Federal Board of Revenue
Revenue Division – Government of Pakistan

Specific Procurement Notice

Request for Proposals
Information Systems
(Design, Supply and Installation - Single Stage)

Purchaser:	Federal Board of Revenue (FBR), Government of Pakistan
Project:	Pakistan Raises Revenue Program (PRRP)
Contract Title:	Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum for Non-Intrusive Inspection Equipment
Country:	Pakistan
Loan No.:	7867-PK
RFP No.:	PK-FBR-543853-GO-RFP
Issued on:	May 16, 2026

1. The **Islamic Republic of Pakistan** has received financing from the World Bank toward the cost of the **Pakistan Raises Revenue Program (PRRP)** and intends to apply part of the proceeds toward payments under the turnkey contract for **Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum for Non-Intrusive Inspection Equipment.**
2. The **Federal Board of Revenue (FBR)** now invites sealed Proposals from eligible Proposers for the above Contract on turnkey basis as further detailed in the Request for Proposals document. The Contract shall be executed on a **turnkey basis**, including design, development, supply, installation, integration, testing, commissioning, training, and three (3) years operation and maintenance of the RIAC system.
3. The procurement process will be conducted through international competitive procurement using a Request for Proposals (RFP) as specified in the **World Bank's** "Procurement Regulations for **IPF Borrowers" Fifth Edition September 2023 ("Procurement Regulations")**, and is open to all eligible Proposers as defined in the Procurement Regulations.
4. Proposals will be evaluated in accordance with the evaluation process set out in the Request for Proposals document. The following weightings shall apply for Rated Criteria (including technical and non-price factors): 60% Technical and 40% Financial.
5. Interested eligible Proposers may obtain further information from **Procurement Specialist** (**procsp.prrp@fbr.gov.pk**) during 10:00 AM – 04:00 PM (Pakistan Standard Time - Business Days) latest by five (05) working days till the deadline for proposal submission date.
6. The Request for Proposals document in English may be downloaded from (**https://fbr.gov.pk/tenders**) without any fee(s)/ charge(s).
7. A virtual pre-proposal session shall be held at **11:00 AM** (Pakistan Standard Time) on **June 04, 2026.** Interested eligible Proposers may obtain the respective meeting link/ invite via writing an email addressed to the undersigned (Email: **procsp.prrp@fbr.gov.pk**).
8. Proposals must be delivered to the address below on or before **11:00 AM** (Pakistan Standard Time)

dated **July 06, 2026**. Electronic procurement will not be permitted. Late Proposals will be rejected. The outer Proposal envelopes marked "ORIGINAL PROPOSAL", and the inner envelopes marked "TECHNICAL PART" will be publicly opened in the presence of the Proposers' designated representatives and anyone who chooses to attend, at the address below on the same day i.e., **July 06, 2026,** immediately after the Proposal submission deadline. All envelopes marked "FINANCIAL PART" shall remain unopened and will be held in the safe custody of the Purchaser until the second public Proposals opening.

9. All Proposals must be accompanied by a "**Proposal Security**" of **PKR 28,000,000 /- or USD 100,000/-**, or the equivalent amount in any freely convertible currency as per the details/ requirements given at the respective section(s)/ clause(s) in the Request for Proposal document.

10. Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful Proposer's beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the Request for Proposal document.

11. The address(es) referred to above is (are):

Procurement Specialist, Pakistan Raises Revenue Program
Room No. 277-B, Second Floor, Federal Board of Revenue (FBR) FBR House,
G-5, Constitution Avenue Islamabad, Pakistan (Off): +92 51 9219641, and +92 51 9215109,
Email: procsp.prrp@fbr.gov.pk

Request for Proposals Information Systems

Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum for Non-Intrusive Inspection Equipment

(Single Stage Two Envelope)

Purchaser:	Federal Board of Revenue (FBR), Government of Pakistan
Project:	Pakistan Raises Revenue Program (PRRP)
Contract Title:	Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum for Non-Intrusive Inspection Equipment
Country:	Pakistan
Loan No.:	7867-PK
RFP No.:	PK-FBR-543853-GO-RFP
Issued on:	May 16, 2026

Federal Board of Revenue

Revenue Division, Government of Pakistan

THE WORLD BANK
IBRD • IDA

May 2026

Official Use Only

Summary

Specific Procurement Notice – Specific Procurement Notice - Request for Proposals (RFP)

Request for Proposals - Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum for Non-Intrusive Inspection Equipment

(Single-Stage-Two-Envelope Procurement Process) (Without Prequalification)

PART 1 – REQUEST for PROPOSALS PROCEDURES

Section I - Instructions to Proposer (ITP)

This Section provides relevant information to help Proposers prepare their Proposals. It applies a two-envelope procurement process with application of Rated Criteria. It is based on a one-envelope procurement process. Information is also provided on the submission, opening, and evaluation of Proposals and on the award of Contracts. **Section I contains provisions that are to be used without modification.**

Section II - Proposal Data Sheet (PDS)

This Section consists of provisions that are specific to each procurement and that supplement the information or requirements included in Section I, Instructions to Proposers.

Section III - Evaluation and Qualification Criteria

This Section specifies which methodology will be used to determine the Most Advantageous Proposal.

Two alternative Sections III, Evaluation and Qualification Criteria are provided to address the possibility of having or not having prequalification of Proposers.

Section IV - Proposal Forms

This Section contains the forms to be completed by the Proposer and submitted as part of the Proposal.

Section V - Eligible Countries

This Section contains information regarding eligible countries.

Section VI - Fraud and Corruption

This section includes the Fraud and Corruption provisions that apply to this procurement process.

PART 2 – PURCHASER'S REQUIREMENTS

Section VII - Requirements for the Information System

This Section contains Technical Requirements, Implementation Schedule, and System Inventory Tables, as well as Background and Informational Materials

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

Section VIII - General Conditions of Contract (GCC)

This Section contains the general clauses to be applied in all contracts. **The text of the clauses in this Section shall not be modified.**

Section IX - Special Conditions of Contract (SCC)

This Section contains the Special Conditions of Contract (SCC). The contents of this Section modify or supplement the General Conditions and shall be prepared by the Purchaser.

Section X - Contractual Forms

This Section contains the Letter of Acceptance, Contract Agreement and other relevant forms.

Request for Proposals
Information Systems

Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum for Non-Intrusive Inspection Equipment

(Without Prequalification)

Purchaser:	Federal Board of Revenue (FBR), Government of Pakistan
Project:	Pakistan Raises Revenue Program (PRRP)
Contract Title:	Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum for Non-Intrusive Inspection Equipment
Country:	Pakistan
Loan No.:	7867-PK
RFP No.:	PK-FBR-543853-GO-RFP
Issued on:	May 16, 2026

Table of Contents

Section I - Instructions to Proposers (ITP) 3
Section II - Proposal Data Sheet (PDS) 44
Section III - Evaluation and Qualification Criteria 54
Section IV - Proposal Forms 66
Section V - Eligible Countries 131
Section VI - Fraud and Corruption 133
Section VII - Requirements of the Information System.....135
Section VIII - General Conditions of Contract.....209
Section IX - Special Conditions of Contract 297
Section X - Contract Forms.....311

PART 1 – REQUEST FOR PROPOSALS PROCEDURES

SECTION I - INSTRUCTIONS TO PROPOSERS (ITP)

Contents

A. General 5

1. Scope of Proposal 5
2. Source of Funds 6
3. Fraud and Corruption 6
4. Eligible Proposers 7
5. Eligible Goods and Services 10

B. Contents of the Request for Proposals Document 10

6. Sections of the Request for Proposals Document 10
7. Clarification of Request for Proposals Document, Site Visit, Pre-Proposal Meeting 12
8. Amendment of Request for Proposals Document 13

C. Preparation of Proposals 13

9. Cost of Proposals 13
10. Language of Proposal 13
11. Documents Comprising the Proposal 13
12. Letters of Proposal and Price Schedules 15
13. Alternative Proposals 16
14. Documents Establishing the Eligibility of the Information System 16
15. Documents Establishing the Eligibility and Qualifications of the Proposer 16
16. Documents Establishing Conformity of the Information System 17
17. Proposal Prices 19
18. Currencies of Proposal and Payment 21
19. Period of Validity of Proposals 21
20. Proposal Security 22
21. Format and Signing of Proposal 24

D. Submission of Proposals 25

22. Submission, Sealing and Marking of Proposals 25
23. Deadline for Submission of Proposals 26
24. Late Proposals 26
25. Withdrawal, Substitution, and Modification of Proposals 26

E. Public Opening of Technical Parts of Proposals 27

26. Public Opening of Technical Parts of Proposals 27

F. Evaluation of Proposals- General Provisions 28

27. Confidentiality 28
28. Clarification of Proposals 29
29. Deviations, Reservations, and Omissions 29

G. Evaluation of Technical Part of Proposals 30

30. ....Determination of Responsiveness 30
31. ....Eligibility and Qualifications of the Proposer 30
32. ....Detailed Evaluation of Technical Part 31

H. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts 31

33. ....Notification of Evaluation of Technical Parts and Public Opening of Financial Parts 31

I. Evaluation of Financial Part of Proposals 34

34. ....Adjustments for Non-material Noconformities 34
35. ....Correction of Arithmetic Errors 34
36. ....Evaluation of Proposals Financial Part 35
37. ....Abnormally Low Proposals 36
38. ....Unbalanced or Front Loaded Proposals 36

J. Evaluation of Combined Technical and Financial Parts, Most Advantageous Proposal And Notification of Intention To Award 37

39. ....Evaluation of combined Technical and Financial Parts, Most Advantageous Proposal 37
40. ....Purchaser's Right to Accept Any Proposal, and to Reject Any or All Proposals 38
41. ....Standstill Period 39
42. ....Notification of Intention to Award 39

K. Award of Contract 39

43. ....Award Criteria 39
44. ....Purchaser's Right to Vary Quantities at Time of Award 39
45. ....Notification of Award 40
46. ....Debriefing by the Purchaser 40
47. ....Signing of Contract 41
48. ....Performance Security 42
49. ....Adjudicator 42
50. ....Procurement Related Complaint 43

Section I - Instructions to Proposers

A. GENERAL

1. Scope of Proposal

1.1. The Purchaser, as indicated in the PDS, or its duly authorized Purchasing Agent if so specified in the PDS (interchangeably referred to as "the Purchaser" issues this request for proposals document for the supply and installation of the Information System as specified in Section VII, Purchaser's Requirements. The name, identification and number of lots (contracts) of this RFP are specified in the PDS.

1.2. Unless otherwise stated, throughout this request for proposals document definitions and interpretations shall be as prescribed in the Section VIII, General Conditions of Contract.

Throughout this request for proposals document:

(a) the term "in writing" means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the PDS, distributed or received through the electronic-procurement system used by the Purchaser) with proof of receipt;

(b) if the context so requires, "singular" means "plural" and vice versa; and

(c) "Day" means calendar day, unless otherwise specified as "Business Day". A Business Day is any day that is an official working day of the Borrower. It excludes the Borrower's official public holidays.

(d) "ES" means environmental and social (including Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH));

(e) "Sexual Exploitation and Abuse" "(SEA)" means the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

(f) "Sexual Harassment" "(SH)" is defined as unwelcome sexual advances, requests for sexual favors, and other verbal

or physical conduct of a sexual nature by the Supplier's Personnel with other Supplier's Personnel or Purchaser's Personnel.

(g) "Supplier's Personnel" is as defined in GCC Clause 1.1; and

(h) "Purchaser's Personnel" is as defined in GCC Clause 1.1.

A non-exhaustive list of (i) behaviors which constitute SEA and (ii) behaviors which constitute SH is attached to the Code of Conduct form in Section IV

2. Source of Funds

2.1. The Borrower or Recipient (hereinafter called "Borrower") indicated in the PDS has applied for or received financing (hereinafter called "funds") from the International Bank for Reconstruction and Development or the International Development Association (hereinafter called "the Bank") in an amount specified in the PDS toward the project named in the PDS. The Borrower intends to apply a portion of the funds to eligible payments under the contract(s) for which this request for proposals document is issued.

2.2. Payments by the Bank will be made only at the request of the Borrower and upon approval by the Bank in accordance with the terms and conditions of the Loan (or other financing) Agreement between the Borrower and the Bank (hereinafter called the Loan Agreement), and will be subject in all respects to the terms and conditions of that Loan (or other financing) Agreement. The Loan (or other financing) Agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of equipment, materials or any other goods, if such payment or import is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Borrower shall derive any rights from the Loan (or other financing) Agreement or have any claim to the funds.

3. Fraud and Corruption

3.1. The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in Section VI.

3.2. In further pursuance of this policy, Proposers shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to any initial selection process,

prequalification process, bid submission, proposal submission and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

4. Eligible Proposers

4.1. A Proposer may be a firm that is a private entity, a state-owned enterprise or institution subject to ITP 4.6, or any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the procurement process and, in the event the JV is awarded the Contract, during contract execution. Unless specified in the PDS, there is no limit on the number of members in a JV.

4.2. A Proposer shall not have a conflict of interest. Any Proposer found to have a conflict of interest shall be disqualified. A Proposer may be considered to have a conflict of interest for the purpose of this procurement process, if the Proposer:

(a) directly or indirectly controls, is controlled by or is under common control with another Proposer; or

(b) receives or has received any direct or indirect subsidy from another Proposer; or

(c) has the same legal representative as another Proposer; or

(d) has a relationship with another Proposer, directly or through common third parties, that puts it in a position to influence the Proposal of another Proposer, or influence the decisions of the Purchaser regarding this procurement process; or

(e) any of its affiliates participates as a consultant in the preparation of the design or technical specifications of the Information System that are the subject of the Proposal; or

(f) or any of its affiliates has been hired (or is proposed to be hired) by the Purchaser or Borrower as Project Manager for the Contract implementation; or

(g) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the

project specified in the PDS ITP 2.1 that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or

(h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the request for proposals document or specifications of the Contract, and/or the Proposal evaluation process of such Contract; or (ii) would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the procurement process and execution of the Contract.

4.3. A firm that is a Proposer (either individually or as a JV member) shall not participate as a Proposer or as JV member in more than one Proposal except for permitted alternative Proposals. Such participation shall result in the disqualification of all Proposals in which the firm is involved. However, this does not limit the participation of a Proposer as subcontractor in another Proposal or of a firm as a subcontractor in more than one Proposal.

4.4. A Proposer may have the nationality of any country, subject to the restrictions pursuant to ITP 4.8. A Proposer shall be deemed to have the nationality of a country if the Proposer is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed sub-contractors or sub-consultants for any part of the Contract including related Services.

4.5. A Proposer that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in Section VI paragraph 2.2 d., shall be ineligible to be initially selected for, prequalified for, bid for, propose for, or be awarded a Bank-financed contract or benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. The list of debarred firms and individuals is available at the electronic address specified in the PDS.

4.6. Proposers that are state-owned enterprises or institutions in the Purchaser's Country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they (i) are legally and financially autonomous (ii) operate under commercial law, and (iii) are not under supervision of the Purchaser.

4.7. A Proposer shall not be under suspension from bidding or submitting proposals by the Purchaser as the result of the operation of a Bid–Securing Declaration or Proposal-Securing Declaration.

4.8. Firms and individuals may be ineligible if so indicated in Section V and (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of goods or the contracting of works or services required; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's country prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.

4.9. This request for proposal process is open for all eligible Proposers, unless otherwise specified in ITP 15.2.

4.10. A Proposer shall provide such documentary evidence of eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

4.11. A firm that is under a sanction of debarment by the Borrower from being awarded a contract is eligible to participate in this procurement, unless the Bank, at the Borrower's request, is satisfied that the debarment; (a) relates to fraud or corruption,

and (b) followed a judicial or administrative proceeding that afforded the firm adequate due process.

5. Eligible Goods and Services

5.1. The Information Systems to be supplied under the Contract and financed by the Bank may have their origin in any country in accordance with Section V, Eligible Countries.

5.2. For the purposes of this request for proposals document, the term "Information System" means all:

(a) the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to design, supply and install under the Contract, plus all associated documentation, and all other materials and goods to be designed, supplied, installed, integrated, and made operational; and

(b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Proposer and as specified in the Contract.

5.3. For purposes of ITP 5.1 above, "origin" means the place where the goods and services making the Information System are produced in or supplied from. An Information System is deemed to be produced in a certain country when, in the territory of that country, through software development, manufacturing, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

B. CONTENTS OF THE REQUEST FOR PROPOSALS DOCUMENT

6. Sections of the Request for Proposals Document

6.1. The request for proposals document consists of Parts 1, 2, and 3, which include all the sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITP 8:

PART 1 - Request for Proposals Procedures

Section I - Instructions to Proposers (ITP)

Section II - Proposal Data Sheet (PDS)

Section III - Evaluation and Qualification Criteria

Section IV - Proposal Forms

Section V - Eligible Countries

Section VI - Fraud and Corruption

PART 2 - Purchaser's Requirements

Section VII - Requirements of the IS, including:

- Technical Requirements
- Scope/TORs
- Implementation Schedule
- SLA Framework
- Background and Informational Materials

PART 3 - Contract

Section VIII - General Conditions of Contract

Section IX -Special Conditions of Contract

Section X - Contract Forms

6.2. The Specific Procurement Notice – Request for Proposals (RFP) issued by the Purchaser is not part of this request for proposals document.

6.3. Unless obtained directly from the Purchaser, the Purchaser is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Proposal meeting (if any), or Addenda to the request for proposals document in accordance with ITP 8. In case of any contradiction, documents obtained directly from the Purchaser shall prevail.

6.4. The Proposer is expected to examine all instructions, forms, terms, and specifications in the request for proposals document and to furnish with its Proposal all information or documentation as is required by the request for proposals document.

7. Clarification of Request for Proposals Document, Site Visit, Pre-Proposal Meeting

7.1. A Proposer requiring any clarification of the request for proposals document shall contact the Purchaser in writing at the Purchaser's address specified in the PDS or raise its enquiries during the pre-Proposal meeting if provided for in accordance with ITP 7.4. The Purchaser will respond in writing to any request for clarification, provided that such request is received prior to the deadline for submission of Proposals within a period specified in the PDS. The Purchaser's shall forward copies of its response to all Proposers who have acquired the request for proposals document in accordance with ITP 6.3, including a description of the inquiry but without identifying its source. If so specified in the PDS, the Purchaser shall also promptly publish its response at the web page identified in the PDS. Should the Purchaser deem it necessary to amend the request for proposals document as a result of a request for clarification, it shall do so following the procedure under ITP 8 and ITP 23.2.

7.2. The Proposer may wish to visit and examine the site where the Information System is to be installed and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Proposal and entering into a contract. The costs of visiting the site shall be at the Proposer's own expense.

7.3. The Proposer and any of its personnel or agents will be granted permission by the Purchaser to enter upon its premises and lands for the purpose of such visit, but only upon the express condition that the Proposer, its personnel, and agents will release and indemnify the Purchaser and its personnel and agents from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.

7.4. The Proposer's designated representative is invited to attend a pre-Proposal meeting and/or a site visit, if provided for in the PDS. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.

7.5. The Proposer is requested, as far as possible, to submit any questions in writing, to reach the Purchaser not later than one week before the meeting.

7.6. Minutes of the pre-Proposal meeting, including the text of the questions raised without identifying the source, and the responses given, together with any responses prepared after the meeting, will be transmitted promptly to all Proposers who have acquired the request for proposals document in accordance with ITP 6.3. Any

modification to the request for proposals document that may become necessary as a result of the pre-Proposal meeting shall be made by the Purchaser exclusively through the issue of an Addendum pursuant to ITP 8 and not through the minutes of the pre-Proposal meeting.

7.7. Nonattendance at the pre-Proposal meeting will not be a cause for disqualification of a Proposer.

8. Amendment of Request for Proposals Document

8.1. At any time prior to the deadline for submission of Proposals, the Purchaser may amend the request for proposals document by issuing addenda.

8.2. Any addendum issued shall be part of the request for proposals document and shall be communicated in writing to all who have obtained the request for proposals document from the Purchaser in accordance with ITP 6.3. The Purchaser shall also promptly publish the addendum on the Purchaser's web page in accordance with ITP 7.1.

8.3. To give prospective Proposers reasonable time in which to take an addendum into account in preparing their Proposals, the Purchaser may, at its discretion, extend the deadline for the submission of Proposals, pursuant to ITP 23.2.

C. PREPARATION OF PROPOSALS

9. Cost of Proposals

9.1. The Proposer shall bear all costs associated with the preparation and submission of its Proposal, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Request for Proposals process.

10. Language of Proposal

10.1. The Proposal, as well as all correspondence and documents relating to the Proposal exchanged by the Proposer and the Purchaser, shall be written in the language specified in the PDS. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the PDS, in which case, for purposes of interpretation of the Proposal, such translation shall govern.

11. Documents Comprising the Proposal

11.1. The Proposal shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two-envelope procurement process). One envelope shall contain only information relating to the Technical Part and the other, only information relating to the Financial Part. These two envelopes

shall be enclosed in a separate sealed outer envelope marked "Original Proposal'.

11.2. The Technical Part shall contain the following:

(a) **Letter of Proposal**-Technical Part, prepared in accordance with ITP 12;

(b) **Proposal Security or Proposal-Securing Declaration** in accordance with ITP 20;

(c) **Alternative Proposal**- Technical Part**:** if permissible, in accordance with ITP 13, the Technical Part of any Alternative Proposal;

(d) **Authorization:** written confirmation authorizing the signatory of the Proposal to commit the Proposer, in accordance with ITP 21.3;

(e) **Eligibility of Information System:** documentary evidence established in accordance with ITP 14.1 that the Information System offered by the Proposer in its Proposal or in any alternative Proposal, if permitted, are eligible;

(f) **Proposer's Eligibility and qualifications:** documentary evidence in accordance with ITP 15 establishing the Proposer's eligibility and qualifications to perform the contract if its Proposal is accepted;

(g) **Conformity:** documentary evidence established in accordance with ITP 16 that the Information System offered by the Proposer conform to the **request for proposals** document;

(h) **Subcontractors:** list of subcontractors, in accordance with ITP 16.4;

(i) **Intellectual Property**: a list of: Intellectual Property as defined in GCC Clause 15;

(i) all Software included in the Proposal, assigning each item to one of the software categories defined in GCC Clause 1.1 (c):

a. System, General Purpose, and Application Software; or

b. Standard and Custom Software;

(ii) all Custom Materials, as defined in GCC Clause 1.1 (c), included in the Proposal;

All Materials not identified as Custom Materials shall be deemed Standard Materials, as defined in GCC Clause 1.1 (c);

Re-assignments among the Software and Materials categories, if necessary, will be made during the implementation of the Contract according to GCC Clause 39 (Changes to the Information System); and

(j) any other document required **in the PDS.**

11.3. **The Financial Part shall contain the following:**

(a) Letter of Proposal – Financial Part: prepared in accordance with ITP 12 and ITP 17;

(b) Schedule: Price Schedules completed in accordance with ITP 12 and ITP 17;

(c) Alternative Proposal - Financial Part: if permissible in accordance with ITP 13, the Financial Part of any Alternative Proposal; and

(d) any other document required in the PDS.

11.4. The Technical Part shall not include any information related to the Proposal price. Where material financial information related to the Proposal price is contained in the Technical Part the Proposal shall be declared non-responsive.

11.5. In addition to the requirements under ITP 11.2, Proposals submitted by a JV shall include in the Technical Part a copy of the Joint Venture Agreement entered into by all members indicating at least the parts of the Information System to be executed by the respective members. Alternatively, a letter of intent to execute a Joint Venture Agreement in the event of a successful Proposal shall be signed by all members and submitted with the Proposal, together with a copy of the proposed Agreement indicating at least the parts of the Information System to be executed by the respective members.

11.6. The Proposer shall furnish in the Letter of Proposal - Financial Part information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this procurement process.

12. Letters of Proposal and Price Schedules

12.1. The Letter of Proposal - Technical Part, Letter of Proposal-Financial Part and Price Schedules shall be prepared using the relevant forms furnished in Section IV, Proposal Forms. The forms must be completed without any alterations to the text, and no

substitutes shall be accepted except as provided under ITP 21.3. All blank spaces shall be filled in with the information requested.

13. Alternative Proposals

13.1. The PDS indicates whether alternative Proposals are allowed. If they are allowed, the PDS will also indicate whether they are permitted in accordance with ITP 13.3, or invited in accordance with ITP 13.2 and/or ITP 13.4.

13.2. When alternatives to the Time Schedule are explicitly invited, a statement to that effect will be included in the PDS, and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.

13.3. Except as provided under ITP 13.4 below, Proposers wishing to offer technical alternatives to the Purchaser's requirements as described in the request for proposals document must also provide: (i) a price at which they are prepared to offer an Information System meeting the Purchaser's requirements; and (ii) all information necessary for a complete evaluation of the alternatives by the Purchaser, including drawings, design calculations, technical specifications, breakdown of prices, and proposed installation methodology and other relevant details. Only the technical alternatives, if any, of the Proposer with the Most Advantageous Proposal conforming to the basic technical requirements shall be considered by the Purchaser.

13.4. When Proposers are invited in the PDS to submit alternative technical solutions for specified parts of the system, such parts shall be described in Section VII, Purchaser's Requirements. Technical alternatives that comply with the performance and technical criteria specified for the Information System shall be considered by the Purchaser on their own merits, pursuant to ITP 32.

14. Documents Establishing the Eligibility of the Information System

14.1. To establish the eligibility of the Information System in accordance with ITP 5, Proposers shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV, Proposal Forms.

15. Documents Establishing the Eligibility and Qualifications of the Proposer

15.1. To establish its eligibility and qualifications to perform the Contract in accordance with Section III, Evaluation and Qualification Criteria, the Proposer shall provide the information requested in the corresponding information sheets included in Section IV, Proposal Forms.

15.2. In the event that prequalification of potential Proposers has been undertaken as stated in the PDS, only Proposals from prequalified

Proposers shall be considered for award of Contract. These qualified Proposers should submit with their Proposals any information updating their original prequalification applications or, alternatively, confirm in their Proposals that the originally submitted prequalification information remains essentially correct as of the date of Proposal submission.

15.3. Any change in the structure or formation of a Proposer after being prequalified and invited to submit Proposals, if applicable, (including, in the case of a JV, any change in the structure or formation of any member and also including any change in any specialized subcontractor whose qualifications were considered to prequalify the Applicant) shall be subject to the written approval of the Purchaser prior to the deadline for submission of Proposals. Such approval shall be denied if (i) a Proposer proposes to associate with a disqualified Proposer or in case of a disqualified joint venture, any of its members; (ii) as a consequence of the change, the Proposer no longer substantially meets the qualification criteria; or (iii) in the opinion of the Purchaser, the change may result in a substantial reduction in competition. Any such change should be submitted to the Purchaser not later than fourteen (14) days after the date of the notice for RFP sent to the prequalified Proposers.

16. Documents Establishing Conformity of the Information System

16.1. Pursuant to ITP 11.2 (g), the Proposer shall furnish, as part of its Proposal, documents establishing the conformity to the request for proposals documents of the Information System that the Proposer proposes to design, supply and install under the Contract.

16.2. The documentary evidence of conformity of the Information System to the request for proposals documents including:

(a) Preliminary Project Plan describing, among other things, the methods by which the Proposer will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Proposer proposes to use. The Preliminary Project Plan must also address any other topics specified in the PDS. In addition, the Preliminary Project Plan should state the Proposer's assessment of what it expects the Purchaser and any other party involved in the implementation of the Information System to provide during implementation and how the Proposer proposes to coordinate the activities of all involved parties;

(b) written confirmation that the Proposer accepts responsibility for the successful integration and inter-operability of all

components of the Information System as required by the request for proposals documents;

(c) an item-by-item commentary on the Purchaser's Technical Requirements, demonstrating the substantial responsiveness of the Information System offered to those requirements. In demonstrating responsiveness, the Proposer should use the Technical Responsiveness Checklist (or Checklist Format) in the Sample Proposal Forms (Section IV). The commentary shall include explicit cross-references to the relevant pages in the supporting materials included in the Proposal. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the Proposal, the item-by-item commentary shall prevail;

(d) support material (e.g., product literature, white papers, narrative descriptions of technologies and/or technical approaches), as required and appropriate; and

(e) any separate and enforceable contract(s) for Recurrent Cost items which the PDS ITP 17.2 requires Proposers to propose.

16.3. References to brand names or model numbers or national or proprietary standards designated by the Purchaser in the request for proposals documents are intended to be descriptive and not restrictive. Except as specified in the PDS for specific items or standards, the Proposer may substitute alternative brand/model names or standards in its Proposal, provided that it demonstrates to the Purchaser's satisfaction that the use of the substitute(s) will result in the Information System being able to perform substantially equivalent to or better than that specified in the Technical Requirements.

16.4. For major items of the Information System as listed by the Purchaser in Section III, Evaluation and Qualification Criteria, which the Proposer intends to purchase or subcontract, the Proposer shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items. In addition, the Proposer shall include in its Proposal information establishing compliance with the requirements specified by the Purchaser for these items. Quoted rates and prices will be deemed to apply to whichever subcontractor is appointed, and no adjustment of the rates and prices will be permitted.

16.5. The Proposer shall be responsible for ensuring that any subcontractor proposed complies with the requirements of ITP 4, and that any goods or services to be provided by the subcontractor comply with the requirements of ITP 5 and ITP 16.1.

17. Proposal Prices 17.1. All Goods and Services identified in the Supply and Installation Cost Sub-Tables in System Inventory Tables in Section VII, and all other Goods and Services proposed by the Proposer to fulfill the requirements of the Information System, must be priced separately and summarized in the corresponding cost tables in the Sample Proposal Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below.

17.2. Unless otherwise specified in the PDS, the Proposer must also propose Recurrent Cost Items specified in the Technical Requirements, Recurrent Cost Sub-Table of the System Inventory Tables in Section VII (if any). These must be priced separately and summarized in the corresponding cost tables in the Sample Proposal Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below:

(a) if specified **in the PDS,** the Proposer must also propose separate enforceable contracts for the Recurrent Cost Items not included in the main Contract;

(b) prices for Recurrent Costs are all-inclusive of the costs of necessary Goods such as spare parts, software license renewals, labor, etc., needed for the continued and proper operation of the Information System and, if appropriate, of the Proposer's own allowance for price increases;

(c) prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in GCC Clause 29.4 and prices for Recurrent Costs to be incurred during the Post-Warranty Period, defined in SCC Clause 1.1. (e) (xiii), shall be quoted as Service prices on the Recurrent Cost Sub-Table in detail, and on the Recurrent Cost Summary Table in currency totals.

17.3. Unit prices must be quoted at a level of detail appropriate for calculation of any partial deliveries or partial payments under the contract, in accordance with the Implementation Schedule in Section VII), and with GCC and SCC Clause 12 – Terms of Payment. Proposers may be required to provide a breakdown of any composite or lump-sum items included in the Cost Tables

17.4. The price of items that the Proposer has left blank in the cost tables provided in the Sample Proposal Forms (Section IV) shall be assumed to be included in the price of other items. Items omitted altogether from the cost tables shall be assumed to be omitted from the Proposal and, provided that the Proposal is substantially

Official Use Only

responsive, an adjustment to the Proposal price will be made during Proposal evaluation in accordance with ITP 34.1.

17.5. The prices for Goods components of the Information System are to be expressed and shall be defined and governed in accordance with the rules prescribed in the edition of Incoterms specified in the PDS, as follows:

(a) Goods supplied from outside the Purchaser's country:

Unless otherwise specified **in the PDS**, the prices shall be quoted on a CIP (named place of destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in the Purchaser's country. The named place of destination and special instructions for the contract of carriage are as specified in the SCC for GCC 1.1 (e) (iii)**.** In quoting the price, the Proposer shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Proposer may obtain insurance services from any eligible source country;

(b) Locally supplied Goods:

Unit prices of Goods offered from within the Purchaser's Country, shall be quoted on an EXW (ex factory, ex works, ex warehouse or off-the-shelf, as applicable) basis, including all customs duties, levies, fees, sales and other taxes incurred until delivery of the Goods, but excluding all VAT or sales and other taxes and duties/fees incurred for the Goods at the time of invoicing or sales transaction, if the Contract is awarded;

(c) Inland transportation.

17.6. Unless otherwise stated in the PDS, inland transportation, insurance and related local costs incidental to the delivery of the Goods to the designated Project Sites must be quoted separately as a Service item in accordance with ITP 17.5, whether the Goods are to be supplied locally or from outside the Purchaser's country, except when these costs are already included in the price of the Goods, as is, e.g., the case, when ITP 17.5 (a) specifies CIP, and the named places of destination are the Project Sites.

