

**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT
DEPARTMENT**



NOTIFICATION

NO: SO(ADMN-I)(P&D)12(176)/2018-Pt-II: In supersession of this department's Notification No. SO(ADMN-I)(P&D)12(176)/2018, dated 12th February, 2018 and in pursuance of Rule-31 of Sindh Public Procurement Rules 2010, (Amended 2017) "Complaint Redressal Committee" in respect of procurement of Goods and hiring of Consultants/Services under ADP scheme titled "Revitalization and Re-Structuring of Research & Training for P&D (ADP No.1524) 2018-19" is hereby reconstituted with following composition/TORs:-

i)	Secretary (Planning)	Chairperson
ii)	Representative of Office of Accountant General Sindh	Member
iii)	An Independent professional from the relevant field concerning the procurement process in question, to be nominated by the head of procuring agency	Member

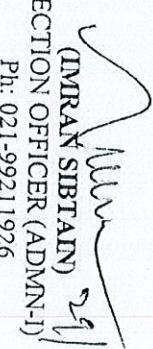
Terms of Reference (TORs):-

1. Prohibit the procurement committee from acting or deciding in a manner, inconsistent with these rules and regulations;
2. Annual in whole or in part, any unauthorized act or decision of the procurement committee; and
3. Recommended to the Head of Department that the case be declared a mis-procurement if material violation of Act, Rules, Regulations, orders, instructions or any other law relating to public procurement has been established;
4. Reverse any decision of the procurement committee or substitute its own decision for such a decision;
5. Provided that the complaint redressal committee shall not make any decision to award the contract.
6. The complaint redressal committee shall announce its decision within seven days and intimate the same to the bidder and the Authority within three working days. If the committee fails to arrive at the decision within seven days, the complaint shall stand transferred to the Review Committee which shall dispose of the complaint in accordance with procedure laid down in rule 32.

-MUHAMMAD WASEEM-
CHAIRMAN, P&D BOARD SINDH
NO: SO(ADMN-I)(P&D)12(176)/2018-Pt-II:
Karachi Dated 29th November, 2018

A copy is forwarded for information & necessary action to:

1. The Director General, Research & Training Wing, P&D, Govt. of Sindh.
2. The Accountant General Sindh.
3. All Members of the Committee.
4. PS to Chairman P&D Board, Sindh, Govt. of Sindh.
5. PS to Secretary (Planning) P&D, Govt. of Sindh.
6. Master File.


 (IMRAN SIBTAIN) 24/11/2018
 SECTION OFFICER (ADMN-I)
 Ph: 021-99211926



GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Planning & Development Department, Government of Sindh would like to invite sealed bids technical and financial proposals for Procurement of Cloud Services from registered and reputed authorized suppliers. Under SPPRA Rules, 2010 (Amended upto-date) for Head Office. Interested Parties are requested to submit their offers as per Terms of Reference (TORS) on the RFP documents.

S. No.	Tender Description	Tender No.	Bidding Procedure	Tender Collection (Start Date)	Tender Collection (End Date)	Tender Submission Date/Time	Tender / Bid Opening Date (Technical & Financial Bids)
01	Procurement of Cloud Hosting Services for Planning & Development Department, Government of Sindh	IT/P&DD/GOS /TD/ITCSP005 /2025-26	Single Stage Two Envelope	29/01/2026 (During working hours)	13/02/2026 (During working hours)	16/02/2026 up to 1200 Hours	16/02/2026 At 1230 Hours

Terms & Condition:

1. RFP document containing detailed terms and conditions and eligibility criteria and other relevant details may be collected (during office hours) on submission of a written request on company's letterhead from the following address on payment of Rs. 1000/- (Non-Refundable) for tender, through pay order in the name of "SECTION OFFICER (GENERAL), PLANNING & DEVELOPMENT DEPARTMENT, GOVERNMENT OF SINDH".
2. National Tax Number / General Sales Tax registration should be quoted in the bid.
3. All Government applicable taxes will be deducted from supplier's payment.
4. Bid must be accompanied with bank draft / pay order equal to 2% of the estimated cost e.i., 1,000,000 (refundable) in favor of Section Officer (General), Planning & Development Department, Government of Sind.

The electronic bids must be submitted using EPADS on the time of submission mentioned above and one hard copy should be submitted to the "Section Officer (General), Planning & Development Department, Government of Sindh, Room No. 335, 2nd Floor, Sindh Secretariat No. 2, (Tughlaq House), Karachi within the indicated time. The tender bids received after that time & date will not be entertained.

This advertisement along with tender documents can be download from the websites of Planning & Development Department (www.pnd.sindh.gov.pk) & SPPRA (www.portalsindh.eprocure.gov.pk).

In case of undesirable circumstances on submission / opening date & time or if Government declares holiday, the tender shall be submitted / opened on the next working day at the same time & venue.

Sealed envelopes clearly mentioning tender name on top must reach the office at the address given below.

Address for submission/venue of opening of Tender Documents is as under:

Section Officer (General), Planning & Development Department
 Address: Room # 337, 2nd Floor, Sindh Secretariat # 02 (Tughlaq House), Karachi.
 Telephone: 021-99211337 Fax No. 021-99211423
 Email: secpndnsindh@gmail.com

a marginal line call as Ry-
na broke her serve again
in the set before comfort-
holding to advance.—AFP

Oru's red-ball side for a brief, eventful six-month stint in 2024, was unveiled as the Hyderabad coach via a post on social media. "I'm very excited to be part of the Kingsmen team at the

new management. Kingsmen Critik et, p. 5, of the ownership group of the Hyderabad franchise, posted on X. Jason Gillespie takes charge as head coach of Hyderabad in the HBL PSL. Who

Santner star as New Zealand beat India in 4th T20

VISAKHAPATNAM

New Zealand finally broke their dry spell.

Rules, 2010 (Amended up-to-date) for Head Office. Interested Parties are requested to submit their offers as per Terms of Reference (TORs) on the RIFF documents.

NOTICE INVITING TENDER

MINISTRY OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

Terms & Conditions

en. In reply, India never quite got going and were bowled out for 165, handing New Zealand a much-needed consolation victory.

New Zealand had a brutal start to their innings, both openers Tim Seifert (62/36b, 7x4, 3x6) and Devon Conway (44/23b, 4x4, 3x6) took the Indian bowlers to cleaners right from the start. They added 100 runs for the opening partnership as the bowlers had no clue.

After that, India pulled back things brilliantly, picking six wickets in a span of 63 runs. Glenn Phillips (24/16b, 3x4, 1x6) tried to get going but lost his wicket at a crucial juncture. However, Daryl Mitchell (39 not out/18b, 2x4, 3x6) came up with a late blitz and took New Zealand past 200 runs as they posted 215

other relevant details may be collected (during office hours) on submission of a written request on company's letterhead from the following address on payment of Rs. 100/- (NON-REFUNDABLE) for tender through pay order in the name of "SECTION OFFICE OF SINDH".

2. National Tax Number/General Sales Tax registration SIS 311 be quoted in the bid.

4. Bid must be accompanied with bank draft/pay order equal to 5% of the total bid amount.

Development Department, Government of Sindh

The electronic bids must be submitted using EPADS mentioned above and one hard copy should be submitted to the "Section Officer (General), Planning & Development Department, Government of Sindh, 335, 2nd Floor, Sindh Secretariat No. 2, (Tughlaq House), Karachi within the indicated time. The tender bids received after that time & date will not be entertained. This advertisement along with tender documents can be download from the websites of Planning & Development Department (www.pnd.sindh.gov.pk) & SPRA (www.portalsindh.eprocure.gov.pk).

Government declares holiday, the tender shall be submitted & opened on the next working day at the same time & venue.

Sealed envelopes clearly mentioning tender name on top must reach the office at the address given below.

Address for submission/venue of opening of Tender Documents is as under:

Section Officer (General), Planning & Development Department
Address: Room # 337, 2 Floor, Sindh Secretariat # 02 (Tughlaq House), Karachi
Telephone: 021-99211337 Fax No. 021-99211423
Email: secondsindh@gmail.com

SVED GHULAM RASOOL SHAIH
Section Officer (General)

INF-KRY-308/26

SYED GHULAM RASOOL SHAH
Section Officer (General/DO) **INF-KRY-308/26**
Address: Room # 337, 2 Floor, Sindh Secretariat # 02 (Tughlaq House), Karachi
Telephone: 021-99211337 Fax No 021-99211423
Email: second@sindh@gmail.com

Pakistan Observer 29/01/2026



Planning & Development Department, Government of Sindh

Annual Procurement Plan For The Year 2025-2026

S. No.	Description	Quantity (If applicable)	Estimated Unit Cost (If applicable)	Estimated Cost	Fund Allocated	Source of Funds (ADP/Non ADP)	Method of Procurement	Anticipated Date of Start	Anticipated Date of Completion
1	Procurement of Cloud Hosting Services for Planning & Development Department, Government of Sindh	-	-	50,000,000	50,000,000	ADP	Open Competitive Bidding	Jan-26	Apr-26

The above annual procurement plan is required to be hoisted on SPPRA & P&DD websites.

Section Officer (General)
Planning & Development Department
Government of Sindh





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Tender # IT/P&DD/GOS/TDITCSP/005/2025-26

REQUEST FOR PROPOSAL (RFP)

For

“Procurement of Cloud Hosting Services for Planning & Development Department, Government of Sindh”

Last Date of Bid Submission : 16th February, 2026 at 1200 Hours
Date of Bid Opening : 16th February, 2026 at 1230 Hours



PLANNING & DEVELOPMENT DEPARTMENT, GOVERNMENT OF SINDH

Room # 335, 2nd Floor, Sindh Secretariat # 2 (Tughlaq House), Karachi



GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Tel # 021-99211337 Fax # 021-99211423. Email: secvpndsindh@gmail.com

Table of Content

S#	Table of Content	Page No.
1	Section II: Instruction to Cloud Service Provider	4
2	Section III: Proposal Data Sheet	31
3	Section VI: Eligibility /Technical Criteria	34
4	Delivery Schedule	36
5	Section V: Standard Forms for Single Stage Two Envelope Procedure	37
6	Tech Form I: Technical Proposal Forms	38
7	Tech Form II: Technical Proposal Submission form	39
8	Tech Form III: Proposal Security Form/Bank Guarantee	40
9	Tech Form IV: Beneficial Ownership Form	41
10	Tech Form V: Undertaking for Non-Litigation / Blacklisting	43
11	Tech Form VI: Technical Compliance Form – A	44
12	Tech Form VII: Technical Compliance Form – B	45
13	Tech Form VII: Proposal Authorization Form	49
14	Financial Proposal Forms / Price Schedule	50
15	Fin Form I: Financial Proposal Submission Form	51
16	Fin Form II: Price Schedule	52
17	Scope of Work	55
18	Section VI: General Condition of Contract	57
19	Section VII: Special Condition of Contract	66
20	Contract Form	69
21	Cloud Service Provider's Proposal / The Price Schedule	70
22	Schedule of Requirements	72
23	Scope of Work Technical Specifications	74
24	Affidavit/Undertaking	74
25	Integrity Pack	76





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Preface

1. This Request for Proposal (RFP) has been prepared in accordance with the Sindh Public Procurement Rules, 2010 (as amended up to date) and the Standard RFP Guidelines issued by SPPRA. The document is aligned with the Government of Sindh requirements for secure, compliant, and scalable cloud computing services. This RFP is to be used for selection of consultant in accordance with the method described under Rule No 72 (3) in the SPPR 2010 (Amended up-to-now).
2. The SRFP includes a standard Letter of Invitation, standard Instructions to Consultants, Data Sheet, Terms of Reference, and a standard Form of Contract. The standard Instruction to Consultants and the standard General Conditions of Contract may not be modified under any circumstances. However, the Data Sheet and the Special Conditions of Contract may be used to reflect particular assignment conditions.





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Section II:

INSTRUCTION TO CLOUD SERVICE PROVIDER

Tender# ITP&DD/GOS/TD/ITCSP/005/2025-26

The Planning & Development Board (P&D Board), Government of Sindh, invites technical and financial proposals for Procurement of Cloud Services.

More details on the services are provided in the Terms of Reference.

2. A copy of the RFP document having detailed terms and conditions and eligibility criteria as per detailed mentioned below. Alternatively, the documents may also be downloaded from the website www.sindhppd.gov.pk or www.ppmss.prasindh.gov.pk as per table below.

(In case, if the above-mentioned proposal closing/opening day fall on official holiday, the proposals will be opened on the next working day at the same time.)

A. INTRODUCTION

The Procuring Agency (PA), as indicated in the Proposal Data Sheet (PDS) invites Proposals for the provision of Cloud Hosting Services as specified in the PDS and in Section V - Technical Specifications & Schedule of Requirements. The name, identification and number of items/deliverables are provided in the PDS. National Open Competitive bidding under Single Stage Two Envelope procedure shall be used. The successful Cloud Service Providers will be expected to provide the services within the specified period and timeline(s) as stated in the PDS.

2. Source of Fund	
3. Eligible Provider	A cloud Service Provider may be a firm or a public semi-public agency of Pakistan or any combination of them with a formal existing agreement (on Judicial Papers) in the form of a joint venture, consortium, or association. 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 PDS, who shall have the authority to conduct all business for and on behalf of any and all the members of the joint venture, consortium, or association during the bidding process, and in case of award of contract, during the execution of contract.

- 3.2 The appointment of Lead Member in the joint venture, consortium, or association shall be confirmed by submission of a valid Power of Attorney to the Procuring Agency.

- 3.3 A verifiable copy of the agreement that forms a





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

joint venture, consortium or association shall be required to be submitted as part of the Proposal.

3.4 Any Proposal submitted by the joint venture, consortium or association shall indicate the part of proposed contract to be performed by each party and each party shall be evaluated with respect to its contribution only, and the responsibilities of each party shall not be substantially altered without prior written approval of the Procuring Agency and in line with any instructions issued by the Authority.

3.5 The Invitation for Proposals is open to all prospective Cloud Service Providers subject to any provisions of incorporation or licensing by the respective national incorporating agency or statutory body established for that particular trade or business.

3.6 A Cloud Service Provider shall not have a conflict of interest. All Cloud Service Providers found to have a conflict of interest shall be disqualified. A Cloud Service Providers may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:

- a. are associated or have been associated in the past, directly or indirectly with a firm or any of its affiliates which have been engaged by the Procuring Agency to provide consulting services for the preparation of the design, specifications and other documents to be used for the procurement of goods and related services to be procured under this Invitation for Proposals.
- b. have controlling shareholders in common; or
- c. receive or have received any direct or indirect subsidy from any of them; or
- d. have the same legal representative for purposes of this proposal; or
- e. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Proposal of another Cloud Service Provider, or influence the decisions of the Procuring Agency regarding this Bidding process; or
- f. Submit more than one Proposal in this Bidding process.

3.7 A Cloud Service Provider may be ineligible if – a. declared bankrupt or, in the case of company or firm, insolvent; b. payments in favor of the Cloud Service Provider is suspended in accordance with the judgment of a court of law other than a judgment declaring bankruptcy and resulting (in accordance with the





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

national laws) in the total or partial loss of the right to administer and dispose of its property; c. legal proceedings are instituted against such Cloud Service Provider involving an order suspending payments and which may result, in accordance with the national laws, in a declaration of bankruptcy or in any other situation entailing the total or partial loss of the right to administer and dispose of the property; d. the Cloud Service Provider is convicted, by a final judgment, of any offence involving professional conduct; e. the Cloud Service Provider is blacklisted and hence debarred due to involvement in corrupt and fraudulent practices, or performance failure or due to breach of Proposal securing declaration.

f. The firm, Cloud Service Provider and contractor is blacklisted or debarred by a foreign country, international organization, or other foreign institutions for the period defined by them.

