

Standard Bidding Document

Provision of End-to-End SaaS Solution for CDNS Card Management &
Payment Infrastructure
(Non-Consultancy Services)

National

Single Stage-Two Envelope



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PROCUREMENT NOTICE

PROCUREMENT OF NON-CONSULTANCY SERVICES

1. The **Central Directorate of National Savings (Central Directorate of National Savings (CDNS))** has reserved Funds for the procurement planned for FY **2025-26**. The **Central Directorate of National Savings (Central Directorate of National Savings (CDNS))** intends to apply part of the proceeds of this Fund to cover eligible payments under the contract for the “**Provision of End-to-End SaaS Solution for CDNS Card Management & Payment Infrastructure**”
2. The **Central Directorate of National Savings (Central Directorate of National Savings (CDNS))** 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, 2004 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, Banker's Cheque, Call at Deposit, 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://vendors.epads.gov.pk/>.
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 **Tuesday, June 2, 2026 11:00 AM**. E-bids will be opened on the same day at **Tuesday, June 2, 2026 11:30 AM**. 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>

7. In terms of Rules 48 of Public Procurement Rules, 2004 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.org.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 for 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 Invitation for Bids.

3. Fraud & Corruption

3.1. As defined under Rule 2(1)(f) of the Public Procurement Rules, 2004.

4. Eligible Bidders

4.1. A bidder is eligible to participate in a procurement process if the bidder:

4.1.1. possesses or has access to the technical competence, financial resources, equipment and other physical facilities, personnel, managerial capability, experience and reputation necessary to complete the procurement contract;

4.1.2. has the legal capacity to enter into a procurement contract;

4.1.3. is not insolvent, in receivership, bankrupt or being wound up and its activities or affairs are not suspended or being administered under any Act, by a court or by a judicial officer;

4.1.4. is not the subject of legal proceedings for any of the matters mentioned in sub-rule (c);

4.1.5. has fulfilled or has made substantial arrangements satisfactory to the relevant authorities, to fulfil its obligations to pay taxes and social security (where applicable) other contributions of its employees; and

4.1.6. has not, or in the case of a company, its owners and beneficial owners, directors or officers have not, been convicted of a criminal offence related to:

4.1.6.1. its professional conduct; or

4.1.6.2. a bidder (or, in the case of a company, its key individuals such as owners, beneficial owners, directors, or officers) must not have engaged in any prohibited practice, such as fraud, corruption, collusion, or coercion, within the time period stated in the bidding documents, which can be up to three years before the start of the procurement process. Additionally, the bidder must not have been debarred (i.e., banned) from participating in public procurement processes in Pakistan or by any international organization or country. If they have, they are ineligible to participate in the current bidding.

4.2. The procuring agency may require a bidder participating in the procurement process to provide the prescribed documentary evidence or other information to satisfy itself that the bidder is qualified in accordance with the criteria in sub-clause (1).

4.3. A procuring agency shall set out in the bidding document all the criteria for qualification to be applied in accordance with sub-clause (1).

4.4. Except as permitted under the Ordinance, Rules and Regulations, the procuring agency shall not establish a criterion for eligibility of a bidder that:

4.4.1. discriminates against or among a bidder or against categories of bidders; or

4.4.2. is not required for the performance of the procurement contract; or

4.4.3. is not related to the avoidance or management of legal, reputational or economic risk to the procuring agency unless it is in the national interest to do so, and the criteria is set out in the bidding documents.

4.5. A procuring agency shall assess the eligibility of a bidder for participation in the procurement process against the criteria for qualification under sub-clause (1).

4.6. In the case of a joint venture, consortium, or association, all members shall be jointly and severally liable for the execution of the contract in accordance with the terms and conditions of the contract. The joint venture, consortium, or association shall nominate a lead member as nominated in the BDS,

4.7. who shall have the Authority to conduct all business for and on behalf of any and all the members of Joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of the contract.

4.8. The appointment of the lead Member in the joint venture, consortium, or association shall be confirmed by submission of valid power of Attorney to the procuring agency.

4.9. Subject to the limits specified in the BDS, the procuring agency may allow bidders to participate in the form of a Joint Venture (JV). However, each party in the JV must individually meet the eligibility criteria specified in the BDS

4.10. No Bidder can be a sub-contractor while submitting a Bids individually or as a member of a joint venture in the same Bidding process.

5. Qualification of the Bidder

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

B. Bidding Documents

1. Contents of Standard Bidding Document

1.1. 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 6.1** include:

Section I - Invitation to Bid

Section II Instructions to Bidders (ITB)

Section III Bid Data Sheet (BDS)

Section IV Eligible Countries

Section V Evaluation Criteria, Specifications, Schedule of Requirements, and Technical Specifications.

Section VI Bidding Forms

Section VII Fraud & Corruption

Section VIII - Material & Non-material deviation

Section IX General Conditions of Contract (GCC)

Section X Special Conditions of Contract (SCC)

Section XI Contract Forms

1.2. 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.

2. Clarifications

2.1. Clarifications of the bidding documents may be requested in writing through EPADS v2.0 by any bidder up to three days prior to the deadline for the submission of bids.

The procuring agency shall respond promptly and in writing to any request by a bidder for clarification of the bidding documents and, in any event, no later than two days prior to the deadline for the submission of bids or proposals.

Responses to requests for clarification shall be communicated simultaneously and in writing to all bidders participating in the procurement proceedings.

No bidder shall be allowed to alter or modify his bid after the bids have been opened however, the procuring agency may seek and accept clarification to the bid that do not change the substance of the bid, through EPADS v2.0.

2.2. Procuring Agency's response will be uploaded on the EPADS v2.0, including a description of the inquiry.

2.3. Should the Procuring Agency deem it necessary to amend the bidding document as a result of a clarification, it shall do so following the procedure under **ITB 8** .

2.4. If indicated **in the BDS**, the bidder's designated representative is invited at the bidder's cost to attend a pre-bid meeting at the place, date and time mentioned **in the BDS**. During this pre-bid meeting, prospective bidder(s) may request clarification(s) regarding the schedule of requirements, the Evaluation Criteria or any other aspects of the bidding document.

2.5. Minutes of the pre-bid meeting, if applicable, including the text of the questions asked by bidders, and the responses given, together with any responses prepared after the meeting will be uploaded on EPADS v2.0. Any modification to the bidding document that may become necessary as a result of the pre-bid meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to **ITB 8** .

2.6. To assist in the examination, evaluation and comparison of Bids of the Bidders, the Procuring Agency may, ask any Bidder for a clarification of its bid including breakdown of prices, through EPADS v2.0. Any clarification submitted by a bidder that is not in response to a request by the Procuring Agency shall not be considered.

No change in the prices or substance of the bid shall be sought, offered, or permitted.

The alteration or modification in the bid which in any way affect the following parameters will be considered as a change in the substance of a

bid:

- 2.6.1. evaluation & qualification criteria;
- 2.6.2. required scope of work or specifications;
- 2.6.3. all securities requirements;
- 2.6.4. tax requirements;
- 2.6.5. terms and conditions of bidding documents; and
- 2.6.6. change in the ranking of the bidders.

From the time of bid(s) opening to the time of contract award, if any bidder wishes to contact the procuring agency on any matter related to the bid, it should do so in writing or through electronic form that provides record of the content of communication.

3. Amendment of Bidding documents

3.1. 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.

3.2. 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.

3.3. 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:

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

1. Documents Constituting the Bids

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

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

1.1.2. Documentary evidence established in accordance with ITB 8 that services to be provided by the bidder are eligible services, and conform to the bidding documents;

1.1.3. Documentary evidence established in accordance with ITB 9 that the bidder is eligible and/or qualified for the subject bidding process;

1.1.4. Documentary evidence established in accordance with ITB 9.3 that the bidder has been authorized to provide the services;

1.1.5. Bid security or Bids Securing Declaration furnished in accordance with ITB 14; and

1.1.6. Any other document required in the BDS.

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

2.1. 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.

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

3. Documents Establishing Eligibility and Qualification of the Bidder

3.1. Pursuant to ITB 8, 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.

3.2. 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 as defined in Section-IV titled as "Eligible Countries".

3.3. 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:

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

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

4. Form of Bid

4.1. 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.

5. Bids Prices

5.1. 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.

5.2. 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.

5.3. 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.

5.4. 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.

5.5. 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. (May be reviewed)

6. Price Adjustment

6.1. Price adjustment shall not be applicable on the contract with less than 12 months period.

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

6.3. 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 11.2 shall not be applicable in that case.

7. Bids Currencies

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

8. Bid Validity Period

8.1. 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. The period of bid validity will be determined from the complementary bid securing instrument i.e. the expiry period of bid security or bid securing

declaration as the case may be.

9. Bid Security or Bid Securing Declaration

9.1. 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 Section VI (Bid Forms) 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.

9.2. 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

9.3. The Bid Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in 14.5 are invoked.

9.4. 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 13. 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:

9.4.1. the expiry of the Bid Security;

9.4.2. 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;

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

9.4.4. 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.

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

9.5.1. if a bidder:

9.5.1.1. 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

9.5.1.2. does not accept the correction of errors pursuant to ITB 26; or

9.5.2. in the case of a successful bidder fails:

9.5.2.1. **to sign the contract in accordance with ITB 32; or**

9.5.2.2. **to furnish Performance Guarantee in accordance with ITB 33.**

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

10. Alternative Bids by Bidders

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

10.2. 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 Evaluation and Qualification Criteria.

11. Withdrawal, Substitution, and Modification of Bids

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

12. Format and Signing of Bids

12.1. 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.

12.2. Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person(s) signing the forms of bid.

D. Submission of Bids

1. Submission of Bids through EPADS v2.0 before Dead deadline

1.1. 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.

1.2. 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

1. Opening & Evaluation of Bids by the Procurement Cell

1.1. As per Rule 10 of Public Procurement Rules, 2025
(PA to establish a Procurement Cell which shall carryout procurements a per Rule 10 of Public Procurement Rules, 2025)

2. Opening & Evaluation of Bids by the Bid Evaluation Committee

2.1. As per Rule 11 of Public Procurement Rules, 2025
(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)

3. **Third Party Validation**

3.1. **In compliance with Rule 12** of Public Procurement Rules, 2025, 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.

4. **External Bid Evaluation Committee**

4.1. **As per Rule 13 of Public Procurement Rules, 2025**, procurements with an estimated value above two billion rupees shall be opened and evaluated by the Procuring Agency's notified External Bid Evaluation Committee.

5. **Opening of Bids**

5.1. The Procuring Agency will open all bids through EPADS, in the presence of bidders' or their representatives who choose to attend, and other parties with a legitimate interest in the bid proceedings at the place, on the date and at the time, specified in the **BDS**. The Bidders' representatives present shall sign attendance sheet as proof of their attendance.

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

5.3. 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.

5.4. The procuring agency shall prepare minutes of the bid opening. The record of the bid opening shall include, as a minimum: the name of the bidder and the bid price, if applicable.

6. **Confidentiality**

6.1. 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.

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

7. Preliminary Examination of Bids

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

7.1.1. meets the eligibility criteria defined in **ITB 3**;

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

7.1.3. is accompanied by the required securities; and

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

7.2. 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 bids shall be rejected.

7.3. 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.

8. Examination of Terms and Conditions, Technical Evaluation

8.1. 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 in the bidding document have been

met without material deviation or reservation.

8.2. 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 21**, it shall reject the bids.

9. Correction of Errors

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

9.1.1. 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;

9.1.2. 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

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

9.1.4. 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.

9.2. 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**.

10. Conversion to Single Currency

10.1. As per Rule 30(2) of Public Procurement Rules, 2004.

11. Evaluation of Bids

11.1. The procuring agency shall evaluate bids in accordance with Rule 30 of Public Procurement Rules, 2004 and compare only those bids determined to be substantially responsive, pursuant to **ITB 24**.

11.2. 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.

11.3. 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.

