application, or reference number

The module shall also provide dashboards and summary statistics to assess staff activity levels, usage patterns, frequently performed actions, and other operational insights required by PSEB management.

1.6 Payment Reconciliation Dashboard for Finance

Upgrading the integrated payment gateway with an automated payment-reconciliation mechanism shall be developed to compare transactions received from integrated payment gateways and banking channels with the corresponding records maintained within the PSEB portal.

The reconciliation process shall be performed automatically on a daily basis and shall identify:

- Matched transactions
- Unmatched transactions
- Duplicate transactions
- Failed or incomplete payments
- Amount discrepancies
- Transactions requiring manual review

A dedicated finance dashboard shall be provided to display reconciliation results, highlight discrepancies, facilitate review and resolution, and maintain a complete audit trail of all reconciliation-related actions.

1.7 Advanced AI-Based Reporting and Analytics

A comprehensive AI-powered reporting and analytics module shall be developed to support data-driven assessment, operational monitoring, and management decision-making.

The module shall enable authorized PSEB users to:

- Generate management and operational reports using available portal data.
- Perform AI-assisted analysis of registrations, payments, services, applications, requests, and other relevant datasets.
- Generate summaries, trends, comparisons, forecasts, and actionable insights.
- Create reports based on configurable parameters, filters, and date ranges.
- Present information through interactive dashboards, tables, graphs, and charts.
- Export reports in commonly used formats, including PDF, Microsoft Excel, and CSV.
- Generate periodic and ad hoc reports based on requirements defined by PSEB management.

The AI reporting module shall implement appropriate access controls, data-security safeguards, validation mechanisms, and audit trails to ensure that reports are generated only from authorized and verified data sources.

2. Redesigning and Development of “techdestination” Websites

The selected firm shall undertake the end-to-end revamping, redesign, development, migration, integration, testing, and production deployment of the “techdestination” public-facing websites and associated microsites including PMNTP, IT Park and STP.

The objective is to establish a modern, secure, scalable, high-performing, and internationally competitive digital presence that effectively promotes Pakistan’s IT and ITeS industry, facilitates engagement with local stakeholders, and showcases Pakistan as a preferred global technology destination.

The assignment shall include modernization of the technology architecture, information architecture, content structure, visual identity, navigation, user journeys, accessibility, security, performance, search-engine visibility, scalability, and overall user experience.

2.1 Website Structure and Indicative Page Volume

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The "techdestination" digital ecosystem shall include two primary audience-focused websites or web experiences:

1. **Local Industry Website**

   The existing local industry-facing website shall be upgraded and enhanced to improve its user interface, user experience, functionality, content presentation, and accessibility for Pakistani IT and ITeS companies, call centers, freelancers, professionals, startups, academia, and other local stakeholders. The upgraded website shall provide relevant information, services, initiatives, opportunities, events, resources, and support mechanisms through an improved and user-friendly digital experience.
2. **International Audience Website**

   The existing international-facing website shall be upgraded and enhanced to strengthen Pakistan's positioning as a competitive global technology destination. The upgraded website shall improve the presentation of information, user experience, and accessibility for international buyers, investors, technology companies, trade organizations, development partners, overseas delegations, and other global stakeholders, providing them with relevant information and resources about Pakistan's IT and ITeS industry, investment opportunities, capabilities, and business potential.

The two primary websites are expected to contain approximately **200 pages in total**. The existing website, content structure, and currently published information may be reviewed at "techdestination".com.

In addition to the primary websites, the following microsites shall be completely revamped and merged/incorporated into the main "techdestination" website ecosystem:

- Prime Minister's National Technology Parks—PMNTP — approximately 30 pages
- Software Technology Parks—STP — approximately 30 pages
- Japan–Pakistan Digital Collaboration Hub—JPHub — approximately 50 pages

The overall scope is therefore expected to cover approximately **370 pages**, including the two primary websites and the four microsites. These page counts are indicative. The selected firm shall conduct a detailed content inventory during the discovery phase to establish the final number of pages, templates, dynamic modules, archives, and content records requiring redesign, migration, integration, or development.

2.2 Discovery, Content Audit and Requirement Analysis

The selected firm shall begin the assignment with a comprehensive discovery and requirement-analysis phase in coordination with relevant PSEB stakeholders.