3.8 Cloud Service Providers shall provide to the Procuring Agency evidence of their eligibility, proof of compliance with the necessary legal requirements to carry out the contract effectively.

3.9 Cloud Service Providers shall provide such evidence of their continued eligibility to the satisfaction of the Procuring Agency, as the Procuring Agency shall reasonably request.

3.10 Cloud Service Providers shall submit proposals relating to the nature, conditions and modalities of sub-contracting wherever the sub-contracting of any elements of the contract amounting to the more than ten (10) percent of the Proposal price is envisaged.

4. One Proposal per Cloud Service Provider

4.1 A Cloud Service Provider shall submit only one Proposal, in the same Bidding process, either individually as a Cloud Service Provider or as a member in a joint venture or any similar arrangement.

4.2 No Cloud Service Provider can be a sub-contractor while submitting a Proposal individually or as a member of a joint venture in the same Bidding process.

4.3 A person or a firm cannot be a sub-contractor with more than one Cloud Service Provider in the same Bidding process.

5. Cost of Bidding

5.1 The Cloud Service Provider shall bear all costs associated with the preparation and submission of its Proposal, and the Procuring Agency shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

B. RFP DOCUMENT

6. Contents of Request for

6.1 The services required, bidding procedures, and





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

Proposal Document

terms and conditions of the contract are prescribed in the RFP Documents. In addition to the Invitation to Proposals, the RFP Documents which should be read in conjunction with any addenda issued in accordance with ITCSP 8.1 include: Section I Invitation to Proposals Section II Instructions to Cloud Service Providers (ITCSPs) Section III Proposal Data Sheet (PDS) Section IV Eligible Countries Section V Evaluation Criteria, Technical Specifications, Schedule of Requirements Section VI Standard Forms Section VII General Conditions of Contract (GCC) Section VIII Special Conditions of Contract (SCC) Section IX Contract Forms.

6.2 The number of copies to be completed and returned with the Proposal is specified in the PDS.

6.3 The Procuring Agency is not responsible for the completeness of the RFP Documents and their addenda, if they were not obtained directly from the Procuring Agency or the signed pdf version from downloaded from the website of the Procuring Agency. However, Procuring Agency shall place both the pdf and same editable version to facilitate the Cloud Service Provider for filling the forms.

6.4 The Cloud Service Provider is expected to examine all instructions, forms, terms and specifications in the RFP Documents. Failure to furnish all the information required in the RFP Documents will be at the Cloud Service Provider's risk and may result in the rejection of his Proposal.

7. Clarification of RFP Documents

7.1 A prospective Cloud Service Provider requiring any clarification of the RFP Documents may notify the Procuring Agency in writing or in electronic form that provides record of the content of communication at the Procuring Agency's address indicated in the PDS.

7.2 The Procuring Agency will within three (3) working days after receiving the request for clarification, respond in writing or in electronic form to any request for clarification provided that such request is received not later than three (03) days prior to the deadline for the submission of Proposals as prescribed in ITCSP 22.1. However, this clause shall not apply in case of alternate methods of Procurement.

7.3 Copies of the Procuring Agency's response will be forwarded to all identified Prospective Cloud Service Providers through an identified source of





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

communication, including a description of the inquiry, but without identifying its source. In case of downloading of the RFP Documents from the website of PA, the response of all such queries will also be available on the same link available at the website.

7.4 Should the Procuring Agency deem it necessary to amend the RFP Documents as a result of a clarification, it shall do so following the procedure under ITCSP 8.

7.5 If indicated in the PDS, the Cloud Service Provider's designated representative is invited at the Cloud Service Provider's cost to attend a Pre-Proposal meeting at the place, date and time mentioned in the PDS. During this pre-proposal meeting, prospective Cloud Service Providers may request clarification of the schedule of requirement, the Evaluation Criteria or any other aspects of the RFP Documents.

7.6 Minutes of the Pre-Proposal meeting, if applicable, including the text of the questions asked by Cloud Service Providers, including those during the meeting (without identifying the source) and the responses given, together with any responses prepared after the meeting will be transmitted promptly to all prospective Cloud Service Providers who have obtained the RFP Documents. Any modification to the RFP Documents that may become necessary as a result of the pre-proposal meeting shall be made by the Procuring Agency exclusively through the use of an Addendum pursuant to ITCSP 8. Non-attendance at the pre-proposal meeting will not be a cause for disqualification of a Cloud Service Provider.

8.1 Before the deadline for submission of Proposals, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Cloud Service Provider or pre-proposal meeting may modify the RFP Documents by issuing addenda.

8.2 Any addendum issued including the notice of any extension of the deadline shall be part of the RFP Documents pursuant to ITCSP 6.1 and shall be communicated in writing or in any identified electronic form that provide record of the content of communication to all the Cloud Service Providers who have obtained the RFP Documents from the Procuring Agency. The Procuring Agency shall promptly publish the Addendum at the Procuring Agency's web page identified in the PDS; Provided that the Cloud Service





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

Provider who had either already submitted their Proposal or handed over the Proposal to the courier prior to the issuance of any such addendum shall have the right to withdraw his already filed Proposal and submit the revised Proposal prior to the original or extended Proposal submission deadline.

8.3 To give prospective Cloud Service Providers reasonable time in which to take an addendum/corrigendum into account in preparing their Proposals, the Procuring Agency may, at its discretion, extend the deadline for the submission of Proposals:

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

C. PREPARATION OF PROPOSALS

9.1 The Proposal prepared by the Cloud Service Provider, as well as all correspondence and documents relating to the Proposal exchanged by the Cloud Service Provider and the Procuring Agency shall be written in the English language unless otherwise specified in the PDS. Supporting documents and printed literature furnished by the Cloud Service Provider may be in another language provided they are accompanied by an accurate translation of the relevant pages in the English language unless specified in the PDS, in which case, for purposes of interpretation of the Cloud Service Provider, the translation shall govern.

10. Documents Constituting the Proposal

10.1 The Proposal prepared by the Cloud Service Provider shall constitute the following components: -

- a) Form of Proposal and Proposal Prices completed in accordance with ITCSP 13 and 14;
- b) Details of the Sample(s) where applicable and requested in the PDS.
- c) Documentary evidence established in accordance with ITCSP 12 that the Cloud Service Provider is eligible and/or qualified for the subject Bidding process;
- d) Documentary evidence established in accordance with ITCSP 12.3(a) that the Cloud Service Provider has been authorized to deliver the services in Pakistan;
- e) Documentary evidence established in accordance with ITCSP 11 that services to be provided by the Cloud Service Provider are eligible services, and conform to the RFP Documents;
- f) Proposal security or Proposal Securing Declaration furnished in accordance with ITCSP 17;
- g) Duly Notarized Power of Attorney authorizing the signatory of the Cloud Service Provider to submit the



GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

		<p>Proposal; and</p> <p>b) Any other document required in the PDS</p>
11. Documents Establishing Eligibility of the Services and Conformity to RFP Documents		<p>11.2 Standards for the provision of the Non-Consulting Services are intended to be descriptive only and not restrictive. The Cloud Service Provider may offer other standards of quality provided that it demonstrates, to the procuring agency's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified the Section VII, Procuring Agency's Requirements.</p> <p>11.3 The required documents and other accompanying documents must be in English. In case any other language than English is used the pertinent translation into English shall be attached to the original version</p> <p>12.1 Pursuant to ITCSP 10, the Cloud Service Provider shall furnish, as part of its Proposal, all those documents establishing the Cloud Service Provider's eligibility to participate in the Bidding process and/or its qualification to perform the contract if its Proposal is accepted.</p> <p>12.2 The documentary evidence of the Cloud Service Provider's eligibility to Proposal shall establish to the satisfaction of the Procuring Agency that the Cloud Service Provider, at the time of submission of its Proposal, is from an eligible country as defined in Section-4 titled as "Eligible Countries".</p> <p>12.3 The documentary evidence of the Cloud Service Provider's qualifications to perform the contract if its Proposal is accepted shall establish to the satisfaction of Procuring Agency that:</p> <p>a. the Cloud Service Provider has the financial, technical, and supply/production capability necessary to perform the Contract, meets the qualification criteria specified in PDS.</p> <p>b. in the case of a Cloud Service Provider not doing business within Pakistan, the Cloud Service Provider is or will be (if awarded the contract) represented by an Agent in Pakistan equipped, and able to carry out the Cloud Service Provider's maintenance, repair, and spare parts-stock obligations prescribed in the Conditions of Contract and/or Technical Specifications</p> <p>c. that the Cloud Service Provider meets the</p>
		<p>Consulting Services to the RFP document, the Cloud Service Provider shall furnish as part of its Proposal the documentary evidence that Services provided conform to the technical specifications and standards.</p>





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

13. Form of Proposal

qualification criteria listed in the Proposal Data Sheet

13.1 The Cloud Service Provider shall fill the Form of Proposal furnished in the RFP Documents. The Proposal Form must be completed without any alterations to its format and no substitute shall be accepted.

14. Proposal Prices

14.1 The Proposal Prices and discounts quoted by the Cloud Service Provider in the Form of Proposal and in the Price Schedules shall conform to the requirements specified below in ITCSP Clause 14 or exclusively mentioned hereafter in the RFP Documents.

14.2 All items in the Schedule of requirement must be listed and priced separately in the Price Schedule(s). If a Price Schedule shows items listed but not priced, their prices shall be construed to be included in the prices of other items.

14.3 Items not listed in the Price Schedule shall be assumed not to be included in the Proposal, and provided that the Proposal is still substantially responsive in their absence or due to their nominal nature, the corresponding average price of the respective item(s) of the remaining substantially responsive Cloud Service Provider(s) shall be construed to be the price of those missing item(s): Provided that:

- where there is only one (substantially) responsive Cloud Service Provider, or
- where there is provision for alternate proposals and the respective items are not listed in the other Proposals,

The procuring agency may fix the price of missing items in accordance with market survey, and the same shall be considered as final price.

14.4 The Proposal price to be quoted in the Form of Proposal in accordance with ITCSP 13.1 shall be the total price of the Proposal, excluding any discounts offered.

14.5 The Cloud Service Provider shall indicate on the appropriate Price Schedule, the unit prices (where applicable) and total Proposal price of the services it proposes to provide under the contract.

14.6 Prices quoted by the Cloud Service Provider shall be fixed during the Cloud Service Provider's performance of the contract and not subject to variation on any account. A Proposal submitted with an





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

adjustable price will be treated as non-responsive and shall be rejected, pursuant to ITCSP 28. The Cloud Service Provider shall quote the prices in accordance with the pricing model such as pay-as-you-go or any other model specified by the procuring agency.

14.7 If so indicated in the Invitation to Proposals and Instructions to Cloud Service Providers, that Proposals are being invited for individual contracts (Lots) or for any combination of contracts (packages), Cloud Service Providers wishing to offer any price reduction for the award of more than one contract shall specify in their Proposal the price reductions applicable to each package, or alternatively, to individual contracts (Lots) within a package.

15. Proposal Currencies

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

15.2 For the purposes of comparison of Proposals quoted in different currencies, the price shall be converted into a single currency specified in the RFP Documents. The rate of exchange shall be the Page 13 of 93, sealing rate, prevailing on the date of opening of (financial part of) Proposals specified in the RFP Documents, as notified by the State Bank of Pakistan on that day.

15.3 Cloud Service Providers shall indicate details of their expected foreign currency requirements in the Proposal.

16. Proposal Validity Period

16.1 Proposals shall remain valid for the period specified in the PDS after the Proposal submission deadline prescribed by the Procuring Agency. A Proposal valid for a shorter period shall be rejected by the Procuring Agency as non-responsive. The period of Proposal validity will be determined from the complementary Proposal securing instrument i.e., the expiry period of Proposal security or Proposal securing declaration as the case may be.

16.2 Under exceptional circumstances, prior to the expiration of the initial Proposal validity period, the Procuring Agency may request the Cloud Service Providers' consent to an extension of the period of validity of their Proposals only once, for the period not more than the period of initial Proposal validity. The request and the Cloud Service Providers responses shall be made in writing or in electronic forms that provide record of the content of communication. The Proposal Security provided under ITCSP 17 shall also be suitably extended. A Cloud Service Provider may





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

refuse the request without forfeiting its Proposal security or causing to be executed its Proposal Securing Declaration. A Cloud Service Provider agreeing to the request will not be required nor permitted to modify its Proposal, but will be required to extend the validity of its Proposal Security or Proposal Securing Declaration for the period of the extension, and in compliance with ITCSP 17 in all respects.

16.3 If the award is delayed by a period exceeding sixty (60) days beyond the expiry of the initial Proposal validity period, the contract price may be adjusted by a factor specified in the request for extension. However, the Proposal evaluation shall be based on the already quoted Proposal Price without taking into consideration on the above correction.

17.1 Pursuant to ITCSP 10, unless otherwise specified in the PDS, the Cloud Service Provider shall furnish as part of its Proposal, a Proposal Security in form of fixed amount not exceeding five percent of the estimated value of procurement determined by the procuring agency and in the amount and currency specified in the PDS or Proposal Securing Declaration as specified in the PDS in the format provided in Section VI (Standard Forms).

17.2 The Proposal Security or Proposal Securing Declaration is required to protect the Procuring Agency against the risk of Cloud Service Provider's conduct which would warrant the security's forfeiture, pursuant to ITCSP 17.9.

17.3 The Proposal Security shall be denominated in the local currency or in another freely convertible currency, and it shall be in the form specified in the PDS which shall be a Bank Draft in the name of the Procuring Agency and valid for twenty-eight (28) days beyond the end of the validity of the Proposal. This shall also apply if the period Page 14 of 93 for Proposal Validity is extended. In either case, the form must include the complete name of the Cloud Service Provider.

17.4 The Proposal Security or Proposal Securing Declaration shall be in accordance with the Form of the Proposal Security or Proposal Securing Declaration included in Section VI (Standard Forms) or another form approved by the Procuring Agency prior to the Proposal submission.





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

17.5 The Proposal Security shall be payable promptly upon written demand by the Procuring Agency in case any of the conditions listed in ITCSP 17.9 are invoked.

17.6 Any Proposal not accompanied by a Proposal Security or Proposal Securing Declaration in accordance with ITCSP 17.1 or 17.3 shall be rejected by the Procuring Agency as non-responsive, pursuant to ITCSP 28.

17.7 Unsuccessful Cloud Service Providers' Proposal Security will be discharged or returned as promptly as possible, however in no case later than thirty (30) days after the expiration of the period of Proposal Validity prescribed by the Procuring Agency pursuant to ITCSP 16. The Procuring Agency shall make no claim to the amount of the Proposal Security, and shall promptly return the Proposal Security document, after whichever of the following that occurs earliest:

- the expiry of the Proposal Security;
- the entry into force of a procurement contract and the provision of a performance security (or guarantee), for the performance of the contract if such a security (or guarantee), is required by the RFP documents;
- the rejection by the Procuring Agency of all Proposals;
- the withdrawal of the Proposal prior to the deadline for the submission of Proposals, unless the RFP documents stipulate that no such withdrawal is permitted.

17.8 The successful Cloud Service Provider's Proposal Security will be discharged upon the Cloud Service Provider signing the contract pursuant to ITCSP 41, or furnishing the performance guarantee not exceeding 10% of the contract, pursuant to ITCSP 42.

17.9 The Proposal Security may be forfeited or the Proposal Securing Declaration executed:

- if a Cloud Service Provider:
 - withdraws its Proposal during the period of Proposal Validity as specified by the Procuring Agency, and referred by the Cloud Service Provider on the Form of Proposal except as provided for in ITCSP 16.2; or
 - does not accept the correction of errors pursuant to ITCSP 30.2; or Page 15 of 93
- in the case of a successful Cloud Service Provider, if the Cloud Service Provider fails:
 - to sign the contract in accordance with ITCSP 41; or
 - to furnish performance security (or guarantee) in accordance with ITCSP 42.