11.4. The Procuring agency evaluation of a bid will take into account:

11.4.1. 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;

11.4.2. price adjustment for correction of arithmetic errors in accordance with **ITB 26**;

11.5. converting the amount resulting from applying (a) and (b) above, if relevant, to a single currency in accordance with **ITB 27**;

11.6. 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.

11.7. 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**.

12. Determination of Most Advantageous Bids

12.1. 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.

13. Abnormally Low Financial Bids

13.1. Procuring agency may 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.

A procuring agency shall not reject a bid as abnormally low under sub-clause (1) above unless the procuring agency -

13.1.1. requested in writing through EPADS from the bidder a written clarification of his bid, including a detailed price analysis of his 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 document; and

13.1.2. having taken account, the information provided by the bidder in response to a request under paragraph (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 for the offered price.

The procuring agency shall promptly communicate to the bidder concerned its decision to reject the bid, including the reasons for the decision.

14. Rejection of Bids

14.1. As per Rule 33 of the Public Procurement Rules, 2004

15. Cancellation of procurement

15.1. As per Rule 46 of Public Procurement Rules, 2025

16. Single Responsive Bid

16.1. The procuring agency may consider single responsive subject to underlying conditions of Rule 38(b) of the Public Procurement Rules, 2004.

17. Alternate Dispute Resolution (ADR)

17.1. As per Rule 66 of Public Procurement Rules, 2025

18. Arbitration Clause

18.1. (Appointing Authority for the Arbitrator shall be Chief Justice of Honorable Islamabad High Court OR Managing Director (PPRA) OR Secretary (Ministry of Law & Justice),

19. Fee of the Arbitrator

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

20. Socio-economic development

20.1. As per Rule 63 of Public Procurement Rules, 2025, 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

21. Environmental objectives

21.1. As per Rule 64 of the Public Procurement Rules, 2004, 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

1. Appointment of Contract Manager

1.1. 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 the Public Procurement Rules, 2004.

2. Criteria of Award

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

3. Procuring Agency's Right to reject All Bids

3.1. 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).

3.2. 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.

4. Procuring Agency's Right to Vary Quantities at the Time of Award

4.1. 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.

5. Notification of Award

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

5.2. 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 Acceptance 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).

5.3. The notification of award will constitute the formation of the Contract, subject to the condition that bidder furnish the Performance Guarantee and signing of the contract.

6. **Signing of Contract**

6.1. 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.

7. **Performance Guarantee**

7.1. After the receipt of the Letter of Acceptance, 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.

7.2. 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.

8. **Advance Payment**

8.1. 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.

9. **Arbitration**

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

10. **Corrupt & Fraudulent Practices**

10.1. 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**

1. **Constitution of Grievance Redressal**

1.1. Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of an odd number of persons with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement.

2. **GRC Procedure**

2.1. Any aggrieved party or bidder as the case may be, may file grievance in accordance with Rule 48 of the Public Procurement Rules, 20 and Redressal of Grievance Regulations, 2022

H. **Blacklisting/ Debarment**

1. **Procedure for Blacklisting/Debarment**

1.1. The procuring agency may initiate blacklisting proceedings against contractor/supplier in accordance with Rule-19 of the Public Procurement Rules, 2004, Mechanism for Blacklisting, Debarment Regulations, 2024 and "procedure for filling and disposal of review petition under rule-19(3) of the Public Procurement Rules, 2004.



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: **Central Directorate of National Savings (Central Directorate of National Savings (CDNS))**

The subject of procurement is: **Provision of End-to-End SaaS Solution for CDNS Card Management & Payment Infrastructure**

Expected commencement date: **Friday, July 31, 2026**

BDS Clause Number 2

ITB Number 2.1

Financial year for the operations of the Procuring Agency: **2025-26**

Name and identification number of the Contract: **P24743**

BDS Clause Number 3

ITB Number 4.6

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, May 17, 2026

BDS Clause Number 5

ITB Number 8.1

Any addendum, in case issued, shall be published on **Central Directorate of National Savings (Central Directorate of National Savings (CDNS))** website and on **EPADS v2.0**.

BDS Clause Number 6

ITB Number 9.1

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 7.6

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 7.6.2

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 in **BDS 6**

The Bid Security shall be in the form of: **Pay Order, Banker's Cheque, Call at Deposit, 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;

Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory

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

The deadline for Bids submission is: **Tuesday, June 2, 2026 11:00 AM**

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 : **Tuesday**

Date: **Tuesday, June 2, 2026**

Time : **11:30 AM**

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: **5.00%**.

The Performance Guarantee shall be acceptable in the form of: **Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee, Demand Draft**

21.

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

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

Eligibility Criteria

Bidder's Type	Required Registration
Individual / Individual Consultant	FBR (NTN)
Sole Proprietorship	FBR (GSTN)
Partnership Firm	SECP
Company (Private Limited)	
Company (Public Limited)	
Company (Holding Company)	
Company (Limited by Guarantee)	
State Owned Enterprise (Private Limited)	
State Owned Enterprise (Public Limited)	

Eligibility Criteria	Document
The Bidder must be registered company in Pakistan with SECP and must be working as Software House/ IT/ Computer Company for at least 5 years or above in Pakistan. (Copies of the company's Registration/ Incorporation Certificate's)	Yes

The status of participating Bidder for Income Tax must be “active” and for Sales Tax as “operative” with principal activity related to Computer Software. (Copies of NTN and STRN Numbers may be shared.)	Yes
The Bidder must be currently providing services to at least 03 financial institutions in Pakistan. (Module-wise). (Copies of Purchase Orders, Contracts or Completion Certificates clearly specifying the modules for each financial institution.)	Yes
The Bidder should have a minimum cumulative annual turnover of Rs. 500 Million. (Principal income should be from IT Services) for last 3 years. (Audited/ Certified financial statements and Annual Report signed by the Authorized Signatory.)	Yes
The bidder should not be blacklisted by any Federal/ Provincial Government and Public Sector as on the bid submission date. (An undertaking on a Stamp Paper of Rs. 100/- that the bidder has not been blacklisted by any Federal/ Provincial Government. Duly attested by Notary Public or Oath Commissioner.)	Yes
Bid Security as an earnest money of required amount and shape, to be placed in a sealed Envelope. (Bid Security in any shape of Banker’s Cheque/ Bank Draft/ Pay Order/ Demand Draft/ CDR)	Yes

Evaluation Criteria

Quality and Cost Based Selection (QCBS)

Technical Marks	50
Passing Marks	30
Technical Evaluation Criteria	

Local SaaS Experience: Proven SaaS implementation and management of both modules individually for at least three (03) Financial Institutions/ NBFIs in Pakistan, for both modules, separately. (CMS/Middleware/ HSMaaS/ Hosted Services) (Client Letters/ Contracts/ Go-Live Certs) (Qualitative)(Doc Required)

10

Module A - 5 Institutes and Module B - 5 Institutes **(10)**

Module A - 5 Institutes and Module B - 4 Institutes **(9)**

Module A - 5 Institutes and Module B - 3 Institutes **(8)**

Module A - 4 Institutes and Module B - 5 Institutes **(9)**

Module A - 4 Institutes and Module B - 4 Institutes **(8)**

Module A - 4 Institutes and Module B - 3 Institutes **(7)**

Module A - 3 Institutes and Module B - 5 Institutes **(8)**

Module A - 3 Institutes and Module B - 4 Institutes **(7)**

Module A - 3 Institutes and Module B - 3 Institutes **(6)**

<p>Technical / Certified Staff: Availability of certified staff in Cloud, Cybersecurity and Network. (CVs / Certifications i.e. CISSP/CISM, CCNP, any Card Related etc) (Qualitative)(Doc Required)</p> <p>3 Staff with 3 distinct certificates (5)</p> <p>3 Staff with 2 distinct certificates (4)</p> <p>3 Staff with 1 distinct certificates (3)</p> <p>2 Staff with 3 distinct certificates (4)</p> <p>2 Staff with 2 distinct certificates (3)</p> <p>2 Staff with 1 distinct certificates (2)</p> <p>1 Staff with 3 distinct certificates (3)</p> <p>1 Staff with 2 distinct certificates (2)</p>	5
<p>Operational Resilience: Active-Active setup with 99.50% SLA and redundant network connectivity. (Qualitative)(Doc Required)</p> <p>SLA Equal to or Above 99.90% (5)</p> <p>SLA Equal to or Above 99.80% (4)</p> <p>SLA Equal to or Above 99.70% (3)</p> <p>SLA Equal to or Above 99.60% (2)</p> <p>SLA Equal to 99.50% (1)</p>	5

<p>Interoperability: Support for at least 3 of the following standards: ISO 8583, ISO 20022, REST, SOAP/SOA and JSON/XML; including SAF (Store-and-Forward) logic. (Qualitative)(Doc Required)</p> <p>Support for 5 Standards (3)</p> <p>Support for 4 Standards (2)</p> <p>Support for 3 Standards (1)</p>	3
<p>Security Certifications; The bidder must hold at least any four (04) valid certifications i.e. PCI-DSS, PCI-SSF, PCI-SLC, ISO/IEC 27001, SOC-2 etc; for modules on hosted operations. Additional card-related certifications are highly preferred. (Valid Certifications) (Qualitative)(Doc Required)</p> <p>Above 4 Valid Certificates (2)</p> <p>4 Valid Certificates (1)</p>	2
<p>Direct Connectivity/ Scheme Certification: Direct connectivity and scheme certification with 1LINK and UnionPay (UPI). (Connectivity/ Certification Proof) (Qualitative)(Doc Required)</p> <p>Direct connectivity (1Link) AND Scheme Certification (UPI) (2)</p> <p>Direct connectivity (1Link) OR Scheme Certification (UPI) (1)</p>	2

<p>OEM & IP Rights: The Bidder must be the Original Equipment Manufacturer (OEM) of the proposed platform with full intellectual property rights and authority to customize. (OEM Certificate/ Copyright/ IP Registration/ Certificate) (Qualitative)(Doc Required)</p> <p>OEM of the proposed platform WITH full intellectual property rights AND authority to customize. (2)</p> <p>OEM of the proposed platform WITHOUT full intellectual property rights OR authority to customize. (1)</p>	2
<p>Data Center Standards: The Data Center must be at least Tier-III Compliant / Certified Data Center. (Certificate) (Qualitative)(Doc Required)</p> <p>The Data Center must be a Tier-III Certified Data Center. (2)</p> <p>The Data Center must be a Tier-III Compliant Data Center. (1)</p>	2
<p>Support & NOC: 24x7 support structure, dedicated NOC response time and defined escalation SOPs. (Support Plan / SLA Document) (Qualitative)(Doc Required)</p> <p>Dedicated NOC with real-time monitoring tools 24x7 Support (2)</p> <p>NOC With 24x7 Support (1)</p>	2
<p>Processing Experience: Proven history of handling high-volume transactional environments, minimum 0.5 Million Trx/Month. (Qualitative)(Doc Required)</p> <p>1.0 Million Trx / Month & Above (2)</p> <p>0.5 Million Trx /Month & Above (1)</p>	2

<p>Data Residency: Compliance Letter/ Guarantee that all transaction data and PII remains within the borders of Pakistan as per regulatory requirements. (Qualitative)(Doc Required)</p> <p>Data Residency: Compliance Letter/ Guarantee that all transaction data and PII remains within the borders of Pakistan as per regulatory requirements. (1)</p>	1
<p>Disaster Recovery: Minimum Documented RTO (Recovery Time Objective) 4 hours and RPO (Recovery Point Objective) 30 min for the DR site. (Qualitative)(Doc Required)</p> <p>Disaster Recovery: Minimum Documented RTO (Recovery Time Objective) 4 hours and RPO (Recovery Point Objective) 30 min for the DR site. (1)</p>	1
<p>CMS Throughput: Minimum processing capacity of 500 Transactions Per Second (TPS/ CPS). (Supported by benchmark report) (Qualitative)(Doc Required)</p> <p>CMS Throughput: Minimum processing capacity of 500 Transactions Per Second (TPS/ CPS). (Supported by benchmark report) (1)</p>	1
<p>Messaging Logic: Robust queuing engine/SAF (Store and Forward) tested up to 500 TPS. (Supported by benchmark report) (Qualitative)(Doc Required)</p> <p>Messaging Logic: Robust queuing engine/SAF (Store and Forward) tested up to 500 TPS. (Supported by benchmark report). (Doc Required) (1)</p>	1