This phase shall include:

- Review of all existing websites, microsites, pages, modules, databases, media assets, and third-party integrations.
- Identification of key local and international audience segments.
- Assessment of existing user journeys, navigation patterns, content gaps, usability challenges, technical limitations, and performance issues.
- Preparation of a complete content inventory covering pages, posts, publications, events, documents, videos, images, forms, and archived material.
- Identification of outdated, duplicate, inconsistent, or redundant content for review by PSEB.
- Development of revised sitemaps, information architecture, page hierarchies, and navigation structures.
- Preparation of functional and technical requirement documents.
- Development of a detailed migration, integration, testing, and deployment plan.

All proposed structures, designs, workflows, and migration plans shall be submitted to PSEB for review and approval

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before implementation.

2.3 Complete UI/UX Modernization

The complete UI/UX of the "techdestination" websites and microsites shall be redesigned. The modernization shall not be limited to visual changes and shall include a comprehensive review of the overall digital experience, content presentation, navigation, accessibility, and user engagement. The vendor shall upgrade the front-end UI/UX of the PSEB website in accordance with the latest published version of the NAQSH Design System of PDA, covering typography, colour schemes, layout, spacing, navigation, UI components, iconography, accessibility and responsive design for desktop, tablet and mobile devices.

The upgraded website shall comply with applicable accessibility standards, support Urdu/bilingual content where required, and maintain existing website functionality. Homepage and key internal-page mock-ups shall be submitted to PSEB for approval before development. Any deviations from NAQSH shall require prior written approval from PSEB. Applicable updates to the design system during the contract period shall be incorporated without additional cost, unless they materially change the agreed scope.

Final acceptance shall be subject to compliance with the specified design, accessibility, responsiveness and functional requirements. All identified non-compliant elements shall be rectified by the vendor at its own cost before final acceptance.

The selected firm shall:

- Develop a modern and distinctive visual design aligned with PSEB and "techdestination" branding.
- Redesign the overall navigation and information architecture for easier access to information.
- Upgrade audience-specific user journeys for local and international visitors.
- Prepare wireframes, interactive prototypes, and high-fidelity designs for all major page types.
- Create a consistent design system covering typography, colours, buttons, forms, icons, cards, tables, banners, menus, and other reusable interface components.
- Design professional graphics, illustrations, infographics, icons, banners, and visual elements required for the websites.
- Ensure consistent branding and user experience across the main websites and all integrated microsites.
- Design clear calls to action for registration, membership, events, programs, services, partnerships, investment, and contact requests.
- Ensure that all interfaces are fully responsive and optimized for desktop computers, laptops, tablets, and mobile devices.
- Follow recognized web-accessibility practices, including WCAG 2.2 Level AA requirements, wherever applicable.
- Ensure compatibility with commonly used modern browsers and devices.

PSEB shall review and approve the proposed design direction, key page designs, and reusable templates before full-scale development begins.

2.4 Information Architecture and Content Restructuring

The selected firm shall reorganize the existing content into a logical, consistent, and user-friendly information architecture.

The redesigned websites shall provide clear and structured access to content relating to:

- PSEB and "techdestination"
- Pakistan's IT and ITeS industry
- Why Pakistan

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- Industry statistics and insights
- International marketing and branding
- Events, delegations, webinars, and meetups
- Skills and capacity-building initiatives
- Infrastructure development
- Software technology parks and technology centers
- Industry services and support
- Membership benefits
- News, blogs, press releases, and newsletters
- Publications, reports, and research
- Success stories and case studies
- Videos, image galleries, and media resources
- Tenders, careers, notices, and announcements
- Contact information and facilitation services

The selected firm shall migrate and appropriately format all approved existing content while preserving its accuracy, hierarchy, media attachments, publication dates, and relevant metadata. Final content shall remain subject to review and approval by PSEB.

2.5 Integration of Microsites into the Main Website

The four identified microsites shall be redesigned and consolidated within the main "techdestination" website architecture.

The integration shall:

- Provide a unified visual identity and consistent user experience.
- Enable centralized administration through a common Content Management System.
- Preserve the distinct purpose and identity of each program or initiative.
- Provide seamless navigation between the main website and program-specific sections.
- Retain and migrate approved pages, media, documents, forms, databases, and archives.
- Preserve relevant search-engine rankings through URL mapping and permanent redirects.
- Eliminate unnecessary duplication of content and technology.
- Ensure that existing links are redirected to their corresponding new locations.
- Allow PSEB to create additional program sections or microsites in the future using reusable templates.

2.6 Content Management System

A secure, scalable, and user-friendly Content Management System shall be implemented to enable authorized PSEB officials to independently manage website content without requiring technical or programming knowledge.