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

		<p>17.10 The proposal security shall be valid for a period specified in PDS. Proposals with shorter proposal security validity period shall be rejected straight way.</p>
18. Alternative Proposals by Cloud Service Providers		<p>18.1 Cloud Service Providers shall submit offers that comply with the requirements of the RFP Documents, including the basic Cloud Service Provider's technical design as indicated in the specifications and Schedule of Requirements. Alternatives will not be considered, unless specifically allowed for in the PDS. If so allowed, ITCSP 19.2 shall prevail.</p>
19. Withdrawal, Substitution, and Modification of Proposals		<p>19.1 Before Proposal submission deadline, any Cloud Service Provider may withdraw, substitute, or modify its Proposal after it has been submitted by sending a written notice, duly signed by an authorized representative, and the corresponding substitution or modification must accompany the respective written notice.</p>
		<p>19.2 Proposals requested to be withdrawn in accordance with ITCSP 19.1 shall be returned unopened to the Cloud Service Providers.</p>
20. Format and Signing of Proposal		<p>20.1 The Cloud Service Provider shall prepare an original and the number of copies of the Proposal as indicated in the PDS, clearly marking each "ORIGINAL" and "COPY," as appropriate. In the event of any discrepancy between them, the original shall prevail.</p> <p>20.2 The original and the copy or copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Cloud Service Provider or a person or persons duly authorized to sign on behalf of the Cloud Service Provider. This authorization shall consist of a written confirmation as specified in the PDS and shall be attached to the Proposal. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Proposal, except for un-amended printed literature, shall be initialed by the person or persons signing the Proposal.</p> <p>20.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed by the person or persons signing the Cloud Service Provider.</p>
	D. SUBMISSION OF PROPOSALS	
21. Sealing and Marking of Proposals		<p>21.1 The Proposal shall comprise two envelopes submitted simultaneously, one called the Technical Proposal and the other Financial Proposal. Both envelopes to be enclosed together in an outer single envelope called the Proposal. Each Cloud Service</p>





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Provider shall submit its Proposal as under:

- a) Cloud Service Provider shall submit his TECHNICAL PROPOSAL and FINANCIAL PROPOSAL in separate inner envelopes and enclosed in a single outer envelope. Page 16 of 93
- b) ORIGINAL and each copy of the Proposal shall be separately sealed and put in separate envelopes and marked as such.
- c) The envelopes containing the ORIGINAL and copies will be put in one sealed envelope and addressed / identified as given in Sub Clause 21.2.

- 21.2 The inner and outer envelopes shall:
 - a) be addressed to the Procuring Agency at the address provided in the Proposal Data;
 - b) bear the name and identification number of the contract as defined in the PDS; and provide a warning not to open before the time and date for Proposal opening, as specified in the Proposal Data pursuant to ITCSP 25.1.
 - c) In addition to the identification required in Sub Clause 21.2 hereof, the inner envelope shall indicate the name and address of the Cloud Service Provider to enable the Proposal to be returned unopened in case it is declared "late" pursuant to Clause ITCSP 23.

21.3 If all envelopes are not sealed and marked as required by ITCSP 21.1 and ITCSP 21.2 or incorrectly marked, the Procuring Agency will assume no responsibility for the misplacement or premature opening of Proposal

- 22.1 Proposals shall be received by the Procuring Agency no later than the date and time specified in the PDS.

22.2 The Procuring Agency may, in exceptional circumstances and at its discretion, extend the deadline for the submission of Proposals by amending the RFP Documents in accordance with ITCSP 8, in which case all rights and obligations of the Procuring Agency and Cloud Service Providers previously subject to the deadline will thereafter be subject to the new deadline.

23. Late Proposals

- 23.1 The Procuring Agency shall not consider for evaluation any Proposal that arrives after the deadline for submission of Proposals, in accordance with ITCSP 22.
- 23.2 Any Proposal received by the Procuring Agency after the deadline for submission of Proposals shall be declared late, recorded, rejected and returned unopened to the Cloud Service Provider.





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

24. Withdrawal of Proposals

24.1 A Cloud Service Provider may withdraw its Proposal after it has been submitted, provided that written notice of the withdrawal of the Proposal, is received by the Procuring Agency prior to the deadline for submission of Proposals.

24.2 Revised Proposal may be submitted after the withdrawal of the original Proposal in accordance with the provisions referred in ITCSP 21.

25. Opening of Proposals

E. OPENING AND EVALUATION OF PROPOSALS

25.1 The Procuring Agency will open all Proposals, in public, in the presence of Cloud Service Providers' or their representatives who choose to attend, and other parties with a legitimate interest in the Proposal proceedings at the place, on the date and at the time, specified in the PDS. The Cloud Service Providers' representatives present shall sign a register as proof of their attendance.

25.2 First, envelopes marked "WITHDRAWAL" shall be opened and read out and the envelope with the corresponding Proposal shall not be opened, but returned to the Cloud Service Provider. No Proposal withdrawal shall be permitted unless the corresponding Withdrawal Notice contains a valid authorization to request the withdrawal and is read out at Proposal opening.

25.3 Second, outer envelopes marked "SUBSTITUTION" shall be opened. The inner envelopes containing the Substitution Proposal shall be exchanged for the corresponding Original Proposal being substituted, which is to be returned to the Cloud Service Provider unopened. No envelope shall be substituted unless the corresponding Substitution Notice contains a valid authorization to request the substitution and is read out and recorded at Proposal opening.

25.4 Next, outer envelopes marked "MODIFICATION" shall be opened. No Technical Proposal and/or Financial Proposal shall be modified unless the corresponding Modification Notice contains a valid authorization to request the modification and is read out and recorded at the opening of the Proposals. Any Modification shall be read out along with the Original Proposal except in case of Single Stage Two Envelope Procedure where only the Technical Proposal, both Original as well as Modification, are to be opened, read out, and recorded at the opening. Financial Proposal, both Original and Modification,





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

will remain unopened till the prescribed financial Proposal opening date.

25.5 Other envelopes holding the Proposals shall be opened one at a time, in case of Single Stage One Envelope Procedure, the Cloud Service Providers names, the Proposal prices, the total amount of each Proposal and of any alternative Proposal (if alternatives have been requested or permitted), any discounts, the presence or absence of Proposal Security, Proposal Securing Declaration and such other details as the Procuring Agency may consider appropriate, will be announced by the Procurement Evaluation Committee.

25.6 The Procuring Agency will open the Technical Proposals in public at the address, date and time specified in the PDS in the presence of Cloud Service Providers' designated representatives who choose to attend and other parties with a legitimate interest in the Proposal proceedings. The Financial Proposals will remain unopened and will be held in custody of the Procuring Agency until the specified time of their opening.

25.7 The envelopes holding the Technical Proposals shall be opened one at a time, and the following read out and recorded: (a) the name of the Cloud Service Provider; (b) whether there is a modification or substitution; (c) the presence of a Proposal Security, if required; and (d) Any other details as the Procuring Agency may consider appropriate.

25.8 Proposals not opened and not read out at the Proposal opening shall not be considered further for evaluation, irrespective of the circumstances. In particular, any discount offered by a Cloud Service Provider which is not read out at Proposal opening shall not be considered further.

25.9 Cloud Service Providers are advised to send in a representative with the knowledge of the content of the Proposal who shall verify the information read out from the submitted documents. Failure to send a representative or to point out any un-read information by the sent Cloud Service Provider's representative shall indemnify the Procuring Agency against any claim or failure to read out the correct information contained in the Cloud Service Provider's Proposal.

25.10 No Proposal will be rejected at the time of Proposal opening except for late Proposals which will





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

be returned unopened to the Cloud Service Provider, pursuant to ITCSP 23.

25.11 The Procuring Agency shall prepare minutes of the Proposal opening. The record of the Proposal opening shall include, as a minimum: the name of the Cloud Service Provider and whether or not there is a withdrawal, substitution or modification, the Proposal price if applicable, including any discounts and alternative offers and the presence or absence of a Proposal Security or Proposal Securing Declaration.

25.12 The Cloud Service Providers' representatives who are present shall be requested to sign on the attendance sheet. The omission of a Cloud Service Provider's signature on the record shall not invalidate the contents and affect the record. A copy of the record shall be distributed to all the Cloud Service Providers.

25.13 A copy of the minutes of the Proposal opening shall be furnished to individual Cloud Service Providers upon request.

25.14 After the evaluation and approval of technical proposal the procuring agency, shall at a time within the Proposal validity period, publically open the financial proposals of the technically accepted Proposals only. The financial proposal of Proposals found technically non-responsive shall be returned unopened to the respective Cloud Service Providers subject to redress of the grievances from all tiers of grievances.

26. Confidentiality

26.1 Information relating to the examination, clarification, evaluation and comparison of Proposals and recommendation of contract award shall not be disclosed to Cloud Service Providers or any other persons not officially concerned with such process until the time of the announcement of the respective evaluation report.

26.2 Any effort by a Cloud Service Provider to influence the Procuring Agency processing of Proposals or award decisions may result in the rejection of its Proposal.

26.3 Notwithstanding ITCSP 27.2 from the time of Proposal opening to the time of contract award, if any Cloud Service Provider wishes to Page 19 of 93 contact the Procuring Agency on any matter related to the Bidding process, it should do so in writing or in electronic form that provides record of the content of





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

27. Clarification of Proposals

communication.

27.1 To assist in the examination, evaluation and comparison of Proposals of the Cloud Service Providers, the Procuring Agency may, ask any Cloud Service Provider for a clarification of its Proposal including breakdown of prices. Any clarification submitted by a Cloud Service Provider that is not in response to a request by the Procuring Agency shall not be considered.

27.2 The request for clarification and the response shall be in writing or in electronic forms that provide record of the content of communication. No change in the prices or substance of the Proposal shall be sought, offered, or permitted.

27.3 The alteration or modification in the PROPOSAL which in any affect the following parameters will be considered as a change in the substance of a Proposal:

- a. evaluation & qualification criteria;
- b. required scope of work or specifications;
- c. all securities requirements;
- d. tax requirements;
- e. terms and conditions of RFP Documents.
- f. change in the ranking of the Cloud Service Provider

27.4 From the time of Proposal opening to the time of Contract award if any Cloud Service Provider wishes to contact the Procuring Agency on any matter related to the Proposal it should do so in writing or in electronic forms that provide record of the content of communication

28. Preliminary Examination of Proposals

28.1 Prior to the detailed evaluation of Proposals, the Procuring Agency will determine whether each Proposal:

- a. meets the eligibility criteria defined in ITCSP 3 and ITCSP 4;
- b. has been prepared as per the format and contents defined by the Procuring Agency in the RFP Documents;
- c. has been properly signed;
- d. is accompanied by the required securities; and
- e. is substantially responsive to the requirements of the RFP Documents. The Procuring Agency's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself.

28.2 A substantially responsive Proposal is one which conforms to all the terms, conditions, and specifications of the RFP Documents, without material





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

deviation or reservation. A material deviation or reservation is one that: - a. affects in any substantial way the scope, quality, or performance of the Services; Page 20 of 93 b. limits in any substantial way, inconsistent with the RFP Documents, the Procuring Agency's rights or the Cloud Service Providers obligations under the Contract; or c. if rectified, would affect unfairly the competitive position of other Cloud Service Providers presenting substantially responsive Proposals.

28.3 The Procuring Agency will confirm that the documents and information specified under ITCSP 10, 11 and 12 have been provided in the Proposal. If any of these documents or information is missing, or is not provided in accordance with the Instructions to Cloud Service Providers, the Proposal shall be rejected.

28.4 If a Proposal is not substantially responsive, it will be rejected by the Procuring Agency and may not subsequently be evaluated for complete technical responsiveness.

29. Examination of Terms and Conditions; Technical Evaluation

29.1 The Procuring Agency shall examine the Proposal to confirm that all terms and conditions specified in the GCC and the SCC have been accepted by the Cloud Service Provider without any material deviation or reservation.

29.2 The Procuring Agency shall evaluate the technical aspects of the Proposal submitted in accordance with ITCSP 21, to confirm that all requirements specified in Section V – Schedule of Requirements, Technical Specifications of the RFP Documents have been met without material deviation or reservation.

29.3 If after the examination of the terms and conditions and the technical evaluation, the Procuring Agency determines that the Proposal is not substantially responsive in accordance with ITCSP 28, it shall reject the Proposal.

30. Correction of Errors

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

a. 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;





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

			b. 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 c. where there is a discrepancy between the amounts in figures and in words, the amount in words will govern. d. Where there is discrepancy between grand total of price schedule and amount mentioned on the Form of Proposal, the amount referred in Price Schedule shall be treated as correct subject to elimination of other errors. Page 21 of 93
31. Conversion to Single Currency			30.2 The amount stated in the Proposal will, be adjusted by the Procuring Agency in accordance with the above procedure for the correction of errors and, with, the concurrence of the Cloud Service Provider, shall be considered as binding upon the Cloud Service Provider. If the Cloud Service Provider does not accept the corrected amount, its Proposal will then be rejected, and the Proposal Security may be forfeited or the Proposal Securing Declaration may be executed in accordance with ITCSP 17.9.
			32.1 The Procuring Agency shall evaluate and compare only the Proposals determined to be substantially responsive, pursuant to ITCSP 28.
			32.2 In evaluating the Technical Proposal of each Proposal, the Procuring Agency shall use the criteria and methodologies listed in the PDS and in terms of Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.
			32.1 The Procuring Agency shall evaluate and compare only the Proposals determined to be substantially responsive, pursuant to ITCSP 28.
			32.2 In evaluating the Technical Proposal of each Proposal, the Procuring Agency shall use the criteria and methodologies listed in the PDS and in terms of Statement of Requirements and Technical Specifications. No other evaluation criteria or methodologies shall be permitted.
33. Domestic Preferences			33.1 Not Applicable in case of Services
34. Determination of Most Advantageous Proposal			34.1 In case where the Procuring Agency adopts the Cost Based Evaluation Technique and, the Proposal with the lowest evaluated price from amongst those which are eligible, compliant and substantially responsive shall be the Most Advantageous Proposal.
			34.2 The Procuring Agency may adopt the Quality & Cost Based Selection Technique: In such cases, the Procuring Agency may allocate certain weightage to





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

35. Abnormally Low Financial Proposal

these factors as a part of Evaluation Criteria, and may determine the ranking of the Cloud Service Providers on the basis of combined evaluation in accordance with provisions of Rule 2(1)(h) of PPR-2004.

35.1 Where the Proposal price is considered to be abnormally low, the Procuring Agency shall perform price analysis either during determination of Most Advantageous Proposal or as a part of the post-qualification process. The following process shall apply:

- (a) The Procuring Agency may reject a Proposal if the Procuring Agency has determined that the price in combination with other constituent elements of the Proposal is abnormally low in relation to the subject matter of the Page 22 of 93 procurement (i.e. scope of the procurement or ancillary services) and raises concerns as to the capability and capacity of the respective Cloud Service Provider to perform that contract.
- (b) Before rejecting an abnormally low Proposal the Procuring Agency shall request the Cloud Service Provider an explanation of the Proposal or of those parts which it considers contribute to the Proposal being abnormally low; take account of the evidence provided in response to a request in writing; and subsequently verify the Proposal or parts of the Proposal being abnormally low.
- (c) The decision of the Procuring Agency to reject a Proposal and reasons for the decision shall be recorded in the procurement proceedings and promptly communicated to the Cloud Service Provider concerned;
- (d) The Procuring Agency shall not incur any liability solely by rejecting abnormally Proposal; and
- (e) An abnormally low Proposal means, in the light of the Procuring Agency's estimate and of all the Proposals submitted, the Proposal appears to be abnormally low by not providing a margin for normal levels of profit.