17.7. The price of Services shall be separated into their local and foreign currency components and where appropriate, broken down into unit prices. Prices must include all taxes, duties, levies and fees whatsoever, except only VAT or other indirect taxes, or stamp duties, that may be assessed and/or apply in the Purchaser's country on/to the price of the Services invoiced to the Purchaser, if the Contract is awarded.

17.8. Unless otherwise specified in the PDS, the prices must include all costs incidental to the performance of the Services, as incurred by the Supplier, such as travel, subsistence, office support, communications, translation, printing of materials, etc. Costs incidental to the delivery of the Services but incurred by the Purchaser or its staff, or by third parties, must be included in the price only to the extent such obligations are made explicit in these request for proposals documents (as, e.g., a requirement for the Proposer to include the travel and subsistence costs of trainees).

17.9. Unless otherwise specified in the PDS, prices quoted by the Proposer shall be fixed during the Proposer's performance of the Contract and not subject to increases on any account. Proposals submitted that are subject to price adjustment will be rejected.

18. Currencies of Proposal and Payment

18.1. The currency(ies) of the Proposal and currencies of payment shall be the same. The Proposer shall quote in the currency of the Purchaser's Country the portion of the Proposal price that corresponds to expenditures incurred in the currency of the Purchaser's Country, unless otherwise specified in the PDS.

18.2. The Proposer may express the Proposal price in any currency. If the Proposer wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than three foreign currencies in addition to the currency of the Purchaser's Country.

19. Period of Validity of Proposals

19.1. Proposals shall remain valid until the date specified in the PDS or any extended date if amended by the Purchaser in accordance with ITP 8. A Proposal that is not valid until the date specified in the PDS, or any extended date if amended by the Purchaser in accordance with ITP 8, shall be rejected by the Purchaser as nonresponsive.

19.2. In exceptional circumstances, prior to the date of expiry of the Proposal validity, the Purchaser may request Proposers to extend the date of validity until a specified date. The request and the responses shall be made in writing. If a Proposal Security is requested in accordance with ITP 20, it shall also be extended for twenty-eight days (28) beyond the deadline of the extended validity period. A Proposer may refuse the request without forfeiting its Proposal Security. A Proposer granting the request shall not be required or permitted to modify its Proposal, except as provided in ITP 19.3.

19.3. If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial Proposal validity specified in

accordance with ITP 19.1, the Contract price shall be determined as follows:

(a) in case of fixed price contracts, the contract price shall be the Proposal price adjusted by a factor or factors specified **in the PDS**;

(b) in the case of an adjustable price contracts, no adjustments shall be made;

(c) in any case, Proposal evaluation shall be based on the Proposal Price without taking into consideration the applicable correction from those indicated above.

20. Proposal Security

20.1. The Proposer shall furnish as part of the Technical Part of its Proposal, either a Proposal-Securing Declaration or a Proposal Security as specified in the PDS, in original form and, in the case of a Proposal Security, in the amount and currency specified in the PDS.

20.2. A Proposal-Securing Declaration shall use the form included in Section IV, Proposal Forms.

20.3. If a Proposal Security is specified pursuant to ITP 20.1, the Proposal security shall be a demand guarantee in any of the following forms at the Proposer's option:

(a) an unconditional guarantee issued by a non-bank financial institution (such as an insurance, bonding or surety company);

(b) an irrevocable letter of credit;

(c) a cashier's or certified check; or

(d) another security indicated **in the PDS,**

from a reputable source from an eligible country. If an unconditional guarantee is issued by a non-bank financial institution located outside the Purchaser's Country the issuing non-bank financial institution shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable unless the Purchaser has agreed in writing, prior to Proposal submission, that a correspondent financial institution is not required. In the case of a bank guarantee, the Proposal Security shall be submitted either using the Proposal Security Form included in Section IV, Proposal Forms or in another substantially similar format approved by the Purchaser prior to Proposal submission. In either case, the form must include the complete name of the Proposer. The Proposal Security shall be valid for twenty-eight (28) days beyond the original date of expiry of the Proposal validity, or beyond any extended date if requested under ITP 19.2.

20.4. If a Proposal Security or a Proposal-Securing Declaration is specified pursuant to ITP 20.1, any Proposal not accompanied by a substantially responsive Proposal Security or Proposal-Securing Declaration shall be rejected by the Purchaser as non-responsive.

20.5. If a Proposal Security is specified pursuant to ITP 20.1, the Proposal Security of unsuccessful Proposers shall be returned as promptly as possible upon the successful Proposer's furnishing of the Performance Security pursuant to ITP 48.

20.6. The Proposal Security of the successful Proposer shall be returned as promptly as possible once the successful Proposer has signed the Contract and furnished the required Performance Security.

20.7. The Proposal Security may be forfeited:

(a) if a Proposer withdraws its Proposal prior to the expiry date of Proposal validity specified by the Proposer on the Letter of Proposal or any extended date provided by the Proposer; or

(b) if the successful Proposer fails to**:**

(i) sign the Contract in accordance with ITP 47; or

(ii) furnish a performance security in accordance with ITP 48.

20.8. The Proposal Security or the Proposal-Securing Declaration of a JV shall be in the name of the JV that submits the Proposal. If the JV has not been legally constituted into a legally enforceable JV at the time of submission of Proposals, the Proposal Security or the Proposal-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITP 4.1 and ITP 11.5.

20.9. If a Proposal Security is not required in the PDS, and;

(a) if a Proposer withdraws its Proposal prior to the expiry date of the Proposal validity specified by the Proposer on the Letter of Proposal, or any extended date provided by the Proposer; or

(b) if the successful Proposer fails to: sign the Contract in accordance with ITP 47; or furnish a Performance Security in accordance with ITP 48;

the Purchaser may, if provided for **in the PDS**, declare the Proposer disqualified to be awarded a contract by the Purchaser for a period of time as stated **in the PDS**.

21. Format and Signing of Proposal

21.1. The Proposer shall prepare one original and copies/sets of the documents comprising the Proposal as described in ITP 11 and Proposer22.

21.2. Proposers shall mark as "CONFIDENTIAL" information in their Proposals which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information.

21.3. The original and all copies of the Proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Proposer. 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 where entries or amendments have been made shall be signed or initialed by the person signing the Proposal.

21.4. In case the Proposer is a JV, the Proposal shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

21.5. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

D. SUBMISSION OF PROPOSALS

22. Submission, Sealing and Marking of Proposals

22.1. The Proposer shall deliver the Proposal in two separate, sealed envelopes (the Technical Part and the Financial Part). These two envelopes shall be enclosed in a separate sealed outer envelope marked "Original PROPOSAL". In addition, the Proposer shall submit copies of the Proposal in the number specified in the PDS. Copies of the Technical Part shall be placed in a separate sealed envelope marked "COPIES: TECHNICAL PART". Copies of the Financial Part shall be placed in a separate sealed envelope marked "COPIES: FINANCIAL PART". The Proposer shall place both of these envelopes in a separate, sealed outer envelope marked "PROPOSAL COPIES". In the event of any discrepancy between the original and the copies, the original shall prevail.

22.2. If alternative Proposals are permitted in accordance with ITP 14, the alternative Proposals shall be submitted as follows: the original of the alternative Proposal Technical Part shall be placed in a sealed envelope marked "ALTERNATIVE PROPOSAL – TECHNICAL PART" and the Financial Part shall be placed in a sealed envelope marked "ALTERNATIVE PROPOSAL – FINANCIAL PART" and these two separate sealed envelopes then enclosed within a sealed outer envelope marked "ALTERNATIVE PROPOSAL – ORIGINAL", the copies of the alternative Proposal will be placed in separate sealed envelopes marked "ALTERNATIVE PROPOSAL – COPIES OF TECHNICAL PART", and "ALTERNATIVE PROPOSAL – COPIES OF FINANCIAL PART" and enclosed in a separate sealed outer envelope marked "ALTERNATIVE PROPOSAL - COPIES.

22.3. The envelopes marked "ORIGINAL PROPOSAL" and "PROPOSAL COPIES" (and, if appropriate, a third envelope marked "ALTERNATIVE PROPOSAL") shall be enclosed in a separate sealed outer envelope for submission to the Purchaser.

22.4. The inner and outer envelopes shall:

(a) bear the name and address of the Proposer;

(b) be addressed to the Purchaser in accordance with ITP 23.1;

(c) bear the specific identification of this request for proposals process indicated in accordance with ITP 1.1; and

(d) bear a warning not to open before the time and date for Proposal opening.

22.5. If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the Proposal.

23. Deadline for Submission of Proposals

23.1. Proposals must be received by the Purchaser at the address and no later than the date and time indicated in the PDS. When so specified in the PDS, Proposers shall have the option of submitting their Proposals electronically. Proposers submitting Proposals electronically shall follow the electronic Proposal submission procedures specified in the PDS.

23.2. The Purchaser may, at its discretion, extend this deadline for submission of Proposals by amending the request for proposals documents in accordance with ITP 8, in which case all rights and obligations of the Purchaser and Proposers will thereafter be subject to the deadline as extended.

24. Late Proposals

24.1. The Purchaser shall not consider any Proposal that arrives after the deadline for submission of Proposals, in accordance with ITP 23. Any Proposal received by the Purchaser after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Proposer.

25. Withdrawal, Substitution, and Modification of Proposals

25.1. A Proposer may withdraw, substitute, or modify its Proposal after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITP 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Proposal must accompany the respective written notice. All notices must be:

(a) prepared and submitted in accordance with ITP 21 and ITP 22 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," "MODIFICATION;" and

(b) received by the Purchaser prior to the deadline prescribed for submission of Proposals, in accordance with ITP 23.

25.2. Proposals requested to be withdrawn in accordance with ITP 25.1 shall be returned unopened to the Proposers.

No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the date of expiry of the Proposal validity specified by the Proposer on the Letter of Proposal or any extended date thereof.

E. PUBLIC OPENING OF TECHNICAL PARTS OF PROPOSALS

26. Public Opening of Technical Parts of Proposals

26.1. Except as in the cases specified in ITP 24 and ITP 25.2, the Purchaser shall conduct the Proposal opening in public, in the presence of Proposers` designated representatives and anyone who chooses to attend, and at the address, date and time specified in the PDS. Any specific electronic Proposal opening procedures required if electronic submission of proposals is permitted in accordance with ITP 23.1, shall be as specified in the PDS.

26.2. 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 Proposer. 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.

26.3. Next, envelopes marked "Substitution" shall be opened and read out and exchanged with the corresponding Proposal being substituted, and the substituted Proposal shall not be opened, but returned to the Proposer. No Proposal substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at Proposal opening.

26.4. Envelopes marked "Modification" shall be opened and read out with the corresponding Proposal. No Proposal modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Proposal opening. Only Proposals that are opened and read out at Proposal opening shall be considered further.

26.5. Next, all other envelopes marked "Technical Part" shall be opened one at a time. All envelopes marked "Second Envelope: Financial Part" shall remain sealed and kept by the Purchaser in safe custody until they are opened at a later public opening, following the evaluation of the Technical Part parts of the Proposals. On opening the envelopes marked "Technical Part" the Purchaser shall read out: the name of the Proposer, the presence or the absence of a Proposal Security, or Proposal-Securing Declaration,

if required, and whether there is a modification; and Alternative Proposal - Technical Part; and any other details as the Purchaser may consider appropriate.

26.6. Only Technical Parts of Proposals and Alternative Proposal - Technical Parts that are read out at Proposal opening shall be considered further for evaluation. The Letter of Proposal-Technical Part and the separate sealed envelope marked "Second Envelope: Financial Part" are to be initialed by representatives of the Purchaser attending Proposal opening in the manner specified in the PDS.

26.7. The Purchaser shall neither discuss the merits of any Proposal nor reject any Proposal (except for late Proposals, in accordance with ITP 24.1).

26.8. The Purchaser shall prepare a record of the Proposal opening that shall include, as a minimum:

(a) the name of the Proposer and whether there is a withdrawal, substitution, or modification;

(b) any alternative Proposals; and

(c) the presence or absence of a Proposal Security or a Proposal-Securing Declaration.

26.9. The Proposers' representatives who are present shall be requested to sign the record. The omission of a Proposer's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Proposers.

F. EVALUATION OF PROPOSALS- GENERAL PROVISIONS

27. Confidentiality

27.1. Information relating to the evaluation of the Technical Part shall not be disclosed to Proposers or any other persons not officially concerned with the procurement process until the notification of evaluation of the Technical Part in accordance with ITP 33. Information relating to the evaluation of Financial Part, the evaluation of combined Technical Part and Financial Part, and recommendation of contract award shall not be disclosed to Proposers or any other persons not officially concerned with the RFP process until the Notification of Intention to Award the Contract is transmitted to Proposers in accordance with ITP 42ProposerProposer.

27.2. Any effort by a Proposer to influence the Purchaser in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal.

27.3. Notwithstanding ITP 27.2, from the time of Proposal opening to the time of Contract award, if any Proposer wishes to contact the Purchaser on any matter related to the procurement process, it should do so in writing.

28. Clarification of Proposals

28.1. To assist in the examination, evaluation, and comparison of the Proposals, and qualification of the Proposers, the Purchaser may, at its discretion, ask any Proposer for a clarification of its Proposal. Any clarification submitted by a Proposer that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the Proposals, in accordance with ITP 35.

28.2. If a Proposer does not provide clarifications of its Proposal by the date and time set in the Purchaser's request for clarification, its Proposal may be rejected.

29. Deviations, Reservations, and Omissions

29.1. During the evaluation of Proposals, the following definitions apply:

(a) "Deviation" is a departure from the requirements specified in the request for proposals document;

(b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the request for proposals document; and

(c) "Omission" is the failure to submit part or all of the information or documentation required in the request for proposals document.

29.2. Provided that a Proposal is substantially responsive, the Purchaser may waive any nonmaterial nonconformities in the Proposal.

Provided that a Proposal is substantially responsive, the Purchaser may request that the Proposer submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Proposal related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.

G. EVALUATION OF TECHNICAL PART OF PROPOSALS

30. Determination of Responsiveness

30.1. The Purchaser's determination of the Technical Part's responsiveness shall be based on the contents of the Proposal, as specified in ITP 11.

30.2. Preliminary examination of the Technical Part shall be carried out to identify proposals that are incomplete, invalid or substantially nonresponsive to the requirements of the request for proposals documents. A substantially responsive Proposal is one that materially confirms to the requirements of the request for proposals document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,

(a) if accepted, would:

(i) affect in any substantial way the scope, quality, or performance of the Works specified in the Contract; or

(ii) limit in any substantial way, inconsistent with the request for proposals document, the Purchaser's rights or the Proposer's obligations under the proposed Contract;or

(iii) limit in any substantial way, inconsistent with the request for proposals document, the Purchaser's rights or the Proposer's obligations under the proposed Contract; or

(b) if rectified, would unfairly affect the competitive position of other Proposers presenting substantially responsive Proposals.

30.3. If the Technical Part is not substantially responsive to the requirements of the request for proposals document, it shall be rejected by the Purchaser and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.

31. Eligibility and Qualifications of the Proposer

31.1. The Purchaser shall determine to its satisfaction whether the Proposers that have been assessed to have submitted substantially responsive Proposals are eligible, and either continue to meet (if prequalification applies) or meet (if prequalification has not been carried out), the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.

31.2. The determination shall be based upon an examination of the documentary evidence of the Proposer's eligibility and

qualifications submitted by the Proposer, pursuant to ITP 15. The determination shall not take into consideration the qualifications of other firms such as the Proposer's subsidiaries, parent entities, affiliates, subcontractors (other than Specialized Subcontractors if permitted in the request for proposals document), or any other firm.

31.3. Prior to Contract award, the Purchaser will verify that the successful Proposer (including each member of a JV) is not disqualified by the Bank due to noncompliance with contractual SEA/SH prevention and response obligations. The Purchaser will conduct the same verification for each subcontractor proposed by the successful Proposer. If any proposed subcontractor does not meet the requirement, the Purchaser will require the Proposer to propose a replacement subcontractor.

31.4. Only substantially responsive Proposals submitted by eligible and qualified Proposers shall proceed to the detailed technical evaluation specified in ITP 32.

31.5. The Purchaser's evaluation of Technical Part will be carried out as specified in Section III, Evaluation and Qualification Criteria.

32. Detailed Evaluation of Technical Part

32.1. The scores and weightings to be given to Rated Criteria (including technical and non-price factors and sub factors) are specified in the PDS.

H. NOTIFICATION OF EVALUATION OF TECHNICAL PARTS AND PUBLIC OPENING OF FINANCIAL PARTS

33. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts

33.1. Following the completion of the evaluation of the Technical Parts of the Proposals, the Purchaser shall notify in writing those Proposers whose Proposals were considered substantially non-responsive to the request for proposals document or failed to meet the eligibility and qualification requirements, advising them of the following information:

(a) the grounds on which their Technical Part of Proposal failed to meet the requirements of the request for proposals document;

(b) their envelopes marked "SECOND ENVELOPE: FINANCIAL PART" will be returned to them unopened after the completion of the selection process and the signing of the Contract; and

(c) Option 1: when BAFO or negotiations is not to be applied notify them of the date, time and location of the public opening of the envelopes marked 'Financial Part", or;

Option 2: **when BAFO or negotiations apply as specified in the PDS,** notify them that: (i) the envelopes marked 'Financial Part' will not be opened in public, but in the presence of a probity auditor appointed by the Purchaser, and that (ii) the announcement of the names of the Proposers whose Financial Parts will be opened and the total Proposal prices will be deferred to the time that the Notification of Intention to Award the contract is issued.

33.2. The Purchaser shall, simultaneously, notify in writing those Proposers whose Technical Part have been evaluated as substantially responsive to the request for proposals document and met the eligibility and qualification requirements, advising them of the following information:

33.3. their Proposal has been evaluated as substantially responsive to the request for proposals document and met the eligibility and qualification requirements;

33.4. Option 1: when BAFO or negotiations is not to be applied notify them of the date, time and location of the public opening of the envelopes marked 'Financial Part", or;

Option 2: when BAFO or negotiations apply as specified in the PDS, notify them that: (i) the envelopes marked 'Financial Part' will not be opened in public, but in the presence of a probity auditor appointed by the Purchaser, and that (ii) the announcement of the names of the Proposers whose Financial Parts will be opened and the total Proposal prices will be deferred to the time that the Notification of Intention to Award the contract is issued**.**

33.5. When BAFO or negotiations do not apply as specified in the PDS, the Financial Part of the Proposal shall be opened publicly in the presence of Proposers' designated representatives and anyone who chooses to attend.

33.6. The opening date shall be not less than ten (10) Business Days from the date of notification of the results of the technical evaluation, specified in ITP 33.1 and 33.2. However, if the Purchaser receives a complaint on the results of the technical evaluation within the ten (10) Business Days, the opening date shall be subject to ITP 50.1.

33.7. At this public opening, the Financial Parts will be opened by the Purchaser in the presence of Proposers, or their designated representatives and anyone else who chooses to attend. Proposers who met the eligibility and qualification requirements and whose Proposals were evaluated as substantially responsive will have their envelopes marked "SECOND ENVELOPE: FINANCIAL PART" opened at the second public opening. Each of these envelopes marked "SECOND ENVELOPE: FINANCIAL PART" shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Purchaser. The Purchaser shall read out the names of each Proposer, the technical score and the total Proposal prices, per lot (contract) if applicable, including any discounts and Alternative Proposal - Financial Part, and any other details as the Purchaser may consider appropriate.

33.8. Only envelopes of Financial Part of Proposals, Financial Parts of Alternative Proposals and discounts that are opened and read out at Proposal opening shall be considered further for evaluation. The Letter of Proposal – Financial Part and the Price Schedules are to be initialed by a representative of the Purchaser attending the Proposal opening in the manner specified in the PDS.

33.9. The Purchaser shall neither discuss the merits of any Proposal nor reject any envelopes marked "SECOND ENVELOPE: FINANCIAL PART" at this public opening.

33.10. The Purchaser shall prepare a record of the Financial Part of the Proposal opening that shall include, as a minimum: (a) the name of the Proposer whose Financial Part was opened; (b) the Proposal price, per lot (contract) if applicable, including any discounts; and (c) if applicable, any Alternative Proposal – Financial Part.

33.11. The Proposers whose envelopes marked "SECOND ENVELOPE: FINANCIAL PART" have been opened or their representatives who are present shall be requested to sign the record. The omission of a Proposer's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Proposers.

33.12. When, as specified in the PDS, BAFO or negotiations apply the Financial Parts will not be opened in public and will be opened in the presence of a probity auditor appointed by the Purchaser.

33.13. At the opening each of the envelopes marked "Financial Part" shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Purchaser. The Purchaser shall record the names of each Proposer, and the total Proposal prices and any other details as the Purchaser may consider appropriate. The Letter of Proposal - Financial Part and

the Price Schedules are to be initialed by a representative of the Purchaser attending the opening and by the probity auditor.

33.14. The Purchaser shall prepare a record of the opening of the Financial Part envelopes that shall include, as a minimum:

(a) the name of the Proposers whose Financial Part was opened;

(b) the Proposal prices including any discounts. and

(c) The Probity Auditor's report of the opening of the Financial Part.

33.15. The probity auditor shall sign the record. The contents of the envelopes marked 'Financial Part' and the record of the opening shall be kept in safe custody by the Purchaser and not disclosed to anyone until the time of the transmission of the Notification of Intention to Award the contract.

I. EVALUATION OF FINANCIAL PART OF PROPOSALS

34. Adjustments for Non-material Noconformities

34.1. Provided that a Proposal is substantially responsive, the Purchaser shall rectify quantifiable nonmaterial nonconformities related to the Proposal Price. To this effect, the Proposal Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component by adding the average price of the item or component quoted by substantially responsive Proposers. If the price of the item or component cannot be derived from the price of other substantially responsive Proposers, the Purchaser shall use its best estimate.

35. Correction of Arithmetic Errors

35.1. In evaluating the Financial Part of each Proposal, the Purchaser shall correct arithmetical errors on the following basis:

(a) where there are errors between the total of the amounts given under the column for the price breakdown and the amount given under the Total Price, the former shall prevail and the latter will be corrected accordingly;

(b) where there are errors between the total of the amounts of Schedule Nos. 1 to 5 and the amount given in Schedule No. 6 (Grand Summary), the former shall prevail and the latter will be corrected accordingly; and

(c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

35.2. Proposers shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with ITP 35.1, shall result in the rejection of the Proposal.

36. Evaluation of Proposals Financial Part

36.1. To evaluate the Financial Part, the Purchaser shall consider the following:

(a) the Proposal price, excluding provisional sums and the provision, if any, for contingencies in the Price Schedules;

(b) price adjustment for correction of arithmetic errors in accordance with ITP 35.1;

(c) price adjustment due to discounts offered in accordance with ITP 26;

(d) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITP 34.1;

(e) converting the amount resulting from applying (a) to (c) above, if relevant, to a single currency in accordance with ITP 36.2; and

(f) the evaluation factors indicated in the PDS and detailed in Section III, Evaluation and Qualification Criteria.

36.2. For evaluation and comparison purposes, the currency(ies) of the **Proposal** shall be converted into a single currency **as specified in the PDS**.

36.3. No margin of domestic preference shall apply**.**

36.4. If price adjustment is allowed in accordance with ITP 17.7, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in Proposal evaluation.

36.5. If this request for proposals document allows Proposers to quote separate prices for different lots (contracts), each lot will be evaluated separately to determine the Most Advantageous Proposal using the methodology specified in Section III, Evaluation and Qualification Criteria. Discounts that are conditional on the award of more than one lotor slice shall not be considered for Proposal evaluation.

36.6. The Purchaser will evaluate and compare the Proposals. The evaluation will be performed assuming either that:

(a) the Contract will be awarded to the Most Advantageous Proposal for the entire Information System; or

(b) if specified **in the PDS**, Contracts will be awarded to the Proposers for each individual Subsystem, lot, or slice defined in the Technical Requirements whose Proposals result in the Most Advantageous Proposal/Proposals for the entire System.

In the latter case, discounts that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Proposals. Such discounts will be considered in the evaluation of Proposals as specified **in the PDS**.

37. Abnormally Low Proposals

37.1. An Abnormally Low Proposal is one where the Proposal price in combination with other constituent elements of the Proposal appears unreasonably low to the extent that the Proposal price raises material concerns as to the capability of the Proposer to perform the Contract for the offered Proposal Price.

37.2. In the event of identification of a potentially Abnormally Low Proposal, the Purchaser shall seek written clarifications from the Proposer, including detailed price analyses of its Proposal price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the request for proposals document.

37.3. After evaluation of the price analyses, in the event that the Purchaser determines that the Proposer has failed to demonstrate its capability to perform the Contract for the offered Proposal Price, the Purchaser shall reject the Proposal.

38. Unbalanced or Front Loaded Proposals

38.1. If the Proposal that is evaluated as the lowest evaluated cost is, in the Purchaser's opinion, seriously unbalanced or front loaded the Purchaser may require the Proposer to provide written clarifications. Clarifications may include detailed price analyses to demonstrate the consistency of the Proposal prices with the scope of information systems, installations, proposed methodology, schedule and any other requirements of the request for proposals document.

38.2. After the evaluation of the information and detailed price analyses presented by the Proposer, the Purchaser may:

(a) accept the Proposal; or

(b) if appropriate, require that the total amount of the Performance Security be increased, at the expense of the Proposer, to a level not exceeding twenty percent (20%) of the Contract Price; or

(c) reject the Proposal.

J. EVALUATION OF COMBINED TECHNICAL AND FINANCIAL PARTS, MOST ADVANTAGEOUS PROPOSAL AND NOTIFICATION OF INTENTION TO AWARD

39. Evaluation of combined Technical and Financial Parts, Most Advantageous Proposal

39.1. The Purchaser's evaluation of responsive Proposals will take into account technical factors, in addition to cost factors in accordance with Section III Evaluation and Qualification Criteria. The weight to be assigned for the Technical factors and cost is specified in the PDS. The Purchaser will rank the Proposals based on the evaluated Proposal score (B).

39.2. Best and Final Offer (BAFO): After completion of the combined technical and financial evaluation of proposals, If specified in the PDS, the Purchaser may invite those Proposers to submit their BAFOs. The procedure for submitting BAFOs will be specified in the PDS. BAFO is a final opportunity for Proposers to improve their Proposals without changing the specified business function and performance requirements in accordance with the invitation to Submit Second Stage Combined Technical and Financial Proposals, Proposers are not obliged to submit a BAFO. Where BAFO is used there will be no negotiation after BAFO**.**

39.3. BAFO will apply a two envelope procurement process. The submission of BAFOs, opening of the Technical Parts and Financial Parts and the evaluation of Proposals will follow the procedures described for the Technical, Financial and Combined evaluation above, as appropriate**.**

39.4. The Purchaser shall determine the Most Advantageous Proposal. The Most Advantageous Proposal is the Proposal of the Proposer that meets the Qualification Criteria and whose Proposal has been determined to be substantially responsive to the request for proposals document and is the Proposal with the highest combined technical and financial score.

39.5. If specified in the PDS, the Purchaser may conduct negotiations following the evaluation of the proposals and before the final

contract award. The procedure of the negotiations will be specified in the PDS.

39.6. Negotiations shall be held in the presence of probity auditor appointed by the Purchaser.

39.7. Negotiations may address any aspect of the contract so long as they do not materially change the specified business function and performance requirements.

39.8. The Purchaser may negotiate first with the Proposer that has the Most Advantageous Proposal. If the negotiations are unsuccessful the Purchaser may negotiate with the Proposer that has the next best Most Advantageous Proposal, and so on down the list until a successful negotiated outcome is achieved.

39.9. Unless otherwise specified in the PDS, the Purchaser will NOT carry out tests prior to Contract award, to determine that the performance or functionality of the Information System offered meets those stated in the Technical Requirements. However, if so specified in the PDS the Purchaser may carry out such tests as detailed in the PDS.

39.10. Proposer.

39.11. Prior to Contract award, the Purchaser may carry out visits or interviews with the Proposer's clients referenced in its Proposal and site inspections.

39.12. The capabilities of the manufacturers and subcontractors proposed by the Proposer that is determined to have offered the Most Advantageous Proposal for identified major items of supply or services will also be evaluated for acceptability in accordance with Section III, Evaluation and Qualification Criteria. Their participation should be confirmed with a letter of intent between the parties, as needed. Should a manufacturer or subcontractor be determined to be unacceptable, the Proposal will not be rejected, but the Proposer will be required to substitute an acceptable manufacturer or subcontractor without any change to the Proposal price. Prior to signing the Contract, the corresponding Appendix to the Contract Agreement shall be completed, listing the approved manufacturers or subcontractors for each item concerned.

40. Purchaser's Right to Accept Any Proposal, and to Reject Any or All Proposals

40.1. The Purchaser reserves the right to accept or reject any Proposal, and to annul the procurement process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to Proposers. In case of annulment, all Proposals submitted and specifically, Proposal securities, shall be promptly returned to the Proposers.

41. Standstill Period

41.1. The Contract shall not be awarded earlier than the expiry of the Standstill Period. The Standstill Period shall be ten (10) Business Days unless extended in accordance with ITP 46. The Standstill Period commences the day after the date the Purchaser has transmitted to each Proposer the Notification of Intention to Award the Contract. Where only one Proposal is submitted, or if this contract is in response to an emergency situation recognized by the Bank, the Standstill Period shall not apply.

42. Notification of Intention to Award

42.1. The Purchaser shall send to each Proposer the Notification of Intention to Award the Contract to the successful Proposer. The Notification of Intention to Award shall contain, at a minimum, the following information:

(a) the name and address of the Proposer submitting the successful Proposal;

(b) the Contract price of the successful Proposal;

(c) the total combined score of the successful Proposal;

(d) the names of all Proposers who submitted Proposals, and their Proposal prices as readout and as evaluated prices and technical scores;

(e) a statement of the reason(s) the Proposal (of the unsuccessful Proposer to whom the notification is addressed) was unsuccessful;

(f) the expiry date of the Standstill Period; and

(g) instructions on how to request a debriefing or submit a complaint during the standstill period;

K. AWARD OF CONTRACT

43. Award Criteria

43.1. Subject to ITP 40, the Purchaser shall award the Contract to the successful Proposer. This is the Proposer whose Proposal has been determined to be the Most Advantageous Proposal..

Proposer.

44. Purchaser's Right to Vary Quantities at Time of Award

44.1. The Purchaser reserves the right at the time of Contract award to increase or decrease, by the percentage(s) for items as indicated in the PDS.

45. Notification of Award

45.1. Prior to the date of expiry of the Proposal validity and upon expiry of the Standstill Period, specified in ITP 41.1 or any extension thereof, and, upon satisfactorily addressing any complaint that has been filed within the Standstill Period, the Purchaser shall notify the successful Proposer, in writing, that its Proposal has been accepted. The notification letter (hereinafter and in the Contract Forms called the "Letter of Acceptance") shall specify the sum that the Purchaser will pay the Supplier in consideration of the execution of the Contract (hereinafter and in the Conditions of Contract and Contract Forms called "the Contract Price").

45.2. Within ten (10) Business days after the date of transmission of the Letter of Acceptance, the Purchaser shall publish the Contract Award Notice which shall contain, at a minimum, the following information:

(a) name and address of the Purchaser;

(b) name and reference number of the contract being awarded, and the selection method used;

(c) names of all Proposers that submitted Proposals, and their Proposal prices as read out at Proposal opening, and as evaluated;

(d) name of Proposers whose Proposals were rejected and the reasons for their rejection;

(e) the name of the successful Proposer, the final total contract price, the contract duration and a summary of its scope; and

(f) successful Proposer's Beneficial Ownership Disclosure Form.

45.3. The Contract Award Notice shall be published on the Purchaser's website with free access if available, or in at least one newspaper of national circulation in the Purchaser's Country, or in the official gazette.

45.4. Until a formal contract is prepared and executed, the Notification of Award shall constitute a binding Contract.

46. Debriefing by the Purchaser

46.1. On receipt of the Purchaser's Notification of Intention to Award referred to in ITP 42, an unsuccessful Proposer has three (3) Business Days to make a written request to the Purchaser for a debriefing. The Purchaser shall provide a debriefing to all unsuccessful Proposers whose request is received within this deadline.

46.2. Where a request for debriefing is received within the deadline, the Purchaser shall provide a debriefing within five (5) Business Days, unless the Purchaser decides, for justifiable reasons, to provide the debriefing outside this timeframe. In that case, the standstill period shall automatically be extended until five (5) Business Days after such debriefing is provided. If more than one debriefing is so delayed, the standstill period shall not end earlier than five (5) Business Days after the last debriefing takes place. The Purchaser shall promptly inform, by the quickest means available, all Proposers of the extended standstill period.