<p>HSM Compliance: Provision of FIPS 140-2/3 Level 3 certified Hardware Security Modules (HSMs) for key management. (Qualitative)(Doc Required)</p> <p>HSM Compliance: Provision of FIPS 140-2/3 Level 3 certified Hardware Security Modules (HSMs) for key management. (1)</p>	1
<p>Financial Stability: A minimum cumulative annual turnover of PKR 500 Million for the last 3 years. (Principal income from IT services) (Audit Reports / Financial Statements) (Qualitative)(Doc Required)</p> <p>1,500 (M) and Above (10)</p> <p>1,350 (M) and Above (9)</p> <p>1,200 (M) and Above (8)</p> <p>1,050 (M) and Above (7)</p> <p>900 (M) and Above (6)</p> <p>750 (M) and Above (5)</p> <p>600 (M) and Above (4)</p> <p>500 (M) and Above (3)</p>	10

Required Services

Lot Title : End-to-End SaaS Solution for CDNS Card Management & Payment Infrastructure

Bid Security : 2000000

Position	Delivery Schedule	Quantity
MODULE-A -Card Management System (CMS)	Address: Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory Schedule: 50 Days Quantity: 1	1
MODULE-B-HARDWARE SECURITY MODULE AS A SERVICE (HSMaaS)	Address: Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory Schedule: 50 Days Quantity: 1	1

Related Services :

Yes

End-to-End SaaS Solution for CDNS Card Management & Payment Infrastructure

Position	Related Services
MODULE-A -Card Management System (CMS)	Please refer Annexure-D
MODULE-B-HARDWARE SECURITY MODULE AS A SERVICE (HSMaaS)	Please refer Annexure-D

Services Specifications

Lot Title : End-to-End SaaS Solution for CDNS Card Management & Payment Infrastructure

Position: MODULE-A -Card Management System (CMS)

Specifications / Requirements:

Please refer Annexure- A.

Position: MODULE-B-HARDWARE SECURITY MODULE AS A SERVICE (HSMaaS)

Specifications / Requirements:

Please refer Annexure-B.

Scope of Work

Please refer Annexure-C.

Price Schedule

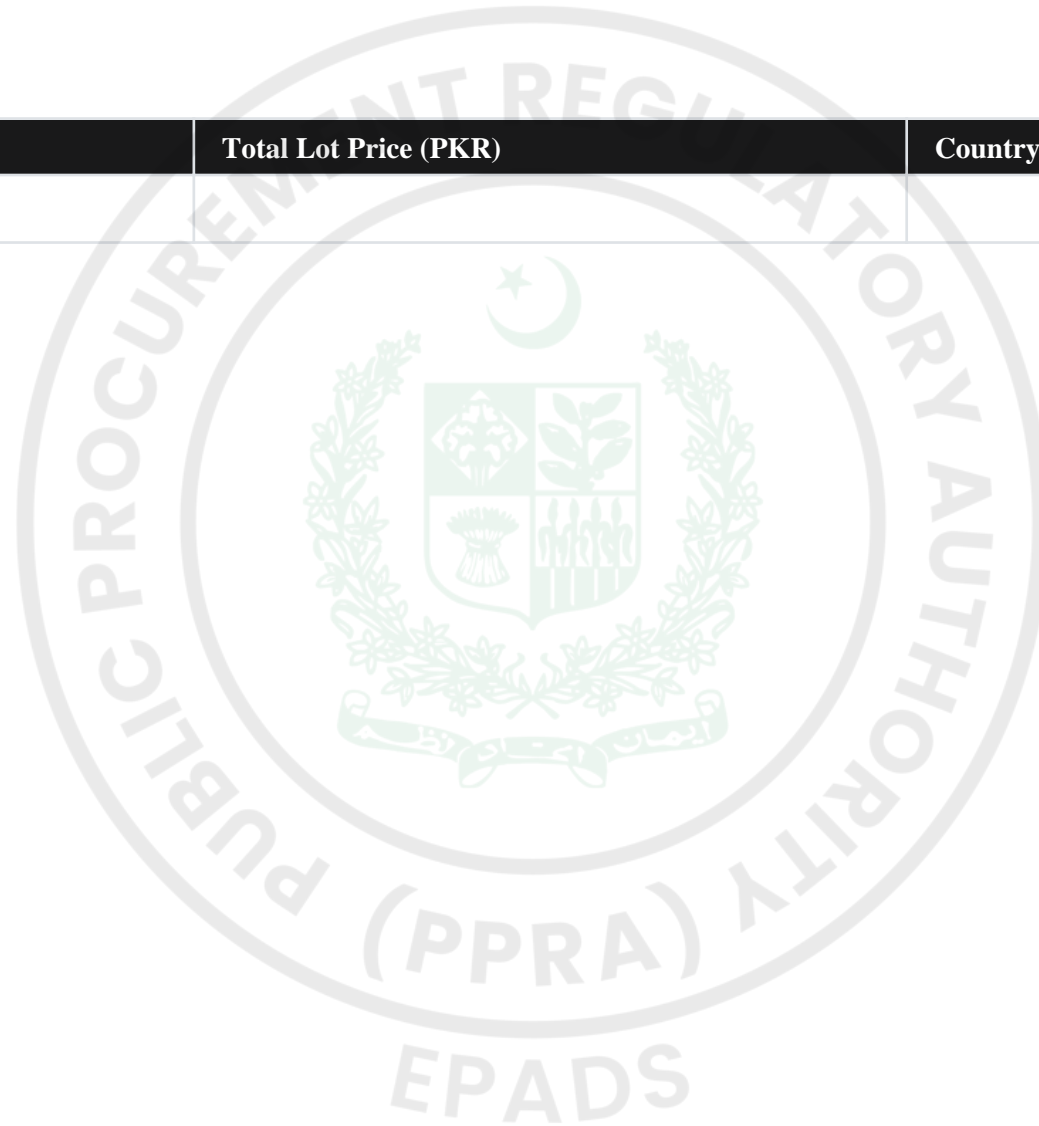
For Individual Positions

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

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

For Lots

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







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 Contractor and the Procuring Agency, shall be written in the **English language** unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.

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**

1. **Effectiveness of Contract**

1.1. 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.

2. Commencement of Services

2.1. The Contractor shall confirm availability of Key Experts and begin carrying out the Services not later than the number of days after the Effective Date specified in the SCC.

3. Program schedule

3.1. 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.

4. Starting Date/Expiration Date

4.1. 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.

4.2. 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.

5. Entire Agreement

5.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.

6. Modification

6.1. 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.

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

7. Force Majeure

7.1. 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.

7.2. 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.

7.3. 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.

7.4. 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.

8. Termination

8.1. 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);

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

8.1.2. 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;

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

8.1.4. 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;

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

8.2. 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.

8.2.1. If the Procuring Agency fails to pay any money due to the Contractor pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Contractor that such payment is overdue;

8.2.2. 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;

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

8.2.4. If the Procuring Agency is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the 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

1. General

1.1. Standard of Performance

1.1.1. 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;

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

1.2. 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.

2. Conflict of Interests

2.1. 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.

2.2. 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.

2.3. 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:

2.3.1. 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;

2.3.2. 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;

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

3. Insurance to be Taken Out by the Contractor

3.1. 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.

4. Contractor's Actions Requiring Procuring Agency's Prior Approval

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

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

4.1.2. changing the Program of activities; and

4.1.3. any other action that may be specified in the SCC.

5. Reporting Obligations

5.1. 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.

6. Liquidated Damages

6.1. 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.

6.2. 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.

6.3. 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

7. Performance Guarantee

7.1. 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**.

7.2. The proceeds of the Performance Guarantee shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

7.3. 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**.

7.4. The Performance Guarantee will be discharged by the Procuring agency and returned to the Supplier 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**.

8. Sustainable Procurement

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

D. Contractor's Personnel

1. Description of Personnel

1.1. 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.

2. Removal and / or Replacement of Personnel

2.1. 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.

2.2. 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.

2.3. 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

1. Change in the Applicable Law

1.1. 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.

2. Services and Facilities

2.1. 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.

2.2. 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

1. Contract Price

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

2. Terms and Conditions of Payment

2.1. 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.

2.2. 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.

3. Quality Control Identifying Defects

3.1. 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.

4. Correction of Defects, and Lack of Performance Penalty

4.1. 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.

4.2. 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.

4.3. 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.

5. Settlement of Disputes Amicable Settlement

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

6. Dispute Settlement

6.1. Arbitration

If any dispute of any kind whatsoever shall arise between the procuring agency and the contractor in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the execution of the contract, the parties shall seek to resolve any such dispute or difference by mutual consultation. If the parties fail to resolve such a dispute or difference even after negotiations or mediation, then the dispute shall be referred within fourteen (14) days in writing by either party to the Arbitrator, with a copy to the other party.

Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with **GCC sub-clause 32.1**, shall be finally settled by arbitration. Arbitration may be commenced prior to or after completion of the Contract. Arbitration proceedings shall be conducted in accordance with Arbitration Act 1940. Notwithstanding any reference to arbitration herein, the parties shall continue to perform their respective obligations under the Contract unless otherwise agreed. The Procuring Agency shall continue to pay the Contractor any undisputed amounts due under the Contract during the resolution of any dispute.



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: Central Directorate of National Savings (Central Directorate of National Savings (CDNS)), National Savings Officer Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory

The Supplier is:

The title of the subject procurement is: Provision of End-to-End SaaS Solution for CDNS Card Management & Payment Infrastructure

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:

Central Directorate of National Savings (Central Directorate of National Savings (CDNS)), National Savings Officer

Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory

+92-344-105-5642

procurement@savings.gov.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:

Central Directorate of National Savings (Central Directorate of National Savings (CDNS)), National Savings Officer
Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory
+92-344-105-5642
procurement@savings.gov.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 17.

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 **0.00%** to **0.00%** 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:

The amount of performance guarantee shall be 5.00% of the contract price in acceptable form of Pay Order, Banker's Cheque, Call at Deposit, Bank Guarantee, Demand Draft

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.

Delivery & Documents

Copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;

Original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the goods;

Insurance Certificate;

Manufacturer's or Supplier's Valid Warranty Certificate;

Inspection Certificate issued by the Nominated Inspection Agency (if any), and the Supplier's Factory Inspection Report;

Certificate of Origin.