In order to identify the Abnormally Low Proposal (ALB) following approaches can be considered to minimize the scope of subjectivity:

- (i) Comparing the Proposal price with the cost estimate;
- (ii) Comparing the Proposal price with the Proposals offered by other Cloud Service Providers submitting substantially responsive Proposals; and
- (iii) Comparing the Proposal price with prices paid in similar contracts in the recent past either government- or development partner-funded.





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

	<p>35.2 The Procuring Agency will determine to its satisfaction whether the Cloud Service Provider that is selected as having submitted the most advantageous Proposal is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITCSP 12.3.</p> <p>35.3 The determination will take into account the Cloud Service Provider's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Cloud Service Provider's qualifications submitted by the Cloud Service Provider, pursuant to ITCSP 12.3, as well as such other information as the Procuring Agency deems necessary and appropriate. Factors not included in these RFP Documents shall not be used in the evaluation of the Cloud Service Providers' qualifications.</p> <p>35.4 Procuring Agency may seek "Certificate for Independent Price Determination" from the Cloud Service Provider and the results of reference checks may be used in determining award of contract. Page 23 of 93 Explanation: The Certificate shall be furnished by the Cloud Service Provider. The Cloud Service Provider shall certify that the price is determined keeping in view of all the essential aspects such as raw material, its processing, value addition, optimization of resources due to economy of scale, transportation, insurance and margin of profit etc.</p> <p>35.5 An affirmative determination will be a prerequisite for award of the contract to the Cloud Service Provider. A negative determination will result in rejection of the Cloud Service Provider's Proposal, in which event the Procuring Agency will proceed to the next ranked Cloud Service Provider to make a similar determination of that Cloud Service Provider's capabilities to perform satisfactorily.</p> <p>F. Award of Contract</p> <p>36. Criteria of Award</p> <p>36.1 Subject to ITCSP 37, the Procuring Agency will award the Contract to the Cloud Service Provider whose Proposal has been determined to be substantially responsive to the RFP Documents and who has been declared as Most Advantageous Cloud Service Provider, provided that such Cloud Service Provider has been determined to be:</p> <ol style="list-style-type: none">eligible in accordance with the provisions of ITCSP 3;is determined to be qualified to perform the Contract satisfactorily; and
--	--





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

37. Negotiations

c) Successful negotiations have been concluded, if any.

37.1 Negotiations may be undertaken with the Most Advantageous Proposal relating to the following areas:

- (a) a minor alteration to the technical details of the statement of requirements;
- (b) reduction of quantities for budgetary reasons, where the reduction is in excess of any provided for in the RFP documents;
- (c) a minor amendment to the special conditions of Contract;
- (d) finalizing payment arrangements;
- (e) delivery arrangements;
- (f) the methodology for provision of related services;
- or
- (g) clarifying details that were not apparent or could not be finalized at the time of Bidding;

38. Procuring Agency's Right to reject All Proposals

37.2 Where negotiation fails to result into an agreement, the Procuring Agency may invite the next ranked Cloud Service Provider for negotiations. Where negotiations are commenced with the next ranked Cloud Service Provider, the Procuring Agency shall not reopen earlier negotiations

38.1 Notwithstanding ITCSP 36, the Procuring Agency reserves the right to reject all the Proposals, and to annul the Bidding process at any time prior to Acceptance of a Proposal, without thereby incurring any liability to the affected Cloud Service Providers. However, the Authority (i.e. PPRA) may call from the Procuring Page 24 of 93 Agency the justification of those grounds.

38.2 Notice of the rejection of all Proposals shall be given promptly to all Cloud Service Providers that have submitted Proposals.

38.3 The Procuring Agency shall upon request communicate to any Cloud Service Provider the grounds for its rejection of its Proposals, but is not required to justify those grounds

39. Procuring Agency's Right to Vary Quantities at the time of Award

39.1 The Procuring Agency reserves the right at the time of contract award to increase or decrease the quantity of goods or related services originally specified in these RFP Documents (schedule of requirements) provided this does not exceed by the percentage indicated in the PDS, without any change in unit price or other terms and conditions of the Proposal and RFP Documents.

40. Notification of Award

40.1 Prior to the award of contract, the Procuring Agency shall issue a Final Evaluation Report giving justification for acceptance or rejection of the





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

		Proposals.
40.2	Where no complaints have been lodged, the Cloud Service Provider whose Proposal has been accepted will be notified of the award by the Procuring Agency prior to expiration of the Proposal Validity period in writing or electronic forms that provide record of the content of communication. The Letter of Acceptance will state the sum that the Procuring Agency will pay the successful Cloud Service Provider in consideration for the execution of the scope of works as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").	
40.3	The notification of award will constitute the formation of the Contract, subject to the Cloud Service Provider furnishing the Performance Security (or guarantee) in accordance with ITCSP 42 and signing of the contract in accordance with ITCSP 41.2.	
40.4	Upon the successful Cloud Service Provider's furnishing of the performance security (or guarantee) pursuant to ITCSP 42, the Procuring Agency will promptly notify each unsuccessful Cloud Service Provider, the name of the successful Cloud Service Provider and the Contract amount and will discharge the Proposal Security or Proposal Securing Declaration of the Cloud Service Providers pursuant to ITCSP 17.7.	
41.1	Promptly after notification of award, Procuring Agency shall send the successful Cloud Service Provider the draft agreement, incorporating all terms and conditions as agreed by the parties to the contract.	41. Signing of Contract
41.2	Immediately after the Redressal of grievance by the GRC, and after fulfillment of all conditions precedent of the Contract Form, the successful Cloud Service Provider and the Procuring Agency shall sign the contract.	
42.1	After the receipt of the Letter of Acceptance, the successful Cloud Service Provider, within the specified time, shall deliver to the Procuring Agency a Performance Security (or Guarantee) in the amount and in the form stipulated in the PDS and SCC, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the Conditions of Page 25 of 93 Contract.	42. Performance Security (or Guarantee)
42.2	If the Performance Security (or Guarantee) is provided by the successful Cloud Service Provider and it shall be in the form specified in the PDS.	





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

		42.3 Failure of the successful Cloud Service Provider to comply with the requirement of ITCSP 42.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal Security, in which event the Procuring Agency may make the award to the next ranked Cloud Service Provider or call for new Proposals.
	43. Quarterly Payment	43.1 The Procuring Agency shall make payments to the CSP on a quarterly basis, based on certified progress / invoices submitted in accordance with the Conditions of Contract and the Payment Schedule specified in the Particular Conditions / PDS. No advance payment shall be provided under this Contract.
	44. Arbitrator	44.1 The Arbitrator shall be appointed by mutual consent of both parties as per the provisions specified in the SCC.
	45. Corrupt and Fraudulent Practices	45.1 Procuring Agencies (including beneficiaries of Government funded projects and procurement) as well as Cloud Service Providers/Suppliers/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
	46. Constitution of Grievance Redressal Committee	46.1 Procuring agency shall constitute a Grievance Redressal Committee (GRC) comprising of odd number of person with proper power and authorization to address the complaint. The GRC shall not have any of the members of Procurement Evaluation Committee. The committee must have one subject specialist depending the nature of the procurement.
	47. GRC Procedure	47.1 Any party can file its written complaint against the eligibility parameters or any other terms and conditions prescribed in the prequalification or RFP Documents found contrary to provision of Procurement Regulatory Framework, and the same shall be addressed by the GRC well before the Proposal submission deadline.
		47.2 Any Cloud Service Provider feeling aggrieved by any act of the procuring agency after the submission of his Proposal may lodge a written complaint concerning his grievances not later than seven days of the announcement of technical evaluation report and five days after issuance of final evaluation report.
		47.3 In case, the complaint is filed against the technical evaluation report, the GRC shall suspend the procurement proceedings.





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

47.4 In case, the complaint is filed after the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report. Page 26 of 93 Provided that the complainant may raise the objection on any part of the final evaluation report in case where single stage one envelop Bidding procedure is adopted.

47.5 The GRC, in both the cases shall investigate and decide upon the complaint within ten days of its receipt.

47.6 Any Cloud Service Provider or the procuring agency not satisfied with the decision of the GRC may file Appeal before the Appellate Committee of the Authority on prescribed format after depositing the prescribed fee.

47.7 The Committee, upon receipt of the Appeal against the decision of the GRC complete in all respect shall serve notices in writing upon all the parties to Appeal.

47.8 The committee shall call the record from the concerned procuring agency or the GRC as the case may be, and the same shall be provided within prescribed time.

47.9 The committee may after examination of the relevant record and hearing all the concerned parties, shall decide the complaint.

47.10 The decision of the Committee shall be in writing and shall be signed by the Head and each Member of the Committee. The decision of the committee shall be final.

H. MECHANISM OF BLACKLISTING

48.1 The Procuring Agency shall bar for not more than the time prescribed in Rule-19 of the Public Procurement Rules, 2004, from participating in their respective procurement proceedings, Cloud Service Provider or contractor who either: i. Involved in corrupt and fraudulent practices as defined in Rule-2 of Public Procurement Rules; ii. Fails to perform his contractual obligations; and iii. Fails to abide by the Proposal Securing declaration;

48.2 The show cause notice shall contain: (a) precise allegation, against the Cloud Service Provider or contractor; (b) the maximum period for which the Procuring Agency proposes to debar the Cloud Service





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Provider or contractor from participating in any public procurement of the Procuring Agency; and (c) the statement, if needed, about the intention of the Procuring Agency to make a request to the Authority for debarring the Cloud Service Provider or contractor from participating in public procurements of all the procuring agencies.

48.3 The Procuring Agency shall give minimum of seven days to the Cloud Service Provider or contractor for submission of written reply of the show cause notice.

48.4 In case, the Cloud Service Provider or contractor fails to submit written reply within the requisite time, the Procuring Agency may issue notice for personal hearing to the Cloud Service Provider or contractor/ authorize representative of the Cloud Service Provider or contractor and the procuring agency shall decide the Page 27 of 93 matter on the basis of available record and personal hearing, if availed.

48.5 In case the Cloud Service Provider or contractor submits written reply of the show cause notice, the Procuring Agency may decide to file the matter or direct issuance of a notice to the Cloud Service Provider or contractor for personal hearing.

48.6 The Procuring Agency shall give minimum of seven days to the Cloud Service Provider or contractor for appearance before the specified officer of the Procuring Agency for personal hearing. The specified officer shall decide the matter on the basis of the available record and personal hearing of the Cloud Service Provider or contractor, if availed.

48.7 The Procuring Agency shall decide the matter within fifteen days from the date of personal hearing unless the personal hearing is adjourned to a next date and in such an eventuality, the period of personal hearing shall be reckoned from the last date of personal hearing.

48.8 The Procuring Agency shall communicate to the Cloud Service Provider or contractor the order of debarring the Cloud Service Provider or contractor from participating in any public procurement with a statement that the Cloud Service Provider or contractor may, within thirty days, prefer a representation against the order before the Authority.

48.9 Such blacklisting or barring action shall be communicated by the procuring agency to the





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

Authority and respective Cloud Service Provider or Cloud Service Providers in the form of decision containing the grounds for such action. The same shall be publicized by the Authority after examining the record whether the procedure defined in blacklisting and debarment mechanism has been adhered to by the procuring agency.

48.10 The Cloud Service Provider may file the review petition before the Review Petition Committee Authority within thirty days of communication of such blacklisting or barring action after depositing the prescribed fee and in accordance with "Procedure of filing and disposal of review petition under Rule-19(3) Regulations, 2021". The Committee shall evaluate the case and decide within ninety days of filing of review petition

48.11 The committee shall serve a notice in writing upon all respondent of the review petition. The notices shall be accompanied by the copies of review petition and all attached documents of the review petition including the decision of the procuring agency. The parties may file written statements along with essential documents in support of their contentions. The Committee may pass such order on the representation may deem fit.

48.12 The Authority on the basis of decision made by the committee either may debar a Cloud Service Provider or contractor from participating in any public procurement process of all or some of Page 28 of 93 the procuring agencies for such period as the deemed appropriate or acquit the Cloud Service Provider



SECTION OFFICER (GENERAL)



GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

SECTION III
[Proposal Data Sheet]

PDS Clause No.	ITCSP No.	Amendments of, and Supplements to, Clauses in the Instruction to Cloud Service
A. INTRODUCTION		
1. 1.1		<p>Name of Procuring Agency: Planning & Development Department, Room # 335, 2nd Floor, Tughlaq House, Sindh Secretariat # 2, Karachi. Ph# 021-99211337</p> <p>The subject of procurement is: “Procurement of Cloud Hosting Services for Planning & Development Department, Government of Sindh”</p> <p>Period for Provision of Services: One Year</p> <p>Commencement date for Provision of Cloud Hosting Services: Sixty (60) days from the effectiveness date of the contract.</p>
2. 2.1		<p>Name of Project: “Procurement of Cloud Hosting Services for Planning & Development Department, Government of Sindh”</p> <p>Name and identification number of the Contract: IT/P&DD/GOSTD/ITCSP/003/2024-25</p>
3. 3.1		Joint Venture is NOT Applicable.
4. 6.2		The number of documents to be completed and returned is one (1) original and [one (1) copy]
5. 7.1		The address for clarification of RFP Documents is Office of the Section Officer (General), Planning & Development Department, Government of Sindh, Room No. 335, 2nd Floor, Sindh Secretariat No. 2, (Tughlaq House), Karachi
6. 8.2		Procuring Agency's web address: www.pnd.sindh.gov.pk
7. 9.1		The Language of all correspondences and documents related to the Proposal is English/Urdu.
8. 10.1 (h)		In addition to the documents stated in ITCSP 10, the following documents must be included with the Proposal
		a) Affidavit for Cloud Service Provider's Blacklisting Status
		b) Declaration for Beneficial Ownership
9. 12.3		The mandatory eligibility/qualification criteria is as follows:
#	Minimum Eligibility/ Qualification Criteria	Means of verification
1	The Cloud Service Provider must be registered with relevant tax authorities and appear on Active Taxpayers List (ATL) of FBR.	Attach copy of Tax Registration Certificate(s)/Certificate of Incorporation
2	The Cloud Service Provider must be a Principal or a Principal's Authorized Agent in Pakistan The Principal can be	In case of Authorized Agent, valid Partnership Certificate / Principal's Confirmation





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

		the “Cloud Service Provider” or any foreign / local company that provides the Cloud solutions / platforms.	Letter / or any other Relevant Supporting Documents*
3		The Cloud Service Provider must have a verifiable service / support office in Pakistan.	Relevant Documents
4		The Cloud Service Provider (CSP) must have an average Annual Turnover of at least Rs. 200 million in any of the last 01 (one) year. The average turnover refers to the individual service provider and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company (ies) etc.	Audited Financial Statements / Tax Returns / Relevant Supporting Documents
5		The Cloud Service Provider (Principal or its Authorized Agent) must have at least one (01) year of experience of executing the cloud implementation services.	Work Order / Signed Copy of Contract / Project Completion or Sign-off Certificate / Relevant supporting documents
6		The Cloud Service Provider (Principal or its Authorized Agent) must have delivered cloud implementation services (SaaS / Paas / Iaas) to at least five (05) Clients at a comparable scale.	Work Order / Signed Copy of Contract / Project Completion or Sign-off Certificate / Relevant supporting documents
7		The Cloud Service Provider must submit compliance sheet for the provided technical and security specification of required Cloud services/infrastructure. In case of a deviation or non-submission of compliance sheet the technical Proposal will be rejected.	Compliance forms duly filled for the required services/infrastructure as per Tech Form VI-B
8		The Cloud Service Provider must undertake that it has never been Blacklisted/Sanctioned by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, Organization or Autonomous Body anywhere in Pakistan.	Affidavit on Rs 100 Stamp paper as per Tech Form V under Section III
*Note: The authorized agent shall submit specific authorization of the Principal as per Tech Form VIII for this procurement along with the technical proposal. The authorization shall include that Principal is committed to provide the services as per Tech Form VI.			
10.	16.1	The Proposal Validity period shall be Ninety (90) days / in the shape of Bank Guarantee/Pay order/Demand Draft / Bankers Cheque having validity period not less than 6 months drawn in favour of Section Officer, (General), Planning & Development Department along with Technical Proposal in sealed envelope. Any bid found without sufficient Bid Security will be rejected instantly. *In case of Bank Guarantee, the validity of guarantee should be 28 days beyond proposal validity period	
12.	18.1	Alternative Proposals to the requirements of the RFP Documents will not be	