46.3. Where a request for debriefing is received by the Purchaser later than the three (3) Business Day deadline, the Purchaser should provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of Public Notice of Award of contract. Requests for debriefing received outside the three (3)-day deadline shall not lead to extension of the standstill period.

46.4. Debriefings of unsuccessful Proposers may be done in writing or verbally. The Proposer shall bear their own costs of attending such a debriefing meeting.

47. Signing of Contract

47.1. The Purchaser shall send to the successful Proposer the Letter of Acceptance including the Contract Agreement, and a request to submit the Beneficial Ownership Disclosure Form providing additional information on its beneficial ownership. The Beneficial Ownership Disclosure Form shall be submitted within eight (8) Business Days of receiving this request.

47.2. The successful Proposer shall sign, date and return to the Purchaser, the Contract Agreement within twenty-eight (28) days of its receipt.

47.3. Notwithstanding ITP 47.2 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Purchaser, to the country of the Purchaser, or to the use of the Information System to be supplied, where such export restrictions arise from trade regulations from a country supplying those Information System, the Proposer shall not be bound by its Proposal, always provided, however, that the Proposer can demonstrate to the satisfaction of the Purchaser and of the Bank that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Proposer in completing any formalities, including applying for permits, authorizations and licenses

necessary for the export of the Information System under the terms of the Contract.

48. Performance Security

48.1. Within twenty-eight (28) days of the receipt of the Letter of Acceptance from the Purchaser, the successful Proposer shall furnish the performance security in accordance with the General Conditions, subject to ITP 38.2 (b), using for that purpose the Performance Security Form included in Section X, Contract Forms, or another form acceptable to the Purchaser. If the Performance Security furnished by the successful Proposer is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Proposer to be acceptable to the Purchaser. A foreign institution providing a Performance Security shall have a correspondent financial institution located in the Purchaser's Country.

48.2. Failure of the successful Proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal Security. In that event the Purchaser may award the Contract to the Proposer offering the next Most Advantageous Proposal.

49. Adjudicator

49.1. Unless the PDS states otherwise, the Purchaser proposes that the person named in the PDS be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in GCC Clause 43.1. In this case, a résumé of the named person is attached to the PDS. The proposed hourly fee for the Adjudicator is specified in the PDS. The expenses that would be considered reimbursable to the Adjudicator are also specified in the PDS. If a Proposer does not accept the Adjudicator proposed by the Purchaser, it should state its non-acceptance in its Proposal Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a résumé of the alternative. If the successful Proposer and the Adjudicator nominated in the PDS happen to be from the same country, and this is not the country of the Purchaser too, the Purchaser reserves the right to cancel the Adjudicator nominated in the PDS and propose a new one. If by the day the Contract is signed, the Purchaser and the successful Proposer have not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed, at the request of either party, by the Appointing Authority specified in the SCC clause relating to GCC Clause 43.1.4, or if no Appointing

Authority is specified there, the Contract will be implemented without an Adjudicator.

50. Procurement Related Complaint

50.1. The procedures for making a Procurement-related Complaint are as specified in the PDS.

SECTION II - PROPOSAL DATA SHEET (PDS)

The following specific data for the Information System to be procured shall complement, supplement, or amend the provisions in the Instructions to Proposers (ITP). Whenever there is a conflict, the provisions in the PDS shall prevail over those in ITP.

ITP Reference	A. General
ITP 1.1	The reference number of the Request for Proposals is: ***PK-FBR-543853-GO-RFP*** The Purchaser is: ***Federal Board of Revenue (FBR), Government of Pakistan*** The name of the RFP is: ***Design, Development, and Establishment of a Central Remote Image Analysis Centre (RIAC) at Islamabad and 2 x Local RIACs at Chaman and Torkhum for Non-Intrusive Inspection Equipment*** The Purchaser ***shall not*** accept Proposal for multiple lots under this request for proposals document. The lots are: ***"Not applicable"*** The Contract shall be executed on a **turnkey basis**, including design, development, supply, installation, integration, testing, commissioning, training, and three (3) years operation and maintenance of the RIAC system."
ITP 1.3 (a)	Electronic Procurement ***shall not*** be applicable to this procurement.
ITP 2.1	The Borrower is: ***Islamic Republic of Pakistan*** Loan or Financing Agreement amount: ***US$ 470 Million*** The name of the Project is: ***Pakistan Raises Revenue Program (PRRP)***
ITP 4.1	Maximum number of members in the JV shall be: ***Three (3)***
ITP 4.5	A list of debarred firms and individuals is available on the Bank's external website: http://www.worldbank.org/debarr.
	B. Request for proposals Document
ITP 7.1	For Clarification of Proposal purposes only, the Purchaser's address is: Attention: ***Procurement Specialist – PRRP, FBR*** Address: Room No. 277-B, Second Floor, Federal Board of Revenue (FBR) FBR House, G-5, Constitution Avenue Islamabad, Pakistan City: **Islamabad** Country: **Pakistan** Telephone: +92 51 9219641, and +92 51 9215109, Electronic Mail Address: procsp.prrp@fbr.gov.pk

	Requests for clarification should be received by the Purchaser no later than: ***ten (10) days prior to the deadline for submission of Proposals in accordance with ITP 23.***
ITP 7.1	Web page: https://fbr.gov.pk/
ITP 7.4	A Pre-Proposal meeting ***"shall"*** take place at the following date, time and place: Date: ***June 04, 2026*** Time: ***1100 Hours Pakistan Standard Time*** Address: **Skylight Conference Room, 7th Floor, FBR Headquarters, Islamabad** City: ***Islamabad*** Country: ***Pakistan*** A site visit conducted by the Purchaser ***shall not be*** organized. For attending the pre-proposal session virtually, interested eligible Proposers may obtain the respective meeting link/ invite via writing an email addressed to the undersigned (Email: **procsp.prrp@fbr.gov.pk**).
C. Preparation of Proposals	
ITP 10.1	The language of the Proposal is: ***"English".*** All correspondence exchange shall be in ***English*** language. Language for translation of supporting documents and printed literature is ***English.***
ITP 11.2 (j)	The Proposer shall submit with its Proposal the following additional documents the Technical Part of its Proposal: **Code of Conduct for Supplier's Personnel (ES)** The Proposer shall submit its Code of Conduct that will apply to the Supplier's Personnel (as defined in GCC Clause 1.1) employed in the execution of the Contract at the Project Site/s to ensure compliance with the Supplier's Environmental and/or Social obligations under the Contract, as applicable. The Proposer shall use for this purpose the Code of Conduct form provided in Section IV. No substantial modifications shall be made to this form, except that the Proposer may introduce

	additional requirements, including as necessary to take into account specific Contract issues/risks. **Management Strategies and Implementation Plans (MSIP) to manage the (ES) risks** The Proposer shall submit Management Strategies and Implementation Plans (MSIPs) to manage the standard Environmental and Social (ES) risks: **Cyber security management strategies and implementation plans** The Proposer shall submit method statement, management strategies and implementation plans and innovations to manage cyber security risks.
ITP 11.3(d)	The Proposer shall submit the following additional documents in the Financial Part of its Proposal: ***Not Applicable.***
ITP 13.1	***Alternative Proposals are not permitted***
ITP 13.2	Alternatives to the Time Schedule ***are not*** permitted. If alternatives to the Time Schedule are permitted, the evaluation method will be as specified in Section III, Evaluation and Qualification Criteria.
ITP 13.4	Alternative technical solutions shall be permitted for the following parts of the Information System: *"**none**"* as further detailed in the Section VII – Purchaser's Requirements *"**not applicable**"*.
ITP 15.2	Prequalification ***"has not"*** been undertaken.
ITP 16.2 (a)	In addition to the topics described in ITP Clause 16.2 (a), the Preliminary Project Plan must address the following topics: (i) ***Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);*** (ii) ***Implementation Sub-Plan;*** (iii) ***Training Sub-Plan;*** (iv) ***Testing and Quality Assurance Sub-Plan;*** (v) ***Warranty Defect Repair and Technical Support Service Sub-Plan***
ITP 16.3	In the interest of achieving effective integration with both the existing system and numerous external entities, as well as ensuring cost-effective technical support and reduced re-training and staffing costs, Proposers are required to offer solutions that are fully compatible with the current infrastructure. Consequently, any proposed solutions or related technology must demonstrate full compatibility with the existing technologies. This requirement ensures seamless integration and operational efficiency, aligning with the detailed needs outlined in Section VII – Purchaser's Requirements.

Official Use Only

ITP 17.2	The Proposer *"**must**"* propose Recurrent Cost.
ITP 17.2	Recurrent costs for operation and maintenance shall be included in the Contract Price and shall not constitute a separate enforceable contract
ITP 17.5	The Incoterms edition is: ***2020.***
ITP 17.5 (a)	Named place of destination on DDP Base is: **Central RIAC at *Islamabad and 2X Local RIACs at Chaman and Torkhum***
ITP 17.6	Named place of final destination (or Project site) on DDP Base is: **Central RIAC at *Islamabad and 2X Local RIACs at Chaman and Torkhum.***
ITP 17.8	ITP 17.8 is modified as follows: ***"There are no modifications to ITP 17.8"***
ITP 17.9	The prices quoted by the Proposer ***shall not*** be subject to adjustment during the performance of the Contract.
ITP 18.1	The Proposer ***is*** required to quote in the currency of the Purchaser's Country the portion of the Proposal price that corresponds to expenditures incurred in that currency.
ITP 19.1	The Proposal shall be valid until: ***180 days from the last date of proposal(s) submission, i.e., 2nd January 2027.***
ITP 19.3 (a)	The Proposal price shall be adjusted by the following factor(s): ***Not Applicable***
ITP 20.1	A *Proposal Security* ***"shall be"*** required. A Proposal-Securing Declaration ***"shall not be"*** required. The amount and currency of the Proposal Security shall be: ***PKR 28,000,000/- or USD 100,000/-*** The Proposal Security shall be submitted in the form of a Pay Order, Call Deposit Receipt (CDR), Banker's Cheque, or an Unconditional Bank Guarantee. The Proposal Security shall be made in favor of the **"Federal Board of Revenue (FBR), Government of Pakistan."**
ITP 20.3 (d)	Other types of acceptable securities: ***"None"***
ITP 20.9	**Not Applicable**.

ITP 21.3	The written confirmation of authorization to sign on behalf of the Proposer shall consist of: A board resolution or its equivalent, or notarized Power of Attorney specifying the representative´s authority to sign the proposal(s) on behalf of, and to legally bind, the proposal(s) shall be provided. If the proposer is an intended or an existing Joint Venture, the power of attorney should be signed by all partners and specify the authority of the named representative of the Joint Venture to sign on behalf of and legally bind the intended or existing Joint Venture partners. If the Joint Venture has not been formed, also include evidence from all proposed Joint Venture partners of their intent to enter into a Joint Venture in the event of a contract award following ITP 11.

D. Submission and Opening of Proposals	
ITP 22.1	In addition to the original of the Proposal, the number of copies is: **Technical Proposal:** One (1) original hard copy and two (02) duplicate hard copy, along with a soft copy provided on a USB drive. ***In case of any discrepancy between the soft and hard copies, the hard copy shall prevail.***
ITP 23.1	For Proposal submission purposes only, the Purchaser's address is: Attention: ***Procurement Specialist – PRRP, FBR*** Address: Room No. 277-B, Second Floor, Federal Board of Revenue (FBR) FBR House, G-5, Constitution Avenue Islamabad, Pakistan City: **Islamabad** Country: **Pakistan** Telephone: +92 51 9219641, and +92 51 9215109. The deadline for Proposal submission is: Date: ***July 06, 2026*** Time: ***1100 Hours Pakistan Standard Time***
ITP 23.1	Proposers ***"shall not"*** have the option of submitting their Proposals electronically.
E. Public Opening of Technical Parts of Proposals	
ITP 26.1	The Proposal opening shall take place at: Address: **Skylight Conference Room, 7th Floor, FBR Headquarters, Islamabad** City: ***Islamabad*** Country: ***Pakistan*** Date: ***July 06, 2026*** Time: ***1130 Hours Pakistan Standard Time***
ITP 26.1	The electronic Proposal opening procedures shall be: ***"not applicable"***

G. Evaluation of Technical Part of Proposals

ITP 32.2

The weighting to be given for Rated Criteria (including technical and non-price factors) is: ***60 %***

The technical factors (including sub-factors), which for purposes of this document carry the same meaning as Rated Criteria, and the corresponding weight out of 100% are:

Technical Factor	Weight in percentage
System Architecture & Technical Solution	15%
AI & Image Analytics Capability	25%
Implementation Methodology	15%
Cybersecurity & System Resilience	15%
Operation & Maintenance Framework	10%
Key Personnel	20%

Passing marks are at least 50% in technical evaluation. Only those proposer(s) who score(s) at least 50% in technical evaluation would be considered for further processing – financial part opening/ evaluation.

The technical proposal scoring methodology is specified in Annex Tech- I appended at the end of this document.

H. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts

ITP 33.8

The Letter of Proposal – Financial Part and the Price Schedules shall be initialed by ***at least 02 authorized*** representatives of the Purchaser conducting Proposal opening.

Each proposal(s) (the aforesaid pages) shall be initialed by the 2 authorized representatives of Purchaser and shall be numbered, as applicable.

Any modification to the unit or total price shall be initialed by the respective Representative(s) of the Purchaser.

I. Evaluation of Financial Part of Proposals

36.1(f)

The adjustments shall be determined using the following criteria, from amongst those set out in Section III, Evaluation and Qualification Criteria:

(a) Deviation in Time for Completion: ***No***

(b) Present value of Recurrent Costs ***No***

	(c) Functional Guarantees of the Facilities ***No*** (d) Work, services, facilities, etc., to be provided by the Purchaser: ***No***
ITP 36.2	The currency(ies) of the Proposal shall be converted into a single currency as follows: ***Pak Rupees*** The currency that shall be used for Proposal evaluation and comparison purposes to convert all Proposal prices expressed in various currencies into a single currency is: ***Pak Rupees*** The source of exchange rate shall be: ***State Bank of Pakistan*** The date for the exchange rate shall be: ***Selling Rate prevailing 14 days prior to the last date of proposal(s) submission, i.e. June 22, 2026.***
J. Evaluation of Combined Technical and Financial Parts and Most Advantageous Proposal	
ITP 39.1	The weight to be given for cost is: *0.4 X of 1.0 (40%)*
ITP 39.2	BAFO ***does not apply.***
ITP 39.5	Negotiation ***does not apply.***
ITP 39.9	Not Applicable
K. AWARD OF CONTRACT	
ITP 44	The maximum percentage by which quantities may be increased is: ***N/A*** The maximum percentage by which quantities may be decreased is: ***N/A***
ITP 49	The proposed Adjudicator is: ***Will be proposed at the time of Pre-Contract Discussion***
ITP 50.1	The procedures for making a Procurement-related Complaint are detailed in the "Procurement Regulations for IPF Borrowers (Annex III)." A Procurement-related Complaint may challenge any of the following: 1. The terms of the request for proposals document; 2. the Purchaser's decision to exclude a Proposer from the procurement process prior to the award of contract; and 3. The Purchaser's decision to award the contract. If a Proposer wishes to make a Procurement-related Complaint, the Proposer should submit its complaint following these procedures, in writing (by the quickest means available, that is either by email or fax), to: For the attention: ***Ardsher Salim Tariq***

	Title/position: ***Member Reforms & Modernizations*** Purchaser: ***Federal Board of Revenue (FBR)*** Email address*:* **memberr&m@fbr.gov.pk** A copy of the complaint can be sent for the Bank's information and monitoring to: **pprocurementcomplaints@worldbank.org**

Résumé of the proposed Adjudicator.

Will be proposed at the time of Pre-Contract Discussion

SECTION III - EVALUATION AND QUALIFICATION CRITERIA

This Section contains all the criteria that the Purchaser shall use to evaluate Proposals and qualify Proposers. No other factors, methods or criteria shall be used. The Proposer shall provide all the information requested in the forms included in Section IV, Proposal Forms.

1. Qualification

1.1 Qualification Requirements

The Proposer's qualification shall be assessed in accordance with the Qualification table included in this section.

1.2 Financial Resources

Using the relevant Form, FIN 1.3.3 in Section IV, Proposal Forms, the Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet:

(i) the following cash-flow requirement:

and

(ii) the overall cash flow requirements for this contract and its current supply and services' commitment.

1.3 Key Personnel

The Proposer must demonstrate that it will have suitably qualified key personnel as outlined in Section VII. The Proposer shall complete the relevant Forms in Section IV, Proposal Forms.

1.4 Subcontractors/vendors/manufacturers

Subcontractors/vendors/manufacturers for major items of supply or services identified in the bidding document must meet the minimum criteria specified therein for each item.

Subcontractors for the following additional major items of supply or services must meet the following minimum criteria, herein listed for that item:

"Not Applicable"

Item No.	Description of Item	Minimum Criteria to be met
1	Not Applicable	
2		
3		
…		

Failure to comply with this requirement will result in the rejection of the subcontractor. **Not Applicable**

1.5 Manufacturer's authorization

For all powered (active) hardware and/or software components of the Information System which the Proposer does not itself produce, by submission of documentary evidence in its Proposal, the Proposer must establish to the Purchaser's satisfaction that it is not prohibited to supply those components in the Purchaser's country under the Contract(s) that may result from this procurement.

(i) In the case of powered (active) hardware and other powered equipment, this must be documented by including Manufacturer's Authorizations in the Proposal (based on the sample found in the Sample Proposal Forms in Section IV.);

(ii) In the case of proprietary commercial software (i.e., excluding open source or "freeware" software) that the Proposer does not manufacture itself and for which the Proposer has or will establish an Original Equipment Manufacturer (OEM) relationship with the manufacture, the Proposer must provide Manufacture's Authorizations;

(iii) In the case of proprietary commercial software (i.e., excluding open source or "freeware" software) that the Proposer does not manufacture itself and for which the Proposer does not or will not establish an OEM relationship with the manufacturer, the Proposer must document to the Purchaser's satisfaction that the Proposer is not excluded from sourcing these items from the manufacturer's distribution channels and proposing offering these items for supply in the Borrower's Country.

(iv) In the case of open source software, the Proposer must identify the software item as open source and provide copies of the relevant open source license(s).

Official Use Only

The Proposer is responsible for ensuring that the manufacturer or producer complies with the requirements of ITP 4 and ITP 5 and meets the minimum criteria listed above for that item.

1.6 Local Representative

In the case of a Proposer not doing business within the Purchaser's country, the Proposer shall submit documentary evidence in its Proposal to establish to the Purchaser's satisfaction that it is or will be (if awarded the Contract) represented by an agent or any other established third party in that country who is equipped and able to carry out / manage the Proposer's maintenance, technical support, training, and warranty repair obligations specified in the Purchaser's Requirements (including any response time, problem-resolution norms or other aspects that may be specified in the Contract).

2. Technical Evaluation

2.1 Assessment of adequacy of Technical Proposal with Requirements (Technical Responsiveness)

Bidders have to meet the minimum technical proposals requirements provided in the bidding documents on a pass/fail criterion prior to being considered for technical evaluation by applying the scored technical factors/sub factors in accordance with PDS ITP 32.2. This will include an assessment of the Bidder's responsiveness to the technical requirements stipulated in "Section VII (Purchaser's Requirements)".

2.2 Rated Criteria (ITP 32.2)

The Rated Criteria (including technical and non-price factors, and sub factors if any), to be evaluated, and the scores to be given to each factor and sub factor are specified in the PDS ITP 32.2.

Technical proposal scoring methodology

(a) During the evaluation process, the evaluation committee will assign each desirable/preferred feature a whole number score from 0 to 4, where 0 means that the feature is absent, and 1 to 4 either represent predefined values for desirable features amenable to an objective way of rating (as is the case for, e.g., extra memory, or extra mass storage capacity, etc., if these extras would be conducive for the utility of the system), or if the feature represents a desirable functionality (e.g., of a software package) or a quality improving the prospects for a successful implementation (such as the strengths of the proposed project staff, the methodology, the elaboration of the project plan, etc., in the proposal), the scoring will be 1 for the feature being present but showing deficiencies; 2 for meeting the requirements; 3 for marginally exceeding the requirements; and 4 for significantly exceeding the requirements.

(b) The score for each feature (i) within a category (j) will be combined with the scores of features in the same category as a weighted sum to form the Category Technical Score using the following formula:

$$S_j \equiv \sum_{i=1}^{k} t_{ji} * w_{ji}$$

where:
t_{ji} = the technical score for feature "i" in category "j"
w_{ji} = the weight of feature "i" in category "j"
k = the number of scored features in category "j"
and $\sum_{i=1}^{k} w_{ji} = 1$

(c) The Category Technical Scores will be combined in a weighted sum to form the total Technical Proposal Score using the following formula:

$$T \equiv \sum_{j=1}^{n} S_j * W_j$$

where:
S_j = the Category Technical Score of category "j"
W_j = the weight of category "j" as specified in the PDS
n = the number of categories

and $\sum_{j=1}^{n} W_j = 1$

3. Technical alternatives

If invited in accordance with ITP 13.4, will be evaluated as follows: ***"none"***.

4. Financial Evaluation

The following factors and methods will apply:

(a) Time Schedule:

The number of weeks, from the effective date specified in Article 3 of the Contract Agreement, to achieve Operational Acceptance must be no more than: ***six months from the date of Contract signing,*** *consistent with the Implementation Schedule*.
Adjustment of the prices for Time is "Not Applicable".

(b) Recurrent Costs

Conversion of Recurrent Costs to Present value is "Not Applicable"

(c) Specific additional criteria

"Not Applicable"

5. Combined Evaluation

The Purchaser will evaluate and compare the Proposals that have been determined to be substantially responsive.

An Evaluated Proposal Score (B) will be calculated for each responsive Proposal using the following formula, which permits a comprehensive assessment of the evaluated cost and the technical merits of each Proposal:

$$B \equiv \frac{Clow}{C} * X * 100 + \frac{T}{Thigh} * (1 - X) * 100$$

where

C = Evaluated Proposal Price

C_{low} = the lowest of all Evaluated Proposal Prices among responsive Proposals

T = the total Technical Score awarded to the Proposal

T_{high} = the Technical Score achieved by the Proposal that was scored best among all responsive Proposals

X = weight for the Cost as specified in the PDS

The Proposal with the best evaluated Proposal Score (B) among responsive Proposals shall be the Most Advantageous Proposal provided the Proposer was prequalified and/or it was found to be qualified to perform the Contract

1. Qualification

Factor	1.1 ELIGIBILITY					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.1 Nationality	Nationality in accordance with ITP 4.4.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –1.1 and 1.2, with attachments
1.2 Conflict of Interest	No- conflicts of interests as described in ITP 4.2.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal
1.3 Bank Ineligibility	Not having been declared ineligible by the Bank as described in ITP 4.5.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal
1.4 State owned Entity of the Borrower country	Compliance with conditions of ITP 4.6	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –1.1 and 1.2, with attachments

Factor	1.1 ELIGIBILITY					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.1.5 United Nations resolution or Borrower's country law	Not having been excluded as a result of prohibition in the Borrower's country laws or official regulations against commercial relations with the Proposer's country, or by an act of compliance with UN Security Council resolution, both in accordance with ITP 4.8	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal

Factor	1.2 HISTORICAL CONTRACT NON-PERFORMANCE						
Sub-Factor	Criteria						Documentation Required
	Requirement	Proposer					
		Single Entity	Joint Venture (existing or intended)				
			All members combined	Each member	At least one member		
1.2.1 History of non-performing contracts	Non-performance of a contract[1] did not occur as a result of Proposer's default since 1st January *2021*.	Must meet requirement by itself or as member to past or existing JV	Must meet requirement	Must meet requirement[2]	N / A		Form CON - 2
1.2.2 Suspension	Not under suspension based on execution of a Proposal Securing Declaration or Proposal Securing Declaration pursuant to ITP 4.7 and ITP 20.10	Must meet requirement	Must meet requirement	Must meet requirement	N / A		Letter of Proposal

[1] Nonperformance, as decided by the Purchaser, shall include all contracts where (a) nonperformance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Nonperformance shall not include contracts where Purchaser decision was overruled by the dispute resolution mechanism. Nonperformance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the applicant have been exhausted.

[2] This requirement also applies to contracts executed by the Applicant as JV member.

1.2.3 Pending Litigation	Proposer's financial position and prospective long term profitability still sound according to criteria established in 2.3.1 below and assuming that all pending litigation will be resolved against the Proposer.	Must meet requirement by itself or as member to past or existing JV	Must meet requirement	Must meet requirement	N / A	Form CON – 2
1.2.4 Litigation History	No consistent history of court/arbitral award decisions against the Proposer[3] since 1st January *2021*.	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Form CON – 2
1.2.5 Bank's SEA and/or SH Disqualification[4]	At the time of Contract Award, not subject to disqualification by the Bank for non-compliance with SEA/ SH obligations	Must meet requirement (including each subcontractor proposed by the Proposer)	Must meet requirement	Must meet requirement (including each subcontractor proposed by the Proposer)	N/A	Letter of Proposal, Form CON-3

[3] The Proposer shall provide accurate information on the related Letter of Proposal about any litigation or arbitration resulting from contracts completed or ongoing under its execution over the last five years. A consistent history of awards against the Proposer or any member of a joint venture may result in failure of the Proposal.

Factor	1.3 FINANCIAL SITUATION					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.3.1 Historical Financial Performance	Submission of audited balance sheets or if not required by the law of the Proposer's country, other financial statements acceptable to the Purchaser, for the last Three (03) years to demonstrate the current soundness of the Proposers financial position and its prospective long-term profitability.	Must meet requirement	N/A	Must meet requirement	N / A	Form FIN – 1.3.1 with attachments
1.3.2 Average Annual Turnover	Minimum average annual turnover of three and half (3.5) Million USD, calculated as total certified payments received for contracts in progress or completed, within the last Five (05) Years.	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –1.3.2

Factor	1.3 FINANCIAL SITUATION					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.3.3 Financial Resources	The Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement: 1.0 Million USD.	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –1.3.3

Factor	1.4 EXPERIENCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.4.1 General Experience	Experience under Information System contracts in the role of prime supplier, management contractor, JV member, or subcontractor for at least the last Three (03) years prior to the bid submission deadline.	Must meet requirement	N/A	Must meet requirement	N/A	Form EXP-1.4.1
1.4.2 Specific Experience	Participation as a prime supplier, management contractor, JV[5] member, sub-contractor, in at least One (01) contracts within the last five (05) years, with a value of at least two 2.0 Million USD that have been successfully and substantially completed and that are similar to the proposed Information System. A contract shall be considered similar if it includes the following characteristics: (i) centralized or remote image viewing and management functionality (ii) container or cargo scanning image analysis capability (iii) multi-user network-based analytics platform (iv) integration with customs, border management, or port systems. The successfully completed similar contracts shall be documented and substantiated by a copy of an Operational acceptance certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s).	Must meet requirement	Must meet requirements	N / A	N/A	Form EXP 1.4.2

[5] For contracts under which the Proposer participated as a joint venture member or sub-contractor, only the Proposer's share, by value, and role and responsibilities shall be considered to meet this requirement.

SECTION IV - PROPOSAL FORMS

Table of Forms

Letter of Proposal- Technical Part **67**

FORM ELI 1.1.1- PROPOSER INFORMATION FORM **70**

FORM ELI 1.1.2- PROPOSER'S JV MEMBERS INFORMATION FORM **72**

FORM CON – 2- HISTORICAL CONTRACT NON-PERFORMANCE, PENDING LITIGATION AND LITIGATION HISTORY **74**

FORM CON – 3 ..... **76**

SEXUAL EXPLOITATION AND ABUSE (SEA) AND/OR SEXUAL HARASSMENT PERFORMANCE DECLARATION **76**

FORM EXP 1.4.1- GENERAL EXPERIENCE **77**

FORM EXP 1.4.2- SPECIFIC EXPERIENCE **78**

FORM EXP 1.4.2 (CONT.)- SPECIFIC EXPERIENCE (CONT.) **79**

FORM CCC- SUMMARY SHEET: CURRENT CONTRACT COMMITMENTS / WORK IN PROGRESS **80**

FORM FIN 1.3.1- FINANCIAL SITUATION: HISTORICAL FINANCIAL PERFORMANCE **81**

FORM FIN 1.3.2- AVERAGE ANNUAL TURNOVER **83**

FORM FIN 1.3.3- FINANCIAL RESOURCES **84**

PERSONNEL CAPABILITIES- KEY PERSONNEL **85**

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL FORM **88**

TECHNICAL CAPABILITIES **92**

MANUFACTURER'S AUTHORIZATION **93**

SUBCONTRACTOR'S AGREEMENT **94**

INTELLECTUAL PROPERTY FORMS **96**

CONFORMANCE OF INFORMATION SYSTEM MATERIALS **99**

FORM OF PROPOSAL SECURITY (BANK GUARANTEE) **103**

FORM OF PROPOSAL SECURITY (PROPOSAL BOND) **105**

FORM OF PROPOSAL-SECURING DECLARATION **107**

PRICE SCHEDULE FORMS **111**

TECHNICAL COMPLIANCE TABLES (TO BE COMPLETED BY PROPOSERS) **131**

Letter of Proposal- Technical Part

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

The Proposer must prepare this Letter of Proposal on stationery with its letterhead clearly showing the Proposer's complete name and business address.

Note: All italicized text is to help Proposers in preparing this form.

Date of this Proposal submission: *[insert **date (as day, month and year) of Proposal submission**]*

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

Alternative No.: *[insert **identification No if this is a Proposal for an alternative,** otherwise state **"not applicable"**]*

We, the undersigned, declare that:

To: *[insert **complete name of Purchaser**]*

(a) **No reservations:** We have examined and have no reservations to the request for proposals document, including Addenda issued in accordance with Instructions to Proposers (ITP 8);

(b) **Eligibility**: We meet the eligibility requirements and have no conflict of interest in accordance with ITP 4;

(c) **Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by the Purchaser based on execution of a Proposal-Securing Declaration or Proposal-Securing Declaration in the Purchaser's Country in accordance with ITP 4.7;

(d) **Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH):** [*select the appropriate option from (i) to (v) below and delete the others. In case of JV members and/or subcontractors, indicate the status of disqualification by the Bank of each JV member and/or subcontractor]*.

We, including any of our subcontractors:

(i) [have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]

(ii) [are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]

(iii) [had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.]

(e) **Conformity:** We offer to provide design, supply and installation services in conformity with the request for proposals document of the following: [*insert a brief description of the IS Design, Supply and Installation Services*];

(f) **Proposal Validity:** Our Proposal shall be valid until *[insert day, month and year in accordance with ITP 19.1]*, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(g) **Performance Security:** If our Proposal is accepted, we commit to obtain a Performance Security in accordance with the request for proposals document;

(h) **One Proposal Per Proposer:** We are not submitting any other Proposal(s) as an individual Proposer, and we are not participating in any other Proposal(s) as a Joint Venture member, and meet the requirements of ITP 4.3, other than alternative Proposals submitted in accordance with ITP 13;

(i) **Suspension and Debarment**: We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Purchaser's Country laws or official regulations or pursuant to a decision of the United Nations Security Council;

(j) **State-owned enterprise or institution**: [*select the appropriate option and delete the other*: ***We are not a state-owned enterprise or institution*** / ***We are a state-owned enterprise or institution but meet the requirements of ITP 4.6***];

(k) **Commissions, gratuities and fees**: We have paid, or will pay the following commissions, gratuities, or fees with respect to the procurement process or execution of the Contract: *[insert **complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity**]*

Name of Recipient	Address	Reason	Amount

*[If none has been paid or is to be paid, indicate "**none**."]*

(l) **Binding Contract**: We understand that this Proposal, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;

(m) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Proposal, the Most Advantageous Proposal or any other Proposal that you may receive; and

(n) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.