The above documents would be required even if the equipment has already been imported and is available with the supplier ex-stock

Number of GC Clause 31

Following is the guidance for Dispute Resolution

1. 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.
2. At future of negotiation the dispute shall be resolved through mediation and mediator shall be appointed with the mutual consent of the both parties.
3. 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.
4. 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.
5. 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.: **P24743**

To: **Central Directorate of National Savings (Central Directorate of National Savings (CDNS)), National Savings Officer Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory**

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 **Central Directorate of National Savings (Central Directorate of National Savings (CDNS)), National Savings Officer Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory**

(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., **Provision of End-to-End SaaS Solution for CDNS Card Management & Payment Infrastructure (P24743)** and has accepted a Bids by the Bidder for the provision of Goods 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:





Integrity Pact

Integrity Pact

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE 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 times 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: **Central Directorate of National Savings (Central Directorate of National Savings (CDNS)), National Savings Officer Savings House, 23-N, Civic Centre, Sector G-6 Markaz., Islamabad Capital Territory**

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 Goods (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]



Annexure

Annexure-A Module-A CMS

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure-A Module-A CMS** (page number: 73)

Annexure-B Module-B HSM

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure-B Module-B HSM** (page number: 79)

Annexure-C Scope of Work

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure-C Scope of Work** (page number: 84)

Annexure-D Allied Services

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure-D Allied Services** (page number: 90)

Annexure-E Other Terms & Condition

Information (Read-Only)

See Form Under Additional Forms and Documents: **Annexure-E Other Terms & Condition** (page number: 92)

Annexure-F Financial Bid

Financial Submission (Vendor)

Document Required

See Form Under Additional Forms and Documents: **Annexure-F Financial Bid** (page number: 95)



Procurement Forms

Past Experience and Completed Contracts

See Form Under Additional Forms and Documents: **Past Experience and Completed Contracts** (page number: 96)

Historical Contract Non-Performance, and Pending Litigation and Litigation History

See Form Under Additional Forms and Documents: **Historical Contract Non-Performance, and Pending Litigation and Litigation History** (page number: 97)

Current Contracts and Their Progress

See Form Under Additional Forms and Documents: **Current Contracts and Their Progress** (page number: 99)

Financial Capacity and Net Worth Evaluation Form

See Form Under Additional Forms and Documents: **Financial Capacity and Net Worth Evaluation Form** (page number: 100)

Average Annual Turnover

See Form Under Additional Forms and Documents: **Average Annual Turnover** (page number: 102)





Additional Forms and Documents

MODULE – A - CMS

MODULE – A (1)

1. CARD MANAGEMENT SYSTEM (CMS)

This section outlines the consolidated, high-level mandatory requirements for the Card Management System (CMS) and associated infrastructure components, which must be delivered as a robust, scalable and fully hosted SaaS solution for CDNS Debit Card Operations. To manage the entire card lifecycle (issuance, activation, replacement, blocking etc). Enabling CDNS to issue and manage payment cards by replacing its on premise system.

Following are the mandatory requirements to be met by the bidder.

1.1. CMS LIFECYCLE MANAGEMENT:

The Card Management System (CMS) must be delivered as a robust, hardware-independent and fully hosted SaaS solution designed to manage the end-to-end lifecycle of debit cards in compliance with UnionPay (UPI) standards. The system must support the full Card Personalization Cycle ensuring seamless coordination for Physical Personalization (Perso), which is handled by 1Link and provide a clear framework for Channels, Transactions, Fees and Charges definition and their relationships. Products should be Scheme Ready (local or international) with the ability to set Personalization Alerts at the product level.

An Easy Product Management Wizard should be available to manage the Complete Card Life Cycle, including defining different card expiry periods for various products. The system is required to function as a full authorization engine capable of processing a minimum of 500 transactions per second (TPS), supported by formal benchmark reports and must ensure high availability through fault-tolerant architecture with clustering and failover support. It must provide open Application Programming Interfaces (APIs), including REST-based and SOAP protocols, to facilitate seamless interconnectivity with external institutions and the CDNS Core Banking Application (CBA).

1.2. CARD ISSUANCE & PERSONALIZATION:

The module must support Customer Creation through CIF Import, APIs and a Back-office Portal. It must manage Card Issuance for different products via Centralized Issuance and support Bulk Uploads for importing or exporting user data. The system must handle Batch Management Processing, supporting multiple daily events for creating and processing card requests. It must feature a mechanism to receive encrypted card request files, generate card numbers and return encrypted files to update customer profiles. Additionally, it must generate Card Embossing Files and Stationery Files for each processed batch, with clear Batch Statuses indicating the process stage. The system must also enforce rule-based restrictions, such as limiting customers to one active card per savings account, while simultaneously allowing for the issuance of multiple cards across different products under any unique identifier accepted and provided by CDNS like the CNIC/ NICOP etc.

The Card Management System must also be able to directly fetch card requests from branches nationwide and Mobile App or any other alternate channel requested by CDNS from time to time, to initiate debit card applications while maintaining full, real-time visibility into the processing status of every request at every stage.

1.3. SECURITY MANAGEMENT:

The system must generate and Manage PIN, CVV, MDK and other security protocols in strict accordance with the PCI SSF Framework. It must provide API Extensions for Instant Issuance and utilize industry-standard Hardware Security Modules (HSM) with 3DES encryption for PIN protection. The system must support Multi-HSM configurations and be compatible with a wide variety of HSM modules. Security policies, user permissions and hierarchies must be managed centrally.

1.4. CUSTOMER RELATIONSHIP MANAGER (CRM):

The integrated CRM component must provide authorized users with a Customer 360-degree View. It must support essential servicing functions, including Card Status Management, Transaction Inquiry, Mini Statement Generation and Balance Inquiry. It should also facilitate PIN Generation and Customer Relationship Inquiries based on a unique identifier such as CNIC/ NICOP etc. The CRM must be able to send real-time requests to the CMS via APIs for activities like PIN resets and status updates.

1.5. CARD OPERATIONS FEATURES:

Operational features must allow for the enabling or disabling of transactions and the Blocking/ Unblocking of MCC and MID at both the customer and product levels. The system must support International Transaction Activation/ De-activation and country-level blocking. Key functional requirements include Tokenization Support, Virtual Card Issuance, 3D Secure and Supplementary Card Requests. The CMS must also handle Channel Linking/ De-linking (ATM, POS, E-commerce) and apply Masking Profiles for data privacy. Operational controls must allow authorized users to enable/ disable transactions, link/ delink channels and block specific Merchant Category Codes (MCCs), Merchant IDs (MIDs) or countries at both the customer and product levels. The system must also include a fraud detection capability or integration, allowing for real-time transaction blocking based on configured rules and incoming data elements. Further, all the card operations features must be available through any other alternate channel existing or new i.e. Mobile App, Internet Banking Portal etc.

1.6. CARD EXPIRY MANAGEMENT:

The system must automatically identify cards, 30 days prior to expiry and generate Renewal Batches at the end of the month. During renewal, the existing card must remain active while the new card is issued in an Inactive state. Upon activation of the renewed card, the old card must automatically be marked as Expired. If a card reaches its expiry date and the new card is not yet active, the old card must be automatically blocked.

1.7. TRANSACTION AUTHORIZATION:

The CMS must perform PIN Authentication for all mandatory transactions and support Real-time PIN Generation via IVR, Mobile Apps or OTP-based mechanisms. It must allow for a configurable number of Invalid PIN Retries (defaulting to 3) before automatically changing the card status to "Warm". Before authorization, the system must validate both the PIN and the Card Status (Active, Inactive, Warm, Hot or Expired).

1.8. FEE MANAGEMENT:

A Dynamic Fee Management Wizard is required to support flat, percentage, minimum, maximum and range-based fees. The system must initiate Periodic Fee Deductions for renewals and real-time deductions for transactions via core banking integration. For risk management, the CMS must allow for Predefined Transactional Limits (self-authorization), Daily Account Limits and limits based on the specific Relationship or Product Type.

1.9. REPORTS MANAGEMENT:

Authorized users must be able to customize and run reports with Run-time Filters covering Back Office, Personalization, Monitoring and CRM activities. Daily reports should include Reconciliation and Settlement, Card Issuance, Fee Deductions, Status Changes and User Activities. The system must provide a UI for User Role Management, enforcing the 4-eye Principle (Maker/Checker) and Dual Control for critical functions. A dedicated Access Control Administration (ACA) function and a Security Administration role must be established to ensure segregation of duties.

1.10. TECHNICAL ARCHITECTURE:

The solution must preferably utilize REST-based Open APIs and standard protocols like ISO 8583 for integration with financial switches. The architecture must be Fault Tolerant, support Clustering or Failover for high availability and synchronize with a Corporate Network Time Source (NTS). There must be strict segregation between Development, Acceptance Testing and Production environments and the system must maintain a minimum 7-year Data Archive in a separate, protected site.

1.11. SYSTEM RECOVERY:

The vendor must demonstrate experience with Disaster Recovery implementations. The solution must ensure Total System Recovery within least time possible and also provide access to archived data. A full DR Test must be conducted bi-annually. The system must provide comprehensive Transaction Logs and Auditing for all configuration changes to assist in data recovery and compliance.

1.12. MIGRATION:

The vendor will be responsible for migrating all available data from the existing systems to the new platform and data center, using market-accepted formats such as CSV, JSON and SQL dumps etc, at no additional cost. The vendor shall ensure that the data migration process is smooth, accurate and fully integrated with the new systems, without any service interruption.

All CMS functionalities must support migration of existing card products, customer identifiers (CNIC/NICOP), card ranges, limits, fees, lifecycle states and operational rules from the legacy systems without functional regression.

1.13. RESPONSIBILITY / COMPLIANCE MATRIX:

Following is the responsibility and the description for the bidder to comply with/ carry over when contract awarded.

Sr.	Responsibility	Description
1.	Product Definition	Defining the product rules (validity, card ranges, CVV, expiry, limits, usage channels)
2.	Fee Structure Setup	Defining and configuring applicable fees: Transactional, Issuance, Replacement, Annual etc.
3.	CMS Product Creation	Setting up any new product in CMS: Ranges, lifecycle rules, fee table linking, restrictions
4.	CMS Channel Controls	Enabling/disabling channels (E-commerce only, contactless, ATM, POS) at backend.
5.	CMS Fee Management	Configuring fees, linking fee schedules, generating MIS for fee deductions.
6.	End-to-End UAT	Conducting UAT across CMS, app and scheme simulators to validate lifecycle and transaction flows.
7.	Customer Onboarding	Handling KYC/AML checks and ensuring eligibility before card issuance.
8.	Approval of Requests	Reviewing and approving/ rejecting card requests in CMS or operational dashboard.
9.	Complaint Management	Handling disputes, reversal, card usage complaints and service desk operations.
10.	Fraud & Risk Monitoring	Monitoring transactions for fraud and applying risk rules.
11.	MIS & Reporting	Providing reports on issuance, usage, fees, revenue, disputes and fraud cases.
12.	Post-Go Live Support	Ongoing support, bug fixes, CMS upgrades, enhancements, scheme updates etc.
13.	Service Level Agreement	To ensure a minimum guaranteed uptime of 99.90%, calculated on a monthly basis, where any deviation below this threshold will be subject to the agreed-upon penalty framework.

MODULE – A (2)

2. MIDDLEWARE SWITCH:

This section outlines the consolidated, high-level mandatory requirements for the Middleware Switch/ Financial Switch platform, which must be delivered as a robust, scalable and fully hosted SaaS solution for CDNS Debit Card Operations. The middleware switch must connect and integrates disparate payment systems and applications. Enabling seamless communication between the CMS, the core banking system and the switches/ schemes i.e. Existing UPI and New (Local / International).

The consolidated system requirements are as follows:

2.1. CORE FUNCTIONALITY:

The Middleware Switch must be an integrated, highly scalable payment switch and card management platform designed for transaction switching, routing and end-to-end card lifecycle management. The entire platform must be a PCI SSF certified application system for debit card hosting, switching, routing and management of UPI debit cards for both international and local schemes. The system must comply with all presently known State Bank of Pakistan (SBP) regulations and cater to Payment Scheme mandates, including UnionPay (UPI) and 1LINK.

The solution must operate as a full authorization engine supporting negative, positive, online, offline and stand-in authorization. It must provide flexible switching and configurable routing logic based on message fields, BIN, IP or Account Number. It must support both asynchronous and synchronous message processing and include a Store & Forward (SAF) mechanism, for guaranteed delivery, this mechanism must support at least 6 tries during 30 minutes, with an interval of 5 minutes. The switch must consolidate transaction authorization from the CDNS Main Application and/ or the CMS. It must route both card-based (ATM, POS, E-commerce) and non-card base transactions (funds transfer, bill payments, balance/ mini-statement inquiry, Account Maintenance/ Tax Certificates etc.).

2.2. ARCHITECTURE SCALABILITY:

The system must utilize a service-oriented architecture, support multiple databases and be fault-tolerant by design with clustering/ failover capabilities for high availability. The platform must be horizontally scalable to handle high transaction volumes with low latency. The minimum required capacity, supported by a formal benchmark report, is around 500 transactions per second (TPS).