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

		permitted.
13.	20.2	Duly notarized Power of Attorney authorizing the signatory of the Cloud Service Provider to submit the Proposal.
D. SUBMISSION OF PROPOSALS		
14.	21.2 (a)	Proposal shall be submitted at the office of: Office of the Section Officer (General), Planning & Development Department, Government of Sindh, Room 15. 21.2 (a)
Place & Date for bid submission & opening: The electronic bids must be submitted using EPADS latest by 16 th February, 2026 at 1200 Hours and one hard copy should be submitted to the "Section Officer (General)", Planning & Development Department, Government of Sindh, Room No. 335, 2nd Floor, Sindh Secretariat No. 2, (Tughlaq House), Karachi latest by 16 th February, 2026 at 1200 Hours and will be opened on same day at 16 th February, 2026, @ 1230 Hours.		
E. OPENING AND EVALUATION OF PROPOSALS		
16.	34	Evaluation Techniques: Least Cost Based Selection (LCBS) After meeting the requirements of eligibility, qualification and substantial responsiveness, the Proposal in compliance with all the mandatory (technical) specifications/requirements and having lowest evaluated cost (or financial proposal) shall be considered as Most Advantageous Proposal
18.	39.1	F. AWARD OF CONTRACT 5% Performance Guarantee is required of the total contract amount for the entire contract period.
19.	42.1	5% Performance Increase or decrease is 15%.
20.	42.2	The Cloud Service Provider must furnish Performance Guarantee @ 5% (Five Percent) of the Contract Amount in the shape of either Pay Order / Demand Draft / Call Deposit or an unconditional Bank Guarantee from a Scheduled Bank, or in another form acceptable to the Bank. The Bank Guarantee must remain valid 28 days beyond the Contract's expiry date.
21.	43	The Advance Payment is Not Applicable.
G. REVIEW OF PROCUREMENT DECISIONS		
22.	47.1	The address of the Procuring Agency: Section Officer (General), Planning & Development Department, Government of Sindh, Room No. 335, 2nd Floor, Sindh Secretariat No. 2, (Tughlaq House), Karachi
23.	47.6	The Address of PPRRA to submit a copy of grievance: Grievance Redressal Appellate Committee, Public Procurement Regulatory Authority 1st Floor, G-5/2, Islamabad, Pakistan Tel: +92-51-9202254



SECTION OFFICER (GENERAL)



Section IV: Eligibility/Technical Criteria

The Technical Eligibility & Qualification will be evaluated totally on compliance-based method.

S. No.	Minimum Eligibility/ Qualification Criteria	Means of verification
1	The Cloud Service Provider must be registered with relevant tax authorities and appear on Active Taxpayers List (ATL) of FBR.	Attach copy of Tax Registration Certificate(s)/Certificate of Incorporation (Attach as Annexure "A")
2	The Cloud Service Provider must be a Principal or a Principal's Authorized Agent in Pakistan. The Principal can be the "Cloud Service Provider" or any foreign / local company that provides the Cloud solutions / platforms.	In case of Authorized Agent, valid Partnership Certificate / Principal's Confirmation Letter / or any other Relevant Supporting Documents* (Attach as Annexure "B")
3	The Cloud Service Provider must have a verifiable service / support office in Pakistan.	Relevant Supporting Documents (Attach as Annexure "C")
4	The Cloud Service Provider must have an average Annual Turnover of at least Rs. 200 million in any of the last 01 (one) year. The average turnover refers to the individual service provider and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company (ies) etc.	Audited Financial Statements / Tax Returns / Relevant Supporting Documents (Attach as Annexure "D")
5	The Cloud Service Provider (Principal or its Authorized Agent) must have at least one (01) year of experience of executing the cloud implementation services.	Work Order / Signed Copy of Contract / Relevant supporting documents (Attach as Annexure "E")
6	The Cloud Service Provider (Principal or its Authorized Agent) must have delivered cloud implementation services (SaaS / Paas / Iaas) to at least five (05) Clients at a comparable scale.	Work Order / Signed Copy of Contract / Project Completion or Sign-off Certificate / Relevant supporting documents (Attach as Annexure "F")
	The Cloud Service Provider must submit compliance sheet for the provided technical and security specification of required Cloud services/infrastructure. In case of a deviation or non-submission of compliance sheet the Proposal will be rejected.	Compliance forms duly filled for the required services/infrastructure as per Tech Form VI-B (Attach as Annexure "G")
	The Cloud Service Provider must undertake that it has never been Blacklisted/Sanctioned by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, Organization or Autonomous Body anywhere in Pakistan.	Affidavit on Rs 100 Stamp paper as per Tech Form V under Section III (Attach as Annexure "H")





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

*The authorized agent shall submit specific authorization of the Principal as per Tech Form VIII for this procurement along with the technical proposal. The authorization shall include that Principal is committed to provide the services as per Tech Form VI.

Note:

1. A Proposal to be determined as not substantially responsive will be rejected. Cloud Service Providers need to fulfill all the Eligibility/Minimum- Qualification Criteria in accordance with the relevant provisions of eligibility/qualification and Evaluation Criteria.

Seal and Signature of Cloud Service Provider: _____

SECTION OFFICER (GENERAL)





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

DELIVERY SCHEDULE

S.No	Parameter	Timelines
1	Contract signing & kickoff	Within 07 days
2	Infrastructure provisioning	Within 15–30 days
3	Migration / deployment	Within 45–60 days
4	Go-live & acceptance	Within 60 days
5	Ongoing operations & support	As per contract duration

REQUIREMENTS

The successful bidder shall be required to:

- Adhere strictly to the delivery timelines specified in the RFP
- Submit a detailed implementation and deployment plan within 07 days of contract signing
- Ensure readiness of cloud infrastructure within the approved timeframe
- Complete migration, configuration, and testing (where applicable) before go-live
- Obtain written acceptance from the Department upon completion of each milestone
- Maintain uninterrupted services during the contract period
- Be liable to penalties in case of delay or non-compliance as per contract terms

Failure to meet the prescribed timelines shall attract liquidated damages, calculated at 0.1% of the contract value per day, subject to a maximum of 10% of the total contract value, without prejudice to other remedies available to the Department.



[Signature]
SECTION OFFICER (GENERAL)



GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

SECTION V:

Standard Forms for Single Stage Two Envelope Procedure

Forms for Technical Proposal

Form	Description	Page Limit
Tech Form I	Authorization Form for Cloud Service Provider's Representative	
Tech Form II	Technical Proposal Submission Form	
Tech Form III	Proposal Security Form	
Tech Form IV	Beneficial Ownership Form	
Tech Form V	Undertaking	
Tech Form VI A	Technical Compliance Form-A	
Tech Form VI B	Technical Compliance Form-B	
Tech Form VII	Principal Authorization Form	
-	Duly signed and stamped RFP Documents	
-	Supporting Documents against Section IV	





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

TECHNICAL PROPOSAL FORMS

TECH Form I: Authorization Form for Cloud Service Provider's Representative

(On Stamp Paper Duty Notarized)

RFP No:

IT/P&D/GOS/TD/ITCSP/003/2025-26

Title: "Procurement of Cloud Hosting Services for Planning & Development Department, Govt. of Sindh"

We, M/s, incorporated under having its registered office at do hereby nominate Mr. , CNIC# as our lawful representative to participate, negotiate, sign, correspond and fulfil all associated formalities of the subject procurement on our behalf.

Official Seal & Signature of Cloud Service Provider:	<hr/> <hr/>
Date:	<hr/> <hr/>





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

TECH Form II: Technical Proposal Submission Form

(On Official Letterhead)

Date: _____

To,

Section Officer (General),
Planning & Development Department,
Room No.314-A, 2nd Floor,
Sindh Secretariat # 2 (Tughlaq House)
Karachi.

Tel 021-99211926

Dear Sir,

We, the undersigned, declare that:

- a. We have examined and have no reservations to the RFP document, including addenda issued in accordance with Instructions to Cloud Service Providers (ITCSP 8);
- b. We offer to provide Cloud Hosting Services in conformity with the RFP document.
- c. Our Proposal shall be valid for a period of 180 days from the date fixed for the proposal submission deadline in accordance with the RFP document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- d. If our Proposal is accepted, we commit to obtain a Performance Guarantee in the amount of Five Percent of the Contract Price for the due performance of the Contract;
- e. We are not participating, as Cloud Service providers, in more than one Proposal in this bidding process, other than alternative offers in accordance with the RFP document;
- f. Our firm, its affiliates or subsidiaries, including any subcontractors or Cloud Service Providers for any part of the Contract, has not been declared ineligible by any Government, public sector, bilateral, multilateral agency in Pakistan.

Signed: [insert signature(s) of an authorized representative(s) of the Cloud Service Provider]

Name: [insert full name of the person signing the Cloud Service Provider]

In the capacity of: [insert capacity of the person signing the Cloud Service Provider]

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

Address: [insert street number/town or city/country address]

Dated: [insert date the document is signed i.e. day number] day of [insert month], [insert year]





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

TECH Form III: Proposal Security Form/Bank Guarantee

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

Beneficiary: [insert: Name and Address of Bank] Date: [insert: date]

PROPOSAL GUARANTEE No.: [insert: Proposal Guarantee Number]

We have been informed that [insert name of the Cloud Service Provider] (hereinafter called "the Cloud Service Provider") has submitted to you its proposal dated [insert date] (hereinafter called "the Proposal") for the execution of [insert name of contract].

Furthermore, we understand that, according to your conditions, proposals must be supported by a Bid Guarantee.

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

- a) has withdrawn its Proposal during the period of Bid validity specified by the Cloud Service Provider in the Form of Proposal; or
- b) having been notified of the acceptance of its Proposal by the Purchaser during the period of proposal validity,
 - i) Fails or refuses to execute the Contract Form, if required, or
 - ii) Fails or refuses to furnish the Performance Guarantee, in accordance with the ITCSP.

This guarantee will expire:

- a) if the Cloud Service Provider is the successful Cloud Service Provider, upon our receipt of copies of the contract signed by the Cloud Service Provider and the Performance Guarantee issued to you upon the instruction of the Cloud Service Provider; and
- b) if the Cloud Service Provider is not the successful Cloud Service Provider, upon the earlier of
 - i) our receipt of a copy your notification to the Cloud Service Provider of the name of the successful Cloud Service Provider; or
 - ii) twenty-eight days after the expiration of the Cloud Service Provider's proposal.

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

Name: in the capacity of

Signed: [Signature of the Commercial Bank]

Dated on day of 2025





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

IECH Form IV: Beneficial Ownership Form

(On Official Letterhead)

Under Declaration of Beneficial Owners' Information of Public Procurement Contract Awarded Regulations, 2022 of Public Procurement Regulatory Authority

Name	
Father's Name/Spouse's Name	
CNIC/NICOP/Passport no.	
Nationality	
Residential address	
Email address	
Email address	

In case of indirect shareholding, control, or interest being exercised through intermediary companies, entities, or other legal persons or legal arrangements in the chain of ownership or control, the following additional particulars are to be provided:

Information about the Board of Directors (details shall be provided regarding the number of shares in the capital of the company as set opposite respective names).





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

1	2	3	4	5	6	7	8
Name and surname (In Block Letters)	CNIC No. (in case of foreigner, Passport No)	Father's/ Husband's Name in full	Current Nationality	Any other Nationality (ies)	Occupation	Residential address in full or the registered/ principal office address for a subscriber other than natural person	Number of shares taken by each subscriber (in figures and words)
Total number of shares taken (in figures and words)							

Any other information incidental to or relevant to Beneficial Owner(s)

Name of the Cloud Service Provider: [insert complete name of the participating Entity]

Name of Authorized Person: _____

Title of the Person Signing the Proposal: _____

Signature of the Person Named Above: _____

Date: _____





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

TECH Form V: Undertaking For Non-Litigation/Blacklisting

(On Stamp Paper of Rs. 100)

Dear Sir,

I/We hereby confirm and declare that I/We, M/s _____ has/have neither been Blacklisted/delarred under Rule 19 of PPR-2004 nor sanctioned by any Federal or Provincial Government Department, National Counter Terrorism Authority (NACTA), Agency, Organization or Autonomous Body anywhere in Pakistan.

Detection of false declaration / statement at any stage of the entire Bidding Process / Currency of the Contract shall lead to Disqualification and execution of the Proposal Security/Proposal Securing Declaration or forfeiture of the Performance Guarantee, as the case may be, and termination of Contract.

Official Seal & Signature of
Cloud Service Provider: _____

Date: _____





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

TECH Form VI-A: Technical Compliance Form-A

(On Official Letterhead)

S. No.	Description	Cloud Service Provider Response (Yes/No)
1	All the requirements mentioned in Appendix A “Description of the Services.”	
2	All the stated Terms and Conditions of the Contract.	
3	The Proposal is unconditional.	

Seal and Signature of Cloud Service Provider: _____

General Note

- The Financial Proposal of only eligible/qualified Cloud Service Providers will be opened and the Proposal found to be the Most Advantageous i.e. having fulfilled the eligibility/qualification criteria and lowest evaluated rates shall be accepted and will be awarded the Contract.