Name of the Proposer: **[insert **complete name of the Proposer**]*

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ***[insert **complete name of person duly authorized to sign the Proposal**]*

Title of the person signing the Proposal: *[insert **complete title of the person signing the Proposal**]*

Signature of the person named above: *[insert **signature of person whose name and capacity are shown above**]*

Date signed *[insert **number**]* day of *[insert **month**]*, *[insert **year**]*

*****: In the case of the Proposal submitted by joint venture specify the name of the Joint Venture as Proposer

**: Person signing the Proposal shall have the power of attorney given by the Proposer to be attached with the Proposal

FORM ELI 1.1.1- PROPOSER INFORMATION FORM

*[**Note**: The Proposer shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

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

RFP No.: *[insert **number of Request for Proposals process**]*

Alternative No.: *[insert **identification No if this is a Proposal for an alternative]***
*otherwise state **"not applicable"***

Page _____of_ _____pages

1. Proposer's Name *[insert **Proposer's legal name**]*
2. In case of JV, legal name of each member : *[insert **legal name of each member in JV**]*
3. Proposer's actual or intended country of registration: *[insert **actual or intended country of registration**]*
4. Proposer's year of registration: *[insert **Proposer's year of registration**]*
5. Proposer's Address in country of registration: *[insert **Proposer's legal address in country of registration**]*
6. Proposer's Authorized Representative Information Name: *[insert **Authorized Representative's name**]* Address: *[insert **Authorized Representative's Address**]* Telephone/Fax numbers: *[insert **Authorized Representative's telephone/fax numbers**]* Email Address: *[insert **Authorized Representative's email address**]*
7. Attached are copies of original documents of *[check the box(es) of the attached original documents]* ☐ Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITP 4.4. ☐ In case of JV, letter of intent to form JV or JV agreement, in accordance with ITP 4.1. ☐ In case of state-owned enterprise or institution, in accordance with ITP 4.6 documents establishing: • Legal and financial autonomy

- Operation under commercial law
- Establishing that the Proposer is not under the supervision of the Purchaser

8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[The successful Proposer shall provide additional information on beneficial ownership, using the Beneficial Ownership Disclosure Form.]*

FORM ELI 1.1.2- PROPOSER'S JV MEMBERS INFORMATION FORM

[The Proposer shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Proposer and for each member of a Joint Venture].

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

RFP No.: *[insert **number of Request for Proposals process**]*

Alternative No.: *[insert **identification No if this is a Proposal for an alternative,** otherwise state **"not applicable"**]*

Page _____of_ _____pages

1. Proposer's Name: *[insert **Proposer's legal name**]*
2. Proposer's JV Member's name: *[insert **JV's Member legal name**]*
3. Proposer's JV Member's country of registration: *[insert **JV's Member country of registration**]*
4. Proposer's JV Member's year of registration: *[insert **JV's Member year of registration**]*
5. Proposer's JV Member's legal address in country of registration: *[insert **JV's Member legal address in country of registration**]*
6. Proposer's JV Member's authorized representative information Name: *[insert **name of JV's Member authorized representative**]* Address: *[insert **address of JV's Member authorized representative**]* Telephone/Fax numbers: *[insert **telephone/fax numbers of JV's Member authorized representative**]* Email Address: *[insert **email address of JV's Member authorized representative**]*

7. Attached are copies of original documents of *[check the box(es) of the attached original documents]*

☐ Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITP 4.4.

☐ In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and they are not under the supervision of the Purchaser in accordance with ITP 4.6.

8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[The successful Proposer shall provide additional information on beneficial ownership for each JV member using the Beneficial Ownership Disclosure Form.]*

FORM CON – 2- HISTORICAL CONTRACT NON-PERFORMANCE, PENDING LITIGATION AND LITIGATION HISTORY

In case a prequalification process was conducted this form should be used only if the information submitted at the time of prequalification requires updating

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: _____*[insert **date**]*

JV member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____of _____pages

Non-Performed Contracts in accordance with Section III, Evaluation and Qualification Criteria			
☐ Contract non-performance did not occur since 1st January *[insert year]* specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.2.1. ☐ Contract(s) not performed since 1st January *[insert year]* specified in Section III, Evaluation and Qualification Criteria, requirement 1.2.1			
Year	**Non-performed portion of contract**	**Contract Identification**	**Total Contract Amount (current value, currency, exchange rate and US$ equivalent)**
*[insert **year**]*	*[insert **amount and percentage**]*	Contract Identification: *[indicate **complete contract name/ number, and any other identification**]* Name of Employer: *[insert **full name**]* Address of Employer: *[insert **street/city/country**]* Reason(s) for nonperformance: *[indicate **main reason(s)**]*	*[insert **amount**]*
Pending Litigation, in accordance with Section III, Evaluation and Qualification Criteria			
☐ No pending litigation in accordance with Sub-Factor 1.2.3. ☐ Pending litigation in accordance with Sub-Factor 1.2.3 as indicated below.			

Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), USD Equivalent (exchange rate)
*[specify **year**]*	*[specify **amount and currency**]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]* Matter in dispute: *[describe **Matter of dispute**]* Party who initiated the dispute: *[specify **Initiator of dispute**]* Status of dispute: *[specify **Status of dispute**]*	*[specify **total contract amount and currency, USD equivalent and exchange rate**]*
*[specify **year**]*	*[specify **amount and currency**]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]* Matter in dispute: *[describe **Matter of dispute**]* Party who initiated the dispute: *[specify **Initiator of dispute**]* Status of dispute: *[specify **Status of dispute**]*	*[specify **total contract amount and currency, USD equivalent and exchange rate**]*

Litigation History in accordance with Section III, Evaluation and Qualification Criteria

☐ No Litigation History in accordance with Sub-Factor 1.2.4.

☐ Litigation History in accordance with Sub-Factor 1.2.4 as indicated below.

Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), USD Equivalent (exchange rate)
*[specify **year**]*	*[specify **percentage of net worth**]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]*	*[specify **total contract amount and currency, USD equivalent and exchange rate**]*

FORM CON – 3

SEXUAL EXPLOITATION AND ABUSE (SEA) AND/OR SEXUAL HARASSMENT PERFORMANCE DECLARATION

[The following table shall be filled in by the Proposer, each member of a Joint Venture and each subcontractor proposed by the Proposer]

Proposer's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member's or Subcontractor's Name: *[insert full name]*
RFP No. and title: *[insert RFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration **in accordance with Section III, Qualification Criteria, and Requirements**
We: ☐ (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations ☐ (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations ☐ (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.
[*If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]*

FORM EXP 1.4.1- GENERAL EXPERIENCE

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Starting Month / Year	Ending Month / Year	Years *	Contract Identification	Role of Proposer
*[insert **month / year**]*	*[insert **month / year**]*	*[insert **number of years**]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]*
*[insert **month / year**]*	*[insert **month / year**]*	*[insert **number of years**]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]*
*[insert **month / year**]*	*[insert **month / year**]*	*[insert **number of years**]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]*
*[insert **month / year**]*	*[insert **month / year**]*	*[insert **number of years**]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]*

*List calendar year for years with contracts with at least nine (9) months activity per year starting with the earliest year

FORM EXP 1.4.2- SPECIFIC EXPERIENCE

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Similar Contract Number: ___ of ___ required.	**Information**		
Contract Identification	*[insert **Contract ID**]*		
Award date Completion date	*[insert **Date of Award*** *[insert **Date of Completion***		
Role in Contract	☐ Prime Supplier	☐ Management Contractor	☐ Subcontractor
Total contract amount			
If member in a JV or subcontractor, specify participation of total contract amount			
Purchaser's Name:	_____		
Address: Telephone/fax number: E-mail:	_____ _____ _____		

FORM EXP 1.4.2 (CONT.)- SPECIFIC EXPERIENCE (CONT.)

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Similar Contract No. *[insert **specific number**]* **of** *[**insert total number of contracts**]* **required**	**Information**
Description of the similarity in accordance with Sub-Factor 1.4.2 of Section III:	
Amount	*[insert **contract amount and currency and USD equivalent and exchange rate**]*
Geographical Scope	*[describe **geographic scope of the users of the information system**]*
Functional Scope	*[describe **the functionalities provided by the information system**]*
Methods/Technology	*[describe **methodologies and technologies used to implement the information system**]*
Key Activities	*[describe **the key activities of the Proposer under the contract**]*

FORM CCC- SUMMARY SHEET: CURRENT CONTRACT COMMITMENTS / WORK IN PROGRESS

[Proposers and each partner to a Joint Venture should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.]

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Name of contract	Purchaser, contact address/tel./fax	Value of outstanding Information System (current US$ equivalent)	Estimated completion date	Average monthly invoicing over last six months (US$ equivalent/month)
1. *[insert **Name o Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in USD equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in USD equivalent and exchange rate**]*
2. *[insert **Name o Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in USD equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in USD equivalent and exchange rate**]*
3. *[insert **Name o Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in USD equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in USD equivalent and exchange rate**]*
...				

FORM FIN 1.3.1- FINANCIAL SITUATION: HISTORICAL FINANCIAL PERFORMANCE

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Financial information in US$ equivalent	**Historic information for previous** *[insert **number**]* **years** *(US$ equivalent in 000s)*						
	Year 1	**Year 2**	**Year 3**	**Year …**	**Year n**	**Avg.**	**Avg. Ratio**
Information from Balance Sheet							
Total Assets (TA)							
Total Liabilities (TL)							
Net Worth (NW)							
Current Assets (CA)							
Current Liabilities (CL)							
Information from Income Statement							
Total Revenue (TR)							
Profits Before Taxes (PBT)							

Attached are copies of financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following conditions:

(a) Must reflect the financial situation of the Proposer or member to a JV, and not sister or parent companies
(b) Historic financial statements must be audited by a certified accountant
(c) Historic financial statements must be complete, including all notes to the financial statements
(d) Historic financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted)

FORM FIN 1.3.2- AVERAGE ANNUAL TURNOVER

[To be completed by the Proposer and, if JV, by each member]

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Annual turnover data (applicable activities only)		
Year	Amount and Currency	US$ equivalent
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*
*Average Annual Turnover	*[insert **amount and currency**]*	*[insert **amount in USD equivalent and exchange rate**]*

*Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the number of years specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.3.2.

FORM FIN 1.3.3- FINANCIAL RESOURCES

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total cash flow demands of the subject contract or contracts as indicated in Section III, Evaluation and Qualification Criteria

Source of financing	Amount (US$ equivalent)
1. *[describe **type and source of available financing**]*	*[insert **amount of available financing in USD equivalent and exchange rate**]*
2. *[describe **type and source of available financing**]*	*[insert **amount of available financing in USD equivalent and exchange rate**]*
3. *[describe **type and source of available financing**]*	*[insert **amount of available financing in USD equivalent and exchange rate**]*
4. *[describe **type and source of available financing**]*	*[insert **amount of available financing in USD equivalent and exchange rate**]*

PERSONNEL CAPABILITIES- KEY PERSONNEL

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Proposers should provide the names and details of the suitably qualified Personnel to perform the Contract. The data on their experience should be supplied using the Form PER-2 below for each candidate.

Key Personnel

1.	Title of position: *[insert **Title of position / role in team**]*	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	[*insert **the whole period (start and end dates) for which this position will be engaged***]
	Time commitment: for this position:	[*insert **the number of days/week/months/ that has been scheduled for this position***]
	Expected time schedule for this position:	[*insert **the expected time schedule for this position (e.g. attach high level Gantt chart***]
2.	Title of position: *[insert **Title of position / role in team**]*	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	[*insert **the whole period (start and end dates) for which this position will be engaged***]
	Time commitment: for this position:	[*insert **the number of days/week/months/ that has been scheduled for this position***]
	Expected time schedule for this position:	[*insert **the expected time schedule for this position (e.g. attach high level Gantt chart***]

Official Use Only

3.	Title of position: **Cyber security Expert/s** ***[Include as required]***	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	[*insert **the whole period (start and end dates) for which this position will be engaged***]
	Time commitment: for this position:	[*insert **the number of days/week/months/ that has been scheduled for this position***]
	Expected time schedule for this position:	[*insert **the expected time schedule for this position (e.g. attach high level Gantt chart***]

Candidate Summary

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

Position; *[insert **Title of Position**]*		Prime ☐ Alternate
Candidate information	Name of candidate *[insert **Name Candidate**]*	Date of birth *[insert **Date of Birth**]*
	Professional qualifications *[describe **Professional qualifications**]*	
Present employment	Name of Employer *[insert **Name of Present Employer**]*	
	Address of Employer *[insert **Address of Present Employer**]*	
	Telephone *[insert **Telephone** of **Contact**]*	Contact (manager / personnel officer) *[insert **Name**]*
	Fax *[insert **fax of Contact**]*	email *[insert **email** of **Contact**]*
	Job title of candidate *[insert **Job Title Candidate**]*	Years with present Employer *[insert **Number of years**]*

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experienc
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under th RFP**]*
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under th RFP**]*
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under th RFP**]*
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under th RFP**]*

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL FORM

Note to the Proposer:

The minimum content of the Code of Conduct form as set out by the Purchaser shall not be substantially modified. However, the Proposer may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Proposer shall initial and submit the Code of Conduct form as part of its proposal.

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL

We are the Supplier, [*enter name of Supplier*]. We have signed a contract with [*enter name of Purchaser*] for [*enter description of the Information System*]. The Information System will be supplied to and installed at [*enter the Project Site/s]*. Our contract requires us to implement measures to address environmental and social risks.

This Code of Conduct identifies the behavior that we require from Supplier's Personnel employed in the execution of the Contract at the Project Site/s.

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT

Supplier's Personnel employed in the execution of the Contract at the Project Site/s shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Supplier's Personnel and any other person;
3. maintain a safe working environment including by:
    a. ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
    b. wearing required personal protective equipment;
    c. using appropriate measures relating to chemical, physical and biological substances and agents; and
    d. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;

6. not engage in any form of sexual harassment including unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Supplier's or Purchaser's Personnel;

7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;

8. not engage in in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;

9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;

10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, and Sexual Exploitation and Abuse, and Sexual Harassment (SH);

11. report violations of this Code of Conduct; and

12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Purchaser, or who makes use of the grievance mechanism for Supplier's Personnel or the project's Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the Supplier's Social Expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Supplier to handle these matters*] in writing at this address [ ] or by telephone at [ ] or in person at [ ]; or

2. Call [ ] to reach the Supplier's hotline *(if any)* and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by the Supplier's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR SUPPLIER's PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Supplier's contact person(s) with relevant experience*] requesting an explanation.

Name of Supplier's Personnel: *[insert **name**]*

Signature: _____

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

Countersignature of authorized representative of the Supplier:

Signature: _____

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

ATTACHMENT 1: Behaviors constituting SEA and behaviors constituting SH

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)

The following non-exhaustive list is intended to illustrate types of prohibited behaviors.

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Supplier's Personnel tells a member of the community that he/she can get them jobs related to the project site in exchange for sex.
- A Supplier's Personnel rapes, or otherwise sexually assaults a member of the community.
- A Supplier's Personnel denies a person access to the Project Site/s unless he/she performs a sexual favor.
- A Supplier's Personnel tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- A Supplier's Personnel comment on the appearance of another Supplier's Personnel (either positive or negative) and sexual desirability.
- When a Supplier's Personnel complains about comments made by another Supplier's Personnel on his/her appearance, the other Supplier's Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Supplier's Personnel or Purchaser's Personnel by another Supplier's Personnel.
- A Supplier's Personnel tells another Supplier's Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

TECHNICAL CAPABILITIES

*[**Note**: To be completed by the Proposer and, if JV, by each member]*

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

Page _____ of _____ pages

The Proposer shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. The Proposer should summarize important certifications, proprietary methodologies, and/or specialized technologies that the Proposer proposes to utilize in the execution of the Contract or Contracts.

MANUFACTURER'S AUTHORIZATION

***[Note**: This authorization should be written on the letterhead of the Manufacturer and be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.]*

Invitation for Proposals Title and No.: *[Purchaser insert: **RFP Title and Number**]*

To: *[Purchaser insert: **Purchaser's Officer to receive the Manufacture's Authorization**]*

WHEREAS *[insert: **Name of Manufacturer**]* who are official producers of *[insert: **items of supply by Manufacturer**]* and having production facilities at *[insert: **address of Manufacturer**]* do hereby authorize *[insert: **name of Proposer or Joint Venture**]* located at *[insert: **address of Proposer or Joint Venture**]* (hereinafter, the "Proposer") to submit a proposal and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us:

We hereby confirm that, in case the request for proposals process results in a Contract between you and the Proposer, the above-listed products will come with our full standard warranty.

Name *[insert: **Name of Officer**]* in the capacity of *[insert: **Title of Officer**]*

Signed _____

Duly authorized to sign the authorization for and on behalf of: *[insert: **Name of Manufacturer**]*

Dated this *[insert: **ordinal**]* day of *[insert: **month**]*, *[insert: **year**]*.

[add Corporate Seal (where appropriate)]

SUBCONTRACTOR'S AGREEMENT

***Note**: This agreement should be written on the letterhead of the Subcontractor and be signed by a person with the proper authority to sign documents that are binding on the Subcontractor.*

Invitation for Proposals Title and No.: *[Purchaser insert: **RFP Title and Number**]*

To: *[Purchaser insert: **Purchaser's Officer to receive the Subcontractor's Agreement]***

WHEREAS *[insert: **Name of Subcontractor**]*, having head offices at *[insert: **address of Subcontractor**]*, have been informed by *[insert: **name of Proposer or Joint Venture**]* located at *[insert: **address of Proposer or Joint Venture**]* (hereinafter, the "Proposer") that it will submit a proposal in which *[insert: **Name of Subcontractor**]* will provide *[insert: **items of supply or services provided by the Subcontractor**]*. We hereby commit to provide the above named items, in the instance that the Proposal is awarded the Contract.

Name *[insert: **Name of Officer**]* in the capacity of *[insert: **Title of Officer]***

Signed _____

Duly authorized to sign the authorization for and on behalf of: *[insert: **Name of Subcontractor**]*

Dated this *[insert: **ordinal**]* day of *[insert: **month**]*, *[insert: **year**]*.

[add Corporate Seal (where appropriate)]

List of Proposed Subcontractors

	Item	Proposed Subcontractor	Place of Registration & Qualifications

INTELLECTUAL PROPERTY FORMS

Notes to Proposers on working with the Intellectual Property Forms

In accordance with ITP 11.1(j), Proposers must submit, as part of their proposals, lists of all the Software included in the proposal assigned to one of the following categories: (a) System, General-Purpose, or Application Software; (b) Standard or Custom Software; (c) Proprietary or Open Source. Proposers must also submit a list of all Custom Materials. These categorizations are needed to support the Intellectual Property in the GCC and SCC. The Proposer must also include the text of the software licenses for the software titles proposed.

Software List

	(select one per title)			(select one per title)		(select one per title)	
Title	System	General-Purpose	Application	Standard	Custom	Proprietary	Open Source
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							

Attachments: Proposed Software Licenses

List of Custom Materials

Custom Materials
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*

CONFORMANCE OF INFORMATION SYSTEM MATERIALS

Format of the Technical Proposal

In accordance with ITP 16.2, the documentary evidence of conformity of the Information System to the request for proposals documents includes (but is not restricted to):

(a). The Proposer's Preliminary Project Plan, including, but not restricted, to the topics specified in the PDS ITP 16.2. The Preliminary Project Plan should also state the Proposer's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Proposer's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.

(b). A written confirmation by the Proposer that, if awarded the Contract, it shall accept responsibility for successful integration and interoperability of all the proposed Information Technologies included in the System, as further specified in the Technical Requirements.

(c). Item-by-Item Commentary on the Technical Requirements demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Technical Requirements.

In demonstrating the responsiveness of its proposal, the Proposer must use the Technical Responsiveness Checklist (Format). Failure to do so increases significantly the risk that the Proposer's Technical Proposal will be declared technically non-responsive. Among other things, the checklist should contain explicit cross-references to the relevant pages in supporting materials included the Proposer's Technical Proposal.

Note: The Technical Requirements are voiced as requirements of the *Supplier* and/or the *System*. The Proposer's response must provide clear evidence for the evaluation team to assess the credibility of the response. A response of "yes" or "will do" is unlikely to convey the credibility of the response. The Proposer should indicate *that* – and to the greatest extent practical – *how* the Proposer would comply with the requirements if awarded the contract. Whenever the technical requirements relate to feature(s) of existing products (e.g., hardware or software), the features should be described and the relevant product literature referenced. When the technical requirements relate to professional services (e.g., analysis, configuration, integration, training, etc.) some effort should be expended to describe how they would be rendered – not just a commitment to perform the [cut-and-paste] requirement. Whenever a technical requirement is for the Supplier to provide certifications (e.g., ISO 9001), copies of these certifications must be included in the Technical Proposal.

Note: As required in PDS 11.2 (j), include method statement, management strategies and implementation plans and innovations, to manage cyber security risks.

Official Use Only

Note: The Manufacture's Authorizations (and any Subcontractor Agreements) are to be included in Attachment 2 (Proposer Qualifications), in accordance with and ITP 15.

Note: As a matter of practice, the contract cannot be awarded to a Proposer whose Technical Proposal deviates (materially) from the Technical Requirements – *on any Technical Requirement*. Such deviations include omissions (e.g., non-responses) and responses that do not meet or exceed the requirement. Extreme care must be exercised in the preparation and presentation of the responses to all the Technical Requirements.

(d). Supporting materials to underpin the Item-by-item Commentary on the Technical Requirements (e.g., product literature, white-papers, narrative descriptions of technical approaches to be employed, etc.). In the interest of timely proposal evaluation and contract award, Proposers are encouraged not to overload the supporting materials with documents that do not directly address the Purchaser's requirements.

(e). Any separate and enforceable contract(s) for Recurrent Cost items which the PDS ITP 17.2 required Proposers to propose.

Note: To facilitate proposal evaluation and contract award, Proposers encouraged to provide electronic copies of their Technical Proposal – preferably in a format that the evaluation team can extract text from to facilitate the proposal clarification process and to facilitate the preparation of the Proposal Evaluation Report.

Technical Responsiveness Checklist (Format)

Tech. Require. No. _	Technical Requirement: *[insert:* ***abbreviated description of Requirement*** *]*
Proposer's technical reasons supporting compliance:	
Proposer's cross references to supporting information in Technical Proposal:	

Technical Compliance Tables (To Be Completed By Proposers)

Proposers shall provide detailed responses to the following technical compliance tables, inter alia all the other requirements booked under this RFP Document. The responses clearly demonstrate compliance with the Purchaser's Requirements mentioned in this RFP document.

Table 1 – System Architecture Compliance

Requirement	Purchaser Requirement	Proposer Response	Compliance
Central RIAC architecture	Centralized RIAC system for national image analysis		
Local RIAC connectivity	Integration with Local RIAC facilities		
DR architecture	Disaster recovery environment with synchronized replication		
High availability	System designed for continuous operation		
AEES / terminal / airport-shed connectivity	Integration with CCTV, weighbridge, terminal-gate and related AEES control feeds from ports, airports and border points		

Table 2 – Image Analysis System

Requirement	Purchaser Requirement	Proposer Response	Compliance
Image ingestion	Capability to receive images from NII scanners		
Image visualization	High-resolution image viewing tools		
Image annotation	Ability to mark and annotate suspicious areas		
Analyst workflow	Analyst task assignment and management		
Analyst Training	Training Requirements Training materials and online course for image analysts		

Table 3 – AI and Image Analytics

Requirement	Purchaser Requirement	Proposer Response	Compliance
AI detection engine	AI-assisted anomaly detection capability		
Threat Image Projection	Training system for analyst performance evaluation		
Digital image library	Storage of labelled reference images		
AI performance	Bidder to state true positive, false positive,		

Official Use Only

metrics	false negative, precision, recall, F1-score and model-retraining approach		

Table 4 – Infrastructure Compliance

Requirement	Purchaser Requirement	Proposer Response	Compliance
Application servers	Servers for hosting RIAC applications		
Data servers	Database servers for system operations		
Storage systems	Centralized storage for image repository		
Analyst workstations	Workstations for RIAC analysts		
Video wall systems	Monitoring displays at RIAC facilities		
Backup / archive infrastructure	Backup, archival and retention infrastructure sized for the mandatory image-retention period and DR replication requirements		
Sizing headroom	Bidder to demonstrate compute, storage and network headroom for baseline and forecast growth scenarios		

Table 5 – Network and Cybersecurity

Requirement	Purchaser Requirement	Proposer Response	Compliance
Firewall infrastructure	Secure perimeter protection		
Network routing	Connectivity between RIAC facilities		
Encryption	Secure transmission of image data		
Access control	Role-based access management		
Centralized logging / SIEM	Centralized logging with SIEM-compatible integration and auditability for security-relevant events		
Key / certificate protection	HSM-backed or equivalent secure key and certificate management wherever cryptographic services are deployed		

Table 6 – Operation and Maintenance

Requirement	Purchaser Requirement	Proposer	Compliance

Official Use Only

		Response	
System availability	Compliance with SLA uptime targets		
Incident response	Defined response and resolution times		
Preventive maintenance	Regular system maintenance		
Performance reporting	Periodic operational reports		
Critical spares / parts replacement	Defined on-site response and critical-spares / parts-replacement windows during the O&M period		
Compliance based SLA Management Matrix	Bidder to demonstrate that the proposed SLA Matrix supports the minimum availability, resiliency and service-restoration commitments		

FORM OF PROPOSAL SECURITY (BANK GUARANTEE)

[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[Purchaser to insert its **name and address**]*

RFP No.: *[Purchaser to insert reference **number for the RFP**]*

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

Date: *[Insert **date of issue**]*

PROPOSAL GUARANTEE No.: *[Insert **guarantee reference number**]*

We have been informed that *[insert **name of the Proposer**, which in the case of a joint venture shall be the name of the joint venture (whether legally constituted or prospective) or the names of all members thereof]* (hereinafter called "the Applicant") has submitted or will submit the Beneficiary its proposal (hereinafter called "the Proposal") for the execution of *[insert **Name of Contract**]* under Request for Proposals No. [*insert **number**]* ("the RFP").

Furthermore, we understand that, according to the Beneficiary's, Proposals must be supported by a Proposal guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert **amount in figures** ([insert **amount in words**])]* upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying the demand, stating that either the Applicant:

(a) has withdrawn its Proposal prior to the Proposal validity expiry date set forth in the Applicant's Letter of Proposal, or any extended date provided by the Applicant; or

(b) having been notified of the acceptance of its Proposal by the Beneficiary prior to the expiry date of the Proposal validity or any extension thereof provided by the Applicant has failed to: (i) execute the Contract Agreement, if required, or (ii) furnish the performance security, in accordance with the Instructions to Proposers ("ITP") of the Beneficiary's request for proposals document.

This guarantee will expire: (a) if the Applicant is the successful Proposer, upon our receipt of copies of the contract agreement signed by the Applicant and the Performance Security issued to the Beneficiary in relation to such Contract Agreement; or (b) if the Applicant is not the

successful Proposer, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the request for proposals process; or (ii) twenty-eight days after the expiry date of the Proposal validity.

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

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

_____

[signature(s)]

FORM OF PROPOSAL SECURITY (PROPOSAL BOND) (NOT APPLICABLE)

BOND NO. *[insert **number**]*

BY THIS BOND *[insert **Name**]* as Principal (hereinafter called "the Principal"), and *[insert **Name**]*, **authorized to transact business in** *[insert **Jurisdiction**]*, as Surety (hereinafter called "the Surety"), are held and firmly bound unto *[insert **Purchaser Name**]* as Obligee (hereinafter called "the Purchaser") in the sum of *[insert **amount in figures**]* [1] (*[insert **amount in words**]*), for the payment of which sum, well and truly to be made, we, the said Principal and Surety, bind ourselves, our successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has submitted or will submit a written Proposal to the Purchaser dated the *[insert **ordinal number** day of [insert **month**] [**insert year**]*, for *[insert **name of Contract**]* (hereinafter called the "Proposal").

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if the Principal:

(a) withdraws its Proposal prior to the Proposal validity expiry date set forth in the Principal's Letter of Proposal, or any extended date provided by the Principal; or

(b) having been notified of the acceptance of its Proposal by the Purchaser prior to the expiry date of the Proposal validity or any extension thereto provided by the Applicant has failed to; (i) execute the Contract Agreement, or (ii) furnish the Performance Security in accordance with the Instructions to Proposers ("ITP") of the Purchaser's request for proposals document.

then the Surety undertakes to immediately pay to the Purchaser up to the above amount upon receipt of the Purchaser's first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser shall state that the demand arises from the occurrence of any of the above events, specifying which event(s) has occurred.

The Surety hereby agrees that its obligation will remain in full force and effect up to and including the date 28 days after the date of expiry of the Proposal validity set forth in the Principal's Letter of Proposal or extended thereto provided by the Principal.

IN TESTIMONY WHEREOF, the Principal and the Surety have caused these presents to be executed in their respective names this *[insert **number** day of [insert **month**] [insert **year**]*.

---

[1] The amount of the Bond shall be denominated in the currency of the *Purchaser*'s Country or the equivalent amount in a freely convertible currency.

Principal: _____	Surety: _____ Corporate Seal (where appropriate)
_____ *(Signature)*	_____ *(Signature)*
(Printed name and title)	*(Printed name and title)*

FORM OF PROPOSAL-SECURING DECLARATION NOT APPLICABLE

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

Date: *[insert **date** (as day, month and year)]*
Proposal No.: *[insert **number of request for proposals process**]*
Alternative No.: *[insert **identification No if this is a Proposal for an alternative**]*

To: *[insert **complete name of Purchaser**]*

We, the undersigned, declare that:

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

We accept that we will automatically be suspended from being eligible for bidding or submitting proposals in any contract with the Purchaser for the period of time specified in Section II – Proposal Data Sheet, if we are in breach of our obligation(s) under the proposal conditions, because we:

(a) have withdrawn our Proposal prior to the expiry date of the Proposal validity specified in the Letter of Proposal or any extended date provided by us; or

(b) having been notified of the acceptance of our Proposal by the Purchaser prior to the expiry date of the Proposal validity in the Letter of Proposal or any extended date provided by us, (i) fail to sign the Contract agreement; or (ii) fail or refuse to furnish the Performance Security, if required, in accordance with the ITP.

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

Name of the Proposer***** *[insert **Name of Proposer**]*

Name of the person duly authorized to sign the Proposal on behalf of the Proposer****** *[insert **Name of authorized person**]*

Title of the person signing the Proposal*[insert **Title of authorized person**]*

Signature of the person named above_____

Date signed *[insert **ordinal number**]* day of *[insert **month**]* , *[insert **year**]*

*****: In the case of the Proposal submitted by joint venture specify the name of the Joint Venture as Proposer

******: Person signing the Proposal shall have the power of attorney given by the Proposer attached to the Proposal

[Note: In case of a Joint Venture, the Proposal-Securing Declaration must be in the name of all members to the Joint Venture that submits the Proposal.]

Letter of Proposal - Financial Part

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

The Proposer must prepare this Letter of Proposal on stationery with its letterhead clearly showing the Proposer's complete name and business address.

Note: All italicized text is to help Proposers in preparing this form.

Date of this Proposal submission: [*insert date (as day, month and year) of Proposal submission*]

Request for Proposal No.: [*insert identification*]

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

To: **[*insert complete name of Purchaser*]**

We, the undersigned, hereby submit the second part of our Proposal, the Proposal Price and Priced Activity Schedule. This accompanies the Letter of Proposal- Technical Part.

In submitting our Proposal, we make the following additional declarations:

(a) **Proposal Validity**: Our Proposal shall be valid until *[insert day, month and year in accordance with ITP 19.1]*, and it shall remain binding upon us and may be accepted at any time on or before this date;

(b) **Total Price**: The total price of our Proposal, excluding any discounts offered in item (c) below is: [Insert one of the options below as appropriate]

[Option 1, in case of one lot:] Total price is: [*insert the total price of the Proposal in words and figures, indicating the various amounts and the respective currencies*];

Or

[Option 2, in case of multiple lots:] (a) Total price of each lot [*insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies*]; and (b) Total price of all lots (sum of all lots) [*insert the total price of all lots in words and figures, indicating the various amounts and the respective currencies*];

(c) **Discounts:** The discounts offered and the methodology for their application are:

(i) The discounts offered are: [*Specify in detail each discount offered*]

(ii) The exact method of calculations to determine the net price after application of discounts is shown below: [*Specify in detail the method that shall be used to apply the discounts*];

(d) **Commissions,** gratuities **and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the procurement process or execution of the Contract: [*insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity*].

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate "none.")