2.3. INTEGRATION CAPABILITIES:

The solution requires comprehensive integration capabilities via APIs (REST/ SOAP/ Web services). It must support standard financial messaging protocols including ISO 8583 (Message and TCP/IP Socket), ISO 20022 and proprietary fixed-length formats. Internal integrations must include the CDNS Main Application (Core Banking), CMS, Internet/ Mobile Banking, IVR/Call Center and CRM. External integrations must cover the domestic ATM network (1LINK), International Card Scheme (UPI) and customer information.

2.4. SECURITY POLICIES:

The security policies, user permissions and hierarchies must be managed centrally over the entire system. The system must utilize industry-standard cryptographic hardware (Hardware Security Module – HSM) for transaction PIN encryption (3DES) and securely generate/ manage PIN, CVV, MDK and other security protocols. Passwords must be encrypted during storage and transport. The system must enforce the four-eye principle/ dual control and/ or segregation of duties for back-end manual card production activities and other critical functions.

2.5. ALERT MANAGEMENT SYSTEM:

The system requires a web-based, real-time monitoring dashboard/ module for transaction processing and system health. It must include a robust and configurable alert management system with an escalation matrix for personalization, transactions and network monitoring. An extensible reporting tool must be available to create and customize reports, which should be schedulable and available in multiple formats (CSV, PDF and Excel). All application events/activities must be securely logged for a reliable audit trail, recording user ID, time stamps and event type and success/ failure status. For enhanced data exploration capabilities, the vendor must provide a back-office dashboard, which must include a drag-and-drop field functionality that allows users to select, move and arrange data dimensions and metrics intuitively, hence, customize and analyze reports in real-time.

2.6. RESPONSIBILITY / COMPLIANCE MATRIX:

The Middleware Switch must support seamless migration of existing routing logic, message formats, authorization rules, scheme configurations and integrations from the legacy switching environment without disruption to live transactions. Hence, following is the responsibility and the description for the bidder to comply with/ carry over when contract awarded.

Sr.	Responsibility	Description
1.	Middleware Provisioning	Provisioning, setup and configuration of middleware for message routing orchestration and secure API management between systems.
2.	Interface with CDNS Core Banking (CBA)	Integrating with the CDNS Core Banking Application to fetch account and customer details, validate balance and post transactions related to virtual card issuance and management.
3.	Interface with CMS	Acting as the bridge between CMS and other systems; handling API orchestration, error management and data synchronization.
4.	Interface with Internet & Mobile Banking	The solution must enable real-time card-related functions including issuance, activation/ de-activation, limit management, status change and PIN administration, accessible through all existing and future digital channels provided by CDNS, such as the Mobile Application.
5.	Interface with IVR & Call Center	Providing APIs and integration endpoints for customer service representatives and IVR systems to access card details, block/ unblock cards and manage requests.
6.	Interface with CRM	Syncing customer and card data with CRM for case tracking, complaint handling and customer lifecycle management.
7.	Interface with NADRA	Connecting to NADRA for CNIC and biometric verification as part of KYC or card activation processes.
8.	Interface with Billing Aggregators (NADRA, 1LINK)	Enabling middleware-level integration for bill payments, top-ups and service linkages using virtual cards.
9.	Interface with SMS & Email Gateway	Routing messages and alerts for card issuance, activation and transaction notifications through SMS and email channels.
10.	Interface with 1LINK	Handling transaction routing for ATM usage (if applicable) and linking to the national switch for interoperability.
11.	Interface with Reporting & Dashboards	Providing consolidated reporting data to internal dashboards for monitoring card issuance, transaction volumes and performance KPIs. To enhance data exploration capabilities, the back-office dashboard must include a drag-and-drop field functionality that allows users to intuitively customize and analyze reports in real time.
12.	Transaction Logging & Audit Trails	Maintaining comprehensive audit logs and transaction trails across all interfaces for traceability and compliance.
13.	Security & Encryption	Implementing secure data transmission using tokenization, encryption and digital certificates as per PCI DSS and scheme standards.
14.	Middleware Monitoring & Alerts	Setting up performance and health monitoring tools, automated alerts for transaction failures and system downtime tracking.
15.	Service Level Agreement	To ensure a minimum guaranteed uptime of 99.90%, calculated on a monthly basis, where any deviation below this threshold will be subject to the agreed-upon penalty framework.

MODULE – B – HSM

MODULE – B (1)

1. HARDWARE SECURITY MODULE AS A SERVICE (HSMaaS):

HSM services are required for secure cryptographic key management and sensitive data protection. Which are essential for securing PINs, cryptographic keys and adhering to compliance standards. The HSMaaS solution is to be provided on a service as a solution model.

This section outlines the mandatory requirements for the provision of a robust, secure and compliant cryptographic infrastructure solution. The bidder must provision a minimum two (02) Physical HSMs (Hardware Security Modules) through a Hardware Security Module as a Service (HSMaaS) model, to support CDNS's card-issuing, transaction processing and authentication operations. The goal is to leverage high-end cryptographic capabilities without incurring the complexity and cost of provisioning, hosting and maintaining a dedicated on premise physical infrastructure.

1.2 CORE FUNCTIONALITY:

CDNS mandates that the cryptographic infrastructure be delivered as a fully managed, secure and compliant HSMaaS solution. The service provider must assume full responsibility for all aspects of provisioning, key management, redundancy, physical hosting and ongoing compliance. The underlying cryptographic hardware mandatory the most rigorous industry standards, including FIPS 140-2/3 Level 3 compliance and PCI PTS HSM v3/4 certification. The provider is required to maintain certification and adhere to all best practices for key management and security throughout the service period, ensuring the highest level of trust for all sensitive payment data processing.

1.3 SCALABILITY AND HIGH AVAILABILITY:

The HSMaaS solution must be architecturally designed for high throughput and guaranteed scalability to efficiently support the full spectrum of evolving payment methods and growing transaction volumes. The solution must demonstrate the capacity to deliver exceptional transaction security at high speeds, capable of processing around 5,000 transactions per second (TPS) under peak load conditions. Furthermore, the service must be built with comprehensive disaster recovery and redundancy capabilities to ensure unmatched reliability and fault tolerance, thereby guaranteeing continuous availability for all critical payment functions.

1.4 RESPONSIBILITY / COMPLIANCE MATRIX:

Following is the responsibility and the description for the bidder to comply with/ carry over when contract awarded. The service must support a wide range of cryptographic algorithms and offer extensive API support to enable seamless integration with host payment applications, including the Card Management System (CMS) and the Payment Switch.

Key functional capabilities of the HSMaaS solution are mandatory across all aspects of the card lifecycle:

Sr.	Responsibility	Description
1.	Card Issuing and PIN Management	The HSM must be capable of secure PIN and offset generation, key generation and derivation and online/ mobile PIN management. It must also support the secure issuance of mobile tokens for digital payment methods.
2.	Transaction Acquiring and P2PE	For transaction acquiring, the HSM must support key management for Point-to-Point Encryption (P2PE). It is required to handle cardholder data decryption and translation using a variety of symmetric encryption algorithms.
3.	Testing and Development	The service must facilitate efficient testing, development and rapid prototyping by providing multi-API support to accelerate application integration and provisioning.
4.	Service Level Agreement	To ensure a minimum guaranteed uptime of 99.90%, calculated on a monthly basis, where any deviation below this threshold will be subject to the agreed-upon penalty framework.

MODULE – B (2)

2. HOSTED INFRASTRUCTURE:

All the services are to be delivered through end-to-end hosted model by the service provider (Data Center). Hence, reducing capital expenditure and operational burden on CDNS.

The following section outlines the necessary requirements for the hosted payment processing infrastructure and comprehensive managed services for CDNS. The chosen vendor must ensure a robust, reliable, secure and compliant environment for the seamless operation of the applications.

2.1. CORE FUNCTIONALITY:

The hosting infrastructure must be provisioned within a highly available, Tier 3, PCI-DSS Certified Data Center located in any major city within the geographical limits of Pakistan. The facility must be carrier-neutral and provide multi-layer physical and network protection, including redundant carriers to guarantee uninterrupted service. The infrastructure must feature redundant backbone connectivity, multiple Uninterruptible Power Source (UPS) systems, precision air-conditioners and high-tech standby generators to ensure maximum uptime. Furthermore, the data center must utilize state-of-the-art fire suppression systems. The hosting architecture must support high-speed Internet and dedicated connectivity from multiple providers. All provisioned infrastructure and software must strictly comply with national regulatory standards and all the regulatory security, compliance and risk management policies.

Connectivity with the CDNS Core Banking Application (CBA) must be strictly through Point-to-Point (P2P) links. These links must connect to the CBA hosted at NTC Islamabad (PR Site) and NTC Lahore (DR Site) respectively. The successful bidder shall be exclusively liable to bear all financial costs related to the establishment and maintenance of these P2P links throughout the entire agreement period.

2.2. HIGH AVAILABILITY AND DISASTER RECOVERY (HA/DR):

The Primary Site (PR Site) must be configured to host all requisite environments, including Production, User Acceptance Testing (UAT)/ Testing and Staging. The PR Site must ensure network redundancy by incorporating both primary and backup physical Point-to-Point (P2P) links, enabling automatic failover to maintain service availability. In the event of a P2P link failure, the PR Site must also have the capability to establish an IPSEC VPN connection over the internet. A high-availability Disaster Recovery (DR) Site with active replication is mandatory for business continuity. Similar to the primary site, the DR Site must be provisioned with primary and backup physical P2P links for automatic failover and must be capable of establishing an IPSEC VPN over the internet as a contingency. The hosting environment must ensure network connectivity to CDNS Data Centers (both Primary and DR) and all necessary third-party entities from both the PR and DR sites. Managed services for the DR site, including its readiness and quick recovery capabilities are required and the vendor must conduct a full Disaster Recovery drill bi-annually every year.

2.3. INFRASTRUCTURE SECURITY:

The hardware and software components provisioned at the Primary site must be PCI-DSS compliant and include redundant Ethernet Switches and a redundant NextGen Firewall, complete with an Intrusion Protection System (IPS) and Intrusion Detection System (IDS). The infrastructure must include sufficient computer and storage resources to meet all application requirements. The software stack must be PCI-DSS compliant, comprising virtualization software, appropriate database licenses (with Enterprise licensing for the DR site) and supported operating systems such as Centos, Ubuntu or Windows. Core security software includes SIEM and Antivirus provisioning. For monitoring the infrastructure must be equipped with monitoring software.

2.4. MANAGED SERVICES:

The vendor must provide complete Managed Services for the entire infrastructure, encompassing both hardware and software components. This includes continuous 24x7 monitoring of both the infrastructure and the software applications with defined Uptime Guarantees and maximum Service Levels (SLA) (to be decided mutually at the time of agreement). The service requires proactive monitoring and environmental-related fixes, proactive maintenance of infrastructure and applications and system operations and software upkeep assurance. A robust Patch Management process must be implemented for the operating system, database software and all ancillary software. Network monitoring, management and security must be provided as part of the managed services including NOC support. Security monitoring and alerting must be continuous to detect and promptly respond to potential threats. This includes periodic vulnerability scans and penetration testing, as well as the management and update of antivirus policies and definitions.

2.5. DATABASE ADMINISTRATION:

The vendor will be responsible for robust data protection, backup and recovery, which mandates timely backups that are stored both on-site and off-site. Database Administration services are required, including the initial setup and configuration, subsequent configuration changes, table compaction or reorganization and patch management for the database software. The vendor must define and implement the methodology for database backup and restoration. Operational control includes problem resolution, incident management and exclusive control over database start-up and shutdown execution. The environment must utilize threshold-based alerts and notifications for non-responsiveness and unavailability. Crucially, all data disclosure is strictly governed by a pre-agreed written Standard Operating Procedure (SOP). Access to all data must be restricted solely to authorized CDNS employees only and is managed through a formal data access policy requiring approval from designated data custodians. The vendor must provide comprehensive reporting, including performance reports, Root Cause Analysis (RCA) for any outages, incident-based reporting and health check reports.

2.6. RESPONSIBILITY / COMPLIANCE MATRIX:

The entire solution must be hosted in a Tier-III (or higher) Data Center, providing a 24/7/365 operational environment. Following is the responsibility and the description for the bidder to comply with/ carry over when contract awarded.