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

TECH Form VI-B: Technical Compliance Form-B

S#	Technical/Security Requirements of Cloud	Cloud Service Provider's Response (Yes/No/NA)	Means of Verification
Technical Requirements			
1	Ability to configure organization, Roles and Role base access controls for managing cloud services		
2	Ability to configure individual user and service accounts with relevant applicable controls.		
3	Ability to provide Cloud Enabling resourcing Dashboard		
5	Ability to provide Cloud resources metering		
6	Ability to spin up, spin down and change VM specification and billing should impact accordingly.		
7	Ability to configure and use auto scaling services		
8	Ability to configure clusters for grouping VMs and Storages		
9	Ability to configure and use virtual private network for site to site VPN		
10	Ability to configure and manage security certificates		
11	Ability to use storage to store / retrieve and archive data		
12	Ability to utilize / build and deploy APIs		
13	Ability to connect cloud services using web based / VPN based or direct connect services		
14	Ability to configure and manage backups		
15	Ability to configure and manage Disaster recovery service		
16	Ability to migrate and restore bulk data for offline and online environments		
17	Ability to configure and manage all cloud services using scripting based infrastructure code		
18	Ability to provide database as a service e.g. MySQL, SQL server etc.		Any official documentation/web URL of Principal Cloud Provider or Cloud Service Provider
19	Ability to configure VPC network for its organization, LAN segments, Routing, Access links (Both IP and Port based)		
20	Ability to use software application stack for rapid application development and testing		
21	Ability to configure and use containerization services		
22	Ability to provide multiple cloud services models like XaaS, IaaS or PaaS and SaaS		
23	Ability to provide 24X7 support services		
24	Ability to provide administrator to create, delete and re-create VMs without any penalty or Charges		
25	Must have at least (Tier 3 or higher) certified data center physically present within Pakistan having fulfilled the redundancy/diversity parameters in accordance with the international standards		
26	The Cloud solution proposed by the cloud services provider / Principal cloud provider must have the ability to provision for installation/use of all the software i.e. Platform/OS, database, applications, antivirus etc. already procured by the Authority on perpetual and/or subscription basis without any additional cost or imposing any conditions or restrictions on using these already procured licenses		
27	Ability to provide connectivity options with other cloud services		





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

	providers and P&DDs Infrastructure		
28	Ability to provide a minimum guaranteed (99.9 % uptime)		
29	Cloud services provider / Principal Cloud Provider must offer flexible billing terms with billing of actual allocated resources with pay per use billing. P&DD must have console/ metering portal to validate.		
30	In case of a foreign Principal Cloud Service Provider, it must have a local partner available in Pakistan as a registered entity for the support assurance/services (P&DD data must be on Servers inside Pakistan).		
Security Requirements			
1	The cloud service provider / Principal Cloud Provider must have policies and processes to classify information in terms of its value, criticality and confidentiality.		
2	The cloud service provider / Principal Cloud Provider must have a process to conduct Cyber security Risk Assessment on regular basis, to identify, assess and remediate Risks to data and information systems		
3	The cloud service provider / Principal Cloud Provider must conduct external Penetration Testing on its IT infrastructure systems, and internet facing applications (report may be shared with P&DD)		
4	The cloud service provider / Principal Cloud Provider data center, hosting P&DD data, must not be located outside of Pakistan.		
5	The cloud service provider / Principal Cloud Provider must encrypt data in transit i.e. mTLS (the CSP is encouraged to propose enhanced or value-added security mechanisms that strengthen data-in-transit protection).		
6	The cloud service provider / Principal Cloud Provider must encrypt (e.g. using HTTPS) sessions where P&DD information or data will be transmitted from and to Cloud Computing Services, and should be capable to enforce session authentication, lockout, and timeout		
7	The cloud service provider/ Principal Cloud Provider must implement encryption mechanisms, using at least AES-256 encryption algorithm or higher, on all devices or storage media.		
8	The cloud service provider / Principal Cloud Provider must have Encryption key management capability, including preservation and retrieval.		
9	The cloud service provider/ Principal Cloud Provider should have a device control mechanism on Assets that are used to receive, store, process or transmit P&DD data (such as disabling the use of external storage media).		
10	The cloud service provider / Principal Cloud Provider must have baseline configurations to harden information systems in line with security best practices (CIS, STIG, etc.)		
11	The cloud service provider/ Principal Cloud Provider must have a data/Asset disposal process or policy		
12	The cloud service provider / Principal Cloud Provider must have comprehensive Business Continuity (BC) Plan, which are documented and maintained		
13	The cloud service provider / Principal Cloud Provider should allow exporting of VMs for off boarding		
14	The cloud service provider/ Principal Cloud Provider must have security incident response plan		





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

15	The cloud service provider / Principal Cloud Provider should ensure that physical security measures must be implemented to prevent unauthorized access to cloud computing facilities	
16	The cloud service provider / Principal Cloud Provider should ensure that P&DD Data / documents must only be shared with limited individuals who are part of the work specified in the Contract	
17	The cloud service provider / Principal Cloud Provider should be able to provide licenses and support for IT Assets and Systems (for XaaS, PaaS, SaaS)	
18	The cloud service provider / Principal Cloud Provider must sign Non-Disclosure Agreement (NDA) with the Planning and Development Department, Government of Sindh.	
19	The cloud service provider / Principal Cloud Provider must not have Privileged user accounts on P&DD Virtual Machines (VM)	
20	The cloud service provider/ Principal Cloud Provider must logs and monitor the activity of all accounts (Privileged/normal user) connecting to VMs	
21	Multi-factor authentication must be available to be implemented on all user accounts accessing Cloud Computing Service storing or hosting P&DD Data	
22	Network connections to information systems and applications at the cloud computing facility must be authorized and monitored	
23	The cloud service provider / Principal Cloud Provider must have a process to conduct Cyber Security Risk Assessment on regular basis, to identify, assess and remediate Risks to data and information systems	
24	The cloud service provider/ Principal Cloud Provider must have option to record all audit logs from information systems and applications storing, processing or transmitting P&DD data as per the retention requirement.	
25	The Cloud Service Provider / Principal Cloud Provider shall ensure a smooth, secure, and orderly transition in the event of migration to another Cloud Service Provider, including the provision of all necessary technical support, documentation, and reasonable assistance to facilitate data portability and service continuity, without undue disruption or additional cost beyond contractual terms.	
26	In case of expiry or termination of the contract agreement, and after successful migration of data, the Cloud Service Provider / Principal Cloud Provider shall, upon obtaining written consent from the Planning & Development Department (P&DD), ensure complete and irreversible deletion and erasure of all P&DD data, information, backups, replicas, logs, and metadata from its systems, storage media, and environments.	
27	The Cloud Service Provider / Principal Cloud Provider shall provide a formal written assurance and certification confirming that all P&DD data and information have been permanently removed from its environment and that such data shall not be retained, accessed, disclosed, or used in any manner whatsoever, for any purpose, after contract expiry or termination (The P&DD reserves the right to seek verification or audit evidence of data deletion, including deletion certificates, logs, or third-party audit reports, where deemed necessary).	Non-Disclosure Agreement on Stamp Paper*

*The most advantageous Cloud Service Provider shall sign the NDA at the time of award of contract





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

TECH Form VII: Principal Authorization Form

(On Principal's Official Letterhead)





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Date: _____

To,

Section Officer (General),
Planning & Development Department,
Room No.314-A, 2nd Floor,
Sindh Secretariat # 2 (Tughlaq House)
Karachi.

Tel 021-99211926

RFP No:

IT/P&D/GOS/TD/ITCSP/003/2025-26

Title: "Procurement of Cloud Hosting Services for Planning & Development Department, Govt. of Sindh"

Dear Sir,

We, M/s, incorporated under having its registered office at do hereby authorize, to participate in the subject procurement on our behalf for provision of Cloud Services as per Tech Form VI-B and other requirements, terms and conditions given in the aforementioned RFP documents in the territory of Pakistan. We also hereby confirm that we are bound to extend our Cloud Services to Planning and Development Department (P&DD), Government of Sindh through our, which is enabled to effectuate the financial and contractual relations on our behalf.

Official Seal & Signature of
Cloud Service Provider: _____

Date:



FINANCIAL PROPOSAL FORMS/PRICE SCHEDULE



**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

Checklist of Required Forms for Financial Proposal

Form	Description	Page Limit
Fin. Form I	Financial Proposal Submission Form	
Fin. Form II	Price Schedule	





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Fin. Form 1: Financial Proposal Submission Form

(On Official Letterhead)

Date: _____

To,

Section Officer (General),
Planning & Development Department,
Room No.314-A, 2nd Floor,
Sindh Secretariat # 2 (Tughlaq House)
Karachi.

Tel 021-99211926

Dear Sir,

Having examined the RFP Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer requisite services in conformity with the said RFP Documents as may be ascertained in accordance with the Technical Proposal and Schedule of Prices attached herewith and made part of this Proposal.

We undertake, in case our Proposal is accepted, to deliver the services in accordance with the schedule specified in the Appendix A and other terms and conditions of the Contract.

If our Proposal is accepted for providing Cloud Hosting Services to Planning & Development Department, Government of Sindh, we will obtain the guarantee of a bank in a sum equivalent to 5% of the contract amount for the due performance of the Contract, in the form prescribed by the procuring agency.

We agree to abide by this Proposal for a period of 90 (Ninety Days) from the date fixed for Proposal opening under Clause 25 of the Instructions to Cloud Service Providers, and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.

If our Proposal is accepted then until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

We understand that you are not bound to accept the Most Advantageous or any Proposal you may receive.

Dated this _____ day of _____ 2024.

[Seal & signature] [in the capacity of]

Duly authorized to sign Proposal for and on behalf of





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Fin. Form 2: Price Schedule

(On Official Letterhead)

(Forms Fin. 1 – Financial- Proposal Submission Form and Fin. Form 2-Price Schedule must be Submitted Separately in a Sealed Envelope)

Name of Consultant: _____

Title: “Procurement of Cloud Hosting Services for Planning & Development Department, Government of Sindh”

Reference No: IT/P&D/GOS/TD/ITCSP/003/2025-26

Below mentioned cloud services will be as per technical specifications given in Section III, Tech Form: VIB Technical Compliance Form. (All the quotes must be provided as per format specified below)

A. One-time Cost for 01 Year Subscription-Provisioning of Cloud Infrastructure
 $Weightage=W1=55\%:$

#	Requirement Type	Description	Period	Qty	Unit Cost (Rs.)	Applicable Taxes	Amount (Rs.) Inclusive of Applicable Taxes	Q x (C + T)
1	(Infrastructure as a Service)	Primary Processing Unit: VCPU/Core(At least 2.0 GHz speed of latest generation for each processing unit)	One Year	200				
		RAM in GB		2000				
2	Backups & Storage	Storage with minimum iops of 8000	One Year	20 TB				
		Storage with Native backup service in cloud console to take System disk and volume disk Backups		10 TB				
3	Network	Static Public IP for Total Setup		4				
		Port Speed/Bandwidth (for each machine)		100				
		Virtual Private Network (for Site-to-Site VPN)		Mbps				
4	Security and access management	DNS Service		1				
		Elastic Load Balancer		1				
5	Monitoring services	Identity and Access management services		1				
		Access Logs and usage monitoring services		1				
Grand Total in PKR (T1)								





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

B. Monthly Variable Cost-Rate based (Weightage=W2=25%):

#	Requirement Type	Description	Period	Network Range	Monthly Charges	Applicable Sales Taxes	Amount (Rs.) Inclusive of Applicable Taxes
1	Primary (Infrastructure as a Service)	Network In Bound data transfer		Up to 5 TB Per Month			
2	Primary (Infrastructure as a Service)	Network outbound data transfer		Up to 5 TB Per Month			
3	Any Other / Additional Cost (Lines may be added)						
Grand Total in PKR (T2)							

Note: In case of increase or decrease in above requirement, the payment will be made on pro-rata basis as per actual usage.

C. One-Time Service Cost (Weightage=W3=20%):

#	Requirement S	Description	Period	Service Charges	Applicable Taxes	One Time Service Cost (Rs.) Inclusive of Applicable Taxes
1	Configuration of Zones / Clusters	Configure clusters of VMs with respect to the different domains of development teams to manage security and access management				
2	Configuration of Network	Network VLANs and associated security configuration as per the clusters or applied security requirements	During Implementation			
3	Storage Pools	Configuration of Storage Pools and association with Machines	During Implementation			
4	Backup Configuration	Configuration of Backups at Cloud as per the Backup Policy of P&DD				
5	Training	Cloud Admin and Usage Trainings of 10 Resources				
6	Migration of Development instances	Assistance in Migration of Development instances from P&DDs Datacenter to Cloud	One Year			
Total Cost of Services in PKR (T3)						





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Formula for Financial Calculation:

The cloud service provider obtaining the lowest score/points as per the given equation/ formula will be considered as the most advantageous.

Cumulative Rate: $(W1 \times T1) + (W2 \times T2) + (W3 \times T3)$

Whereas, $W1 = 55\%$, $W2=25\%$ & $W3=20\%$

Notes:

- i. Prices should be inclusive of all applicable taxes and duties.
- ii. The above quoted prices shall be fixed and final.
- iii. Before filling this form kindly read the required Technical Specifications in Section IV.
- iv. The prices should include the price of incidental services. No separate payment shall be made for the incidental services.

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: In the capacity of: _____

Address: _____

E-mail: _____

Date: _____





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

SCOPE OF WORK

The selected Cloud Service Provider (CSP) shall be responsible for the end-to-end provision, deployment, operation, and support of cloud services for the Planning & Development Department, Government of Sindh. The scope of work shall include, but not be limited to, the following:

- 1. Cloud Infrastructure Provisioning**
 - a. Provision of scalable and secure cloud infrastructure, including compute, storage, and networking resources.
 - b. Configuration of virtual machines, storage volumes, and network components as per departmental requirements.
 - c. Ability to scale resources up or down without service disruption.
- 2. Application & Data Hosting**
 - a. Hosting of departmental applications, databases, portals, and related services.
 - b. Support for multiple operating systems, databases, and middleware platforms.
 - c. Ensuring high availability and performance of hosted systems.
- 3. Security & Compliance**
 - a. Implementation of security controls including firewalls, access controls, and intrusion prevention mechanisms.
 - b. Encryption of data at rest and in transit.
 - c. Compliance with PECA 2016 (as amended), Government of Sindh IT and cybersecurity policies, and applicable regulatory frameworks.
 - d. Maintenance of audit logs and security event records.
- 4. Backup, Disaster Recovery & Business Continuity**
 - a. Provision of automated backup solutions with defined retention policies.
 - b. Establishment of disaster recovery mechanisms with clearly defined RPO and RTO.
 - c. Periodic testing of backup and disaster recovery processes.
- 5. Monitoring, Management & Reporting**
 - a. Continuous monitoring of system performance, availability, and security.
 - b. Proactive incident detection and resolution.
 - c. Provision of periodic reports covering uptime, usage, security events, and cost consumption.
- 6. Technical Support & Service Management**
 - a. Provision of 24/7 technical support through defined support channels.
 - b. Clearly defined escalation and response timelines as per agreed SLAs.
 - c. Resolution of incidents, vulnerabilities, and performance issues in a timely manner.





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

7. Migration & Transition Support (If Applicable)

- a. Support for migration of existing applications and data from on-premises or other cloud environments.
- b. Ensuring data integrity, minimal downtime, and secure transition during migration.

8. Cost Management & Optimization

- a. Transparent cost monitoring and usage reporting.
- b. Assistance in optimizing resource utilization to avoid unnecessary expenditure.
- c. No unapproved cost escalation during the contract period.

9. Knowledge Transfer & Documentation

- a. Provision of complete technical documentation covering architecture, configurations, and operational procedures.
- b. Knowledge transfer sessions for departmental technical staff to ensure operational continuity.

10. Vendor Lock-in Mitigation & Exit Support

- a. Provision of exit and handover support upon contract expiry or termination.
- b. Export of all data, configurations, and logs in standard, non-proprietary formats.
- c. Assistance during transition to another service provider or in-house infrastructure at no additional cost.

11. Governance, Audit & Oversight

- a. Cooperation with departmental committees, audits, and inspections.
- b. Compliance with directions issued by the competent authority from time to time.
- c. Facilitation of periodic technical, security, and financial audits.

12. General Obligations

- a. All services necessary for stable, secure, and compliant operations, whether explicitly mentioned or not, shall be deemed part of the scope of work.
- b. The service provider shall be fully responsible for service quality, security, and compliance throughout the contract period.

Any services required for stable and secure operations, whether explicitly stated or not, shall be deemed part of the scope at **no additional cost**.