Name of the Proposer:*[*insert complete name of the Proposer*]

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ** [*insert complete name of person duly authorized to sign the Proposal*]

Title of the person signing the Proposal: [*insert complete title of the person signing the Proposal*]

Signature of the person named above: [*insert signature of person whose name and capacity are shown above*]

Date signed [*insert date of signing*] **day of** [*insert month*], [*insert year*]

*****: In the case of the Proposal submitted by a Joint Venture specify the name of the Joint Venture as Proposer.

**: Person signing the Proposal shall have the power of attorney given by the Proposer. The power of attorney shall be attached with the Proposal Schedules

PRICE SCHEDULE FORMS

Notes to Proposers on working with the Price Schedules

Special Notes forming the integral parts of the evaluation and Contract

1. The Contract Price shall be deemed to include all hardware, software, middleware, connectors, licenses, integration services, cybersecurity components, storage capacity, redundancy mechanisms, disaster recovery readiness provisions, and any other supporting infrastructure required for achieving full operational compliance with the Purchaser's Requirements, whether explicitly listed in the Price Schedules or not.
2. All software components proposed by the Supplier shall include perpetual or contract-period licenses, updates, patches, security upgrades, database licenses, middleware licenses, AI engine licenses, and interface licenses required for full system operation throughout the Contract period including the three-year O&M phase.
3. The proposed price shall cover the **complete turnkey delivery of the RIAC system** as per the Purchaser's Requirements Section, including, but not limited to:

   - system design and architecture
   - supply of hardware and software
   - installation and integration
   - testing and commissioning
   - training and documentation
   - operation and maintenance for **three (3) years**

4. Although O&M costs are included in the Contract Price, **no separate payments will be made during the O&M period, t**he breakdown requested in the price schedules is **for evaluation transparency and contract administration purposes only**.
5. Supplier shall submit a detailed system design for validation by the Purchaser. Any modification or optimization of hardware and software components required to meet system performance requirements shall be agreed during this phase.
6. During the Design Validation Phase, the Purchaser may instruct optimization, refinement, addition, or omission of infrastructure components where technically justified to achieve the required system performance, interoperability, cybersecurity compliance, scalability, or operational reliability. Any omission of components shall result in adjustment of the Contract Price based on the corresponding priced elements in the relevant Price Schedule Sub-Tables.
7. The Contract Price shall include complete integration with scanners of multiple manufacturers, WeBOC, Risk Management System, CCTV platforms, AEES infrastructure, and any other systems identified in Section VII. No additional payment shall be admissible for interface development, protocol adaptation, middleware configuration, or interoperability enablement required for achieving end-to-end system functionality.
8. If a Financial Proposal appears abnormally low in relation to the scope of work, the Purchaser may request the Proposer to provide detailed price analysis and justification of the proposed price in accordance with ITP provisions.

9. The absence of a specific component from the Price Schedules shall not relieve the Supplier from responsibility for providing a complete and fully operational RIAC solution compliant with Section VII.
10. For the purpose of financial evaluation, the Purchaser shall consider the **Grand Total Price indicated in the Grand Summary Cost Table (Price Schedule 3.1)**.
11. The Supplier shall maintain the Performance Security throughout the entire Contract period, including the Operation and Maintenance period. The Purchaser shall have the right to recover any damages arising from failure to meet SLA obligations by encashing the Retention Money Guarantee and Performance Security Guarantee.
12. The breakdown of prices is for evaluation and contract administration purposes only and shall not affect the lump-sum nature of the Contract.

General

1. The Price Schedules are divided into separate Schedules as follows:

   3.1 Grand Summary Cost Table

   3.2 Supply and Installation Cost Summary Table

   3.3 Recurrent Cost Summary Table

   3.4 Supply, Installation and System Configuration Cost Sub-Tables

   3.5 Recurrent Cost Sub-Tables(s)

   3.6 Country of Origin Code Table

2. The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Proposers shall have read the Technical Requirements and other sections of these request for proposals documents to ascertain

3. the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.

4. If Proposers are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Proposers in the request for proposals documents prior to submitting their proposal.

Pricing

5. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Proposer. As specified in the Proposal Data Sheet, prices shall be fixed and firm for the duration of the Contract.

6. Proposal prices shall be quoted in the manner indicated and, in the currencies, specified in ITP 18.1 and ITP 18.2. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these requests for proposals documents.

7. The Proposer must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of proposals has passed. A single error in specifying a unit price can therefore change a Proposer's overall total proposal price substantially, make the proposal noncompetitive, or subject the Proposer to possible loss. The Purchaser will correct any arithmetic error in accordance with the provisions of ITP 32.

Official Use Only

8. Payments will be made to the Supplier in the currency or currencies indicated under each respective item. As specified in ITP 18.2, no more than three foreign currencies may be used.

3.1 Grand Summary Cost Table

	Local Currency (PKR)	Foreign Currency A (USD)	Foreign Currency B	Foreign Currency C
1. Design, Development, Supply, Establishment and Installation Costs (from Supply & Installation Cost Summary Table) covering complete RIAC on turnkey basis as per the Purchaser's Requirement Section VII				
2. Recurrent Costs (O&M for three (03) years – to be included in contract price)				
Grand Total (to Proposal Submission Form)				

Notes to Proposers:

1. The proposed price shall include all components required for deployment, configuration, validation, retraining support, including AI inference runtime environments, dataset lifecycle support, model update support and explainability support required for operational deployment throughout the Contract period, and operational sustainment of AI-enabled analytics modules including Threat Image Projection functionality and Digital Scan Library management throughout the Contract period.
2. The proposer shall ensure and hereby agrees that the price(s) is inclusive of all the direct and indirect costs and taxes (as applicable and deductible) as per ITP no. 17.6. The proposer shall also ensure that Financial Proposals cover prices and costing of all the components of hardware, software, O&M including allied and ancillary services on turnkey basis.
3. Financial evaluation will be based on:

- Grand Total Price in Price Schedule 3.1
- Arithmetic corrections will follow ITP 32.

Name of Proposer:		
Authorized Signature of Proposer:		

3.2 Supply and Installation Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and 18.

Line Item	Subsystem / Item	Supply & Installation Cost Sub-Table No.	Local Currency (PKR)	Local Currency (PKR)	Foreign Currency A (USD)	Foreign Currency B	Foreign Currency C
1	Central RIAC Infrastructure – Design, Supply, Installation, Configuration, Integration, Testing and Commissioning	Sub-Table 1					
2	Local RIAC Infrastructure (Chaman & Torkhum)- Design , Supply, Installation, Configuration, Integration, Testing and Commissioning	Sub-Table 2					
3	Disaster Recovery RIAC Infrastructure – Design , Supply, Installation, Configuration, Integration, Testing and Commissioning	Sub-Table 3					
4	RIAC Software Systems	Sub-Table 4					
5	System Integration, Installation & Commissioning	Sub-Table 5					
6	Training & Knowledge Transfer	Sub-Table 6					
TOTAL (To Grand Summary Table)							

Note:

1. Refer to the relevant Supply and Installation Cost Sub-Table for the specific components that constitute each Subsystem or line item in this summary table

Name of Proposer:		
Authorized Signature of Proposer:		

Official Use Only

3.3 Recurrent Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and ITP 18.

Because **O&M costs are included in the contract price**, this table is used only for **price transparency and contract management purposes**.

Line Item	Subsystem / Item	Recurrent Cost Sub-Table No.	Local Currency	Foreign Currency A	Foreign Currency B	Foreign Currency C
Y	Operation & Maintenance (36 months)	Sub-Table R1				
y.1	Year 1 – System Support and Maintenance					
y.2	Year 2 – System Support and Maintenance					
y.3	Year 3 – System Support and Maintenance					
Subtotals (to Grand Summary Table)						

Note:

1. Refer to the relevant Recurrent Cost Sub-Tables for the specific components that constitute the Subsystem or line item in this summary table.

Name of Proposer:		
Authorized Signature of Proposer:		

3.4 Supply, Installation and System Configuration Cost Sub-Tables *[insert: **identifying number**]*

Line item number: *[specify: **relevant line item number from the Supply and Installation Cost Summary Table** (e.g., 1.1)]*

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

The Supplier shall validate final sizing during detailed system design and shall remain fully responsible for providing all infrastructure required to meet the performance and technical requirements defined in Section VII. The following six sub-tables shall be used.

Sub-Table 1

The components listed in this Sub-Table represent functional infrastructure categories only and shall not be interpreted as prescriptive equipment quantities. Under the turnkey delivery model adopted for this procurement, the Supplier shall remain responsible for proposing and providing all compute capacity, storage capacity, redundancy architecture, integration components, networking infrastructure, cybersecurity infrastructure and supporting accessories required to meet the performance, availability, interoperability, scalability and retention requirements defined in Section VII.

Central RIAC Infrastructure – Design, Supply, Installation, Commissioning, Testing and O&M

Component	Description
Video Wall System	Operational display wall
Analyst Workstations	Image analysis workstations
Analyst Monitors	High resolution displays
Application Servers	RIAC application hosting servers
Data Servers	Database servers
Interface Servers	Integration servers
File Servers	Storage management servers
Storage Systems	Central image repository storage
Backup Infrastructure	Tape library / backup systems
Network Infrastructure	Switches, routers
Security Infrastructure	Firewalls, VPN, endpoint protection mechanisms, access-control infrastructure, logging infrastructure and SIEM-compatible monitoring interfaces
Power Infrastructure	UPS systems
Data Center Infrastructure	Racks, PDUs, KVM

Notes:

1. Storage infrastructure shall include sufficient capacity to meet the minimum retention requirements defined in Section VII together with indexing capacity, redundancy configuration and Disaster Recovery replication capacity.

Sub-Table 2

Local RIAC Infrastructure – Design, Supply, Installation, Commissioning , Testing and O&M

Component	Description
Analyst Workstations	Workstations for local RIAC
Monitors	Analyst displays
Video Wall	Monitoring display
Application Servers	Local processing servers
Database Servers	Local database servers
Storage Systems	Local storage systems
Network Infrastructure	Switches and routers
UPS Systems	Power backup systems

Sub-Table 3

Disaster Recovery RIAC Infrastructure – Design, Supply, Installation, Commissioning, Testing and O&M

Component	Description
DR Application Servers	Backup application environment
DR Database Servers	Replicated database servers
DR Storage Systems	Replicated storage systems
DR Management Servers	DR control servers
DR Network Infrastructure	Networking and connectivity

Notes:

1. The Disaster Recovery environment shall be provisioned with sufficient compute, storage, replication bandwidth, and failover capability to support continuity of mission-critical RIAC services in accordance with the RPO and RTO requirements defined in Section VII.

Sub-Table 4

RIAC Software Systems

Component	Description
Centralized Image Analysis System	
Threat Image Projection System	
Typical Image Library	
Reporting System	
Configuration Management System	
Unified Permission Management	
Image Data Acquisition System	
Image Data Exchange System	
AI Image Analysis Engine	

Sub-Table 5

System Integration and Commissioning (including scanner systems, WeBOC, RMS, AEES, CCTV monitoring systems, weighbridge systems, automated gate systems and Disaster Recovery replication environment)

Component	Description
System installation	
Hardware configuration	
Software deployment	
System integration	
Testing and validation	
Commissioning support	

Sub-Table 6

Training and Documentation

Component	Description
Image analyst training	
System administrator training	
Operational training	
User manuals	
Technical documentation	

Name of Proposer:		
Authorized Signature of Proposer:		

3.5 Recurrent Cost Sub-Table *[insert: **identifying number**] -- **Warranty Period***

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and ITP 18.

Component	Y1	Y2	Y3
Preventive maintenance			
Technical support			
Software updates			
AI model maintenance			
Hardware maintenance			
Integration interface continuity support			
All SLA Framework and Matrix			
----n			
Annual Subtotals → To Recurrent Cost Summary Table.			

3.6 Country of Origin Code Table

Country of Origin	Country Code		Country of Origin	Country Code		Country of Origin	Country Code

SECTION V - ELIGIBLE COUNTRIES

Eligibility for the Provision of Information System

In reference to ITP 4.8 and ITP 5.1, for the information of the Proposers, at the present time firms and information systems from the following countries are excluded from this procurement process:

Under ITP 4.8(a) and ITP 5.1: *"none".*
Under ITP 4.8(b) and ITP 5.1: *"none".*

SECTION VI - FRAUD AND CORRUPTION

(Section VI shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

v. "obstructive practice" is:

(a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

(b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-

contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;

d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;[1] (ii) to be a nominated[2] sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;

e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect[3] all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

---

[1] For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

[2] A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

[3] Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

PART 2 – PURCHASER'S REQUIREMENTS

SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM

(INCLUDING TECHNICAL REQUIREMENTS, IMPLEMENTATION SCHEDULE, SYSTEM INVENTORY TABLES, BACKGROUND AND INFORMATIONAL MATERIALS)

Technical Requirements

Table of Contents: Technical Requirements

A. Acronyms Used in The Technical Requirements 138

0.1 ... Acronym Table 138

B. Functional, Architectural and Performance Requirements 141

1.1 ... Legal and Regulatory Requirements to be met by the Information System 141
1.2 ... Business Function Requirements to be met by the Information System 141
1.3 ... Architectural Requirements to be met by the Information System 142
1.4 ... Systems Administration and Management Functions Required to be met by the Information System 144
1.5 ... Performance Requirements of the Information System 146
1.6 ... Cyber Security 147

C. Service Specifications – Supply & Install Items 147

2.1 ... System Analysis, Design and Customization/Development 147
The Supplier shall ensure that AI analytics workflows operate within performance thresholds defined in Section VII. 150
2.2 ... Software Customization / Development 150
2.3 ... System Integration (to other existing systems) 152
2.4 ... Training and Training Materials 153
2.5 ... Data Conversion and Migration 154
2.6 ... Documentation Requirements 155
2.7 ... Requirements of the Supplier's Technical Team 155

D. Technology Specifications – Supply & Install Items 158

3.0 ... General Technical Requirements 158
3.1 ... Computing Hardware Specifications 160
3.2 ... Network and Communications Specifications 163
3.3 ... Ancillary Hardware Specifications 163
3.4 ... Standard Software Specifications 164
3.5 ... Consumables 164
3.6 ... Other Non-IT Goods 165

E. Testing and Quality Assurance Requirements 165

4.1 ... Inspections 165
4.2 ... Pre-commissioning Tests 166
4.3 ... Operational Acceptance Tests 168

F. Service Specifications – Recurrent Cost Items 171

5.1 ... Warranty Defect Repair/Replacement 171
5.2 ... Technical Support 174
5.3 ... Requirements of the Supplier's Technical Team 187
5.4 ... SLA Framework, Governance and Matrix 187

A. ACRONYMS USED IN THE TECHNICAL REQUIREMENTS

0.1 Acronym Table

S#	Term	Explanation
1	Bps	bits per second
2	Cps	characters per second
3	DBMS	Database Management System
4	DOS	Disk Operating System
5	Dpi	dots per inch
6	Ethernet	IEEE 802.3 Standard LAN protocol
7	GB	gigabyte
8	Hz	Hertz (cycles per second)
9	IEEE	Institute of Electrical and Electronics Engineers
10	ISO	International Standards Organization
11	KB	kilobyte
12	kVA	Kilovolt ampere
13	LAN	Local area network
14	lpi	lines per inch
15	lpm	lines per minute
16	MB	megabyte
17	MTBF	Mean time between failures
18	NIC	Network interface card
19	NOS	Network operating system
20	ODBC	Open Database Connectivity
21	OLE	Object Linking and Embedding
22	OS	Operating system
23	PCL	Printer Command Language
24	ppm	pages per minute
25	PS	PostScript — Adobe page description language
26	RAID	Redundant array of inexpensive disks
27	RAM	Random access memory
28	RISC	Reduced instruction-set computer
29	SCSI	Small Computer System Interface
30	SNMP	Simple Network Management Protocol
31	SQL	Structured Query Language
32	TCP/IP	Transmission Control Protocol / Internet Protocol
33	V	Volt
34	WLAN	Wireless LAN
35	AI	Artificial Intelligence
36	AEES	Automated Entry and Exit System
37	API	Application Programming Interface
38	BCP	Border Crossing Point
39	Bps	Bits per second

Official Use Only

40	CIR	Central Image Repository
41	ConOps	Concept of Operations
42	CPS	Characters per second
43	DBMS	Database Management System
44	DPI	Dots per inch
45	DR	Disaster Recovery
46	DR Site	Disaster Recovery Site
47	Ethernet	IEEE 802.3 Standard LAN protocol
48	FAT	Factory Acceptance Testing
49	FBR	Federal Board of Revenue
50	GB	Gigabyte
51	GPU	Graphics Processing Unit
52	Hz	Hertz (cycles per second)
53	ICT	Information and Communication Technology
54	IEEE	Institute of Electrical and Electronics Engineers
55	ISO	International Organization for Standardization
56	KB	Kilobyte
57	KPI	Key Performance Indicator
58	LAN	Local Area Network
59	MB	Megabyte
60	ML	Machine Learning
61	MTBF	Mean Time Between Failures
62	NII	Non-Intrusive Inspection
63	NIC	Network Interface Card
64	NTC	National Targeting Center
65	O&M	Operation and Maintenance
66	ODBC	Open Database Connectivity
67	OS	Operating System
68	PCS	Pakistan Customs Service
71	QoS	Quality of Service
72	RAID	Redundant Array of Independent Disks
73	RACI	Responsibility Assignment Matrix
74	RBAC	Role-Based Access Control
75	RIAC	Remote Image Analysis Center
76	RMS	Risk Management System
77	RPO	Recovery Point Objective
78	RTO	Recovery Time Objective
79	SAT	Site Acceptance Testing
80	SLA	Service Level Agreement
81	SNMP	Simple Network Management Protocol
82	SOP	Standard Operating Procedure
83	SQL	Structured Query Language
84	TCP/IP	Transmission Control Protocol / Internet Protocol
85	TIP	Threat Image Projection
86	UAT	User Acceptance Testing

87	UFF	Unified File Format (WCO Standard for NII Images)
88	UPS	Uninterruptible Power Supply
89	VPN	Virtual Private Network
90	WeBOC	Web-Based One Customs System
91	WLAN	Wireless Local Area Network
92	WCO	World Customs Organization

B. FUNCTIONAL, ARCHITECTURAL AND PERFORMANCE REQUIREMENTS

1.1 Legal and Regulatory Requirements to be met by the Information System

The RIAC System shall comply with all applicable national legal, regulatory, operational and institutional frameworks governing customs enforcement, inspection workflows, data protection, and national information-security requirements.

These at minimum include:

- Pakistan Customs Act, 1969 and rules made thereunder
- notified Non-Intrusive Inspection (NII) protocols issued by FBR
- customs risk-management procedures under WeBOC
- applicable national cybersecurity and digital-sovereignty requirements
- evidentiary handling requirements applicable to scanned cargo imagery
- relevant WCO Unified File Format (UFF) interoperability standards
- Government of Pakistan policies governing secure storage and handling of enforcement-sensitive digital information

All RIAC system data including scan images, metadata, annotations, AI models, analytical outputs, operational logs, and system-generated intelligence artefacts shall remain stored within infrastructure located inside the territory of Pakistan unless otherwise expressly approved in writing by the Purchaser.

1.2 Business Function Requirements to be met by the Information System

1.2.1 Pakistan Customs intends to establish a Remote Image Analysis Center (RIAC) to support centralized interpretation, storage, supervision and analytics of Non-Intrusive Inspection imagery generated across national inspection infrastructure deployed at seaports, airports, border crossings and inland terminals.

The RIAC system shall support:

- centralized interpretation of cargo scan imagery
- integration with WeBOC and customs Risk Management System workflows
- centralized monitoring of scanner operations nationwide
- monitoring of AEES-linked inspection infrastructure
- supervision of CCTV systems deployed at inspection locations
- monitoring of weighbridges, automated gates and terminal-control systems
- comparison of transit cargo imagery between origin and destination scans
- structured escalation workflows for suspicious consignments
- centralized management of image analysts
- digital scan-library maintenance

- training-support capability through Threat Image Projection (TIP)
- AI-assisted anomaly detection workflows
- operational analytics and performance reporting
- centralized auditability of inspection decisions
- integration with National Targeting Center operational workflows

The RIAC system shall operate as a national platform supporting coordinated cargo-inspection workflows across multiple inspection environments and enabling consistent interpretation of scanning outputs.

1.3 Architectural Requirements to be met by the Information System

The RIAC solution shall be implemented as a multi-tier distributed national architecture consisting of:

(i) Central RIAC (Islamabad)

The Central RIAC shall function as the national command center for image analysis and operational monitoring.

The Central RIAC shall include:

- centralized application servers
- data servers
- interface servers
- file servers
- AI-processing servers
- centralized storage infrastructure
- video-wall monitoring environment
- analyst workstations
- cybersecurity infrastructure
- network-core infrastructure

The Central Image Repository (CIR) shall be hosted at the Central RIAC facility and shall securely store all NII scan images and associated metadata.

(ii) Local RIAC Facilities

Local RIAC facilities shall be established at:

- Chaman
- Torkhum

Local RIAC facilities shall support:

- preliminary image processing

- operational supervision
- local monitoring workflows
- secure forwarding of imagery to Central RIAC

Each Local RIAC shall include:

- analyst workstations
- local processing servers
- interface servers
- video-wall display systems
- local storage components
- secure connectivity infrastructure

(iii) Disaster Recovery RIAC Environment

A Disaster Recovery (DR) environment shall be established to ensure operational continuity and protection of inspection data.

The DR environment shall include:

- DR application servers
- DR database servers
- replicated storage infrastructure
- DR management servers
- synchronized Central Image Repository replication

The DR environment shall maintain continuous replication readiness and support failover operations consistent with the approved RPO and RTO requirements.

Hosting Architecture

The RIAC solution shall be implemented as an on-premises infrastructure deployment within facilities provided by the Purchaser.

The Purchaser shall provide:

- physical data-center space
- rack footprint allocation
- utility power availability
- environmental readiness
- physical access-control infrastructure

The Supplier shall be responsible for:

- infrastructure design
- compute architecture

- storage architecture
- virtualization platform (if applicable)
- networking architecture
- cybersecurity infrastructure
- integration interfaces
- redundancy architecture
- performance optimization

Interoperability Architecture

The RIAC solution shall support interoperability with scanners deployed across multiple manufacturers as well as with third-party operational systems deployed at ports, airports, border stations, and other customs control points.

The architecture shall support:

• open interface standards
• WCO Unified File Format (UFF) image exchange
• middleware integration layers
• scanner-protocol adaptation mechanisms
• interoperability with external systems including port terminal systems, airport systems, and AEES-related infrastructure such as CCTV platforms, weighbridge systems, automated gate systems, and other operational monitoring systems

All interface adapters, middleware connectors, protocol converters, APIs, and integration services required to achieve interoperability with both scanning systems and third-party operational systems shall be included within the Supplier's scope.

The RIAC solution shall be designed using open architecture principles and documented APIs to prevent vendor lock-in and to enable future integration with additional scanners, analytics platforms, port and airport systems, and national customs ICT systems.

1.4 Systems Administration and Management Functions Required to be met by the Information System

The RIAC system shall provide integrated system-administration and management capabilities including:

Installation and Configuration Management

The system shall support structured deployment, configuration tracking and controlled configuration-change workflows.

Operational Monitoring and Diagnostics

The system shall provide:

- centralized monitoring dashboards
- performance-monitoring tools
- environment monitoring capability
- infrastructure-health monitoring
- automated alerting mechanisms
- queue-processing monitoring
- workflow-latency monitoring

User Administration and Access Control

The system shall support:

- centralized user provisioning
- role-based access control
- privileged-access management
- multi-factor authentication where applicable
- user-activity monitoring
- analyst workflow assignment control
- secure identity-management integration

Logging and Auditability

The system shall provide:

- centralized logging capability
- SIEM-compatible log export capability
- audit-trail maintenance for all privileged activities
- database-access audit logging
- analyst-activity traceability
- integration-event logging
- DR-event logging

Backup and Disaster Recovery Administration

The system shall support:

- automated backup scheduling
- restoration-verification workflows
- failover testing capability
- replication monitoring
- recovery-procedure documentation

Official Use Only

1.5 Performance Requirements of the Information System

The RIAC system shall meet the following minimum operational performance requirements.

Image Visualization Performance

The system shall load high-resolution cargo-scan images within three (3) seconds after image availability from remote scanner systems.

AI Processing Performance

Where AI-assisted anomaly detection workflows are deployed, the system shall complete initial automated analysis within five (5) seconds after image availability.

Throughput Requirements

The system shall support ingestion and processing of not less than:

5,000 images per 24-hour operational cycle.

Processing shall include:

- image storage
- AI inference
- case-file generation
- metadata capture
- indexing

Concurrent User Capacity

The system shall support:

- minimum 100 concurrent analyst sessions
- minimum 50 concurrent supervisory and administrative sessions

without degradation of performance.

Storage Retention Capacity

The system shall support storage retention for:

minimum seven (7) years

including:

- raw images

- annotations
- case-metadata
- AI inference outputs
- operational audit logs

Scalability Requirements

The architecture shall support:

- 25% annual workload growth
- onboarding of additional scanners
- onboarding of additional monitoring locations
- expansion of analyst workstations
- deployment of future AI models

without requiring redesign of core system architecture.

1.6 Cyber Security

The RIAC solution shall include comprehensive cybersecurity protections including:

- firewall infrastructure
- secure VPN connectivity
- endpoint protection mechanisms
- encryption of data in transit
- encryption of data at rest where applicable
- centralized logging compatibility with SIEM platforms
- privileged-access monitoring
- cryptographic-key lifecycle management
- certificate lifecycle management
- vulnerability-assessment workflows
- penetration-testing support
- secure configuration hardening
- patch-management procedures

The RIAC solution shall comply with applicable national cybersecurity policies and data-sovereignty requirements of the Government of Pakistan.

C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS

2.1 System Analysis, Design and Customization/Development

The RIAC System shall be implemented under a full turnkey delivery model.

Under this approach, the Supplier shall be responsible for the complete design, supply, installation, integration, testing, commissioning and operational readiness of the Remote Image Analysis Center (RIAC) System as an integrated national platform in accordance with the requirements defined in this Section VII.

The Supplier shall remain responsible for providing all hardware, software, integration components, middleware, storage infrastructure, compute infrastructure, cybersecurity infrastructure, networking infrastructure, configuration services, interface adapters, tools, licenses, documentation and technical services necessary to achieve full compliance with the functional, architectural, performance, scalability, interoperability and availability requirements defined in this Section VII, whether or not explicitly itemized in individual subsystem descriptions.

The Supplier shall remain fully responsible for the completeness, adequacy, interoperability and operational fitness of the proposed solution architecture irrespective of whether individual infrastructure elements are explicitly listed in the Purchaser's Requirements.

The Supplier shall undertake the following activities:

2.1.1 Detailed System Assessment

The Supplier shall:

- review operational workflows of existing Non-Intrusive Inspection (NII) deployments
- analyze scanner image generation workflows
- analyze integration points with WeBOC and Risk Management System
- analyze AEES monitoring requirements
- analyze CCTV monitoring requirements
- analyze weighbridge monitoring requirements
- assess transit cargo comparison workflows
- assess border-station connectivity environments
- assess infrastructure readiness at Central RIAC site
- assess infrastructure readiness at Local RIAC sites
- assess Disaster Recovery deployment environment
- validate performance assumptions required for RIAC operations
- confirm scalability assumptions for future scanner onboarding

2.1.2 Detailed Solution Architecture Design

The Supplier shall prepare and submit a comprehensive System Design Document including:

- system architecture diagrams
- compute architecture
- storage architecture
- networking architecture
- integration architecture

- cybersecurity architecture
- DR replication architecture
- Central Image Repository architecture
- AI analytics deployment architecture
- analyst workstation architecture
- video-wall architecture
- redundancy architecture
- failover architecture
- workload distribution logic
- interoperability architecture

The System Design Document shall be submitted for validation by the Purchaser prior to commencement of infrastructure deployment.

2.1.3 Interface Design and Integration Specification

The Supplier shall design and implement all interfaces required for integration with:

- container scanners
- cargo scanners
- fixed scanners
- mobile scanners
- rail scanners (if deployed during project lifecycle)
- WeBOC system
- Risk Management System
- AEES
- CCTV monitoring systems
- weighbridge systems
- automated gate systems
- transit comparison workflows
- Central Image Repository replication environment
- Disaster Recovery infrastructure

All integration mechanisms required for interoperability shall be included within the Supplier's scope.

2.1.4 Central Image Repository Design

The Supplier shall design and implement a Central Image Repository (CIR) supporting:

- secure image storage
- metadata indexing
- search capability
- case-based retrieval workflows
- audit logging
- annotation persistence

- AI inference storage
- analyst decision storage
- retention enforcement
- replication to Disaster Recovery environment

2.1.5 AI Analytics Platform Design

The Supplier shall design and deploy an AI-assisted image analysis environment supporting:

- anomaly detection
- object recognition workflows
- pattern recognition support
- analyst-assist workflows
- inference visualization support
- explainability support for analyst validation
- model update workflows
- model lifecycle management
- inference audit logging

The Supplier shall ensure that AI analytics workflows operate within performance thresholds defined in Section VII.

2.2 Software Customization / Development

The Supplier shall configure and deploy all software components necessary for the functioning of the RIAC platform.

Software configuration activities shall include:

2.2.1 Image Analysis Platform Configuration

The Supplier shall deploy and configure:

- centralized image viewing environment
- multi-analyst collaborative review environment
- annotation tools
- measurement tools
- comparison tools
- overlay support
- synchronized multi-view workflows
- transit comparison workflows
- supervisor review dashboards

2.2.2 Threat Image Projection (TIP) System Deployment

The Supplier shall deploy a Threat Image Projection system supporting:

- analyst training workflows
- hidden image insertion workflows
- analyst response monitoring
- analyst accuracy scoring
- performance evaluation dashboards
- training scenario management
- reporting capability for supervisor review

2.2.3 Image Library System Deployment

The Supplier shall deploy a structured Typical Image Library supporting:

- categorized storage of known cargo patterns
- training-reference datasets
- anomaly examples
- concealment examples
- analyst training workflows
- supervisor guidance workflows

2.2.4 Reporting and Monitoring Dashboard Deployment

The Supplier shall deploy centralized reporting dashboards supporting:

- scanner performance monitoring
- analyst performance monitoring
- throughput monitoring
- inspection queue monitoring
- image processing status monitoring
- system-health monitoring
- workload distribution visualization
- operational KPI reporting

2.2.5 Configuration Management Platform Deployment

The Supplier shall deploy a configuration-management environment supporting:

- centralized configuration control
- change-tracking capability
- version-tracking capability
- deployment-profile control
- rollback capability

2.2.6 Unified Permission Management System Deployment

The Supplier shall deploy a centralized permission-management system supporting:

- role-based access control
- analyst role assignment
- supervisor privilege control
- administrator privilege control
- audit logging of privilege changes
- integration with identity-management systems where applicable

2.2.7 Image Data Exchange System Deployment

The Supplier shall deploy a standardized image-exchange mechanism supporting:

- UFF-compatible ingestion
- multi-vendor scanner compatibility
- metadata synchronization
- queue-management workflows
- replication workflows
- DR synchronization workflows

2.3 System Integration (to other existing systems)

The Supplier shall implement integration mechanisms enabling ingestion of scan imagery generated by scanners deployed across Pakistan Customs inspection infrastructure.

Integration shall support:

- multi-vendor scanners
- UFF image formats
- metadata ingestion
- scan-session association
- queue-management workflows
- image-availability notification workflows

2.3.2 Integration with WeBOC System

The Supplier shall support integration with WeBOC workflows including:

- consignment-level linking
- risk-profile association
- inspection-case referencing
- workflow-trigger synchronization
- metadata exchange mechanisms

2.3.3 Integration with Risk Management System

The Supplier shall support integration enabling:

- risk-flag visualization
- inspection prioritization workflows
- supervisor escalation workflows
- analytics-assisted targeting workflows

2.3.4 Integration with AEES Monitoring Environment

The Supplier shall implement integration enabling centralized monitoring of AEES infrastructure deployed at border crossings.

2.3.5 Integration with CCTV Monitoring Systems

The Supplier shall support centralized monitoring capability for CCTV systems deployed at scanning locations where required.

2.3.6 Integration with Weighbridge Systems

The Supplier shall support monitoring of weighbridge infrastructure integrated with inspection workflows.

2.3.7 Integration with Automated Gate Systems

The Supplier shall support monitoring and correlation of automated gate-entry workflows where required.

2.4 Training and Training Materials

The Supplier shall provide comprehensive training services necessary to ensure sustainable operation of the RIAC platform.

Training shall include:

2.4.1 Analyst Training

Training shall cover:

- image interpretation workflows
- concealment detection workflows
- transit comparison workflows
- annotation workflows
- reporting workflows
- AI-assisted interpretation workflows
- TIP training workflows

2.4.2 Supervisor Training

Training shall cover:

- analyst workflow supervision
- performance monitoring dashboards
- escalation workflows
- case-validation workflows
- reporting dashboards
- audit workflows

2.4.3 System Administrator Training

Training shall cover:

- infrastructure monitoring
- configuration management
- user-administration workflows
- backup-management procedures
- DR procedures
- patch-management workflows
- cybersecurity-monitoring workflows

2.4.4 Training Materials

The Supplier shall provide:

- training manuals
- instructor guides
- operator reference manuals
- administrator manuals
- training datasets
- training scenarios
- TIP scenario libraries

Training materials shall be provided in English.