Sr.	Requirement
1.	The bidder must provide robust, secure and PCI-DSS and Tier 3 compliant/ certified hosting infrastructure for the proposed applications and related components, ensuring continuous availability, scalability and compliance with national regulatory standards.
2.	The proposed solution must be hosted at primary and disaster recovery (DR) sites located within Pakistan, featuring redundant power, connectivity and environmental controls (UPS, generators, fire suppression, systems, precision air-conditioning).
3.	The Primary Data Center, must be equipped with redundant next-generation firewalls (with IPS/IDS), Ethernet switches, virtualization environments, monitoring systems, antivirus and SIEM tools.
4.	The Disaster Recovery Site, must operate in passive mode with full data synchronization to the primary site and must support real-time replication, data integrity validation and annual DR drills.
5.	The bidder should offer co-location and managed service options, allowing CDNS to host its own infrastructure if required, with complete network connectivity between CDNS infrastructure and the bidder’s data center (Primary and DR).
6.	The hosting facility must be carrier-neutral, providing redundant high-speed internet, multiple backbone providers and network isolation controls for enhanced resilience and uptime.
7.	The bidder must provide 24x7x365 managed services for the entire infrastructure stack (Hardware, OS, Middleware and Application).
8.	Responsibilities must include proactive infrastructure monitoring, preventive maintenance, incident and problem management, patch management and vulnerability scanning.
9.	The bidder must implement comprehensive data backup and recovery mechanisms, covering both on-site and off-site backups, ensuring RPO/RTO compliance with CDNS policy.
10.	The hosted systems must comply with SBP’s Framework, PCI-DSS, ISO 27001 and the internal IT security policies.
11.	Minimum decided uptime SLA must be maintained, with periodic reporting and health checks.
12.	The bidder must maintain a dedicated technical support team responsible for incident handling, resolution and service continuity.
13.	Support must be available via ticketing, email and phone, with automated ticket logging, tracking and acknowledgment to the customer.
14.	Restoration of services within defined SLA timelines; root-cause analysis and escalation procedures must be in place.
15.	The bidder should follow a controlled process for change implementation, testing and provisioning.
16.	Comprehensive reports must be shared periodically, covering performance, incidents, RCA, vulnerability assessments and service uptime.
17.	The bidder must provide operational training, manuals, release notes and API documentation to CDNS technical team to ensure self-sufficiency.
18.	To ensure a minimum guaranteed uptime of 99.90%, calculated on a monthly basis, where any deviation below this threshold will be subject to the agreed-upon penalty framework.

SCOPE OF WORK (SOW)

1. INTRODUCTION:

CDNS is Pakistan’s largest government-backed investment institution, with millions of citizens investing in National Savings products and a total investment portfolio **3 - 4 Trillion**. Presently, CDNS is issuing UnionPay International (UPI) debit cards, with over **350,000+** Debit Cards in circulation and growing. Given the critical role of CDNS in the financial ecosystem, it is essential that only highly qualified and experienced vendors be considered for this engagement.

The purpose of this Request for Proposal (RFP) is to solicit detailed technical and financial proposals from reputable, well-established and well-reputed IT Firms/ Software Houses/ firms/ companies/ JVs/ consortium, legally operating in Pakistan and duly registered with the relevant taxation authorities, for the provision on turnkey basis of **“End-to-End SaaS Solution for CDNS Card Management & Payment Infrastructure.”**

The overarching goal of this RFP is to procure and implement a modern, secure and fully managed platform comprising Provision of Card Management System (CMS), Middleware Switch, Hardware Security Module as a Service (HSMaaS) and Hosting Infrastructure. All services shall be provided on a Hosted and Managed Services Infrastructure SaaS Model on turnkey basis for CDNS for a period of three (03) years, extendable for up to two (02) additional years on yearly basis, subject to satisfactory performance, continued requirement and approval of the CDNS. The selected bidder will be responsible for delivering a fully integrated, scalable and compliant solution aligned with industry best practices, national payment infrastructure requirements and the evolving business and regulatory needs of CDNS.

The successful bidder will remain engaged with CDNS till the successful implementation of proposed and approved solution followed by support & maintenance for a period for a period of three (03) years, extendable for up to two (02) additional years on yearly basis, subject to satisfactory performance, continued requirement and approval of the CDNS.

It is clarified that CDNS currently operates an existing Card Management System (CMS), Middleware / Switching platform and associated hardware infrastructure, along with live cardholder data and active integrations with UnionPay International (UPI), 1LINK, Core Banking Application (CBA) and other stakeholders. The scope of this RFP includes the complete responsibility of the selected bidder for seamless migration, transition, coexistence (where required), certification and cutover from the existing environment to the proposed solution, without any disruption to live services, cardholders, transaction processing or settlement operations and without any additional cost to CDNS.

The selected vendor must demonstrate a minimum of **five (05) years** of proven experience in delivering and providing services in any of the following modules in which they are applying in Card Management System (CMS), Middleware Switch, Hardware Security Module as a Service (HSMaaS) and Hosting Infrastructure. All services shall be provided on a Hosted and Managed Services Infrastructure SaaS Model for CDNS. Vendors who lack verifiable experience in large-scale, mission-critical financial platforms will not be eligible for this contract.

The selected vendor shall be responsible for the end-to-end provisioning, implementation, migration, transition and operationalization of a complete Debit Card Operations for CDNS on turnkey basis, to be delivered on a hosted, Software-as-a-Service (SaaS) model.

This engagement shall not constitute a System Rebuilding implementation. The selected vendor shall assume full ownership of the existing operational environment during the transition phase and shall be entirely responsible for data migration, interface compatibility, scheme re-certifications (if required), parallel run support and final production cutover. All migration and transition activities shall be delivered on a turnkey basis, ensuring continuity of services, protection of data integrity and uninterrupted availability of all card services.

2. MODULES:

Following are the **two (02) modules**. The bidders will have to apply in both.

MODULE – A		
A(1)	Card Management System (CMS)	Managing the entire card lifecycle (issuance, activation, replacement, blocking, etc.). Enabling CDNS to issue and manage payment cards by replacing its on premise system.
A(2)	Middleware Switch	Software that connects and integrates disparate payment systems and applications. Enables seamless communication between the CMS, the core banking system and the switches/ schemes i.e. Existing UPI and New (Local / International).
MODULE – B		
B(1)	Hardware Security Module as a Service (HSMaaS)	HSM services for secure cryptographic key management and sensitive data protection. Essential for securing PINs, cryptographic keys and adhering to compliance standards. The HSMaaS solution is to be provided on a service as a solution model.
B(2)	Hosted Infrastructure	All services are to be delivered through end-to-end hosted model by the service provider (Data Center). Hence, reducing capital expenditure and operational burden on CDNS.

3. INTEGRATION AND MIGRATION:

CDNS currently issues UnionPay International (UPI) debit cards, with over **350,000+** Debit Cards in circulation and growing. The selected vendor will be required to fully integrate, certify and operationalize UPI scheme connectivity as part of the solution. Furthermore, the successful bidder will be required to provide connectivity with one additional international card scheme of CDNS's choosing (VISA or Mastercard) at no additional cost to CDNS, whenever CDNS decides to expand card issuance to an additional scheme.

The vendor will be fully responsible for safely and accurately moving all existing data from the current systems to the new platform and data center. This includes, but is not limited to, cardholder information, card status and lifecycle data, product setups, transaction records, limits, fees, audit logs, integration settings and cryptographic data (where permissible). The data migration must be carried out using standard formats such as CSV, JSON or SQL, with no data loss, complete data verification and no interruption to services. All migration-related work, tools, testing, parallel operations, scheme testing and any required re-certifications must be included in the quoted price and no additional charges will be payable by CDNS.

Following is a detail of requirements:

3.1 MODULES PROVISIONING:

The selected vendor shall assume complete responsibility for all solution components provisioned for CDNS on turnkey basis, including:

- a)* Card Management System (CMS) (Complete Debit Card issuance lifecycle)
- b)* Middleware and all integration points
- c)* Provisioning of at least 02 Physical HSM-as-a-Service model
- d)* Hosting Infrastructure (APIs, configurations, integrations, security controls and supporting application components with PR/ DR sites)

3.2 TRANSITION AND TRAININGS:

During the contract duration, the vendor shall:

- a)* Provide complete documentation, including SOPs, manuals, test cases and operational guidelines.
- b)* Conduct structured trainings and knowledge-transfer sessions for CDNS teams.
- c)* Provide training on CMS, Middleware Switch, HSMaaS, Hosted Infrastructure, UPI issuance, ILINK operations.
- d)* Ensure end-to-end verification of all modules and interfaces.
- e)* Identify improvement areas and address any issues affecting system stability or security
- f)* Define clear KPIs and success criteria for the transition phase to ensure smooth system onboarding and performance validation.

3.3 HOSTING AND COMPLIANCE:

The selected vendor shall provide a complete SaaS-based hosting solution, provisioned in a Tier-III data center located within Pakistan. The solution must comply with the State Bank of Pakistan (SBP), Ministry of Finance (MoF) and all other applicable regulatory frameworks, including but not limited to the SBP Cloud Service Provider Framework (2023).

The vendor must be fully certified with the following international security standards:

- a)* PCI DSS (Payment Card Industry Data Security Standard)
- b)* PCI SLC (Secure Lifecycle Certification)
- c)* PCI SSF (Software Security Framework)
- d)* ISO/IEC 27001 (Information Security Management System)

The vendor must demonstrate operational resilience by providing high availability (HA), redundant network connectivity, high-speed internet and ensuring 24/7 support from a qualified infrastructure and support team capable of managing mission-critical financial platforms at a national scale. Additional card-related certifications are highly preferred.

4. RESPONSIBILITIES FOR SYSTEM MANAGEMENT AND CONTINUITY:

Under this engagement, the selected vendor will be responsible for the following:

4.1 SYSTEM MANAGEMENT:

- a)* End-to-end hosting of CMS, Middleware Switch, HSMaaS, Hosted Infrastructure and switching interfaces within the Tier-III certified DC located in Pakistan.
- b)* Installation, configuration, tuning and continuous management of all solution components across production and disaster recovery environments.
- c)* Ensuring high availability (HA) architecture with resilience against infrastructure failures.
- d)* Implementation of redundant power, networking, computing and storage layers in accordance with Tier-III standards.

4.2 OPERATIONAL OVERSIGHT:

- a)* Enforcement of quality assurance controls across all systems to ensure performance, reliability, interoperability and compliance with CDNS policies and industry standards.
- b)* Real-time monitoring of applications, middleware, integrations, scheme connections and security events.
- c)* Preventive maintenance and proactive issue identification before service impact.
- d)* Ensuring minimum downtime, adherence to SLA targets and 24/7/365 operational availability.

4.3 INFORMATION SECURITY (IS):

The vendor shall implement and enforce a comprehensive information security program, which includes:

- a)* PCI DSS-aligned policies and scheme-mandated controls
- b)* Strict access control, key management, encryption and HSM governance
- c)* Continuous vulnerability assessments, penetration testing and patch management under GRC
- d)* Compliance with SBP regulations, MoF guidelines, PSO/PSP rules, Pakistan's data governance requirements and any other regulatory directives issued during the contract term
- e)* Maintenance of detailed security logs, audit trails and incident-response procedures

4.4 INTEGRATION MANAGEMENT:

Continuous management of integrations with:

- a)* Connectivity with the CDNS Core Banking Application (CBA) must be strictly through Point-to-Point (P2P) links. These links must connect to the CBA hosted at NTC Islamabad (PR Site) and NTC Lahore (DR Site) respectively. The successful bidder shall be exclusively liable to bear all financial costs related to the establishment and maintenance of these P2P links throughout the entire agreement period.
- b)* UnionPay International (UPI)
- c)* ILINK Switch
- d)* NADRA
- e)* RAAST
- f)* SMS and Email gateways

Gateway connectivity for issuance of one (01) additional scheme (VISA/ Master or any other), to be provided at no additional cost when required by CDNS. Ensuring compliance with all scheme certification, testing and settlement requirements.