The CMS shall include:

- Role-based access and permission management.
- Content creation, editing, review, approval, and publishing workflows.
- Draft, scheduled publication, unpublishing, and archival functionality.
- Content versioning and revision history.
- Reusable page templates and content components.
- Management of menus, banners, forms, events, news, blogs, publications, galleries, and downloads.
- Centralized media and document library.
- Search-engine optimization fields and metadata management.
- Preview functionality before publication.

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- Audit logs for administrative and editorial activities.
- Capability to manage all websites and integrated microsites from a centralized administrative interface.
- Flexibility to add new pages, sections, campaigns, programs, and microsites in the future.

2.7 Functional Modules and Integrations

The selected firm shall redesign, develop, or integrate all functional modules required for the websites, including:

- Advanced website-wide search and filtering.
- Events and delegations listings, detail pages, registrations, and related calls to action.
- News, blogs, press releases, newsletters, and media sections.
- Publications, reports, research documents, and downloadable resources.
- Program and initiative listings with dedicated detail pages.
- Image galleries, video galleries, and multimedia content.
- Contact, inquiry, feedback, partnership, and facilitation forms.
- Links and calls to action connected with the PSEB registration portal.
- Newsletter subscription functionality.
- Social-media integration.
- Analytics and visitor-tracking integration.
- Email notifications for form submissions and relevant website activities.
- Integration with relevant PSEB platforms, APIs, or approved third-party services.

All integrations shall be secure, documented, configurable, and developed in accordance with the technical requirements approved by PSEB.

2.8 Search Engine Optimization, AI Engine Optimization and Digital Discoverability

The selected firm shall provide comprehensive Search Engine Optimization (SEO) and AI Engine Optimization (AIEO) services for the “techdestination” websites and all associated microsites.

The objective shall be to improve the visibility, discoverability, authority, and accurate representation of “techdestination” and PSEB content across:

- Conventional search engines, including Google and Bing.
- AI-powered search and answer platforms.
- Generative search features and virtual assistants.
- ChatGPT, Google AI features, Microsoft Copilot, and other relevant platforms.
- International and local searches relating to Pakistan’s IT and ITeS industry.

The scope shall cover:

- “techdestination” complete website.
- PMNTP website and related content.
- Software Technology Parks website and related content.
- Japan Pakistan Digital Collaboration Hub.

SEO and AI Engine Optimization shall form an ongoing service covering initial assessment, implementation, content improvement, monitoring, reporting, and continuous optimization.

2.8.1 Initial SEO and AI Visibility Assessment

The selected firm shall conduct a comprehensive assessment of the existing websites to establish their current performance across conventional and AI-powered search platforms.

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The assessment shall include:

- Technical SEO audit.
- Website crawlability and indexation review.
- Review of existing organic traffic and search performance.
- Review of keyword visibility and ranking positions.
- Identification of important pages that are not properly indexed.
- Review of website structure, navigation, and internal linking.
- Assessment of page titles, descriptions, headings, URLs, images, and metadata.
- Identification of duplicate, outdated, incomplete, or low-value content.
- Review of website speed, mobile responsiveness, and user experience.
- Review of broken links, error pages, and redirect issues.
- Review of available structured data.
- Review of external links and the website's online authority.
- Assessment of how PSEB, "techdestination", and Pakistan's IT industry are represented in AI-generated answers.
- Identification of topics for which "techdestination" content is not being referenced by search engines or AI platforms.
- Comparison with relevant local and international technology-promotion organizations.
- Establishment of baseline indicators for organic search traffic, rankings, indexation, AI referrals, and citations.

The selected firm shall submit an **Initial SEO and AI Visibility Assessment Report** containing identified gaps, recommendations, priorities, and an implementation plan.

2.8.2 Monthly SEO and AI Engine Optimization Report

The selected firm shall submit a consolidated monthly report covering:

- Activities completed during the month.
- Organic search performance.
- Keyword and topic visibility.
- Website traffic and user engagement.
- Landing-page performance.
- Crawl and indexation status.
- Technical issues identified and resolved.
- Content developed, reviewed, or optimized.
- Status of structured information.
- External-link and authority-building activities.
- AI referral traffic and citations, where available.
- Pages receiving increased or reduced visibility.
- Inaccurate or outdated AI-generated information identified.
- Corrective actions completed.
- Outstanding issues and dependencies.
- Comparison with the approved baseline.
- Recommendations and planned activities for the following month.

The report shall include an executive summary suitable for PSEB management and a supporting detailed report for relevant technical officials.