2.5 Data Conversion and Migration

Where applicable, the Supplier shall support migration and onboarding of historical scan imagery datasets into the Central Image Repository.

Migration activities shall include:

- metadata normalization
- indexing workflows

- integrity validation
- retention classification
- replication into DR environment

2.6 Documentation Requirements

The Supplier shall prepare and submit complete system documentation including:

2.6.1 Technical Documentation

Documentation shall include:

- system architecture documentation
- infrastructure topology diagrams
- interface documentation
- integration specifications
- cybersecurity configuration documentation
- DR procedures
- backup procedures
- monitoring procedures

2.6.2 Operational Documentation

Documentation shall include:

- operator manuals
- analyst manuals
- supervisor manuals
- escalation procedures
- troubleshooting procedures

2.6.3 Maintenance Documentation

Documentation shall include:

- preventive-maintenance procedures
- patch-management procedures
- upgrade procedures
- incident-response workflows

2.7 Requirements of the Supplier's Technical Team

The Supplier shall maintain a qualified multidisciplinary implementation team throughout the Supply and Installation phase of the Contract.

Official Use Only

The implementation team shall include at minimum:

Position	Role, Qualification and Experience
1. Team Leader / Project Manager	Role: Lead the consultancy, oversee all activities, coordinate with stakeholders, and ensure deliverables are completed on time. Qualifications and Experience: • Master's degree in engineering, IT, or a related field • A minimum of 10 years of proven experience in managing large-scale NII projects or centralized image analysis systems • Proven track record in project management, including design, implementation, and supervision of NII technologies • Familiarity with customs operations, risk management frameworks, and international trade facilitation • Strong stakeholder engagement and communication skills
2. NII Systems Expert	Role: Provide expertise in the evaluation, integration, and design of NII equipment and systems. Qualifications and Experience: • Bachelor's/Master's degree in Electronics, Telecommunications, or related fields • A minimum of 8 years of experience in NII technology, including X-ray, gamma-ray, and other scanning systems • Hands-on experience in integrating NII equipment with centralized systems and AI/ML technologies • Knowledge of global best practices for customs inspection and contraband detection • Experience in drafting technical specifications for NII hardware and software • The Supplier must have experience with regard to image file standards including UFF 3.0 Note: The World Customs Organization (WCO) has developed Unified File Formats (UFF) to standardize the storage, exchange, and analysis of non-intrusive inspection (NII) data, particularly X-ray images.
3. ICT and Systems Integration Specialist	Role: Design the technical architecture, ensure compatibility of existing systems, and oversee software and network integration. Qualifications and Experience: • Bachelor's/master's degree in computer science, Information Systems, or a related discipline

	• A minimum of 8 years of experience in system integration, ICT infrastructure design, and network setup • Expertise in data transmission, storage, and security protocols • Experience working with large-scale, multi-site environments, preferably in the customs or logistics sectors • Knowledge of cloud-based systems and AI/ML integration
4. Customs Operations and Risk Management Expert	Role: Provide insights on customs procedures, risk management, and operational protocols for RIAC. Qualifications and Experience: • Bachelor's/master's degree in Customs Administration, International Trade, or a related field • A minimum of 10 years of experience in customs operations, risk management, and post-clearance audits • Deep understanding of customs inspection techniques, including NII technologies • Experience in developing SOPs, institutional frameworks, and training programs • Familiarity with WCO and WTO guidelines on customs facilitation, including the Unified File Formats for X-ray image data
5. Artificial Intelligence and Image Analysis Specialist	Role: Analyze and recommend AI/ML tools for image analysis and comparison and help develop the SOPs/guidelines for use of data. Qualifications and Experience: • Master's degree in Artificial Intelligence, Data Science, or a related field • A minimum of 5 years of experience in applying AI/ML for image processing and analysis • Expertise in training and deploying AI models for contraband detection and risk assessment • Familiarity with digital scan libraries and image comparison tools • Strong programming skills in Python, TensorFlow, or similar platforms
6. Procurement and Budgeting Specialist	Role: Develop cost estimates, draft RFPs/BOQs, and support the procurement process. Qualifications and Experience: • Bachelor's/master's degree in business administration, Supply Chain Management, procurement or Finance • A minimum of 8 years of experience in procurement, budgeting, and financial planning for large-scale technical projects especially in the public sector

	• Knowledge of public procurement regulations and international best practices • Experience in preparing RFPs/BOQs for ICT and hardware systems • Strong analytical and documentation skills
7. Training and Capacity Building Specialist	Role: Design and deliver training programs for RIAC personnel. Qualifications and Experience: • Bachelor's/master's degree in education, Human Resources, or a related field • A minimum of 5 years of experience in designing and conducting technical training programs • Expertise in customs operations, image analysis, and NII systems training • Experience in creating training manuals, e-learning modules, and on-the-job training

D. TECHNOLOGY SPECIFICATIONS – SUPPLY & INSTALL ITEMS

3.0 General Technical Requirements

The Purchaser's Requirements contained in this Section VII define the functional, architectural, interoperability, cybersecurity and performance expectations of the RIAC System.

The detailed configuration of infrastructure components required to meet these requirements shall be proposed by the Supplier as part of its solution architecture.

The Supplier shall remain fully responsible for ensuring completeness, adequacy and operational fitness of the proposed solution architecture to meet all requirements defined in this Section VII under the turnkey delivery model adopted for this procurement.

The RIAC solution shall be implemented as a complete enterprise-grade turnkey infrastructure platform supporting centralized image ingestion, processing, analytics, supervision and storage workflows for national Non-Intrusive Inspection (NII) operations.

All infrastructures, hardware, software, storage, networking and cybersecurity infrastructure required for successful implementation and operation of the RIAC platform shall be provided by the Supplier.

The Supplier shall remain fully responsible for:

- infrastructure sizing
- compute capacity adequacy
- storage sizing adequacy
- network throughput adequacy
- redundancy design
- cybersecurity architecture
- interoperability readiness
- scalability readiness
- Disaster Recovery readiness
- performance compliance
- availability compliance

regardless of whether individual infrastructure components are explicitly enumerated in this Section.

3.0.1 Vendor Neutrality Requirement

Equipment and software specifications provided in this Section define minimum functional and performance expectations.

Equivalent or superior enterprise-grade configurations consistent with internationally recognized standards shall be acceptable.

No proprietary technology shall restrict interoperability with:

- multi-vendor scanners
- national customs ICT systems
- analytics platforms
- cybersecurity monitoring platforms

3.0.2 Turnkey Responsibility Requirement

The RIAC System is being procured under a turnkey delivery model.

The Supplier shall remain responsible for completeness, integration readiness, operational fitness, performance adequacy and scalability of the entire solution irrespective of whether individual infrastructure components are explicitly listed in this Section VII.

3.0.3 Language Support

All software systems supplied under this Contract shall support English language interfaces. Unicode character compatibility shall be supported where required for metadata interoperability.

3.0.4 Electrical Power Requirements

All powered equipment shall operate within:

- 220V±20V
- 50Hz ± 2Hz

All equipment shall support power-plug compatibility with Pakistan electrical standards.

3.0.5 Environmental Operating Conditions

Unless otherwise specified, supplied equipment shall operate within:

- Temperature range: 10°C to 35°C
- Relative humidity: 20% to 80% non-condensing

Equipment deployed in border environments shall be rated for extended operational reliability under dust-exposed conditions where applicable.

3.0.6 Safety and Compliance Requirements

All supplied equipment shall comply with internationally recognized safety standards including:

- FCC Class A / Class B (or equivalent)
- CE compliance (or equivalent)
- IEC electrical safety compliance (or equivalent)

Electromagnetic emissions shall comply with recognized international emission-control standards.

3.1 Computing Hardware Specifications

The Supplier shall provide enterprise-grade compute infrastructure supporting centralized RIAC operations including:

- Central RIAC compute environment
- Local RIAC compute environment
- Disaster Recovery compute environment
- AI processing environment
- integration gateway environment
- storage control environment

Compute architecture shall support continuous operation under mission-critical enforcement workloads.

3.1.1 Central Application Servers

Central application servers shall support:

- image visualization workflows
- analyst-session management
- supervisor-dashboard services
- workflow-orchestration services
- reporting services
- integration services

Application servers shall support:

- multi-processor architecture
- expandable memory architecture
- virtualization readiness
- redundant components and redundancy support
- hot-swappable components where applicable
- high-availability deployment capability

3.1.2 Database Servers

Database servers and infrastructure shall support:

- Image Repository metadata management
- workflow management services
- audit-logs
- user-activity tracking
- integration-transaction storage

Database infrastructure shall support:

- high-availability configuration
- redundant storage architecture
- failover capability
- replication compatibility with Disaster Recovery environment

3.1.3 Integration Interface Servers

Integration servers shall support connectivity with:

- container scanners
- cargo scanners
- mobile scanners

- rail scanners (future readiness)
- WeBOC
- Risk Management System
- AEES
- CCTV systems
- weighbridge systems
- automated gate systems

Interface servers shall support:

- protocol translation
- secure API exposure
- metadata synchronization
- queue-management services

3.1.4 File Servers

File servers shall support:

- image repository storage services
- training-library storage
- TIP dataset storage
- temporary processing-queue storage
- backup staging workflows

File-server architecture shall support:

- fault-tolerant storage configuration
- multi-disk redundancy
- expandable storage architecture

3.1.5 AI Processing Servers

AI processing infrastructure shall support:

- real-time inference workflows
- image classification workflows
- pattern-recognition workflows
- concealment detection workflows
- model-execution pipelines

AI servers shall support:

- GPU acceleration capability where required

- parallel-processing capability
- expandable inference capacity

AI processing infrastructure shall support integration with analyst workflows without introducing operational latency beyond limits specified in Section VII

3.2 Network and Communications Specifications

The Supplier shall design and deploy networking infrastructure supporting secure connectivity between:

- Central RIAC
- Local RIAC sites
- scanner locations
- WeBOC
- Risk Management System
- AEES
- Disaster Recovery site

Networking infrastructure shall support:

- secure image transfer
- replication synchronization
- video-wall streaming
- low-latency analyst access
- integration connectivity

Network architecture shall support segmentation between:

- analyst networks
- server networks
- integration networks
- management networks
- security zones

3.3 Ancillary Hardware Specifications

Ancillary infrastructure shall include:

- Central Image Repository storage infrastructure
- backup infrastructure
- video-wall systems
- analyst display systems
- UPS infrastructure
- rack infrastructure

- power-distribution infrastructure
- structured cabling support infrastructure

Storage infrastructure shall support:

- minimum seven-year retention capacity
- fault-tolerant architecture
- expandable storage scaling
- high-throughput read/write performance

Video-wall infrastructure shall support:

- multi-source visualization
- real-time monitoring
- operational dashboard display

3.4 Standard Software Specifications

The Supplier shall provide all system software required for operation of the RIAC platform including:

- operating systems
- database platforms
- virtualization environments
- backup software
- security monitoring utilities
- endpoint protection utilities
- system administration utilities
- integration middleware
- AI inference runtime environment

Software platforms shall support:

- secure configuration management
- patch-management workflows
- role-based access control
- audit logging
- backup automation
- replication workflows

All supplied software shall support integration with SIEM platforms where applicable.

3.5 Consumables

Not Applicable. Turnkey solution is prevailing.

3.6 Other Non-IT Goods

The Supplier shall provide supporting infrastructure required for installation of RIAC equipment imperative and paramount for turnkey solution of RIAC turnkey solution.

E. TESTING AND QUALITY ASSURANCE REQUIREMENTS

4.1 Inspections

The Supplier shall cooperate fully with the Purchaser (or its designated representatives) in performing inspections necessary to verify compliance of the RIAC System with the requirements specified in this Section VII.

Inspections shall verify:

- conformity with approved system architecture
- compliance with integration specifications
- cybersecurity configuration readiness
- infrastructure deployment completeness
- storage provisioning adequacy
- redundancy implementation correctness
- compliance with interoperability requirements
- availability of documentation deliverables

Inspections may be performed at:

- Supplier facilities (where applicable)
- integration staging environments
- Central RIAC site
- Local RIAC sites
- Disaster Recovery site

The purpose of inspections shall be to confirm readiness for transition into installation, integration, testing and operational validation phases.

4.1.1 Factory Inspections (where applicable)

Where infrastructure components are assembled or pre-configured prior to shipment, the Purchaser may perform Factory Inspection activities including verification of:

- hardware configuration conformity
- redundancy architecture implementation
- storage subsystem configuration
- virtualization platform readiness

- integration middleware deployment readiness
- cybersecurity baseline configuration readiness

Factory inspections shall not replace Site Acceptance Testing or Operational Acceptance Testing requirements.

4.1.2 Inspections Following Delivery

Following delivery at installation sites, the Purchaser may verify:

- completeness of delivered equipment
- conformity with approved system design
- absence of physical damage
- rack installation readiness
- labeling compliance
- cable management readiness
- storage installation readiness
- UPS readiness
- networking readiness

Completion of delivery inspections shall not constitute Installation Acceptance or Operational Acceptance.

4.2 Pre-commissioning Tests

Prior to issuance of Installation Certificates under GCC Clause 26, the Supplier shall perform pre-commissioning tests confirming infrastructure readiness for operational integration.

Pre-commissioning tests shall be performed jointly with the Purchaser.

Pre-commissioning testing shall include verification of:

- infrastructure installation completeness
- compute node readiness
- storage system availability
- network connectivity between RIAC sites
- connectivity with scanner environments
- connectivity with integration endpoints
- identity-management readiness
- security policy enforcement readiness
- backup configuration readiness
- monitoring dashboard availability

4.2.1 Central RIAC Infrastructure Tests

The Supplier shall perform validation of:

- application-server availability
- database-server availability
- storage subsystem readiness
- analyst workstation connectivity
- video-wall functionality
- internal network segmentation enforcement
- security-zone configuration
- administrative-access configuration

Successful completion shall confirm Central RIAC infrastructure readiness.

4.2.2 Local RIAC Infrastructure Tests

Testing shall confirm:

- workstation deployment readiness
- local processing server readiness
- secure connectivity with Central RIAC
- video-wall display functionality
- monitoring-dashboard availability
- queue-forwarding readiness

Successful completion shall confirm Local RIAC readiness.

4.2.3 Disaster Recovery Infrastructure Tests

Testing shall confirm:

- DR server readiness
- replication configuration readiness
- metadata replication readiness
- Central Image Repository synchronization readiness
- failover procedure readiness
- restoration workflow readiness

Successful completion shall confirm DR infrastructure readiness.

4.2.4 Integration Connectivity Tests

The Supplier shall demonstrate successful connectivity with:

- container scanners
- cargo scanners
- mobile scanners (where available)

- WeBOC integration interfaces
- Risk Management System interfaces
- AEES monitoring environment
- CCTV monitoring systems (where applicable)
- weighbridge systems (where applicable)
- automated gate systems (where applicable)

Connectivity confirmation shall include:

- image ingestion verification
- metadata synchronization verification
- queue-processing verification
- secure communication verification

4.2.5 Cybersecurity Baseline Verification Tests

The Supplier shall demonstrate implementation of cybersecurity baseline configuration including:

- firewall configuration verification
- VPN connectivity verification
- access-control enforcement verification
- encryption configuration verification
- audit-logging activation verification
- vulnerability-scan readiness confirmation
- patch-management readiness confirmation

4.3 Operational Acceptance Tests

Operational Acceptance Tests shall be conducted pursuant to GCC Clause 27 to determine whether the RIAC System, as an integrated national platform, satisfies all functional, architectural, performance and interoperability requirements defined in this Section VII.

Operational Acceptance shall be issued only after successful completion of all required test categories defined below.

4.3.1 Image Ingestion and Visualization Tests

The Supplier shall demonstrate:

- successful ingestion of scan images from multiple scanner environments
- metadata association with inspection workflows
- analyst workstation visualization readiness
- synchronized multi-screen viewing capability
- annotation functionality

- comparison workflow functionality

Image-loading performance shall comply with performance thresholds defined in Section VII.

4.3.2 AI-Assisted Image Analysis Validation Tests

Where AI-assisted workflows are deployed, the Supplier shall demonstrate:

- anomaly-detection workflow functionality
- inference visualization readiness
- explainability support for analyst review
- inference-result logging capability
- model-execution latency compliance

AI inference performance shall comply with response-time thresholds defined in Section VII.

4.3.3 Central Image Repository Performance Tests

The Supplier shall demonstrate:

- image-storage availability
- metadata indexing readiness
- retrieval performance compliance
- annotation persistence verification
- replication readiness with DR environment
- search-query responsiveness

Storage throughput shall support ingestion rates specified in Section VII.

4.3.4 Multi-Site Integration Validation Tests

The Supplier shall demonstrate:

- synchronized operation between Central RIAC and Local RIAC sites
- replication workflows between Central and DR environments
- secure communications across all RIAC nodes
- transit-comparison workflow readiness

4.3.5 Reporting and Monitoring Dashboard Validation Tests

The Supplier shall demonstrate functionality of:

- scanner monitoring dashboards

- analyst workload dashboards
- queue-processing dashboards
- performance analytics dashboards
- supervisor-monitoring dashboards
- system-health dashboards

4.3.6 Cybersecurity Validation Tests

Cybersecurity validation shall include confirmation of:

- access-control enforcement
- privileged-access logging
- secure communications
- firewall policy enforcement
- VPN operation
- audit-trail generation
- SIEM-compatible log export readiness

4.3.7 Disaster Recovery Failover Simulation Tests

The Supplier shall demonstrate:

- replication synchronization between Central RIAC and DR site
- recovery workflow execution
- controlled failover simulation
- restoration of image-repository access
- restoration of analyst access workflows

Failover simulation shall confirm compliance with approved RTO and RPO requirements.

4.3.8 Concurrent User Load Tests

The Supplier shall demonstrate system stability under concurrent-user workloads defined in Section VII including:

- analyst sessions
- supervisor sessions
- administrative sessions

System performance shall remain within specified response thresholds.

4.3.9 Throughput Capacity Tests

The Supplier shall demonstrate ability of the system to support ingestion and processing of daily scan volumes defined in Section VII.

Testing shall confirm:

- ingestion stability
- indexing stability
- storage stability
- retrieval stability

4.3.10 Operational Acceptance of the Integrated System

Operational Acceptance of the RIAC System shall be issued only after successful completion of:

- infrastructure readiness tests
- integration connectivity tests
- visualization performance tests
- AI workflow validation tests
- storage performance validation tests
- cybersecurity validation tests
- Disaster Recovery failover simulation tests
- concurrent-user load tests
- throughput capacity tests

Operational Acceptance shall confirm that the RIAC System operates as a fully integrated national inspection-support platform consistent with the requirements of this Section VII.

F. SERVICE SPECIFICATIONS – RECURRENT COST ITEMS

5.1 Warranty Defect Repair/Replacement

Following Operational Acceptance of the RIAC System, the Supplier shall provide comprehensive warranty-level support services for the entire RIAC solution for a period of three (3) years under the Operation and Maintenance (O&M) phase.

Warranty services shall cover:

- Central RIAC infrastructure
- Local RIAC infrastructure
- Disaster Recovery infrastructure
- Central Image Repository
- integration middleware
- AI analytics platform
- analyst workstation environment
- video-wall systems
- storage systems

- networking infrastructure
- cybersecurity infrastructure
- software components supplied under the Contract
- system configuration environments
- interface connectors
- monitoring dashboards
- reporting subsystems
- TIP training platform
- image-library platform

Warranty support obligations shall apply to the complete integrated solution delivered under the Contract regardless of whether individual components are proprietary, third-party supplied, open-source based, or custom configured.

The Supplier shall remain responsible for ensuring uninterrupted operational readiness of the RIAC platform during the entire O&M period.

5.1.1 Preventive Maintenance Services

The Supplier shall perform preventive maintenance activities including:

- infrastructure health checks
- storage performance monitoring
- network-performance monitoring
- patch-level verification
- cybersecurity configuration validation
- system-log review support
- database-performance validation
- Central Image Repository integrity verification
- replication integrity verification
- backup-verification procedures
- failover readiness verification

Preventive maintenance activities shall be performed at intervals defined in the Service Level Agreement (SLA) framework.

5.1.2 Corrective Maintenance Services

The Supplier shall provide corrective maintenance services covering:

- hardware failure resolution
- software malfunction correction
- integration-interface restoration
- storage-system recovery support
- workstation restoration support
- cybersecurity configuration correction

- AI-model execution fault correction
- dashboard-service restoration
- replication-service restoration
- DR synchronization correction

Corrective maintenance services shall be performed within response and resolution timelines defined in the SLA framework.

5.1.3 Patch Management and Software Updates

The Supplier shall provide:

- operating-system updates
- database updates
- virtualization-platform updates
- middleware updates
- security-patch deployment
- application-platform updates
- firmware updates
- integration-connector updates

Patch deployment activities shall ensure:

- system stability
- configuration integrity
- cybersecurity compliance
- interoperability continuity

Patch deployment shall be performed in coordination with the Purchaser's designated Contract Manager.

5.1.4 Backup and Restoration Support

The Supplier shall maintain backup support procedures including:

- scheduled backup verification
- restoration testing support
- replication-status monitoring
- backup-integrity validation
- retention-policy compliance verification

Backup procedures shall remain consistent with Disaster Recovery readiness requirements defined in this Section VII.

5.2 Technical Support

The Supplier shall provide comprehensive technical support services for the RIAC platform during the three-year O&M period.

Technical support services shall include:

- help-desk support
- incident-response services
- remote diagnostic services
- on-site technical assistance where required
- integration-support services
- cybersecurity-incident support
- performance-optimization support
- system-configuration adjustment support
- capacity-monitoring support
- training refresh support

Technical support services shall remain available throughout the O&M period in accordance with response-time thresholds defined in the SLA framework.

5.2.1 Incident Response Support

Incident response services shall include:

- incident logging
- incident classification
- incident prioritization
- remote troubleshooting
- on-site intervention where required
- service restoration support

Incident response timelines shall comply with SLA framework thresholds defined in this Section.

For geographically remote RIAC locations, response timelines shall reflect operational accessibility conditions consistent with the approved SLA matrix.

5.2.2 Integration Continuity Support

The RIAC System shall operate in a multi-vendor scanner environment and shall integrate with multiple national customs ICT platforms.

The Supplier shall remain responsible for providing all middleware, protocol adapters, interface connectors, data transformation services, integration services and interoperability mechanisms necessary to ensure successful integration with scanner infrastructure and national systems identified in this Section VII.

Integration completeness shall remain the responsibility of the Supplier under the turnkey delivery model adopted for this procurement.

The Supplier shall at minimum maintain operational continuity of integrations between RIAC and:

- scanner environments
- WeBOC
- Risk Management System
- AEES
- CCTV monitoring systems
- weighbridge systems
- automated gate systems

Integration continuity support shall include:

- interface-health monitoring
- connector-availability monitoring
- protocol-compatibility verification
- metadata-exchange integrity verification

5.2.3 Central Image Repository Support

The Supplier shall provide technical support services ensuring continuous availability of the Central Image Repository including:

- image-storage availability monitoring
- metadata-index integrity maintenance
- annotation-persistence monitoring
- search-performance monitoring
- replication-synchronization monitoring

5.2.4 AI Analytics Platform Support

The Supplier shall maintain operational readiness of the AI-assisted image-analysis platform including:

- model-execution monitoring
- inference-performance monitoring
- dataset-integrity monitoring
- workflow-latency monitoring
- model-update deployment support

Where AI-model retraining or optimization becomes necessary due to operational dataset evolution, the Supplier shall support model-performance maintenance activities consistent with SLA obligations.

5.2.5 Cybersecurity Support Services

The Supplier shall provide cybersecurity support services including:

- firewall-configuration maintenance
- VPN configuration maintenance
- access-control integrity monitoring
- privileged-access monitoring support
- patch-deployment support
- vulnerability-remediation support
- log-monitoring support compatible with SIEM platforms

Cybersecurity support shall remain consistent with national cybersecurity policy requirements.

5.2.6 Disaster Recovery Support Services

The Supplier shall maintain DR readiness throughout the O&M period including:

- replication-status monitoring
- failover readiness validation
- restoration-procedure support
- backup-integrity validation
- DR simulation support

Scheduled Disaster Recovery simulation exercises shall be conducted periodically during the O&M phase.

5.2.7 Capacity Monitoring and Scalability Support

The Supplier shall monitor system capacity indicators including:

- image ingestion growth
- storage utilization growth
- analyst-session growth
- integration-load growth

Where capacity-threshold indicators approach design limits, the Supplier shall notify the Purchaser and recommend optimization actions consistent with system scalability provisions.

5.2.8 SLA Framework, Governance and Matrix

The Service Level Agreement (SLA) framework provided herein forms an integral part of the Operation and Maintenance obligations under this Contract.

Compliance with SLA performance thresholds shall remain mandatory throughout the O&M period.

The Purchaser shall retain the right to enforce SLA compliance through contractual remedies including:

- corrective-action directives
- retention money guarantee encashment
- performance-security encashment where applicable
- contractual liquidated-damages mechanisms where triggered
- other remedies available under the Contract

RIAC O&M / SLA Requirement Matrix

This matrix depicts the minimum technical and service requirements applicable throughout the thirty-six (36) month O&M period. The Supplier shall continuously maintain these baselines after commissioning and operational acceptance.

Failure to maintain any baseline below the approved level, unless expressly approved in writing by the Purchaser, shall constitute SLA non-compliance and a breach of contract. The Supplier shall provide documentary evidence at RFP stage and updated evidence during contract performance demonstrating continuous compliance.

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
1. Growth Headroom	The delivered solution shall maintain documented growth headroom above baseline workload and preserve a non-disruptive expansion path for scanner onboarding, user growth, image-volume growth, additional AEES integrations and heavier AI models.	Annual capacity forecast; trigger thresholds; expansion roadmap; scale-out / scale-up method statement.	Failure to augment before threshold breach or repeated operation beyond approved headroom shall trigger SLA remedies.
2. BOM Compliance	The Supplier shall ensure that the installed BOM, including all replacements and refreshes during O&M, continues to meet or exceed the minimum	Approved BOM baseline; substitution requests; manufacturer	Unapproved downgrade or substitution below baseline shall be treated as a Material

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
	approved technical baseline and shall not substitute inferior components without prior written approval of the Purchaser.	datasheets; asset register.	breach.
3. Availability Architecture	Critical RIAC services shall remain implemented on N+1 or better architecture for the full SLA period, including application, workflow, database, storage controller, virtualization/control plane and other mission-critical tiers identified in the approved design.	HA architecture diagram; node inventory; redundancy certification; annual architecture compliance statement.	Any reduction below approved N+1 without Purchaser approval shall constitute a Material breach.
4. System Uptime / Availability	The RIAC system shall operate on a 24/7 basis. Minimum monthly availability shall be: (i) overall system uptime not less than 99.5% for Central and Local RIACs; (ii) core processing and workflow engine availability not less than 99.7%; (iii) AI processing engine availability not less than 99%; and (iv) Local RIAC image reception and workstation availability not less than 99%. Planned maintenance shall not exceed four (4) hours per month and shall be pre-approved by the Purchaser.	Monitoring dashboards; uptime logs; outage register; monthly SLA reports; maintenance approvals.	Any monthly availability below threshold shall trigger SLA deductions / LDs; repeated failure shall constitute a Major SLA breach.
5. Dual Power Supply and Power Resilience	All critical servers, storage arrays, firewalls, core switches and virtualization hosts shall retain dual hot-swappable power supplies. Central critical systems shall be connected to independent UPS / Power	Power single-line diagram; Power Supply Unit (PSU) schedule; UPS/PDU mapping; annual electrical health	Operation of critical equipment on unapproved single-power configuration shall constitute a Major non-conformity.

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
	Distribution Unit (PDU) paths where technically applicable.	certification.	
6. Environmental and Power Monitoring	The Supplier shall maintain continuous monitoring of temperature, humidity, UPS state, battery alarms, rack load, device health, and such other approved environmental / power parameters as are necessary for secure operation of RIAC facilities.	Sensor list; thresholds; alert-routing matrix; monthly monitoring reports; incident logs.	Loss of monitoring coverage for critical areas beyond approved threshold shall constitute SLA breach.
7. Storage Resilience	Production RIAC storage shall remain fault-tolerant. Image repository and evidence stores shall use RAID 6 / dual-parity or equivalent resilient design. Database / low-latency tiers may use RAID 10 or equivalent if justified and approved.	Storage architecture; RAID / resilience map; controller redundancy note; usable-vs-raw capacity sheet.	Unapproved deviation from approved resilient storage design shall constitute a Material breach.
8. Clustering and Failover	The Supplier shall maintain clustering or failover for identity/authentication, workflow, database, integration/API layer, image repository access path and other core services as required by the approved architecture.	Cluster design; failover logic; quorum details; annual failover test reports.	Untested or non-functional failover state shall constitute a Major SLA breach.
9. Disaster Recovery Readiness	The DR environment shall remain fully synchronized and in active readiness throughout O&M. Minimum target: Recovery Point Objective (RPO) not more than 15 minutes and Recovery Time Objective (RTO) not more than 2 hours for central mission-critical services, unless more stringent values are approved in contract.	DR runbook; replication health reports; DR exercise reports; corrective-action tracker.	Failed DR simulation, broken replication, or non-achievement of approved RPO/RTO shall constitute a Major SLA breach.

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
10. DR Testing Frequency	At least two (2) full-scale DR simulation exercises shall be conducted annually, including failover and failback validation, with documented lessons learned and corrective actions.	Approved annual DR test plan; test scripts; signed test reports; closure evidence.	Failure to conduct required DR tests or close critical findings shall trigger SLA deductions.
11. Logging and SIEM Compatibility	All critical logs shall be continuously generated, time-synchronized, retained and exportable to Security Information and Event Management (SIEM) / centralized log management, including logs from operating systems, hypervisors, RIAC applications, firewalls, VPNs, IAM, databases, privileged admin actions and DR/failover events.	Log-source matrix; retention policy; forwarding configuration; sample dashboards; audit-trail schema.	Missing critical log sources, broken log forwarding, or unlogged privileged activity shall constitute a Major SLA breach.
12. Cryptographic Key and Certificate Management	Where encryption, secure APIs, VPNs, digital certificates or signing mechanisms are used, the Supplier shall maintain secure cryptographic key and certificate management procedures, including controlled access, renewal, backup and revocation.	Certificate register; Public Key Infrastructure (PKI), key-management SOP; renewal schedule; access-control evidence.	Expired or unmanaged critical certificates / keys causing service risk shall trigger SLA remedies.
13. Secure Configuration and Hardening	The Supplier shall maintain hardened baseline configurations for operating systems, hypervisors, databases, network and security appliances, application servers and endpoints. Unused services and ports shall remain disabled; privileged access shall be MFA-protected where applicable.	Hardening baseline; patch standard; vulnerability register; privileged-access matrix; annual security assessment.	Critical hardening non-compliance not remediated within agreed cure period shall constitute a Major breach.