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Section VI General Conditions of Contract

A. General Provisions	
1. Definitions	<p>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</p> <p>(a) “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 (SCC), as they may be issued and in force from time to time;</p> <p>(b) “Procuring Agency” means:-</p> <ul style="list-style-type: none">i. any Ministry, Division, Department or any Office of the Federal Government;ii. any authority, corporation, body or organization established by or under a Federal Law or which is owned or controlled by the Federal Government; <p>(c) “The Contract” means an agreement enforceable by law;</p> <p>(d) “The Contract Price” means the price payable to the Service Provider under the Contract for the full and proper performance of its contractual obligations;</p> <p>(e) “The Services” means the work to be performed by the Service Provider pursuant to this Contract and as prescribed in the Specifications and Schedule of Activities included in the Service Provider’s Proposal;</p> <p>(f) “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 Service Provider covered under the Contract;</p> <p>(g) “GCC” means the General Conditions of Contract contained in this section;</p> <p>(h) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;</p> <p>(i) “Day” means calendar day unless indicated otherwise.</p> <p>(j) “Effective Date” means the date on which this Contract comes into force and effect.</p> <p>(k) “The Cloud Service Provider” means the individual or corporate body whose Proposal to provide the Services has been accepted by the Procuring Agency;</p> <p>(l) “The Project Site,” where applicable, means the place or places named in Proposal Data Sheet and technical Specifications;</p> <p>(m) “Government” means the Government of Pakistan;</p>
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	2.1 The contract shall be governed and interpreted in accordance with the laws of Pakistan, unless otherwise specified in SCC.
4. Notices	<p>3.1 The Contract as well as all correspondence and documents relating to the Contract exchanged between the Cloud Service Provider and the Procuring</p>





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

	Agency, shall be written in the English language unless otherwise stated in the SCC. Supporting documents and printed literature that are part of the Contract may be in another language provided these are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Contract, this translation shall govern.
5. Location	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.
6. Authorized Representatives	5.1 The Services shall be performed at such locations as the Procuring Agency may approve.
	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 Cloud Service Provider may be taken or executed by the officials specified in the SCC.
	6.2 In case the Cloud Service Provider is a Joint Venture, the members hereby authorize the member specified in the SCC to act on their behalf in exercising all the Cloud Service Provider's rights and obligations towards the Procuring Agency under this Contract, including without limitation the receiving of instructions and payments from the Procuring Agency.
B. Commencement, Completion, Modification and Termination of Contract	
7. Effectiveness of Contract	7.1 This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SCC.
8. Commencement of Services	8.1 The Cloud Service Provider 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.
9. Program	9.1 Before commencement of the Services, the Cloud Service Provider shall submit to the Procuring Agency for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.
10. Starting Date/Expiration Date	10.1 The Cloud Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.
	10.2 Unless terminated earlier pursuant to Clause GCC 15 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC.
11. Entire Agreement	11.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.
12. Modification	12.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

	other Party.
12.2. In cases of any modifications or variations, the prior written consent of the Procuring Agency is required.	
13. Value Engineering	<p>The Cloud Service Provider may prepare, at its own cost, a value engineering proposal at any time during the performance of the contract. The value engineering proposal shall, at a minimum, include the following:</p> <ul style="list-style-type: none">a. the proposed change(s), and a description of the difference to the existing contract requirements;b. a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs, if applicable) the Procuring Agency may incur in implementing the value engineering proposal; andc. a description of any effect(s) of the change on performance/functionality. <p>The Procuring Agency may accept the value engineering proposal if the proposal demonstrates benefits that:</p> <ul style="list-style-type: none">a. accelerates the delivery period; orb. reduces the Contract Price or the life cycle costs to the Procuring Agency; orc. improves the quality, efficiency, safety or sustainability of the services; ord. yields any other benefits to the Procuring Agency, without compromising the necessary functions of the Facilities. <p>If the value engineering proposal is approved by the Procuring Agency and results in:</p> <ul style="list-style-type: none">a. a reduction of the Contract Price; the amount to be paid to the Cloud Service Provider shall be the percentage specified in the SCC of the reduction in the Contract Price; orb. an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in (a) to (d) above, the amount to be paid to the Cloud Service Provider shall be the full increase in the Contract Price.
14. Force Majeure	<p>14.1. Definition</p> <p>For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.</p> <p>14.2. No Breach of Contract</p> <p>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, insofar as such inability arises from an event of Force Majeure, provided that the party affected by such an event;</p> <ul style="list-style-type: none">a. has taken all reasonable precautions, due care and reasonable alternative measures to carry out the terms and conditions of this Contract, andb. has informed the other Party as soon as possible about the occurrence of





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

	<p>such an event.</p>
14.3. Extension of Time	<p>Any period within which a Party shall, under this Contract, complete any action or task or additional task shall be extended for a period equal to the time during which such Party was unable to perform such activities as a result of Force Majeure.</p>
14.4. Payments	<p>During the period of their inability to perform the Services as a result of an event of Force Majeure, the Cloud Service Provider 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.</p>
15. Termination	<p>15.1. By the Procuring Agency:</p> <p>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 Cloud Service Provider 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);</p> <ul style="list-style-type: none">a. If the Cloud service provider fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension;b. If the Cloud service provider becomes (or, if the Cloud service provider consists of more than one entity, if any of its members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary;c. If the Cloud service provider fails to comply with any final decision reached as a result of arbitration proceedings;d. If as the result of Force Majeure, the Cloud service provider is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days;e. If the Procuring Agency, in its sole discretion and for any reason whatsoever, decides to terminate this Contract; <p>C. Obligations of the Cloud Service Provider</p>
16. General	<p>16.1. Standard of Performance:</p> <ul style="list-style-type: none">i. The Cloud Service Provider 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 Cloud service provider 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





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

		<p>dealings with the third parties.</p> <ul style="list-style-type: none">ii. The Cloud service provider shall employ and provide such qualified and experienced Experts/Personnel as are required to carry out the Services.iii. The Cloud Service Provider may subcontract part of the Services to an extent and with such Key Experts and Sub-Cloud Service Providers as may be approved in advance by the Procuring Agency.
	16.2. Law Applicable to Services:	<p>The Cloud Service Provider 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-Cloud Service Providers, comply with the Applicable Law.</p>
	17. Conflict of Interests	17.1. Cloud Service Provider Not to Benefit from Commissions and Discounts: <p>The remuneration of the Cloud Service Provider shall constitute the Cloud Service Provider's sole remuneration in connection with this Contract or the Services, and the Cloud Service Provider 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 Cloud Service Provider 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.</p>
	17.2. Cloud Service Provider and Affiliates Not to be Otherwise Interested in Project:	<p>The Cloud Service Provider agree that, during the term of this Contract and after its termination, the Cloud Service Provider 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.</p>
	17.3. Prohibition of Conflicting Activities	<p>Neither the Cloud Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:</p> <ul style="list-style-type: none">a. 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;b. during the term of this Contract, neither the Cloud Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;c. after the termination of this Contract, such other activities as may be specified in the SCC.
	18. Confidentiality	<p>18.1. Except with the prior written consent of the Procuring Agency, the Cloud Service Provider and the Experts shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Cloud Service Provider and the Experts make public the recommendations formulated in the course of, or as a result of, the Services.</p>





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

19. Insurance to be Taken Out by the Service Provider	<p>19.1. The Cloud Service Provider;</p> <p>a. shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors', 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</p> <p>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.</p>
20. Service Provider's Actions Requiring Procuring Agency's Prior Approval	<p>20.1. The Cloud Service Provider shall obtain the Procuring Agency's prior approval in writing before taking any of the following actions:</p> <p>a. entering into a subcontract for the performance of any part of the Services, Page 66 of 93</p> <p>b. appointing such members of the Personnel not provided by the Cloud service provider;</p> <p>c. changing the Program of activities; and</p> <p>d. any other action that may be specified in the SCC.</p>
21. Reporting Obligations	<p>21.1. The Cloud Service Provider shall submit to the Procuring Agency the reports and documents in the numbers, and within the periods as prescribed by the Procuring Agency.</p>
22. Documents Prepared by the Service Provider to Be the Property of the Procuring Agency	<p>22.1. All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Cloud Service Provider shall become and remain the property of the Procuring Agency, and the Cloud Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Procuring Agency, together with a detailed inventory thereof. The Cloud Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SCC.</p>
23. Liquidated Damages	<p>23.1. Payments of Liquidated Damages</p> <p>The Cloud Service Provider 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 Cloud Service Provider. Payment of liquidated damages shall not affect the Cloud Service Provider's liabilities.</p> <p>23.2. Correction for Over-payment</p> <p>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 Cloud Service Provider by adjusting the next payment certificate. The Cloud Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in SCC.</p> <p>23.3. Lack of performance penalty</p> <p>If the Cloud Service Provider has not corrected a Defect within the time specified in the Procuring Agency's notice, a penalty for Lack of performance will be paid</p>





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

	by the Cloud Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as specified in the SCC.
24. Performance Guarantee	24.3. The Performance Guarantee will be discharged by the Procuring Agency and returned to the Cloud Service Provider not later than thirty (30) days following the date of completion of the Cloud Service Provider's performance obligations under the Contract, including any warranty obligations, unless otherwise specified in SCC.
25. Fraud and Corruption	25.1. The Procuring Agency requires the Cloud Service Provider to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the bidding process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.
26. Sustainable Procurement	26.1. The Cloud Service Provider shall conform to the sustainable procurement contractual provisions, if and as specified in the SCC.
D. Cloud Service Provider's personnel	
27. Description of Key Personnel	27.1. The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Cloud Service Provider's Key Personnel. The Key Personnel and Subcontractors listed by title as well as by name are hereby approved by the Procuring Agency.
28. Removal and/or Replacement of Personnel	28.1. 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 Cloud Service Provider, it becomes necessary to replace any of the Key Personnel, the Cloud Service Provider shall provide as a replacement a person of equivalent or better qualifications. 28.2. 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 Cloud Service Provider 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. 28.3. The Cloud Service Provider shall have no claim for additional costs arising from the removal and replacement of Personnel.
E. Obligations of the Procuring Agency	
29. Assistance and Exemptions	29.1. The Procuring Agency shall use its best efforts to ensure that the Government shall provide the Cloud Service Provider such assistance and exemptions as specified in the SCC.
30. Change in the Applicable Law	30.1. 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 Cloud Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Cloud Service Provider 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.
31. Services and	31.1. The Procuring Agency shall make available to the Cloud Service Provider





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Facilities	<p>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.</p> <p>31.2. In case that such services, facilities and property shall not be made available to the Cloud Service Provider, the Parties shall agree on Page 68 of 93</p> <ul style="list-style-type: none"> i. any time extension that it may be appropriate to grant to the Cloud Service Provider for the performance of the Services, ii. the manner in which the Cloud Service Provider shall procure any such services, facilities and property from other sources, and iii. the additional payments, if any, to be made to the Cloud Service Provider as a result thereof.
F. Payments to the Cloud Service Provider	
32. Lump-Sum Remuneration	<p>32.1. The Cloud Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Cloud Service Provider in carrying out the Services. Except as provided in GCC 33, the Contract Price may only be increased above the amounts if the Parties have agreed to additional payments in accordance with GCC 34.</p>
33. Contract Price	<p>33.1. The price payable in local currency is set forth in the SCC.</p> <p>33.2. The price payable in foreign currency (if any) is set forth in the SCC.</p>
34. Payment for Additional Services, and Performance Incentive Compensation	<p>35.1. Payments will be made to the Cloud Service Provider according to the payment schedule stated in the SCC.</p> <p>35.2. The Procuring Agency will not provide any advance payment to the Cloud Service Provider, nor will it accept or process any related bank guarantee or security for advance. All payments shall be made in accordance with the payment terms and conditions set out in the SCC, upon submission of invoices by the Cloud Service Provider and fulfillment of the specified conditions.</p>
35. Terms and Conditions of Payment	<p>36.1. If the Procuring Agency has delayed payments after the due date stated in the SCC, no interest shall be paid to the Cloud Service Provider.</p>
36. Interest on Delayed Payments	<p>37.1. Prices shall be adjusted for fluctuations in the cost of inputs only if provided for in the SCC. If so provided, the amounts certified in each payment certificate, after deducting for Advance Payment, shall be adjusted by applying the respective price adjustment factor to the payment amounts due in each currency.</p> <p>37.2. If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all changes in cost due to fluctuations in costs.</p>
37. Price Adjustment	<p>38.1. Any payment under this Contract shall be made in the local currency PKR.</p>
G. Quality Control	
39. Identifying Defects	<p>39.1. 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</p>





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

	<p>Cloud Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Procuring Agency may instruct the Cloud Service Provider 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. Guidance related to the defects may be taken from the list published by the Cloud Office</p>
40. Correction of Defects, and Lack of Performance Penalty	<p>40.1. The Procuring Agency shall give notice to the Cloud Service Provider 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.</p> <p>40.2. Every time notice a Defect is given, the Cloud Service Provider shall correct the notified Defect within the length of time specified by the Procuring Agency's notice.</p> <p>40.3. If the Cloud Service Provider 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 Cloud Service Provider will pay this amount, and a Penalty for Lack of Performance.</p>
	<p style="text-align: center;">H. Settlement of Disputes</p>
41. Amicable Settlement	<p>41.1. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.</p>
42. Dispute Settlement	<p>42.1. If any dispute arises between the Procuring Agency and the Cloud Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.</p> <p>42.2. The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.</p> <p>42.3. The Adjudicator shall be paid by the hour at the rate specified in the PDS and SCC, together with reimbursable expenses of the types specified in the SCC, and the cost shall be divided equally between the Procuring Agency and the Cloud Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator's decision will be final and binding.</p> <p>42.4. The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place shown in the SCC.</p> <p>42.5. Should the Adjudicator resign or die, or should the Procuring Agency and the Cloud Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be jointly appointed by the Procuring Agency and the Cloud Service Provider. In case of disagreement between the Procuring Agency and the Cloud Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority, designated in the SCC at the request of either party, within 14 days of receipt of such request.</p>

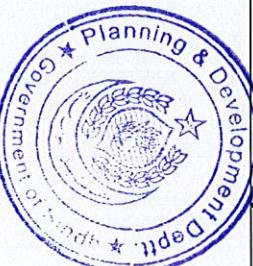




Section VII Special Conditions of Contract

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 General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
3.1	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/Urdu.
4.1	The addressees are: Procuring Agency: Planning & Development Department, Room # 335, 2 nd Floor, Tughlaq House, Sindh Secretariat # 2, Karachi. Ph# 021-99211337
6.1	The Service Provider: Address: _____ Tel/Mob# _____ Email: _____
	• For the Service Provider: (Name & Designation) Name: _____ Designation: _____
7.1	The contract shall become effective from _____.
8.1	The number of days shall be maximum of thirty (30) from the effectiveness date.
10.2	Expiration of Contract: The contract duration is one year from the effectiveness date
13(a).	Percentage is fifteen percent.
15	Termination: In the event of termination of the contract due to any reason as already defined in the General Conditions of Contract, the Service Provider shall be responsible for providing to the procuring agency all the data store on cloud services along with all the requirement (with allied documentation) which may be necessary for smooth transition to or performance by the Procuring agency itself or by any other organization/ body to whom the contract may be assigned.
17.3(c)	Procuring Agency's employee (directly involved in the implementation of this contract) shall not be engaged by the service provider within the period of two years from the contract completion date.
18	The Cloud Service provider while rendering the required services shall not release any information of Procuring Agency due to their exposure that is sensitive and should be kept strictly confidential irrespective of the fact it is specified or otherwise. Moreover, all data stored by the Procuring Agency shall not be taken back or deleted as per the instructions thereof.
19	The Cloud Service provider shall take and maintain the contractual liability Insurance.
20	Any activity that affects the performance of the contract requires prior approval of the Procuring Agency.
22.1	No document/software shall be allowed to be retained by the cloud service provider for