2.9 Security and Compliance

The selected firm shall adopt security-by-design principles throughout the development and deployment lifecycle.

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The security scope shall include:

- Secure coding practices aligned with applicable OWASP guidelines.
- Role-based access controls for administrative users.
- Multi-factor authentication for CMS administrators, where required.
- Secure transmission through valid TLS certificates.
- Input validation, secure file uploading, CAPTCHA, and protection against automated abuse.
- Protection against common web vulnerabilities and malicious requests.
- Security logging and monitoring.
- Secure API and third-party integration practices.
- Privacy notices, cookie controls, and consent-management mechanisms, where applicable.
- Backup, restoration, and disaster-recovery arrangements.
- Vulnerability Assessment and Penetration Testing before production deployment.
- Resolution and retesting of identified critical and high-risk vulnerabilities before go-live.

2.10 Content Migration and Quality Assurance

The selected firm shall be responsible for migrating all content approved by PSEB from the existing websites and microsites to the new platform.

The migration process shall include:

- Mapping of old pages and URLs to the new information architecture.
- Migration of text, images, videos, publications, documents, forms, and metadata.
- Formatting and presentation of migrated content according to the approved design system.
- Identification and reporting of missing, duplicate, corrupted, or outdated content.
- Verification of internal and external links.
- Validation of downloadable files and media.
- Implementation of redirects for replaced or relocated URLs.
- Quality assurance of migrated content before production deployment.

No existing website or microsite shall be discontinued until its approved content has been migrated, verified, and accepted by PSEB.

2.11 Testing and Production Deployment

The selected firm shall conduct comprehensive testing before production deployment, including:

- Functional testing.
- UI/UX and responsive-design testing.
- Cross-browser and cross-device testing.
- Content and link validation.
- Accessibility testing.
- Performance and load testing.
- API and integration testing.
- Security testing and VAPT.
- User Acceptance Testing with PSEB stakeholders.
- Backup restoration and deployment rollback testing.

The production deployment shall be performed through a controlled release process with minimum service disruption. The selected firm shall maintain staging, testing, and production environments and submit a detailed deployment and rollback plan for PSEB's approval.

2.12 Documentation, Training and Handover

The selected firm shall provide complete technical and operational documentation, including:

- Approved information architecture and website sitemaps.
- UI/UX design system and source design files.
- Solution and deployment architecture.
- Source code and database documentation.
- CMS administration manual.
- API and integration documentation.
- Content migration report.
- Testing, performance, accessibility, and security reports.
- Deployment, backup, restoration, and disaster-recovery procedures.
- User manuals and standard operating procedures.

The selected firm shall conduct training sessions for designated PSEB officials covering content management, user administration, reporting, publishing workflows, media management, security practices, and routine website operations.

2.13 Key Deliverables

The major deliverables under this scope shall include:

- Discovery, requirement-analysis, and content-audit report.
- Revised information architecture and approved sitemaps.
- UI/UX wireframes and interactive prototypes.
- Complete visual design system and approved page templates.
- Upgrade local industry and international audience websites.
- Four redesigned and integrated microsites.
- Centralized Content Management System.
- Migration and validation of all approved content.
- Completion of required integrations and functional modules.
- SEO, analytics, accessibility, security, and performance configurations.
- Testing, VAPT, and User Acceptance Testing reports.
- Production deployment and go-live support.
- Complete source code, design files, documentation, and administrative credentials.
- Training and knowledge-transfer sessions for PSEB officials.
- Information Architecture and user journey restructuring.
- Scalable, modular, API-enabled and integration-ready application architecture.
- CMS modernization and structured content management.
- Search, content discovery, analytics, and management insights.
- Performance optimization and technical SEO.
- Secure role-based administration.
- AI Automation for intelligent assistance, workflow automation, knowledge access, and digital service enablement.
- API gateway and integration layer for external systems.
- Migration, staging, UAT, deployment, stabilization, and production support.
- Version control, release management, backup, rollback, and technical documentation.