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
14. Patch and Vulnerability Management	The Supplier shall conduct regular vulnerability assessments, apply critical security patches within the approved remediation window, and maintain a risk-based remediation workflow. Quarterly vulnerability assessments and annual penetration testing shall be minimum requirements.	Patch reports; VA/PT reports; remediation tracker; exceptions register.	Repeated failure to patch critical vulnerabilities within approved window shall constitute SLA breach.
15. Data Integrity and Access Security	All RIAC data shall remain protected through encryption in transit and at rest where applicable, strong access control, least-privilege authorization, 100% audit trail for access, modification and analysis, and zero tolerance for unauthorized access.	Access-control matrix; audit trail samples; encryption configuration; incident logs.	Any confirmed unauthorized access or loss of auditable traceability shall constitute a Major contractual event.
16. Incident Classification and Escalation	Incidents shall be categorized at minimum as Severity 1 (Critical), Severity 2 (Major) and Severity 3 (Minor), with approved examples for RIAC operations. Escalation shall follow a documented hierarchy up to designated Purchaser representatives.	Incident-management SOP; severity matrix; escalation tree; service desk workflow.	Misclassification used to evade SLA obligations shall be treated as contractual non-compliance.
17. Response and Restoration Windows	Minimum baseline: Severity 1 remote response within 30 minutes and restoration / workaround within 4 hours; Severity 2 response within 1 hour and restoration within 8 hours; Severity 3 response within 4 hours and restoration within 48 hours.	SLA table; ticketing platform records; support roster; escalation evidence.	Missed response / restoration targets shall trigger SLA deductions and repeated failure shall constitute Major breach.
18. On-Site Response	The Supplier shall state and maintain site-wise on-site	OEM support letters; local	Failure to provide committed on-site

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
Window	response commitments for Central RIAC and Local RIACs at Chaman and Torkham. For central critical infrastructure, the target shall not be weaker than 24x7 (4-hour) on-site response, subject to expressly stated geographic coverage conditions approved at contract finalization.	partner details; site-wise support map; exclusions list.	support within stated site-wise window shall trigger SLA penalties.
19. Critical Parts Replacement Window	The Supplier shall define and maintain replacement windows for critical disks, PSUs, fans, optics/Small Form Pluggable (SFPs), Network Interface Cards (NICs), firewalls, storage controllers and proprietary integration components. Critical hardware replacement at central and local sites should normally be completed within 48-72 hours unless stricter commitments are approved.	Critical-spares list; parts locations; replenishment lead times; local stocking plan.	No available critical spare or missed replacement window during a critical incident shall constitute Major breach.
20. Critical Spares Strategy	A documented critical-spares strategy shall be maintained for all RIAC sites, including local / in-country stocking for high-failure and mission-critical items and clear replenishment procedures.	Spares strategy document; stock register; quarterly spares audit; logistics plan.	Failure to maintain approved spares stock shall constitute SLA non-compliance.
21. Preventive Maintenance	The Supplier shall conduct preventive maintenance quarterly, including hardware health checks, firmware review, database optimization, backup verification, performance tuning and site health inspection.	PM calendar; PM completion reports; maintenance checklist; signed service reports.	Missed preventive-maintenance cycle without approval shall trigger SLA deductions.

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
22. Corrective Maintenance	The Supplier shall restore defects, faults and failed components through documented corrective maintenance procedures and maintain records of root cause, action taken, component replaced and residual risk.	Incident records; Root Cause Analysis (RCA) reports; replacement records; closure sign-offs.	Repeated recurrence of unresolved defects shall trigger enhanced remedies and/or contractual review.
23. Backup and Restore Assurance	The Supplier shall maintain approved backup schedules and conduct periodic restoration tests to verify backup integrity, recoverability and consistency of production data and configurations.	Backup schedule; restore test reports; exception log; signed test evidence.	Failed restore test without timely corrective closure shall constitute a Major breach.
24. Performance Monitoring	The Supplier shall continuously monitor system performance, including latency, throughput, queue backlog, storage growth, network utilization, interface health and service health, and shall compare results against the approved commissioning baseline.	Monthly performance dashboard; trend reports; baseline comparison; optimization logs.	Persistent KPI deterioration without RCA and remediation plan shall constitute SLA breach.
25. Image Processing and Workflow Timeliness	The Supplier shall maintain workflow performance targets for image ingestion, analyst assignment, processing cycle time and image comparison functions in accordance with approved RIAC operating parameters. i. Image ingestion latency not exceeding 10 seconds. ii. Analyst assignment within 30 seconds of image receipt. iii. Average image analysis	Workflow analytics; processing-time reports; SLA dashboard.	Repeated failure to meet approved workflow thresholds shall trigger SLA remedies.

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
	cycle time not exceeding 5 minutes. iv. ATT Scan-A and Scan-B comparison completed within 2 minutes. v. Additionally, the system must be capable of ingesting and processing a minimum of 5,000 images per 24-hour period. This includes storing the image, running AI analysis, and creating a case file. vi. In case of AI/ML-based anomaly detection, the system must complete its initial analysis and flag potential threats or anomalies on an image within 5 seconds of the image becoming available in the system.		
26. AI Operational Performance	The AI system shall maintain and report, at minimum, the following metrics against benchmarked and periodically refreshed validation datasets: i. overall detection accuracy of not less than 90%, together with class-wise true positive rates (recall / sensitivity) for defined threat categories ii. false positive rate not exceeding 10%, and	Model register; quarterly validation report; TIP test records.	Failure to maintain approved AI thresholds or to provide quarterly performance evidence shall constitute SLA breach.

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
	false negative rate to be separately tracked, investigated and reduced through corrective retraining and rule refinement iii. quarterly retraining of AI models using updated datasets iv. fully operational Threat Image Projection (TIP) through Digital Scan Library functionality v. Quarterly AI performance assessments shall include precision, recall, F1-score, confusion-matrix review, true-positive / false-positive / false-negative analysis and documented improvement actions.		
27. AI Retraining and Governance	The Supplier shall conduct periodic retraining / revalidation of AI models using approved data-governance procedures and maintain version control, rollback capability and human override for production use.	Retraining plan; model version history; rollback plan; validation records.	Unapproved model change or unvalidated production deployment shall constitute a Major breach.
28. Interoperability Continuity	The Supplier shall preserve interoperability with scanners, WeBOC / customs systems, AEES-linked systems, CCTV, weighbridges, gate control systems and other approved interfaces after upgrades, patches or changes.	Interface inventory; compatibility matrix; regression-test reports; change-impact analysis.	Any Supplier-caused interface break shall be treated as a Severity 1 incident.

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
29. Documentation Maintenance	The Supplier shall keep current all as-built diagrams, configurations, runbooks, SOPs, admin manuals, DR procedures, maintenance procedures and interface documentation during the entire SLA term.	Document register; revision history; annual documentation audit.	Outdated or missing operational documentation shall constitute SLA non-compliance.
30. Reporting Obligations	The Supplier shall submit monthly SLA performance reports, quarterly compliance certificates and annual performance / security audit reports covering uptime, incidents, AI performance, DR status, security, capacity and corrective actions.	Monthly, quarterly and annual reports in approved formats.	Failure to submit mandatory reports on time shall constitute SLA non-compliance independent of technical uptime.
31. Governance Meetings	The Supplier shall attend quarterly SLA governance meetings and present incident trends, AI performance, DR status, security status, capacity review, open risks and corrective actions. The Customs Directorate of Technical Services, Reforms & Automation shall oversee SLA contract.	Meeting packs; attendance records; minutes; action tracker.	Failure to attend or present required governance material shall constitute governance default.
32. Training Continuity and Refreshers	The Supplier shall provide refresher training, induction training for replacement staff, updated technical training after major changes, and operator / administrator knowledge refresh sessions throughout O&M.	Biannual training plans; attendance records; training materials; assessments where applicable.	Failure to deliver contractually required refresher training shall constitute SLA non-compliance.
33. Knowledge Transfer and Exit Support	The Supplier shall provide continuous knowledge transfer during O&M and structured exit support in the final three	KT plan; session records; transition plan; final handover	Incomplete handover at expiry shall trigger retention / security

Requirement	Minimum Baseline	Evidence Required from Supplier	SLA Enforcement
	(3) months, including updated configurations, credentials transfer process, source materials, updated AI artefacts, final handover pack and transition assistance.	pack.	enforcement and delay final release.
34. SLA Remedies and Security-backed Enforcement	All above baselines shall be enforceable through contractual remedies, including liquidated damages, cure notices, escalation, and recourse to performance security where provided under the Contract.	Contract clauses; remedy schedule; performance security details.	Enforced strictly in accordance with the Contract.

5.3 Requirements of the Supplier's Technical Team

During the Operation and Maintenance phase, the Supplier shall maintain a qualified technical support team capable of ensuring continuous operational readiness of the RIAC platform.

The Supplier's technical team shall coordinate all support activities through the Purchaser's designated Contract Manager/PIC.

The Supplier shall remain responsible for ensuring that adequate technical expertise remains available throughout the O&M period to support all infrastructure, integration, analytics and cybersecurity components of the RIAC platform.

Implementation Schedule

Table of Contents: Implementation Schedule

A. Implementation Schedule Table 190

B. Site Table(s) 194

C. Table of Holidays and Other Non-Working Days 195

A. IMPLEMENTATION SCHEDULE TABLE

Line Item No.	Subsystem / Item	Site	Installation (Weeks from Effective Date)	Indicative Acceptance (Weeks from Effective Date)	LD Milestone
0	Submission of Detailed Project Plan	All Sites	Week 2	Week 4	As per the Conditions of Contract
1	Detailed System Assessment and Solution Architecture Design	All Sites	Week 4	Week 8	
2	Procurement, Supply and Delivery of RIAC Infrastructure	Central + Local + DR Sites	Week 8	Week 16	
3	Installation of Central RIAC Infrastructure	Central RIAC	Week 12	Week 20	
4	Installation of Local RIAC Infrastructure (Chaman)	Local RIAC Chaman	Week 14	Week 22	
5	Installation of Local RIAC Infrastructure (Torkhum)	Local RIAC Torkhum	Week 14	Week 22	
6	Installation of Disaster Recovery Infrastructure	DR Site	Week 16	Week 24	
7	Deployment of Central Image Repository	Central + DR Sites	Week 18	Week 26	
8	Deployment of Integration Interfaces (Scanners, AEES, WeBOC, RMS)	All Sites	Week 20	Week 28	
9	Deployment of Image Analysis Platform and AI Analytics Environment	Central + Local Sites	Week 22	Week 30	
10	Deployment of Monitoring Dashboards and Reporting Environment	Central + Local Sites	Week 24	Week 30	
11	System Integration Testing and Performance Validation	All Sites	Week 26	Week 31	
12	Training of Analysts, Supervisors and Administrators	Central + Local Sites	Week 26	Week 32	

Official Use Only

13	Operational Acceptance of RIAC System as Integrated National Platform	All Sites	Week 32	Week 32	
y	Operation and Maintenance/Warranty Phase (36 Months)	All Sites	After Operational Acceptance	Continuous	

Important Notes: The following are the integral contents of the RIAC Solution:

i. The RIAC System shall be implemented on a turnkey basis within the implementation period specified in the Contract. The Implementation Schedule defines the major milestones for:

- system analysis
- architecture design
- infrastructure deployment
- integration
- testing
- commissioning
- training
- operational readiness
- Operational Acceptance

All durations shall be counted from the Contract Effective Date.

The Supplier shall prepare a Detailed Project Plan consistent with this Implementation Schedule within the time specified in the Contract.

ii. Operational Acceptance Milestone Definition

Operational Acceptance of the RIAC System shall be issued only after successful completion of:

- infrastructure deployment
- integration validation
- performance validation

- cybersecurity validation
- Disaster Recovery readiness validation
- image ingestion validation
- AI analytics validation
- concurrent-user capacity validation
- throughput validation

Operational Acceptance shall confirm that the RIAC platform operates as a fully integrated national inspection-support environment consistent with Section VII requirements.

iii. Supplier Project Planning Obligation

Supplier shall submit a Detailed Project Plan including:

- resource deployment plan
- infrastructure delivery sequencing
- installation schedule
- integration sequencing
- testing sequencing
- training schedule
- risk mitigation plan
- dependency matrix

The Detailed Project Plan shall remain consistent with the Implementation Schedule defined in this Section.

Approval of the Detailed Project Plan by the Purchaser shall not relieve the Supplier of responsibility for meeting Contract milestones.

iv. Implementation Coordination Requirement

The Supplier shall coordinate implementation activities with:

- scanner-site operators
- AEES operators

- WeBOC technical teams
- RMS integration teams
- network service providers where applicable
- RIAC facility readiness teams

Implementation sequencing shall minimize disruption to ongoing inspection operations.

v. Integration Dependency Clause (important turnkey protection)

The Supplier shall remain responsible for managing all technical dependencies required for integration of RIAC with:

- scanner infrastructure
- WeBOC system
- Risk Management System
- AEES monitoring environment
- CCTV monitoring systems
- weighbridge systems
- automated gate systems

Delays arising from inadequate integration preparation shall not relieve the Supplier from milestone-achievement obligations except where formally certified by the Purchaser as external dependency constraints.

vi. Transition to Operation & Maintenance Phase

Following issuance of Operational Acceptance, the RIAC System shall transition into the Operation and Maintenance phase.

The Operation and Maintenance phase shall continue for a period of thirty-six (36) months.

During this phase:

- SLA obligations shall become enforceable
- preventive maintenance shall commence
- corrective maintenance shall commence

Official Use Only

- cybersecurity monitoring support shall continue
- Disaster Recovery simulation support shall continue
- AI analytics support shall continue
- Maintenance of all hardware, software, infrastructure shall be the responsibility of the supplier

Performance Security shall remain valid throughout this period

B. SITE TABLE(S)

[Specify: ***the detailed information regarding the site(s) at which the System is to be operated****]*

Site Code	Site	City / Town / Region	Primary Street Address	Drawing Reference No. (if any)
Central	Central RIAC	Islamabad		
Local	Local RIAC – Torkham	Torkham		
Local	Local RIAC – Chaman	Chaman		

C. TABLE OF HOLIDAYS AND OTHER NON-WORKING DAYS

Month	2026	2027	2028	2029	2030
1	1 Jan (New Year)	1 Jan	1 Jan	1 Jan	1 Jan
2	5 Feb (Kashmir Day)	5 Feb	5 Feb	5 Feb	5 Feb
3	23 Mar (Pakistan Day)	23 Mar	23 Mar	23 Mar	23 Mar
4	Eid-ul-Fitr*	Eid-ul-Fitr*	Eid-ul-Fitr*	Eid-ul-Fitr*	Eid-ul-Fitr*
5	1 May (Labour Day)	1 May	1 May	1 May	1 May
6	Eid-ul-Adha*	Eid-ul-Adha*	Eid-ul-Adha*	Eid-ul-Adha*	Eid-ul-Adha*
7	Ashura*	Ashura*	Ashura*	Ashura*	Ashura*
8	14 Aug (Independence Day)	14 Aug	14 Aug	14 Aug	14 Aug
9	Eid Milad-un-Nabi*	Eid Milad-un-Nabi*	Eid Milad-un-Nabi*	Eid Milad-un-Nabi*	Eid Milad-un-Nabi*
10	—	—	—	—	—
11	Iqbal Day (if notified)	Iqbal Day	Iqbal Day	Iqbal Day	Iqbal Day
12	25 Dec (Quaid-e-Azam Day)	25 Dec	25 Dec	25 Dec	25 Dec

Dates of Islamic holidays are subject to moon sighting and official notification by the Government of Pakistan each year.
All public holidays shall be observed as per Government notifications applicable at the time of execution of the Contract.
Weekly non-working days shall be Saturday and Sunday.

System Inventory Tables

Table of Contents: System Inventory Tables

System Inventory Table (Supply and Installation Cost Items) 198

System Inventory Table (Recurrent Cost Items) – *Warranty Period* 200

SYSTEM INVENTORY TABLE (SUPPLY AND INSTALLATION COST ITEMS)

Line Item Reference: Implementation Schedule Subsystems.

Component No.	Component-Subsystem	Functional Description	Deployment Location	Quantity
1	Central RIAC Infrastructure	Centralized image processing, storage, analytics and supervision environment	Islamabad, Chaman and Torkham	Not Applicable
2	Local RIAC Infrastructure – Chaman	Local monitoring, analyst processing and forwarding environment		
3	Local RIAC Infrastructure – Torkhum	Local monitoring, analyst processing and forwarding environment		
4	Disaster Recovery Infrastructure	Replicated infrastructure supporting continuity of operations		
5	Central Image Repository	Centralized storage environment for scan imagery and metadata		
6	Image Analysis Platform	Analyst interpretation environment supporting visualization and annotation workflows		
7	AI Analytics Platform	AI-assisted anomaly detection and analyst support environment		
8	Threat Image Projection (TIP) Platform	Analyst training and performance monitoring environment		
9	Typical Image Library	Structured training image reference repository		
10	Monitoring Dashboards	Operational monitoring environment for scanners and inspection workflows		
11	Integration Middleware	Interface services supporting connectivity with scanners and national systems		
12	Cybersecurity Infrastructure	Firewall, VPN, identity protection and monitoring environment		
13	Video Wall Monitoring	Centralized monitoring display infrastructure		

	Environment			
14	Analyst Workstation Environment	Analyst interpretation and supervisory workstation environment		
15	Network Infrastructure	Secure connectivity between RIAC locations and integration endpoints		
16	Backup Infrastructure	Backup storage and restoration support environment		
17	Training and Documentation Environment	Training delivery and documentation support infrastructure		

Notes:

Because the RIAC System is being procured on a turnkey basis, the System Inventory Tables identify functional subsystems and operational coverage areas rather than prescriptive equipment quantities.

The Supplier shall provide a complete infrastructure configuration sufficient to meet performance, scalability, availability, interoperability and cybersecurity requirements defined in Section VII.

The Supplier shall remain responsible for providing all hardware, software, integration, commissioning &testing services, storage infrastructure, compute capacity, networking components, cybersecurity infrastructure and supporting accessories required for successful implementation of each subsystem in accordance with the requirements defined in Section VII, on turnkey basis, covering the O&M period.

The final infrastructure configuration shall be documented in the Detailed System Design Document submitted by the Supplier following Contract effectiveness.

Approval of the Detailed System Design Document by the Purchaser shall not relieve the Supplier of responsibility for delivering a fully compliant turnkey solution.

Official Use Only

SYSTEM INVENTORY TABLE (RECURRENT COST ITEMS – WARRANTY AND O&M PERIOD)

Line Item Reference: Operation and Maintenance Phase

Component No.	Component	Coverage Scope	Y1	Y2	Y3
1	Warranty Defect Repair/Replacement Services	Entire RIAC solution across all locations	Included	Included	Included
2	Software Updates and Security Patches	Operating systems, databases, middleware and analytics platforms	Included	Included	Included
3	Preventive Maintenance Services	Infrastructure, storage, networking and cybersecurity environment	Included	Included	Included
4	Corrective Maintenance Services	Hardware, software and integration components	Included	Included	Included
5	Integration Continuity Support	Interfaces with scanners, WeBOC, RMS, AEES and monitoring systems	Included	Included	Included
6	Central Image Repository Support	Storage availability, indexing integrity and replication monitoring	Included	Included	Included
7	AI Analytics Platform Support	Model execution readiness and inference support services	Included	Included	Included
8	Disaster Recovery Support	Replication monitoring and failover readiness validation	Included	Included	Included
9	Cybersecurity Monitoring Support	Firewall, VPN, access control and patch management support	Included	Included	Included
10	Capacity Monitoring Support	Monitoring of storage growth, ingestion growth and workload scaling	Included	Included	Included
11	Technical Support Services	Remote and on-site support services as required	Included	Included	Included
12	Training Refresh Support	Refresher training services for analysts and administrators	Included	Included	Included

Background and Informational Materials

Table of Contents: Background and Informational Materials

A. Background 203

0.1 ... The Purchaser 203
0.2 ... The Purchaser's Business Objectives for the Information System 203

B. Informational Materials 204

0.3 ... The Legal, Regulatory, and Normative Context for the Information System 204
0.4 ... Existing Information Systems / Information Technologies Relevant to the Information System 206
0.5 ... Available Training Facilities to Support the Implementation of the Information System 207
0.6 ... Site Drawings and Site Survey Information Relevant to the Information System .207

Background and Informational Materials

A. BACKGROUND

0.1 The Purchaser

The Federal Board of Revenue (FBR), through Pakistan Customs Service (PCS), is responsible for enforcement of customs laws, facilitation of legitimate trade, prevention of smuggling and revenue protection at national seaports, airports, land border crossings and inland terminals.

Pakistan Customs operates a national Non-Intrusive Inspection (NII) program to support risk-based inspection of cargo through container scanners, cargo scanners and mobile scanning platforms deployed across multiple operational environments.

The RIAC System is being implemented as a national-level centralized image interpretation and monitoring platform to support standardized, technology-enabled inspection decision-making across all scanning locations.

The RIAC platform shall support Pakistan Customs in improving:

- inspection accuracy
- detection capability
- operational transparency
- supervision of scanning infrastructure
- enforcement coordination
- analyst training effectiveness
- risk-based targeting workflows
- transit-cargo comparison workflows
- auditability of inspection decisions

0.2 The Purchaser's Business Objectives for the Information System

The primary objective of establishing the Remote Image Analysis Center (RIAC) is to enable centralized, secure and scalable interpretation of Non-Intrusive Inspection imagery generated at scanning locations across Pakistan.

The RIAC System is intended to support:

- centralized monitoring of scanning infrastructure
- remote interpretation of scan imagery
- improved detection of concealment attempts
- improved targeting accuracy
- standardized inspection workflows
- supervision of analyst performance
- monitoring of scanner utilization
- integration with customs risk-management workflows
- coordinated inspection decision-making across multiple locations

The RIAC platform is expected to strengthen Pakistan Customs' enforcement capability while supporting trade facilitation through improved inspection efficiency.

Implementation of the RIAC platform is expected to support:

- improved cargo-inspection decision quality
- enhanced supervision of scanning operations
- improved transparency of inspection workflows
- centralized monitoring of scanner performance
- strengthened risk-management integration
- improved coordination between scanning locations
- improved analyst training through Threat Image Projection
- improved transit-cargo verification capability
- improved auditability of inspection decisions
- improved storage and retrieval of historical scan imagery

B. INFORMATIONAL MATERIALS

0.3 The Legal, Regulatory, and Normative Context for the Information System

The RIAC System will operate within the regulatory framework governing customs enforcement and cargo-inspection operations in Pakistan.

Relevant institutional frameworks include:

- Pakistan Customs Act, 1969
- national Non-Intrusive Inspection (NII) protocols issued by FBR
- operational procedures governing cargo-inspection workflows
- risk-management procedures implemented through WeBOC
- digital-security policies applicable to government enforcement systems
- national requirements concerning data sovereignty and secure handling of enforcement-sensitive information

Detailed technical interface expectations for scanner-system interoperability are described in Annex-A (NII Protocols).

Annex-A is provided for informational purposes to assist Proposers in understanding the scanner-integration environment expected under the Contract.

0.3.1 Central Image Repository Context

Pakistan Customs maintains operational requirements for long-term storage and retrieval of scan imagery for:

- enforcement verification
- training support
- audit review
- intelligence support
- transit-cargo comparison workflows

The RIAC System will support centralized storage of scan imagery through a Central Image Repository architecture.

Retention expectations and performance requirements are defined in the Technical Requirements section of Section VII.

0.3.2 Threat Image Projection (TIP) Operational Context

Pakistan Customs intends to strengthen analyst training capability through structured Threat Image Projection workflows supporting:

- training scenario injection
- analyst performance monitoring
- accuracy measurement
- concealment-pattern familiarization

The TIP platform will support institutional capacity building for centralized image interpretation.

0.3.3 Transit Cargo Monitoring Context

Pakistan Customs manages transit cargo flows across multiple border locations.

Transit-cargo comparison workflows support verification that cargo entering the country matches cargo exiting at downstream inspection locations.

The RIAC platform will support centralized visualization capability for transit-cargo comparison workflows.

0.3.4 Centralized Monitoring Context

Pakistan Customs intends to strengthen centralized supervision of scanning infrastructure through the RIAC platform.

Monitoring visibility may include:

- scanner operational status
- inspection queue status
- analyst workload status
- CCTV visibility at scanning environments
- weighbridge monitoring visibility
- operational visibility of AEES-linked inspection environments including automated gate systems, cargo movement monitoring points, inspection lane status, and associated operational monitoring interfaces integrated with Pakistan Customs enforcement and scanning operations

The detailed interface architecture, operational monitoring parameters, data exchange mechanisms and integration scope with AEES-linked operational environments shall be finalized during the detailed system design phase in coordination with Pakistan Customs and relevant operational stakeholders.

0.4 Existing Information Systems / Information Technologies Relevant to the Information System

Pakistan Customs currently operates several national information-technology platforms that form part of the operational environment in which the RIAC System will function.

These include:

Web-Based One Customs System (WeBOC)

WeBOC supports:

- electronic goods declarations
- risk-management workflows
- inspection assignments
- clearance decision workflows

The RIAC System is expected to operate in coordination with inspection-related workflows supported through WeBOC.

Risk Management System (RMS)

The Risk Management System supports:

- automated risk profiling
- targeting decisions
- inspection prioritization workflows

The RIAC platform is expected to complement RMS-based inspection workflows through improved scan-image interpretation capability.

Automated Entry and Exit System (AEES)

The Automated Entry and Exit System supports monitoring of cross-border cargo movement through:

- automated gate operations
- vehicle tracking
- entry-exit recording

The RIAC System may support centralized operational monitoring visibility for selected inspection-related operational environments linked with AEES, scanner infrastructure, port terminal environments, airport cargo handling environments, cargo movement monitoring points, weighbridge systems, automated gate systems and associated CCTV monitoring environments relevant to customs inspection and enforcement operations.
The detailed interface architecture, operational monitoring parameters, integration boundaries, data exchange mechanisms and scope of interoperability with such operational environments shall be finalized during the detailed system design phase in coordination with Pakistan Customs and relevant operational stakeholders.

Scanner Infrastructure Landscape

Pakistan Customs operates multiple scanning platforms deployed at:

- seaports
- airports
- land border crossings
- inland clearance terminals

Scanner platforms may include:

- fixed container scanners
- mobile container scanners
- cargo scanners
- rail-mounted scanners (where deployed)

Scanner platforms may originate from multiple manufacturers and operate using different interface architectures.

Proposers should consider this multi-vendor environment when preparing integration approaches.

0.5 Available Training Facilities to Support the Implementation of the Information System

Training under the RIAC, is the responsibility of Supplier. The Supplier shall coordinate training delivery with the Purchaser during implementation planning as per the requirement under Section VII.

0.6 Site Drawings and Site Survey Information Relevant to the Information System

Detailed infrastructure configuration shall be finalized by the Supplier during the Detailed Design Phase.

Where required, additional site-survey activities may be performed by the Supplier following Contract effectiveness.

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

SECTION VIII - GENERAL CONDITIONS OF CONTRACT

Table of Clauses

A. Contract and Interpretation 212

1. .....Definitions 212
2. .....Contract Documents 220
3. .....Interpretation 220
4. .....Notices 222
5. .....Governing Law 224
6. .....Fraud and Corruption 224

B. Subject Matter of Contract 224

7. .....Scope of the System 224
8. .....Time for Commencement and Operational Acceptance 225
9. .....Supplier's Responsibilities 226
10. ....Purchaser's Responsibilities 232

C. Payment 234

11. ....Contract Price 234
12. ....Terms of Payment 235
13. ....Securities 236
14. ....Taxes and Duties 237

D. Intellectual Property 238

15. ....Copyright 238
16. ....Software License Agreements 239
17. ....Confidential Information 241

E. Supply, Installation, Testing, Commissioning, and Acceptance of the System 242

18. ....Representatives 242
19. ....Project Plan 245
20. ....Subcontracting 247
21. ....Design and Engineering 248
22. ....Procurement, Delivery, and Transport 251
23. ....Product Upgrades 253
24. ....Implementation, Installation, and Other Services 254
25. ....Inspections and Tests 254
26. ....Installation of the System 255
27. ....Commissioning and Operational Acceptance 256

F. Guarantees and Liabilities 260

28. ....Operational Acceptance Time Guarantee 260
29. ....Defect Liability 261
30. ....Functional Guarantees 264
31. ....Intellectual Property Rights Warranty 264
32. ....Intellectual Property Rights Indemnity 265
33. ....Limitation of Liability 268

G. Risk Distribution 268

34. ....Transfer of Ownership..... 268
35. ....Care of the System 268
36. ....Loss of or Damage to Property; Accident or Injury to Workers; Indemnification .270
37. ....Insurances..... 271
38. ....Force Majeure 273

H. Change in Contract Elements 275

39. ....Changes to the System 275
40. ....Extension of Time for Achieving Operational Acceptance 275
41. ....Termination 280
42. ....Assignment..... 287

I. Settlement of Disputes 287

43. ....Settlement of Disputes 287

J. Cyber Security 290

44. ....Cyber Security..... 290

General Conditions of Contract

A. CONTRACT AND INTERPRETATION

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated below.

(a) contract elements

(i) **"Contract"** means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein. The Contract Agreement and the Contract Documents shall constitute the Contract, and the term "the Contract" shall in all such documents be construed accordingly.

(ii) **"Contract Documents"** means the documents specified in Article 1.1 (Contract Documents) of the Contract Agreement (including any amendments to these Documents).

(iii) **"Contract Agreement"** means the agreement entered into between the Purchaser and the Supplier using the form of Contract Agreement contained in the Sample Contractual Forms Section of the request for proposals documents and any modifications to this form agreed to by the Purchaser and the Supplier. The date of the Contract Agreement shall be recorded in the signed form.

(iv) **"GCC"** means the General Conditions of Contract.

(v) **"SCC"** means the Special Conditions of Contract.

(vi) **"Technical Requirements"** means the Technical Requirements in Section VII of the request for proposals documents.

(vii) **"Implementation Schedule"** means the Implementation Schedule in Section VII of the request for proposals documents.

(viii) **"Contract Price"** means the price or prices defined in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.

(ix) **"Procurement Regulations"** refers to the edition **specified in the SCC** of the World Bank "Procurement Regulations for IPF Borrowers".

(x) **"**request for proposals **document"** refers to the document issued by the Purchaser on the subject procurement process.

(xi) "**Sexual Exploitation and Abuse" "(SEA)"** means the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

(xii) **"Sexual Harassment" "(SH)"** is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Supplier's Personnel with other Supplier's or Purchaser's personnel.

(b) entities

(i) **"Purchaser"** means the entity purchasing the Information System, as **specified in the SCC.**

(ii) **"Purchaser's Personnel"** means all staff, labor and other employees of the Project Manager and of the Purchaser engaged in fulfilling the Purchaser's obligations under the Contract; and any other personnel identified as Purchaser's Personnel, by a notice from the Purchaser to the Supplier;

(iii) **"Project Manager"** means the person **named as such in the SCC** or otherwise appointed by the Purchaser in the manner provided in GCC Clause 18.1 (Project Manager) to perform the duties delegated by the Purchaser.

(iv) **"Supplier"** means the firm or Joint Venture whose proposal to **perform** the **Contract** has

been accepted by the Purchaser and is named as such in the Contract Agreement.

(v) **"Supplier's Representative"** means any person **nominated** by the Supplier and named as such in the Contract Agreement or otherwise approved by the Purchaser in the manner provided in GCC Clause 18.2 (Supplier's Representative) to perform the duties delegated by the Supplier.

(vi) **"Supplier's Personnel"** means all personnel whom the Supplier utilizes in the execution of the Contract, including the staff, labor and other employees of the Supplier and each Subcontractor; and any other personnel assisting the Supplier in the execution of the Contract;

(vii) **"Subcontractor"** means any firm to whom any of the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is subcontracted directly or indirectly by the Supplier.

(viii) **"Adjudicator"** means the person named in Appendix 2 of the Contract Agreement, **appointed** by agreement between the Purchaser and the Supplier to make a decision on or to settle any dispute between the Purchaser and the Supplier referred to him or her by the parties, pursuant to GCC Clause 43.1 (Adjudication).

(ix) **"The World Bank"** (also called "The Bank") means the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).

(c) scope

(i) "Information System," also called "the System," means all the Information Technologies, Materials, and other Goods to be supplied, installed, integrated, and made operational (exclusive of the Supplier's Equipment), together with the Services to be carried out by the Supplier under the Contract.

(ii) "Subsystem" means any subset of the System identified as such in the Contract that may be supplied, installed, tested, and commissioned

individually before Commissioning of the entire System.

(iii) "Information Technologies" means all information processing and communications-related hardware, Software, supplies, and consumable items that the Supplier is required to supply and install under the Contract.

(iv) "Goods" means all equipment, machinery, furnishings, Materials, and other tangible items that the Supplier is required to supply or supply and install under the Contract, including, without limitation, the Information Technologies and Materials, but excluding the Supplier's Equipment.

(v) "Services" means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract to supply, install, customize, integrate, and make operational the System. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, Pre-commissioning, Commissioning, maintenance, and technical support.

(vi) "The Project Plan" means the document to be developed by the Supplier and approved by the Purchaser, pursuant to GCC Clause 19, based on the requirements of the Contract and the Preliminary Project Plan included in the Supplier's proposal. The "Agreed Project Plan" is the version of the Project Plan approved by the Purchaser, in accordance with GCC Clause 19.2. Should the Project Plan conflict with the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.

(vii) "Software" means that part of the System which are instructions that cause information processing Subsystems to perform in a specific manner or execute specific operations.

Official Use Only

(viii) "System Software" means Software that provides the operating and management instructions for the underlying hardware and other components, and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Systems Software. Such System Software includes, but is not restricted to, micro-code embedded in hardware (i.e., "firmware"), operating systems, communications, system and network management, and utility software.

(ix) "General-Purpose Software" means Software that supports general-purpose office and software development activities and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be General-Purpose Software. Such General-Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software.

(x) "Application Software" means Software formulated to perform specific business or technical functions and interface with the business or technical users of the System and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Application Software.