4.5 BACKUP AND DR OPERATIONS:

Implementing a comprehensive resilience strategy including:

- a) Regular automated backups for application data, configurations, logs and metadata.
- b) A fully functional Disaster Recovery (DR) site located in Pakistan, with synchronous/asynchronous replication based on module requirements.
- c) Execution of PR-DR cutovers, failover and failback drills as per regulatory and CDNS requirements.
- d) Documented Recovery Time Objective (RTO)/ Recovery Point Objective (RPO) aligned with mission-critical financial services.
- e) Ensuring continuous DR readiness and end-to-end recoverability.

4.6 REPORTING AND GOVERNANCE:

- a) Maintenance of detailed audit trails, system logs and change-management documentation.
- b) Preparation of compliance reports, scheme certifications, vulnerability remediation updates and regulatory submissions.
- c) Support CDNS in SBP, MoF and third-party audits as needed, for any other purpose.
- d) Documentation of all production provisioning, releases, patches and configuration changes.

4.7 QUALIFIED SUPPORT PERSONNEL:

The vendor must maintain a dedicated 24/7 support team, comprising:

- a) Level 1, Level 2, Level 3 and Level 4 support resources
- b) Qualified infrastructure engineers
- c) Middleware specialists
- d) Security analysts
- e) Database administrators
- f) Scheme certification and switching experts
- g) Incident and problem management personnel
- h) The support team must follow ITIL-aligned practices for incident management, service requests, change control, SLA monitoring and escalation handling.

4.8 OPTIMIZATION AND UPGRADES:

The vendor shall continuously enhance, optimize and upgrade the hosted platform to meet:

- a) Evolving security standards including GRC
- b) Regulatory changes
- c) New CDNS business requirements
- d) Performance and capacity expansion needs
- e) New scheme mandates (UPI)
- f) Upgradation without service disruption and through a structured release cycle.

4.9 DASH BOARDS:

For enhanced data exploration capabilities, the vendor must provide back-office module-wise dashboards, which must include a drag-and-drop field functionality that allows users to select, move and arrange data dimensions and metrics intuitively, hence, customize and analyze reports in real-time.

The dashboard must have the following features:

- a) Drag-and-drop specific variables and dimensions into a workspace for instant analysis.
- b) Allow back-office staff to arrange and pivot data fields to create tailored views without requiring technical support.
- c) Reduce the turnaround time for internal audits and data requests through a flexible, self-service reporting model.
- d) Ensure the drag-and-drop functionality remains fully compatible with existing back-office filters and data export options.

4.10 CERTIFICATIONS & COMPLIANCE:

The vendor must be fully certified with at least the following international security standards:

- a) PCI DSS (Payment Card Industry Data Security Standard)
- b) PCI SLC (Secure Lifecycle Certification)
- c) PCI SSF (Software Security Framework)
- d) ISO/IEC 27001 (Information Security Management System)

It is a mandatory requirement that the bidders must possess valid PCI DSS, PCI SSF and PCI SLC and ISO 27001 certifications at the time of bid submission.

4.11 MIGRATION OWNERSHIP AND LIABILITY:

During migration, transition and cutover phases, the selected vendor shall bear full operational, financial and regulatory liability for any service degradation, transaction failure, data inconsistency, security incident or non-compliance arising from implementation, migration or integration activities. All SLAs, security controls, compliance obligations and uptime requirements shall remain fully enforceable throughout the transition period.

This comprehensive scope ensures that the selected vendor is fully aligned with the complex needs and regulatory obligations of CDNS, while maintaining operational integrity and system resilience.

MODULE – D

ALLIED SERVICES

3D Secure (3DS) Access Control Server (ACS)

Introduction:

The bidder is encouraged to include an optional 3D Secure (3DS) Access Control Server (ACS) solution as an Allied Service within the scope of the Card Management System (CMS). This component is explicitly required to fulfill current mandates from UnionPay International (UPI) regarding secure online authentication and the protection of e-commerce transactions. Beyond immediate compliance, the inclusion of this service will enable CDNS to strategically plan for future institutional needs, ensuring readiness for evolving international scheme certifications and technical requirements. While this service is a critical requirement for modern digital payment operations, it is categorized as a non-disqualifying component; a bidder's inability to provide the 3DS ACS on SaaS model at this stage will not lead to technical disqualification of the primary bid, though the provision of a certified, integrated solution will be considered a significant advantage for long-term institutional scalability.

Functional Specifications:

The proposed solution must be fully certified by UPI and compliant with EMV 3DS 2.x standards, serving as the essential gateway for issuer-side authentication during online transactions. It must interface seamlessly with the UPI Directory Server to handle the verification of cardholder credentials in real-time. The system is expected to support both the frictionless flow, which leverages data-driven risk assessment to authorize transactions without cardholder intervention and the challenge flow, which triggers additional security steps for higher-risk activities. This dual approach is necessary to minimize transaction abandonment while providing a robust defense against Card-Not-Present (CNP) fraud, ensuring the institution remains resilient against modern cyber threats in the payment landscape.

Integration:

In terms of technical delivery, the 3DS ACS must be offered as a high-availability Software-as-a-Service (SaaS) model that integrates directly with the proposed CMS and Hardware Security Module (HSM) infrastructure. The bidder must ensure that all cryptographic processes, including the generation and validation of Authentication Verification Values (AVV) or specific UPI cryptograms, are handled with the highest level of security. To comply with national regulatory frameworks and the guidelines, the solution must strictly adhere to data residency requirements, ensuring that sensitive customer authentication data is processed and stored within the local jurisdiction. A dedicated Disaster Recovery (DR) setup is mandatory to maintain service continuity and ensure high uptime for cardholders across all geographical regions.

Scalability:

The bidder must also demonstrate a commitment to future-proofing the platform by ensuring it is inherently scalable and capable of supporting multiple payment schemes beyond UPI in the future. The ACS should be architected to handle increasing transaction volumes as CDNS expands its digital footprint and moves toward more automated onboarding processes. It is required that the solution provides a modular framework where additional scheme certifications, such as those for local switches or other international schemes, can be integrated without requiring a complete system overhaul. This flexibility will allow the institution to adapt to new payment technologies and regulatory changes with minimal disruption to existing card operations.

Risk-Based Authentication (RBA):

A sophisticated risk-based authentication engine must be integrated into the ACS, allowing for the creation of granular security rules based on merchant category, transaction value and geographic location. The bidder should provide an administrative dashboard that enables authorized personnel to monitor authentication success rates, manage merchant whitelists and investigate suspicious patterns through real-time analytics. Furthermore, the solution must support a diverse range of authentication methods to cater to different cardholder preferences, including SMS-based One-Time Passwords (OTP), email alerts and advanced Out-of-Band (OOB) authentication via mobile push notifications or biometric verification systems integrated with the cardholder's device.

Support and Service:

Finally, the bidder is expected to provide comprehensive support throughout the implementation and scheme certification process. This includes assisting the institution in obtaining the necessary UPI certifications by providing all required documentation, testing environments and technical expertise for formal approval. The service must be backed by a stringent Service Level Agreement (SLA) covering response times, system availability and regular security updates. To facilitate internal oversight, the platform must maintain exhaustive audit logs and reporting capabilities that comply with government financial standards, ensuring that all authentication events are traceable and available for periodic review.

OTHER TERMS AND CONDITIONS

1. GENERAL SUPPORT

The bidder shall be responsible for a comprehensive, dedicated and professional Technical Support for the end-to-end lifecycle management. Continuous support must be available at all times (24x7) to ensure uninterrupted operations. The support mechanism must include the availability of both remote resources and phone support.

2. SERVICE LEVEL AGREEMENTS (SLA):

The bidder must utilize a detailed, available and comprehensive system, for support call tracking, which provides CDNS with a clear and real-time picture of the call status. Technical calls must be loggable through multiple channels, directly through phone call or through a dedicated support email. Upon receipt, the operations team is required to log the call with all relevant details and instantly share an email notification. The minimum service level uptime (SLA) for the system must be at least 99.90% (To be finalized at the time of agreement).

3. INCIDENT MANAGEMENT:

Incident Management shall prioritize the restoration of customer-facing production services in the shortest time possible and Problem Management must include dedicated troubleshooting during the development phase. The delivery of resolution must include the provision of workarounds, hotfixes (which must be available) and maintenance releases and the bidder must facilitate forwarding new feature requests to the Development Team. Intimation to CDNS User Groups regarding service status must be managed through alerts and emails.

The maximum response times for incidents must adhere strictly to the following schedule:

- 2 hours for Severity 1 incidents,
- 4 hours for Severity 2 incidents and
- 12 hours for Severity 3 incidents.

4. REGULATORY COMPLIANCE:

The bidder and the proposed solution mandatory rigorous security and regulatory standards. Compliance with the State Bank of Pakistan (SBP) Regulations for Payment Card Security, 2016, vide PSD Circular No. 05 of 2016, is mandatory, as this circular stress the adoption of globally recognized standards like Payment Card Industry Data Security Standard (PCI DSS) and Payment Application Data Security Standard (PA DSS). The vendor must be ISO 27001 certified and provide documentary evidence of this certification. The proposed solution must also be compliant with the PCI Software Security Framework (PCI-SSF) and the bidder must provide documentary evidence of this compliance. Overall, the bidder must ensure full compliance with all mandates and requirements from domestic (1Link) and International Payment Scheme (UPI), including SBP, to guarantee a secure and standardized Digital Financial Services (DFS) framework.

All regulatory and scheme mandates during the agreement will be the sole responsibility of the bidder.

5. SPECIAL CONSIDERATIONS FOR THE BIDDER:

The bidder should ensure to the special considerations as follows:

Sr.	Description
1.	Bidder shall ensure Installation/ Configuration, Customization, Training and comprehensive Support for the proposed solution in accordance to CDNS requirements.
2.	The Procuring Agency reserves the right to ask for any clarification/ document, if deemed necessary.
3.	The proposed solution shall be quoted and delivered as a turn-key solution, inclusive of all required licenses, subscriptions, middleware components, configurations, integrations, data migration, customization, training, documentation, support and maintenance necessary for full operationalization throughout the contract period.
4.	The bidder shall be fully responsible for providing comprehensive technical and operational training to the staff nominated by the Procuring Agency/ CDNS, covering installation (where applicable), configuration, administration, monitoring, reconciliation, dispute handling, security controls and day-to-day operation.
5.	The bidder shall be responsible, at its own cost and risk, for the complete installation, configuration, version upgrades and migration of existing transactional data, reconciliation records, workflows and configurations from any legacy or pre-existing systems to the proposed Payments Middleware platform, ensuring data integrity, continuity and minimal operational disruption.
6.	The successful bidder shall be responsible for identifying, provisioning, configuring and licensing all missing or additional software, components, tools, connectors, adapters or utilities required for the complete and compliant functioning of the platform. No additional payment shall be made by the Procuring Agency for such components beyond the quoted contract price.

6. IMPLEMENTATION TIMELINE:

The complete implementation including configuration, integration, migration and production go-live must be completed within six (06) months of the Purchase/ Work Order issuance. Bidders must submit a detailed Implementation & Integration Plan within four (04) weeks of work commencement. The period of three (03) years, extendable for up to two (02) additional years on yearly basis, subject to satisfactory performance, continued requirement and approval of the CDNS, shall commence after completion of “Implementation Timeline”, however actual tenure/ period of contract shall be decided while signing the agreement with successful bidder.

The bidder shall submit an As-Is Assessment, Gap Analysis and detailed Implementation & Integration Plan within four (04) weeks of PO/ WO issuance.

Approval of this plan by CDNS shall form the baseline for implementation; however, under no circumstances shall the overall timeline exceed six (06) months from PO/ WO issuance.

The six (06) months implementation timeline includes all activities related to migration, parallel run, reconciliation, scheme certification, cutover and post go-live stabilization. No timeline extensions shall be granted on the basis of legacy system complexity or migration challenges.