4. Cybersecurity, Vulnerability Assessment, Penetration Testing and Compliance

4.1 Application and Infrastructure Security

The selected firm shall implement, maintain, and periodically review appropriate technical and administrative security controls, including:

- Secure software development practices aligned with the OWASP Top 10, OWASP API Security Top 10, and other recognized industry practices.
- Security review of application architecture, source code, databases, APIs, integrations, and deployment configurations.
- Application, API, database, operating system, server, network, and cloud-environment hardening.
- Role-Based Access Control based on least-privilege and need-to-know principles.
- Protection and monitoring of administrative, privileged, and service accounts.
- Multi-factor authentication for administrative and other sensitive access, wherever applicable.
- Secure authentication, authorization, password management, and session-management mechanisms.
- Encryption of data in transit using valid SSL/TLS certificates.
- Encryption of sensitive information and backup data at rest, wherever applicable.
- Secure management of encryption keys, credentials, API keys, tokens, certificates, and other secrets.
- API authentication, authorization, throttling, input validation, and integration-level access controls.
- Validation and sanitization of user inputs and uploaded files.
- Protection against malware, malicious uploads, automated attacks, bots, and abuse.
- Web Application Firewall, firewall, DDoS protection, intrusion detection, and security monitoring.
- Centralized security logging, audit trails, alerting, and retention of relevant records.
- Timely operating-system, application, framework, database, plugin, library, and firmware patching.
- Monitoring and remediation of outdated, unsupported, or vulnerable software components.
- Secure backup, restoration, replication, and disaster-recovery arrangements.
- Periodic review of security configurations, administrative accounts, permissions, and access logs.

Security controls shall be applied consistently across the production, disaster-recovery, pre-production, staging, and administrative environments.

4.2 Vulnerability Assessment and Penetration Testing

Comprehensive Vulnerability Assessment and Penetration Testing shall be mandatory for all “techdestination” websites, integrated microsites, the PSEB Registration Portal, administrative interfaces, APIs, servers, databases, network services, and hosting environments.

VAPT activities shall be conducted:

- Before the initial production deployment or go-live.
- After major application, infrastructure, architecture, or configuration changes.
- After the introduction of significant APIs, payment services, government-system integrations, or third-party integrations.
- Following any major cybersecurity incident or suspected compromise.
- Periodically throughout the maintenance and support period.
- Whenever specifically required by PSEB.
- On a monthly basis for all websites and the PSEB Registration Portal, with corresponding monthly VAPT and security-status reports.

Monthly assessments shall include vulnerability scanning and appropriate validation of identified findings. Comprehensive penetration testing shall include manual testing wherever automated scanning alone is insufficient to establish the existence, severity, exploitability, or business impact of a vulnerability.

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All security testing shall be planned and executed in a controlled manner to avoid damage, data loss, service interruption, or degradation of production services. Testing of production environments shall only be performed through a method and schedule approved by PSEB.

4.3 Minimum VAPT Coverage

VAPT shall cover, at a minimum:

- Public-facing websites and microsites.
- PSEB Registration Portal and its administrative interfaces.
- Web and mobile-responsive application interfaces.
- APIs and web services.
- Authentication, authorization, password recovery, OTP, and session-management mechanisms.
- User roles, permissions, and privilege-escalation risks.
- Databases and data-access controls.
- File-upload, document-management, and media-management functions.
- Payment and transactional workflows, where applicable.
- External and internal integration interfaces.
- Content Management System and administrative functions.
- Server, operating-system, network, firewall, and security configurations.
- Primary and disaster-recovery hosting environments.
- SSL/TLS, DNS, exposed ports, and internet-facing services.
- Cloud, storage, backup, and replication configurations.
- Third-party libraries, plugins, frameworks, and dependencies.
- Business-logic vulnerabilities and workflow manipulation.
- Data exposure, privacy risks, and insecure error handling.
- Logging, monitoring, and audit-trail effectiveness.

4.4 VAPT Reporting and Remediation

For each VAPT exercise, the selected firm shall provide a comprehensive report containing:

- Executive summary for PSEB management.
- Scope, methodology, tools, assumptions, and limitations.
- Details of systems, applications, APIs, and environments assessed.
- Evidence and technical details for each identified vulnerability.
- Vulnerability severity classification using a recognized risk-rating methodology.
- Likelihood, exploitability, business impact, and affected assets.
- Recommended corrective and preventive actions.
- Responsible party and target remediation date.
- Remediation status for each finding.
- Evidence of corrective action.
- Re-testing results.
- Final closure status and residual-risk assessment.

Critical and high-risk vulnerabilities shall be communicated to PSEB immediately without waiting for the monthly reporting cycle. Such vulnerabilities shall be prioritized and resolved within the timelines defined in the SLA.

No application or major release shall be deployed into production with unresolved critical or high-risk vulnerabilities unless an exception and risk-acceptance decision has been formally approved in writing by PSEB.