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

23	future use.															
	If the Cloud Service provider 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 Service Provider shall pay to the Procuring Agency as Liquidated Damages at a rate as defined below, in accordance with the extent of performance failure & the cost of investigating such incidents as judged by the Procuring Agency. The maximum amount of liquidated damages for the whole contract is 10% of the final Contract Price. After which the Procuring Agency may consider termination of the contract pursuant to GCC 15.1															
	Payment Method															
	A. Payment of Cloud Infrastructure															
	B. Payment of Variable Monthly Charges															
	C. Payment of Service Charges															
24.1	The amount of Performance Guarantee is 5% of the total contract price in the shape of a Pay Order /Bank Draft/ Call Deposit or an un-conditional Bank Guarantee that must remain valid Twenty-Eight (28) days beyond the contracts expiry date.															
26	The service provider shall ensure the sustainability in order to minimize the environmental impact of digital infrastructure. This includes reducing energy consumption and optimizing resource use throughout the tenure of this contract.															
30	In case of any change in applicable law related to taxes and duties, the increase of decrease shall be applied to the following;															
	Amount of One Time Subscription Cost: Rs. _____.															
	Amount of Monthly cost: Rs. _____.															
	Amount of One Time Service Cost: Rs. _____.															
33.1	Amounts is Rs. _____.															
33.2	Not applicable as bid/contract currency is Pak. Rupees.															
34.2	Procuring Agency shall not pay any performance incentive compensation to the service provider.															
35.1	The method and conditions of payment to be made to the Cloud Service Provider under this Contract shall be as follows:															
	A. Payment of Cloud Infrastructure:															
	<table border="1"> <thead> <tr> <th>#</th> <th>Deliverable</th> <th>Payment %</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Provisioning of Cloud Infrastructure to the Procuring Agency</td> <td>95%</td> </tr> <tr> <td>2</td> <td>Completion of Contract</td> <td>5%</td> </tr> <tr> <td></td> <td>Total</td> <td>100%</td> </tr> </tbody> </table>	#	Deliverable	Payment %	1	Provisioning of Cloud Infrastructure to the Procuring Agency	95%	2	Completion of Contract	5%		Total	100%			
#	Deliverable	Payment %														
1	Provisioning of Cloud Infrastructure to the Procuring Agency	95%														
2	Completion of Contract	5%														
	Total	100%														
	Payments under Category A (1) shall be made in equal quarterly installments distributed to entire period of contract.															
	B. Payment of Variable Monthly Charges:															
	Payment shall be made on monthly basis as per actual usage.															
	C. Payment of Service Charges:															
	<table border="1"> <thead> <tr> <th>#</th> <th>Deliverable</th> <th>Payment %</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Configuration of Zones / Clusters</td> <td>20%</td> </tr> <tr> <td>2</td> <td>Configuration of Network</td> <td>20%</td> </tr> <tr> <td>3</td> <td>Storage Pools</td> <td>10%</td> </tr> <tr> <td>4</td> <td>Backup Configuration</td> <td>10%</td> </tr> </tbody> </table>	#	Deliverable	Payment %	1	Configuration of Zones / Clusters	20%	2	Configuration of Network	20%	3	Storage Pools	10%	4	Backup Configuration	10%
#	Deliverable	Payment %														
1	Configuration of Zones / Clusters	20%														
2	Configuration of Network	20%														
3	Storage Pools	10%														
4	Backup Configuration	10%														





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

5	Training	05%
6	Migration of Development instances	05%
7	Submission of Completion Report	30%
	Total	100%

Payments under Category C shall be made upon completion of each deliverable.

All payments shall be made promptly by the Procuring Agency, but in no case later than thirty (30) days after submission of an invoice and acceptance of the same by the Procuring Agency.

- 15.2 The Advance Payment is Not Applicable
- 36 The interest rate is: zero percent.
- 37 Contract price will not be adjusted.
- 38 All the payment to be released to the cloud service provider shall be in Pakistani Rupees (PKR).
- 39 Identifying Defects:
The Procuring Agency reserves the right at any time to inspect the premises of the cloud service provider to inspect the cloud services and monitor the services being provided.
- 42.3 Adjudicator shall be appointed by the P&DD designated authority, also, remuneration of Adjudicator shall be decided by the designated authority.
- 42.4 Place of Arbitration is Karachi.
- 42.5 P&DD will be the Appointing Authority, to appoint the Adjudicator in case of disagreement between Procuring Agency and the Cloud Service Provider.





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

CONTRACT FORM

THIS AGREEMENT made the _____ day of _____ between), *Planning & Development Department, Government of Sindh, Karachi* (hereinafter called "the Procuring agency") of the one part and _____ of *Karachi, Pakistan* (hereinafter called "the Supplier") of the other part:

WHEREAS, the Procuring agency invited bids for certain goods and ancillary services, viz., _____ and has accepted a bid by the Supplier for the supply of those goods and services in the sum of _____ (Rupees) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement 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 Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the General Conditions of Contract;
 - (e) the Special Conditions of Contract;
 - (f) the Procuring agency's Notification of Award and;
3. In consideration of the payments to be made by the Procuring agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring agency to provide the goods and 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 Supplier in consideration of the provision of the goods and services 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 Agreement 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)

Signed, sealed, delivered by _____ the _____ (for the Supplier)





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

Cloud Service Provider's Proposal/the Price Schedule

The bidder shall submit a **separate Financial Proposal**, duly sealed and clearly marked, in accordance with the instructions contained in this RFP. The Financial Proposal shall be complete in all respects and shall cover the entire scope of services.

1. Price Structure

The bidder shall provide a clear and itemized price schedule, including but not limited to:

- a) Compute resources (virtual machines – CPU, RAM)
- b) Storage services (primary, backup, archival)
- c) Network services (bandwidth, firewall, load balancing)
- d) Backup and disaster recovery services
- e) Monitoring, logging, and security services
- f) Managed services and technical support
- g) Any one-time setup, migration, or configuration costs

Each item shall be quoted on a **unit basis** (monthly/annual), as applicable.

2. Cost Breakdown

The Financial Proposal shall clearly indicate:

- a) Unit price of each resource/service
- b) Monthly recurring cost
- c) Annual recurring cost
- d) Total contract value
- e) One-time charges (if any)
- f) Applicable taxes, duties, and levies

No hidden or conditional costs shall be allowed.

3. Price Validity and Escalation

- a) Prices quoted shall remain **fixed for the entire contract period**.
- b) No price escalation, variation, or additional charges shall be admissible without prior written approval of the competent authority.
- c) Prices shall be valid for a minimum period as specified in the RFP.

4. Currency and Taxes

- a) All prices shall be quoted in **Pakistani Rupees (PKR)**.
- b) Prices shall be inclusive of all applicable taxes, duties, and government levies, unless otherwise specified.
- c) Any tax exemptions or variations shall be clearly stated.

5. Payment Terms

- a) Payments shall be made on a **milestone-based or periodic basis**, subject to satisfactory performance and certification by the Department.
- b) Payments shall be linked to SLA compliance and service availability.
- c) Penalties, if applicable, shall be adjusted from payments as per contract terms.

6. Usage Transparency and Reporting

- a) The service provider shall provide periodic usage and cost reports.
- b) The Department reserves the right to audit usage, billing, and cost calculations at any time.
- c) Any discrepancies identified shall be rectified without delay.





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

7. Conditional Pricing

- a) Conditional, ambiguous, or bundled pricing that obscures unit costs shall be considered **non-responsive**.
- b) Prices linked to foreign exchange fluctuations or variable indices shall not be accepted unless expressly permitted in the RFP.

8. Price Schedule Format (Annexure)

The bidder shall submit the Price Schedule in the format provided at 'Fin. Form 2', duly signed and stamped, forming an integral part of the Financial Proposal.

NOTE: Prices quoted shall remain fixed for the entire contract duration. No additional costs, hidden charges, or price escalation shall be entertained without prior written approval of the competent authority.





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

Schedule of Requirement

The Cloud Service Provider (CSP) shall be required to provide the following cloud services and resources to meet the operational, security, and scalability requirements of the Planning & Development Department, Government of Sindh. The listed requirements represent minimum standards and may be expanded as per departmental needs during the contract period.

1. Compute Services

- a) Provision of scalable virtual machines with configurable CPU, RAM, and operating systems.
- b) Support for both Linux and Windows environments.
- c) Ability to scale compute resources vertically and horizontally without service disruption.

2. Storage Services

- a) Primary storage for applications and databases.
- b) Backup storage with automated scheduling and retention policies.
- c) Archival storage for long-term data retention.
- d) High availability and data redundancy.

3. Network & Connectivity

- a) Secure network connectivity with firewall and access control mechanisms.
- b) Bandwidth management and load balancing facilities.
- c) Virtual private network (VPN) or secure remote access for authorized users.
- d) Network segmentation for security and performance isolation.

4. Security Services

- a) Role-based access control and identity management.
- b) Encryption of data at rest and in transit.
- c) Security monitoring, logging, and alerting.
- d) Compliance with PECA 2016 (as amended) and Government of Sindh IT and cybersecurity policies.

5. Backup & Disaster Recovery

- a) Automated backup solutions with defined frequency and retention.
- b) Disaster recovery setup with clearly defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO).
- c) Periodic testing of backup and disaster recovery mechanisms.

6. Monitoring & Reporting

- a) Continuous monitoring of system performance, availability, and security.
- b) Periodic reports on uptime, usage, incidents, and cost consumption.
- c) Access to dashboards or reports for authorized departmental officials.

7. Managed Services & Technical Support

- a) 24/7 technical support with defined response and resolution timelines.
- b) Incident management and escalation procedures.
- c) Routine maintenance, updates, and patch management.

8. Compliance, Audit & Governance

- a) Support for technical, security, and financial audits.
- b) Provision of logs, reports, and documentation as required by the Department.
- c) Compliance with directions issued by the competent authority from time to time.





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

9. Scalability & Flexibility

- a) Ability to scale services up or down based on departmental requirements.
- b) No penalty for reduction in resource utilization.
- c) Unit pricing to remain unchanged during scaling.

10. Exit & Handover Support

- a) Provision of complete data export in standard formats upon contract expiry or termination.
- b) Handover of configurations, credentials, and documentation.
- c) Transition support for migration to another service provider or in-house systems.

General Requirement

All resources and services necessary for stable, secure, and compliant cloud operations, whether explicitly mentioned herein or not, shall be deemed part of the Schedule of Requirements at no additional cost.

NOTE: The Department reserves the right to increase or decrease resource utilization based on operational needs without affecting unit rates.





GOVERNMENT OF SINDH

PLANNING & DEVELOPMENT DEPARTMENT

Scope of Services/ Technical Specifications.

The Cloud Service Provider (CSP) shall provide secure, scalable, and managed cloud services in accordance with the technical, security, and governance requirements of the Planning & Development Department, Government of Sindh. The services provided under this RFP shall meet or exceed the following minimum technical specifications.

1. Cloud Architecture & Infrastructure

- a) Provision of Infrastructure-as-a-Service (IaaS) with on-demand scalability.
- b) Support for multi-tier application architectures.
- c) High availability architecture with redundancy at compute, storage, and network levels.
- d) Ability to provision isolated environments for production, testing, and development.

2. Compute Specifications

- a) Virtual machines with configurable CPU, RAM, and storage.
- b) Support for major operating systems (Linux and Windows).
- c) Live scaling or minimal-downtime scaling capabilities.
- d) Performance monitoring and optimization support.

3. Storage Specifications

- a) Block and object storage options.
- b) Data redundancy and fault tolerance mechanisms.
- c) Automated snapshot and backup functionality.
- d) Support for archival and long-term retention.

4. Network & Connectivity

- a) Secure virtual networks with firewall and routing controls.
- b) Load balancing and traffic management services.
- c) Secure VPN or equivalent access for authorized users.
- d) Network segmentation and isolation for security compliance.

5. Security & Cybersecurity Controls

- a) Role-based access control (RBAC) and identity management.
- b) Encryption of data at rest and in transit.
- c) Security event logging and audit trails.
- d) Compliance with PECA 2016 (as amended), Government of Sindh IT and cybersecurity policies.
- e) Protection against unauthorized access, malware, and cyber threats.

6. Backup, Disaster Recovery & Business Continuity

- a) Automated and policy-based backup solutions.
- b) Defined Recovery Point Objective (RPO) and Recovery Time Objective (RTO).
- c) Geo-redundant or isolated disaster recovery setup.
- d) Periodic DR testing and reporting.

7. Monitoring, Logging & Reporting

- a) 24/7 monitoring of system health, availability, and performance.
- b) Centralized logging for applications, systems, and security events.
- c) Periodic reports on uptime, incidents, usage, and costs.
- d) Access to monitoring dashboards for authorized departmental officials.





GOVERNMENT OF SINDH PLANNING & DEVELOPMENT DEPARTMENT

8. Service Levels & Performance

- a) Minimum uptime guarantee of **99.5% or higher**.
- b) Defined response and resolution timelines for incidents.
- c) Performance benchmarks for compute, storage, and network services.
- d) Penalties for SLA breaches as per contract terms.

9. Compliance, Audit & Governance

- a) Support for technical, security, and financial audits.
- b) Provision of logs, reports, and evidence as required by the Department.
- c) Compliance with directives issued by the competent authority from time to time.
- d) Cooperation with oversight and evaluation committees.

10. Data Ownership & Control

- a) All data, backups, logs, and configurations shall remain the property of the Government of Sindh.
- b) No data shall be shared, transferred, or accessed without prior written authorization.
- c) Clear segregation of departmental data from other clients.

11. Vendor Lock-in Mitigation & Exit Support

- a) Data export in open, non-proprietary formats upon contract expiry or termination.
- b) Handover of complete documentation, credentials, and configurations.
- c) Technical support during transition to another service provider or in-house infrastructure for a minimum period of **90 days**.
- d) No additional charges for exit or handover support.

12. Documentation & Knowledge Transfer

- a) Provision of detailed technical and operational documentation.
- b) Knowledge transfer sessions for departmental technical staff.
- c) Support for capacity building and operational continuity.

13. General Technical Obligations

- a) The CSP shall ensure continuous compliance with evolving cybersecurity and IT policies.
- b) Any service required for secure and stable operations, whether explicitly mentioned or not, shall be deemed part of the scope at no additional cost.
- c) The Department reserves the right to enhance or amend technical requirements in the public interest.





GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT

AFFIDAVIT/UNDERTAKING

To be typed on Rs.100/- Stamp Paper

AFFIDAVIT / DECLARATION

(AS REQUIRED BY THE STATE BANK OF PAKISTAN THROUGH

BPRD CIRCULAR NO.13, DATED JANUARY, 11, 2014)

I, _____ S/o _____, Proprietor/Authorized Representative/Partner/Director of M/s _____, having NTN # _____, holding CNIC # _____, do hereby state on solemn affirmation as under: -

1. That the above-named firm/company has not been adjudged an insolvent from any Court of law.
2. That no execution of decree or order of any Court remains unsatisfied against the firm/company.
3. That the above-named firm/company has not been compounded with its creditors.
4. That my/our firm/company has not been convicted of a financial crime.

That whatever stated above is true and correct as to the best of my knowledge and belief.

City: _____
Dated: _____

DEPONENT

(PROPRIETOR / REPRESENTATIVE)/DIRECTOR

Solemnly affirmed and stated by the above-named deponent, personally, before me, on this _____ day of _____ 2025, who has been identified as per his CNIC.





**GOVERNMENT OF SINDH
PLANNING & DEVELOPMENT DEPARTMENT**

INTEGRITY PACT

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.
PAYABLE BY THE SUPPLIERS/CONTRACTOR/CONSULTANTS.**

Dated:
Contract Number
Contract Value:
Contract Title:

1. hereby declares that it has no obtained or induced the Procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any Administrative subdivision or Agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.
2. Without limiting the generality of the foregoing, represents and warrants that it has fully declared the brokerage, commission, fees etc paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its Affiliate, Agent, Associate, Broker, Consultant, Director, Promoter, Shareholder, Sponsor, or Subsidiary, any Commission, Gratification, Bribe, Finder's Fee or Kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from except that which has been expressly declared pursuant hereto.
3. 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 _____ and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.
4. Accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to under any law, contract or other instrument, be voidable at the option of _____
5. Notwithstanding any rights and remedies exercised by agrees to indemnify for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to an amount equivalent to Ten Time the sum of any commission, Gratification, Bribe, Finder's Fee or Kickback given by 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 _____

ON BEHALF OF
Government of Sindh,
Karachi.