7. PAYMENT TERMS - MONTHLY RECURRING CHARGES (MRC) – MANAGED SERVICES:

The Monthly Recurring Charges (MRC) for SaaS hosting and managed services shall be payable quarterly in arrears. Payment obligations shall only commence from the date of successful Production Go-Live, Module-wise as officially signed off by CDNS, subject to:

- Submission of valid invoices with supporting documents
- Compliance with agreed Service Level Agreements (SLAs)
- Submission of uptime, availability and performance reports
- Deductions or service credits in case of SLA breaches
- No payments shall be due or made for the implementation or pre-go-live period.

8. SINGLE PROPOSAL PER FIRM/ BIDDER:

Firms may only submit one proposal either in individual capacity or as a partner in a joint venture (proof of JV signed by all concerned bidders be submitted in technical proposal). If a Firm submits or participates in more than one proposal, such proposals shall be disqualified and shall not be evaluated by considering out of competition.

9. PENALTY FRAMEWORK:

- a. The Vendor shall guarantee a minimum monthly uptime of 99.90% for each of the three modules. Any uptime below this threshold shall be considered a breach. A breach is defined as any individual instance or cumulative of instances of downtime amounting to sixty (60) minutes. Each such breach shall lead to the imposition of a penalty amounting to 1% per hour (completed cumulatively in that specific Quarter e.g. Individual instances totaling to 60 minutes) of the total quarterly invoice value of the respective module. These cumulative penalties for SLA breaches shall be capped at 20% of the total quarterly invoice of the respective module. To ensure transparency, the Vendor must provide an automated, system-generated uptime report by the 5th of every month. CDNS reserves the right to cross-verify these reports against its own monitoring tools; any discrepancies or failure to report a known outage shall be considered an additional breach.
- b. CDNS reserves the right to terminate the agreement entirely, following a 15-day formal notice, if the Vendor records ten (10) separate SLA breaches within any single quarter. Furthermore, any single continuous service outage exceeding twelve (12) hours, occurring twice in a single quarter, shall be deemed a Material Breach of Contract. In such events, termination shall be carried out at the Vendor's risk and cost, including the potential invocation of the Performance Guarantee.
- c. CDNS reserves the right to relax the imposition of penalties or termination proceedings based on cogent, written reasons provided by the Vendor for specific SLA breaches, provided such reasons are to the full satisfaction of CDNS. The Vendor shall not, under any circumstances, consider such relaxation as a matter of right. Additionally, if the Vendor requests emergency downtime for critical security patching and CDNS fails to provide a decision within four (4) hours, the Vendor shall be exempt from liability for breaches directly related to that specific window.

FINANCIAL BID

Financial Bid Format:

Bidders are required to provide the total bid amount/ price with their bid as per following table in its financial proposal considering all items mentioned in this RFP. All prices are quoted in PKR.

Sr.	Description		Monthly Recurring Charges				
			Without Tax – (Mention Applicable Tax Separately)				
			Year - 1	Year - 2	Year - 3	Year - 4	Year - 5
1.	Module – A	Card Management System (CMS)					
		Middleware Switch					
2.	Module – B	Hardware Security Module as a Service (HSMaaS)					
		Hosted Infrastructure					
3.		Man Days Cost					
4.		Allied Services (Optional) (Pl. Specify)					

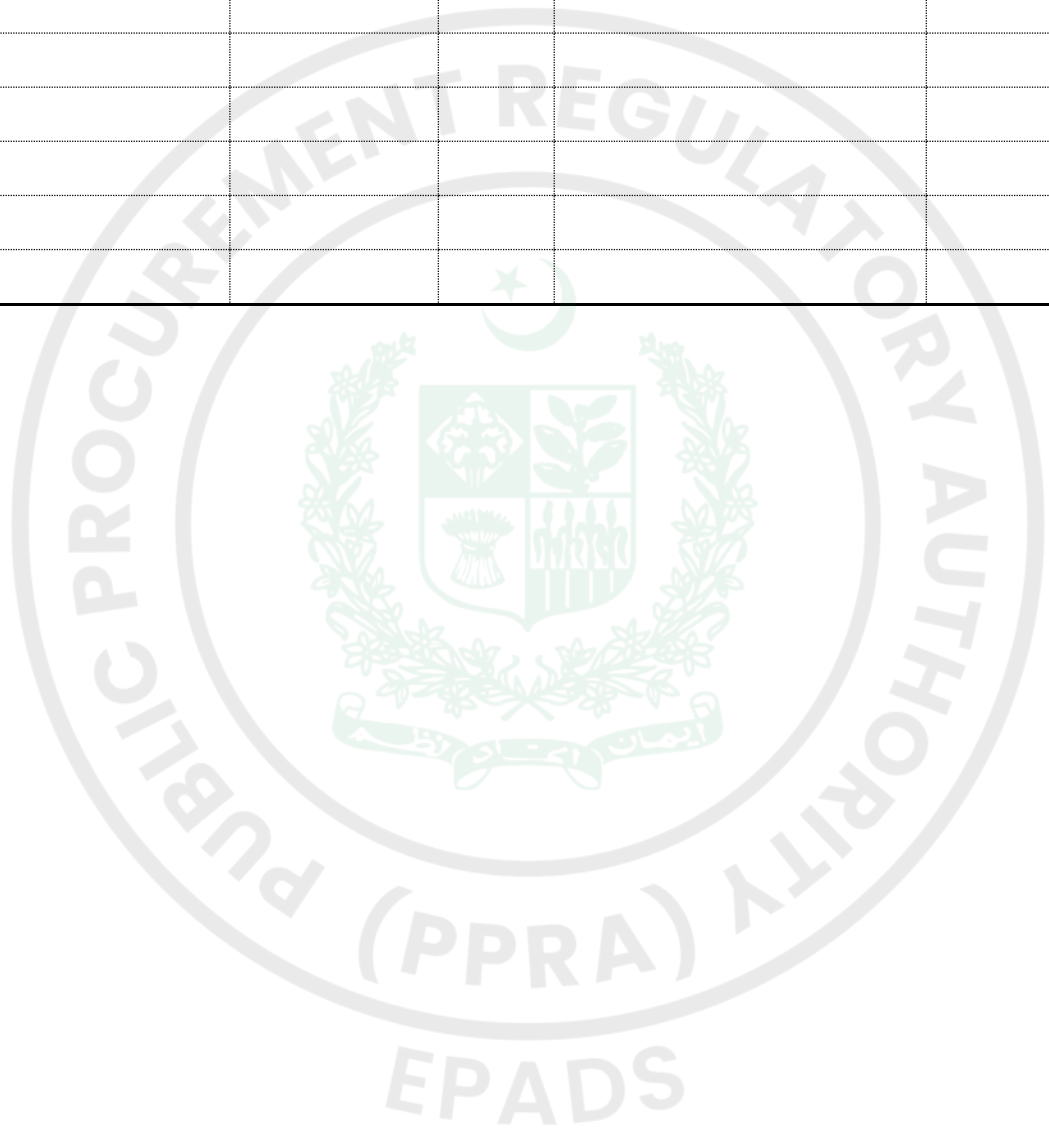
Bidder's Confirmation & Declaration:

"I/We, the Bidder(s), hereby confirm that; all quoted prices are in PKR, fixed and valid for 180 days from the date of bid submission, with payments to be received only in PKR. All applicable taxes are mentioned separately and any statutory variations in government tax levies during the contract term will be applied as per law. Monthly Recurring Charges (MRC) for each module will commence only after successful Go-Live of the respective module, as per the mutually signed Agreement and will be paid in arrears quarterly. The provided Man-Day rates cover all Change Requests and Additional Services requested by CDNS, initiated upon formal written request and are fixed for the contract period. All quoted prices include any licensing, support and maintenance costs, unless explicitly stated otherwise. We commit to providing all routine updates, security patches and mandatory regulatory enhancements to the solution during the contract term, at no additional recurring cost, to ensure operational integrity and regulatory compliance. Any changes beyond the agreed scope will follow the mutually approved Change Request process and be charged only at the fixed Man-Day rates provided. We acknowledge that this confirmation forms an integral part of our bid and is legally binding upon submission."

Authorized Signature: _____
 Full Name: _____
 Designation: _____
 Stamp: _____

Past Experience / Contracts

Contracts over <i>[insert amount]</i> during the last three years:				
Procuring Agency	Value	Year	Goods/Services Supplied	Country of Destination



Historical Contract Non-Performance, and Pending Litigation and Litigation History

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

<input type="checkbox"/> Not debarred due to deviation from commitment of Bid Securing Declaration- <input type="checkbox"/> Not debarred due to non-performance			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and PKR equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Reason(s) for nonperformance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
Pending Litigation, in accordance with Section III, Qualification Criteria and Requirements			
<input type="checkbox"/> Pending litigation in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.3 as indicated below.			
Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), US\$ PKR Equivalent (exchange rate)

<i>[insert year]</i>	<i>[insert amount]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i> Status of dispute: <i>[Indicate if it is being treated by the Adjudicator, under Arbitration or being dealt with by the Judiciary]</i>	<i>[insert amount]</i>
<input type="checkbox"/> No consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4. <input type="checkbox"/> Consistent history of court/arbitral award decisions in accordance with Section III, Qualification Criteria and Requirements, Sub-Factor 2.4 as indicated below.			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), PKR Equivalent (exchange rate)
<i>[insert year]</i>	<i>[insert percentage]</i>	Contract Identification: [indicate complete contract name, number, and any other identification] Name of Procuring Agency: <i>[insert full name]</i> Address of Procuring Agency: <i>[insert street/city/country]</i> Matter in dispute: <i>[indicate main issues in dispute]</i> Party who initiated the dispute: <i>[indicate "Procuring Agency" or "Supplier"]</i> Court/ arbitral award decision: <i>[Indicate if the award decision was against the Applicant or any member of a joint venture.]y]</i>	<i>[insert amount]</i>

Current Contract Commitments / Contracts in Progress Form

1. Name of Contract(s)
2. Procuring Agency Contact Information [insert address, telephone, fax, e-mail address]
3. Value of outstanding contracts [current PKR equivalent]
4. Estimated Delivery Date
5. Average monthly invoices over the last six months (PKR/mon.)

Financial Situation and Performance

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

1. Financial data

Type of Financial information in (currency)	Historic information for previous <i>[insert number]</i> years, <i>[insert in words]</i> (amount in currency, currency, exchange rate*, PKR equivalent)				
	Year 1	Year 2	Year 3		
Statement of Financial Position (Information from Balance Sheet)					
Total Assets (TA)					
Total Liabilities (TL)					
Total Equity/Net Worth (NW)					
Current Assets (CA)					
Current Liabilities (CL)					
Working Capital (WC)					
Information from Income Statement					
Total Revenue (TR)					
Profits Before Taxes (PBT)					
Cash Flow Information					
Cash Flow from Operating Activities					

* Refer ITA 14 for the exchange rate

3. Financial documents

The Applicant and in case of JV, members of JV shall provide copies of financial statements for *[number]* years pursuant Section III, Qualifications Criteria and Requirements. The financial statements shall:

- (a) reflect the financial situation of the Applicant or in case of JV member, and not an affiliated entity (such as parent company or group member).
 - (b) be independently audited or certified in accordance with local legislation.
 - (c) be complete, including all notes to the financial statements.
 - (d) correspond to accounting periods already completed and audited.
- Attached are copies of financial statements¹ for the *[number]* years required above; and complying with the requirements.

¹ If the most recent set of financial statements is for a period earlier than 12 months from the date of Application, the reason for this should be justified.

Average Annual Turnover (Annual Sales Value)

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Applicant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member Name: *[insert full name]*

IFP No. and title: *[insert IFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

Annual Turnover Data			
Year	Amount Currency	Exchange rate* (If applicable)	PKR equivalent
<i>[indicate calendar year]</i>	<i>[insert amount and indicate currency]</i>		
		Average Annual Turnover **	

* Refer ITA for date and source of exchange rate.

** Total PKR equivalent for all years divided by the total number of years. See Section III, Qualification Criteria and Requirements, ITA.