4.5 Monthly VAPT and Security Reports

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The selected firm shall submit a consolidated monthly VAPT and cybersecurity report covering:

- "techdestination" local industry website.
- "techdestination" international audience website.
- All integrated microsites.
- PSEB Registration Portal.
- Administrative portals and CMS.
- APIs and external integrations.
- Primary and disaster-recovery hosting environments.
- Internet-facing servers, services, and network components.

The monthly report shall present newly identified findings, open vulnerabilities from previous periods, remediation actions completed, overdue items, re-testing results, security incidents, patching status, certificate status, suspicious activity, and the overall cybersecurity posture of the covered systems.

All VAPT reports, evidence, scan outputs, remediation records, and closure reports shall be treated as confidential information and shared only with authorized PSEB representatives through secure channels.

5. Reporting, Monitoring and Governance Mechanism

The selected firm shall provide ongoing managed application maintenance, technical support, security management, performance optimization, integration support, issue resolution, and continuous enhancement services for all websites, microsites, portals, APIs, applications, databases, and hosting environments covered under this RFP.

A formal governance framework shall be established to ensure transparency, accountability, timely decision-making, SLA compliance, risk management, and effective coordination between PSEB and the selected firm.

5.1 Monitoring Requirements

The selected firm shall continuously monitor the availability, security, capacity, health, and performance of all systems under its responsibility.

Monitoring shall cover:

- Website and portal availability.
- Application response times and errors.
- API availability, response time, and failed transactions.
- Server CPU, memory, storage, and network utilization.
- Database availability, performance, capacity, and failed queries.
- SSL/TLS certificate validity and expiration.
- Backup completion, failure, retention, and restoration status.
- Replication between Primary and Disaster Recovery environments.
- Active–passive failover readiness.
- Firewall, WAF, DDoS, malware, intrusion, and security alerts.
- Scheduled jobs, email services, OTP services, and other critical integrations.
- Logs, audit trails, abnormal activity, and unauthorized access attempts.
- Capacity thresholds and future infrastructure requirements.

PSEB shall be provided with access to agreed monitoring dashboards and relevant status information. Automated alerts shall be configured for service failures, security incidents, capacity thresholds, integration failures, backup failures, and other critical conditions.

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5.2 Reporting Coverage

Reporting shall include, but not be limited to:

- Project milestones, deliverables, and implementation progress.
- Planned activities versus actual progress.
- Maintenance, corrective actions, and enhancement activities.
- Integration development and interface status.
- API availability, performance, failures, and integration issues.
- Support tickets, incidents, requests, and resolution status.
- Application, website, portal, and infrastructure uptime.
- Performance indicators and resource utilization.
- Capacity trends and scaling requirements.
- Backup, restoration, replication, and disaster-recovery status.
- Cybersecurity events, alerts, and vulnerability status.
- Monthly VAPT findings and remediation progress.
- Patches, updates, and security configuration changes.
- Change requests, releases, deployments, and rollback activities.
- SLA performance and instances of non-compliance.
- Risks, issues, dependencies, delays, and corrective actions.
- Decisions and support required from PSEB.
- Recommendations and activities planned for the following reporting period.

5.3 Incident Notification and Escalation

Critical outages, portal unavailability, integration failures, backup failures, active–passive failover events, data-security incidents, suspected data breaches, and critical or high-risk vulnerabilities shall be reported immediately through the approved escalation and incident-management mechanism.

The selected firm shall not wait for the scheduled monthly reporting cycle to communicate any critical incident or material risk.

The notification shall include, as information becomes available:

- Date and time of detection.
- Affected system or service.
- Initial assessment and severity.
- Known or potential operational impact.
- Data or users potentially affected.
- Containment and recovery actions initiated.
- Current service status.
- Estimated restoration time, where available.
- Next scheduled update.
- Escalation contacts and responsible technical personnel.

Progress updates shall continue at the frequency defined in the SLA until the incident is contained and services are restored. A formal root-cause analysis and corrective-action report shall subsequently be submitted for all critical incidents.

5.4 Review and Acceptance of Reports

All reports shall be provided in clear, structured, and management-friendly formats, supported by relevant technical

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evidence, dashboards, logs, statistics, and trend analysis.

PSEB may require clarification, supporting evidence, correction, or additional analysis where a report is incomplete or does not accurately represent service performance. Submission of a report shall not, by itself, constitute acceptance of the reported deliverables, remediation actions, or SLA performance.

All reports, dashboards, registers, evidence, and supporting records produced under the contract shall remain accessible to PSEB and shall be included in the final project and service handover.

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