(xi) "Standard Software" means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Standard Software.

(xii) "Custom Software" means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Custom Software.

(xiii) "Source Code" means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software

Official Use Only

(typically, but not exclusively, required for Custom Software).

(xiv) "Materials" means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided to the Purchaser under the Contract.

(xv) "Standard Materials" means all Materials not specified as Custom Materials.

(xvi) "Custom Materials" means Materials developed by the Supplier at the Purchaser's expense under the Contract and identified as such in Appendix 5 of the Contract Agreement and such other Materials as the parties may agree in writing to be Custom Materials. Custom Materials includes Materials created from Standard Materials.

(xvii) "Intellectual Property Rights" means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extract or re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.

(xviii) "Supplier's Equipment" means all equipment, tools, apparatus, or things of every kind required in or for installation, completion and maintenance of the System that are to be provided by the Supplier, but excluding the Information Technologies, or other items forming part of the System.

(d) activities

(i) "Delivery" means the transfer of the Goods from the Supplier to the Purchaser in accordance with

the current edition Incoterms specified in the Contract.

(ii) "Installation" means that the System or a Subsystem as specified in the Contract is ready for Commissioning as provided in GCC Clause 26 (Installation).

(iii) "Pre-commissioning" means the testing, checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the Supplier in preparation for Commissioning of the System as provided in GCC Clause 26 (Installation).

(iv) "Commissioning" means operation of the System or any Subsystem by the Supplier following Installation, which operation is to be carried out by the Supplier as provided in GCC Clause 27.1 (Commissioning), for the purpose of carrying out Operational Acceptance Test(s).

(v) "Operational Acceptance Tests" means the tests specified in the Technical Requirements and Agreed Project Plan to be carried out to ascertain whether the System, or a specified Subsystem, is able to attain the functional and performance requirements specified in the Technical Requirements and Agreed Project Plan, in accordance with the provisions of GCC Clause 27.2 (Operational Acceptance Test).

(vi) "Operational Acceptance" means the acceptance by the Purchaser of the System (or any Subsystem(s) where the Contract provides for acceptance of the System in parts), in accordance with GCC Clause 27.3 (Operational Acceptance).

(e) place and time

(i) "Purchaser's Country" is the **country named in the SCC.**

(ii) "Supplier's Country" is the country in which the Supplier is legally organized, as named in the Contract Agreement.

(iii) **Unless otherwise specified in the SCC** "Project Site(s)" means the place(s) in the Site Table in the

Technical Requirements Section for the supply and installation of the System.

(iv) "Eligible Country" means the countries and territories eligible for participation in procurements financed by the World Bank as defined in the Procurement Regulations.

(v) "Day" means calendar day of the Gregorian Calendar.

(vi) "Week" means seven (7) consecutive Days, beginning the day of the week as is customary in the Purchaser's Country.

(vii) "Month" means calendar month of the Gregorian Calendar.

(viii) "Year" means twelve (12) consecutive Months.

(ix) "Effective Date" means the date of fulfillment of all conditions specified in Article 3 (Effective Date for Determining Time for Achieving Operational Acceptance) of the Contract Agreement, for the purpose of determining the Delivery, Installation, and Operational Acceptance dates for the System or Subsystem(s).

(x) "Contract Period" is the time period during which this Contract governs the relations and obligations of the Purchaser and Supplier in relation to the System, as **unless otherwise specified in the SCC,** the Contract shall continue in force until the Information System and all the Services have been provided, unless the Contract is terminated earlier in accordance with the terms set out in the Contract**.**

(xi) "Defect Liability Period" (also referred to as the "Warranty Period") means the period of validity of the warranties given by the Supplier commencing at date of the Operational Acceptance Certificate of the System or Subsystem(s), during which the Supplier is responsible for defects with respect to the System (or the relevant Subsystem[s]) as provided in GCC Clause 29 (Defect Liability).

(xii) "The Coverage Period" means the Days of the Week and the hours of those Days during which

Official Use Only

maintenance, operational, and/or technical support services (if any) must be available.

(xiii) The Post-Warranty Services Period" means the number of years **defined in the SCC** (if any), following the expiration of the Warranty Period during which the Supplier may be obligated to provide Software licenses, maintenance, and/or technical support services for the System, either under this Contract or under separate contract(s).

2. Contract Documents

2.1 Subject to Article 1.2 (Order of Precedence) of the Contract Agreement, all documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract shall be read as a whole.

3. Interpretation

3.1 Governing Language

3.1.1 **Unless otherwise specified in the SCC**, all Contract Documents and related correspondence exchanged between Purchaser and Supplier shall be written in the language of the request for proposals document (English)**,** and the Contract shall be construed and interpreted in accordance with that language.

3.1.2 If any of the Contract Documents or related correspondence are prepared in a language other than the governing language under GCC Clause 3.1.1 above, the translation of such documents into the governing language shall prevail in matters of interpretation. The originating party, with respect to such documents shall bear the costs and risks of such translation.

3.2 Singular and Plural

The singular shall include the plural and the plural the singular, except where the context otherwise requires.

3.3 Headings

The headings and marginal notes in the GCC are included for ease of reference and shall neither constitute a part of the Contract nor affect its interpretation.

3.4 Persons

Words importing persons or parties shall include firms, corporations, and government entities.

3.5 Incoterms

Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties thereunder shall be as prescribed by the Incoterms

Incoterms means international rules for interpreting trade terms published by the International Chamber of Commerce (latest edition), 38 Cours Albert 1er, 75008 Paris, France.

3.6 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and Supplier with respect to the subject matter of Contract and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect to the subject matter of the Contract made prior to the date of Contract.

3.7 Amendment

No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party to the Contract.

3.8 Independent Supplier

The Supplier shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture, or other joint relationship between the parties to the Contract.

Subject to the provisions of the Contract, the Supplier shall be solely responsible for the manner in which the Contract is performed. All employees, representatives, or Subcontractors engaged by the Supplier in connection with the performance of the Contract shall be under the complete control of the Supplier and shall not be deemed to be employees of the Purchaser, and nothing contained in the Contract or in any subcontract awarded by the Supplier shall be construed to create any contractual relationship between any such employees, representatives, or Subcontractors and the Purchaser.

3.9 Joint Venture

If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture. The composition or

Official Use Only

constitution of the Joint Venture shall not be altered without the prior consent of the Purchaser.

3.10 Nonwaiver

3.10.1 Subject to GCC Clause 3.10.2 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, nor shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

3.10.2 Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, must be dated and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

3.11 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity, or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

3.12 Country of Origin

"Origin" means the place where the Information Technologies, Materials, and other Goods for the System were produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing, Software development, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The Origin of Goods and Services is distinct from the nationality of the Supplier and may be different.

4. Notices

4.1 Unless otherwise stated in the Contract, all notices to be given under the Contract shall be in writing and shall be sent, pursuant to GCC Clause 4.3 below, by personal delivery, airmail post, special courier, facsimile, electronic mail, or other electronic means, with the following provisions.

4.1.1 Any notice sent by facsimile, electronic mail, or EDI shall be confirmed within two (2) days after dispatch

by notice sent by airmail post or special courier, except as otherwise specified in the Contract.

4.1.2 Any notice sent by airmail post or special courier shall be deemed (in the absence of evidence of earlier receipt) to have been delivered ten (10) days after dispatch. In proving the fact of dispatch, it shall be sufficient to show that the envelope containing such notice was properly addressed, stamped, and conveyed to the postal authorities or courier service for transmission by airmail or special courier.

4.1.3 Any notice delivered personally or sent by facsimile, electronic mail, or EDI shall be deemed to have been delivered on the date of its dispatch.

4.1.4 Either party may change its postal, facsimile, electronic mail, or EDI addresses for receipt of such notices by ten (10) days' notice to the other party in writing.

4.2 Notices shall be deemed to include any approvals, consents, instructions, orders, certificates, information and other communication to be given under the Contract.

4.3 Pursuant to GCC Clause 18, notices from/to the Purchaser are normally given by, or addressed to, the Project Manager, while notices from/to the Supplier are normally given by, or addressed to, the Supplier's Representative, or in its absence its deputy if any. If there is no appointed Project Manager or Supplier's Representative (or deputy), or if their related authority is limited by the SCC for GCC Clauses 18.1 or 18.2.2, or for any other reason, the Purchaser or Supplier may give and receive notices at their fallback addresses. The address of the Project Manager and the fallback address of the Purchaser are as **specified in the SCC** or as subsequently established/amended. The address of the Supplier's Representative and the fallback address of the Supplier are as specified in Appendix 1 of the Contract Agreement or as subsequently established/amended.

5. Governing Law

5.1 The Contract shall be governed by and interpreted in accordance with the laws of the country **specified in the SCC**.

5.2 Throughout the execution of the Contract, the Supplier shall comply with the import of goods and services prohibitions in the Purchaser's Country when

(a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; or

(b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's Country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.

6. Fraud and Corruption

6.1 The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the Appendix 1 to the GCC.

6.2 The Purchaser requires the Suppliers 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 procurement 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.

B. SUBJECT MATTER OF CONTRACT

7. Scope of the System

7.1 Unless otherwise expressly **limited in the SCC** or Technical Requirements, the Supplier's obligations cover the provision of all Information Technologies, Materials and other Goods as well as the performance of all Services required for the design, development, and implementation (including procurement, quality assurance, assembly, associated site preparation, Delivery, Pre-commissioning, Installation, Testing, and Commissioning) of the System, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the Contract and the Agreed Project Plan.

7.2 The Supplier shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items

Official Use Only

and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and / or items and Materials were expressly mentioned in the Contract.

7.3 The Supplier's obligations (if any) to provide Goods and Services as implied by the Recurrent Cost tables of the Supplier's proposal, such as consumables, spare parts, and technical services (e.g., maintenance, technical assistance, and operational support), are as **specified in the SCC,** including the relevant terms, characteristics, and timings.

8. Time for Commencement and Operational Acceptance

8.1 The Supplier shall commence work on the System within the period **specified in the SCC,** and without prejudice to GCC Clause 28.2, the Supplier shall thereafter proceed with the System in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan.

8.2 The Supplier shall achieve Operational Acceptance of the System (or Subsystem(s) where a separate time for Operational Acceptance of such Subsystem(s) is specified in the Contract) in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

Official Use Only

9. Supplier's Responsibilities

9.1 The Supplier shall conduct all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of information technologies, information systems, support, maintenance, training, and other related services, or in accordance with best industry practices. In particular, the Supplier shall provide and employ only technical personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand. The Supplier shall ensure that its Subcontractors carryout the work on the Information System in accordance with the Contract, including complying with relevant environmental and social requirements and the obligations set out in GCC Clause 9.9.

The Supplier shall at all times take all reasonable precautions to maintain the health and safety of the Supplier's Personnel employed for the execution of the Contract at the Project Site/s in the Purchaser's country where the Contract is executed.

If **required in the SCC**, the Supplier shall submit to the Purchaser for its approval a health and safety manual which has been specifically prepared for the Contract.

The health and safety manual shall be in addition to any other similar document required under applicable health and safety regulations and laws.

The health and safety manual shall set out any applicable health and safety requirement under the Contract,

(a) which may include:

(i) the procedures to establish and maintain a safe working environment;

(ii) the procedures for prevention, preparedness and response activities to be implemented in the case of an emergency event (i.e. an unanticipated incident, arising from natural or man-made hazards);

(iii) the measures to be taken to avoid or minimize the potential for community exposure to water-borne, water-based, water-related, and vector-borne diseases,

(iv) the measures to be implemented to avoid or minimize the spread of communicable diseases; and

(b) any other requirements stated in the Purchaser's Requirements.

9.2 The Supplier confirms that it has entered into this Contract on the basis of a proper examination of the data relating to the System provided by the Purchaser and on the basis of information that the Supplier could have obtained from a visual inspection of the site (if access to the site was available) and of other data readily available to the Supplier relating to the System as at the date twenty-eight (28) days prior to proposal submission. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.

9.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision-making may constitute grounds for termination pursuant to GCC Clause 41.2.

9.4 The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings in the Purchaser's Country that are necessary for the performance of the Contract, including, without limitation, visas for the Supplier's Personnel and entry permits for all imported Supplier's Equipment. The Supplier shall acquire all other permits, approvals, and/or licenses that are not the responsibility of the Purchaser under GCC Clause 10.4 and that are necessary for the performance of the Contract.

9.5 The Supplier shall comply with all laws in force in the Purchaser's Country. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless the Purchaser from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel, but without prejudice to GCC Clause 10.1. The Supplier shall not indemnify the Purchaser to the extent that such liability, damage, claims, fines, penalties, and

Official Use Only

expenses were caused or contributed to by a fault of the Purchaser.

9.6 Any Information Technologies or other Goods and Services that will be incorporated in or be required for the System and other supplies shall have their Origin, as defined in GCC Clause 3.12, in a country that shall be an Eligible Country, as defined in GCC Clause 1.1 (e) (iv).

9.7 Pursuant to paragraph 2.2 e. of the Appendix 1 to the General Conditions of Contract, the Supplier shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents audited by auditors appointed by the Bank. The Supplier's and its Subcontractors' and subconsultants' attention is drawn to GCC Clause 6.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).

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

9.9 **Code of Conduct**

The Supplier shall have a Code of Conduct for the Supplier's Personnel employed for the execution of the Contract at the Project Site/s.

The Supplier shall take all necessary measures to ensure that each such personnel is made aware of the Code of Conduct including specific behaviors that are prohibited, and understands the consequences of engaging in such prohibited behaviors.

These measures include providing instructions and documentation that can be understood by such personnel, and seeking to obtain that person's signature acknowledging receipt of such instructions and/or documentation, as appropriate.

The Supplier shall also ensure that the Code of Conduct is visibly displayed in the Project Site/s as well as, as applicable, in areas outside the Project Site/s accessible to the local

Official Use Only

community and any project affected people. The posted Code of Conduct shall be provided in languages comprehensible to the Supplier's Personnel, Purchaser's Personnel and the local community.

The Supplier's Management Strategy and Implementation Plans, if applicable, shall include appropriate processes for the Supplier to verify compliance with these obligations.

9.10 The Supplier shall, in all dealings with its labor and the labor of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.

9.11 The Supplier, including its Subcontractors, shall comply with all applicable safety obligations. The Supplier shall at all times take all reasonable precautions to maintain the health and safety of the Supplier's Personnel employed for the execution of Contract at the Project Site/s.

9.12 Training of Supplier's Personnel

The Supplier shall provide appropriate training to relevant Supplier's Personnel on any applicable environmental and social aspect of the Contract, including appropriate sensitization on prohibition of SEA, health and safety.

As stated in the Purchaser's Requirements or as instructed by the Project Manager, the Supplier shall also allow appropriate opportunities for the relevant personnel to be trained on any applicable environmental and social aspects of the Contract by the Purchaser's Personnel and/or other personnel assigned by the Purchaser.

The Supplier shall provide training on SEA and SH, including its prevention, to any of its personnel who has a role to supervise other Supplier's Personnel.

9.13 Stakeholder engagements

The Supplier shall provide relevant contract- related information, as the Purchaser and/or Project Manager may reasonably request to conduct contract stakeholder engagement. "Stakeholder" refers to individuals or groups who:

(a) are affected or likely to be affected by the Contract; and

(b) may have an interest in the Contract.

The Supplier may also directly participate in contract stakeholder engagements, as the Purchaser and/or Project Manager may reasonably request.

9.14 Forced Labor

The Supplier, including its Subcontractors, shall not employ or engage forced labour. Forced labour consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labour, such as indentured labour, bonded labour or similar labour-contracting arrangements.

No persons shall be employed or engaged who have been subject to trafficking. Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.

9.15 Child Labor

The Supplier, including its Subcontractors, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).

The Supplier, including its Subcontractors, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

The Supplier, including its Subcontractors, shall only employ or engage children between the minimum age and the age of 18 after an appropriate risk assessment has been conducted by the Supplier with the Project Manager's consent. The Supplier shall be subject to regular monitoring by the Project Manager that includes monitoring of health, working conditions and hours of work.

Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:

Official Use Only

(a) with exposure to physical, psychological or sexual abuse;

(b) underground, underwater, working at heights or in confined spaces;

(c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads;

(d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or

(e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

9.16 Non-Discrimination and Equal Opportunity

The Supplier shall not make decisions relating to the employment or treatment of personnel for the execution of the Contract on the basis of personal characteristics unrelated to inherent job requirements. The Supplier shall base the employment of personnel for the execution of the Contract on the principle of equal opportunity and fair treatment, and shall not discriminate with respect to any aspects of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices.

Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job shall not be deemed discrimination. The Supplier shall provide protection and assistance as necessary to ensure non-discrimination and equal opportunity, including for specific groups such as women, people with disabilities, migrant workers and children (of working age in accordance with GCC Clause 9.15).

9.17 Personnel Grievance Mechanism

The Supplier shall have a grievance mechanism for personnel employed in the execution of the Contract to raise workplace concerns. The grievance mechanism shall be proportionate to the nature, scale, risks and impacts of the Contract. The grievance mechanism may utilize existing grievance mechanisms, provided that they are properly

designed and implemented, address concerns promptly, and are readily accessible to such personnel.

9.18 Security of the Project Site

If stated in the SCC, the Supplier shall be responsible for the security at the Project Site/s including providing and maintaining at its own expense all lighting, fencing, and watching when and where necessary for the proper execution and the protection of the locations, or for the safety of the owners and occupiers of adjacent property and for the safety of the public.

In making security arrangements, the Supplier shall be guided by applicable laws and any other requirements that may be stated in the Purchaser's Requirements.

The Supplier shall (i) conduct appropriate background checks on any personnel retained to provide security; (ii) train the security personnel adequately (or determine that they are properly trained) in the use of force (and where applicable, firearms), and appropriate conduct towards the Supplier's Personnel, Purchaser's Personnel and affected communities; and (iii) require the security personnel to act within the applicable Laws and any requirements set out in the Purchaser's Requirements.

The Supplier shall not permit any use of force by security personnel in providing security except when used for preventive and defensive purposes in proportion to the nature and extent of the threat.

9.19 Recruitment of Persons

The Supplier shall not recruit, or attempt to recruit, either on limited time or `permanent basis or through any other contractual agreement, staff and labor from amongst the Purchaser's Personnel.

9.20 **Unless otherwise specified in the SCC** the Supplier shall have no other Supplier responsibilities.

10. Purchaser's Responsibilities

10.1 The Purchaser shall ensure the accuracy of all information and/or data to be supplied by the Purchaser to the Supplier, except when otherwise expressly stated in the Contract.

10.2 The Purchaser shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to

provide such resources, information, and decision making may constitute grounds for Termination pursuant to GCC Clause 41.3.1 (b).

10.3 The Purchaser shall be responsible for acquiring and providing legal and physical possession of the site and access to it, and for providing possession of and access to all other areas reasonably required for the proper execution of the Contract.

10.4 If requested by the Supplier, the Purchaser shall use its best endeavors to assist the Supplier in obtaining in a timely and expeditious manner all permits, approvals, and/or licenses necessary for the execution of the Contract from all local, state, or national government authorities or public service undertakings that such authorities or undertakings require the Supplier or Subcontractors or the Supplier's Personnel, as the case may be, to obtain.

10.5 In such cases where the responsibilities of specifying and acquiring or upgrading telecommunications and/or electric power services falls to the Supplier, as specified in the Technical Requirements, SCC, Agreed Project Plan, or other parts of the Contract, the Purchaser shall use its best endeavors to assist the Supplier in obtaining such services in a timely and expeditious manner.

10.6 The Purchaser shall be responsible for timely provision of all resources, access, and information necessary for the Installation and Operational Acceptance of the System (including, but not limited to, any required telecommunications or electric power services), as identified in the Agreed Project Plan, except where provision of such items is explicitly identified in the Contract as being the responsibility of the Supplier. Delay by the Purchaser may result in an appropriate extension of the Time for Operational Acceptance, at the Supplier's discretion.

10.7 Unless otherwise specified in the Contract or agreed upon by the Purchaser and the Supplier, the Purchaser shall provide sufficient, properly qualified operating and technical personnel, as required by the Supplier to properly carry out Delivery, Pre-commissioning, Installation, Commissioning, and Operational Acceptance, at or before the time specified in the Implementation Schedule and the Agreed Project Plan.

10.8 The Purchaser will designate appropriate staff for the training courses to be given by the Supplier and shall make

all appropriate logistical arrangements for such training as specified in the Technical Requirements, SCC, the Agreed Project Plan, or other parts of the Contract.

10.9 The Purchaser assumes primary responsibility for the Operational Acceptance Test(s) for the System, in accordance with GCC Clause 27.2, and shall be responsible for the continued operation of the System after Operational Acceptance. However, this shall not limit in any way the Supplier's responsibilities after the date of Operational Acceptance otherwise specified in the Contract.

10.10 The Purchaser is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles, except where such responsibility is clearly assigned to the Supplier elsewhere in the Contract.

10.11 All costs and expenses involved in the performance of the obligations under this GCC Clause 10 shall be the responsibility of the Purchaser, save those to be incurred by the Supplier with respect to the performance of the Operational Acceptance Test(s), in accordance with GCC Clause 27.2.

10.12 **Unless otherwise specified in the SCC** the Purchaser shall have no other Purchaser responsibilities.

C. PAYMENT

11. Contract Price

11.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.

11.2 Unless an adjustment clause is **provided for in the SCC,** the Contract Price shall be a firm lump sum not subject to any alteration, except in the event of a Change in the System pursuant to GCC Clause 39 or to other clauses in the Contract;

11.3 The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract, cover all its obligations under the Contract.

12. Terms of Payment

12.1 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Pre-commissioned, Installed, and Operationally Accepted, and by documents submitted pursuant to GCC Clause 22.5 and upon fulfillment of other obligations stipulated in the Contract.

The Contract Price shall be paid as **specified in the SCC.**

12.2 No payment made by the Purchaser herein shall be deemed to constitute acceptance by the Purchaser of the System or any Subsystem(s).

12.3 Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) **specified in the SCC** for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.

12.4 Payments shall be made in the currency(ies) specified in the Contract Agreement, pursuant to GCC Clause 11. For Goods and Services supplied locally, payments shall be made **as specified in the SCC.**

12.5 **Unless otherwise specified in the SCC,** payment of the foreign currency portion of the Contract Price for Goods supplied from outside the Purchaser's Country shall be made to the Supplier through an irrevocable letter of credit opened by an authorized bank in the Supplier's Country and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to Article 10 of the latest revision of *Uniform Customs and Practice for Documentary Credits*, published by the International Chamber of Commerce, Paris.

12.6 **As specified in the SCC**, if the Supplier fails to perform its cyber security obligations under the Contract, an assessed amount, as determined by the Project Manager, may be withheld until the obligation has been performed.

Official Use Only

13. Securities

13.1 Issuance of Securities

The Supplier shall provide the securities specified below in favor of the Purchaser at the times and in the amount, manner, and form specified below.

13.2 Advance Payment Security

13.2.1 The Supplier shall provide within twenty-eight (28) days of the notification of Contract award an Advance Payment Security in the amount and currency of the Advance Payment specified in SCC for GCC Clause 12.1 above and valid until the System is Operationally Accepted.

13.2.2 The security shall be in the form provided in the request for proposal document or in another form acceptable to the Purchaser. The amount of the security shall be reduced in proportion to the value of the System executed by and paid to the Supplier from time to time and shall automatically become null and void when the full amount of the advance payment has been recovered by the Purchaser. **Unless otherwise specified in the SCC,** the reduction in value and expiration of the Advance Payment Security are calculated as follows:

P*a/(100-a), where "P" is the sum of all payments effected so far to the Supplier (excluding the Advance Payment), and "a" is the Advance Payment expressed as a percentage of the Contract Price pursuant to the SCC for GCC Clause 12.1.

The security shall be returned to the Supplier immediately after its expiration.

13.3 Performance Security

13.3.1 The Supplier shall, within twenty-eight (28) days of the notification of Contract award, provide a security for the due performance of the Contract in the amount and currency **specified in the SCC.**

13.3.2 The security shall be a bank guarantee in the form provided in the Sample Contractual Forms Section of the request for proposal document, or it shall be in another form acceptable to the Purchaser.

13.3.3 The security shall automatically become null and void once all the obligations of the Supplier under the Contract have been fulfilled, including, but not limited to, any obligations during the Warranty Period and any

extensions to the period. The security shall be returned to the Supplier no later than twenty-eight (28) days after its expiration.

13.3.4 Upon Operational Acceptance of the entire System, the security shall be reduced to the amount **specified in the SCC,** on the date of the Operational Acceptance, so that the reduced security would only cover the remaining warranty obligations of the Supplier.

13.3.5 For the "Retention Money and Retention Money Guarantee" the Provisions specified in SCC shall prevail.

14. Taxes and Duties

14.1 For Goods or Services supplied from outside the Purchaser's country, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the Purchaser's country. Any duties, such as importation or customs duties, and taxes and other levies, payable in the Purchaser's country for the supply of Goods and Services from outside the Purchaser's country are the responsibility of the Purchaser unless these duties or taxes have been made part of the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to, in which case the duties and taxes will be the Supplier's responsibility.

14.2 For Goods or Services supplied locally, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods or Services to the Purchaser. The only exception are taxes or duties, such as value-added or sales tax or stamp duty as apply to, or are clearly identifiable, on the invoices and provided they apply in the Purchaser's country, and only if these taxes, levies and/or duties are also excluded from the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to.

14.3 If any tax exemptions, reductions, allowances, or privileges may be available to the Supplier in the Purchaser's Country, the Purchaser shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.

14.4 For the purpose of the Contract, it is agreed that the Contract Price specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) days prior to the date of proposal submission in the Purchaser's Country (also called "Tax" in this GCC Clause 14.4). If any Tax rates are increased or decreased, a new Tax is introduced, an existing Tax is

Official Use Only

abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the Supplier, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

D. INTELLECTUAL PROPERTY

15. Copyright

15.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.

15.2 The Purchaser agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with GCC Clause 16, except that additional copies of Standard Materials may be made by the Purchaser for use within the scope of the project of which the System is a part, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.

15.3 The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or **unless otherwise specified in the SCC** to a legally constituted successor organization (e.g., a reorganization of a public entity formally authorized by the government or through a merger or acquisition of a private entity)**.**

15.4 **Unless otherwise specified in the SCC,** the Intellectual Property Rights in all Custom Software and Custom Materials specified in Appendices 4 and 5 of the Contract Agreement (if any) shall, at the date of this Contract or on creation of the rights (if later than the date of this Contract), vest in the Purchaser. The Supplier shall do and execute or arrange for the doing and executing of each necessary act, document, and thing (as legally sufficient) that the Purchaser may consider necessary or desirable to perfect the right, title, and interest of the Purchaser in and to those rights. In respect of such Custom Software and Custom Materials, the Supplier shall ensure that the holder of a moral right in such an item does not assert it, and the Supplier shall, if requested to do so by the Purchaser and

Official Use Only

where permitted by applicable law, ensure that the holder of such a moral right waives it.

15.5 **Unless otherwise specified in the SCC**, escrow arrangements shall NOT be required.

16. Software License Agreements

16.1 Except to the extent that the Intellectual Property Rights in the Software vest in the Purchaser, the Supplier hereby grants to the Purchaser license to access and use the Software, including all inventions, designs, and marks embodied in the Software.

Such license to access and use the Software shall:

(a) be:

(i) nonexclusive;

(ii) fully paid up and irrevocable (except that it shall terminate if the Contract terminates under GCC Clauses 41.1 or 41.3);

(iii) **unless otherwise specified in the SCC** valid throughout the territory of the Purchaser's Country;

(iv) **unless otherwise specified in the SCC** subject to NO additional restrictions.

(b) permit the Software to be:

(i) used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier's proposal), plus a backup computer(s) of the same or similar capacity, if the primary is(are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;

(ii) used or copied for use on or transferred to a replacement computer(s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Supplier's proposal specifies a class of computer to which the license is restricted, the replacement computer(s) is(are) within that class;

(iii) if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by

Official Use Only

means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;

(iv) reproduced for safekeeping or backup purposes;

(v) customized, adapted, or combined with other computer software for use by the Purchaser, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as are set forth in this Contract;

(vi) **unless otherwise specified in the SCC,** disclosed to, and reproduced for use by, support service suppliers and their subcontractors, to the extent reasonably necessary to the performance of their support service contracts, subject to the same restrictions as are set forth in this Contract; and

(vii) **unless otherwise specified in the SCC** disclosed to, and reproduced for use by, NO other parties.

16.2 The Supplier has the right to audit the Standard Software to verify compliance with the above license agreements. **Unless otherwise specified in the SCC**, the Purchaser will make available to the Supplier, within seven (7) days of a written request, accurate and up-to-date records of the number and location of copies, the number of authorized users, or any other relevant data required to demonstrate use of the Standard Software as per the license agreement. If and only if, expressly agreed in writing between the Purchaser and the Supplier, Purchaser will allow, under a pre-specified agreed procedure, the execution of embedded software functions under Supplier's control, and unencumbered transmission of resulting information on software usage.

17. Confidential Information

17.1 **Unless otherwise specified in the SCC,** the "Receiving Party" (either the Purchaser or the Supplier) shall keep confidential and shall not, without the written consent of the other party to this Contract ("the Disclosing Party"), divulge to any third party any documents, data, or other information of a confidential nature ("Confidential Information") connected with this Contract, and furnished directly or indirectly by the Disclosing Party prior to or during performance, or following termination, of this Contract.

17.2 For the purposes of GCC Clause 17.1, the Supplier is also deemed to be the Receiving Party of Confidential Information generated by the Supplier itself in the course of the performance of its obligations under the Contract and relating to the businesses, finances, suppliers, employees, or other contacts of the Purchaser or the Purchaser's use of the System.

17.3 Notwithstanding GCC Clauses 17.1 and 17.2:

(a) the Supplier may furnish to its Subcontractor Confidential Information of the Purchaser to the extent reasonably required for the Subcontractor to perform its work under the Contract; and

(b) the Purchaser may furnish Confidential Information of the Supplier: (i) to its support service suppliers and their subcontractors to the extent reasonably required for them to perform their work under their support service contracts; and (ii) to its affiliates and subsidiaries,

in which event the Receiving Party shall ensure that the person to whom it furnishes Confidential Information of the Disclosing Party is aware of and abides by the Receiving Party's obligations under this GCC Clause 17 as if that person were party to the Contract in place of the Receiving Party.

17.4 The Purchaser shall not, without the Supplier's prior written consent, use any Confidential Information received from the Supplier for any purpose other than the operation, maintenance and further development of the System. Similarly, the Supplier shall not, without the Purchaser's prior written consent, use any Confidential Information received from the Purchaser for any purpose other than those that are required for the performance of the Contract.

Official Use Only

17.5 The obligation of a party under GCC Clauses 17.1 through 17.4 above, however, shall not apply to that information which:

(a) now or hereafter enters the public domain through no fault of the Receiving Party;

(b) can be proven to have been possessed by the Receiving Party at the time of disclosure and that was not previously obtained, directly or indirectly, from the Disclosing Party;

(c) otherwise lawfully becomes available to the Receiving Party from a third party that has no obligation of confidentiality;

(d) is being provided to the Bank.

17.6 The above provisions of this GCC Clause 17 shall not in any way modify any undertaking of confidentiality given by either of the parties to this Contract prior to the date of the Contract in respect of the System or any part thereof.

17.7 **Unless otherwise specified in the SCC**, the provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) years.

E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM

18. Representatives

18.1 Project Manager

If the Project Manager is not named in the Contract, then within fourteen (14) days of the Effective Date, the Purchaser shall appoint and notify the Supplier in writing of the name of the Project Manager. The Purchaser may from time to time appoint some other person as the Project Manager in place of the person previously so appointed and shall give a notice of the name of such other person to the Supplier without delay. No such appointment shall be made at such a time or in such a manner as to impede the progress of work on the System. Such appointment shall take effect only upon receipt of such notice by the Supplier. **Unless otherwise specified in the SCC** (if any), the Project Manager shall have the authority to represent the Purchaser on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Purchaser pursuant to GCC Clause 4.

18.2 Supplier's Representative

18.2.1 If the Supplier's Representative is not named in the Contract, then within fourteen (14) days of the Effective Date, the Supplier shall appoint the Supplier's Representative and shall request the Purchaser in writing to approve the person so appointed. The request must be accompanied by a detailed curriculum vitae for the nominee, as well as a description of any other System or non-System responsibilities the nominee would retain while performing the duties of the Supplier's Representative. If the Purchaser does not object to the appointment within fourteen (14) days, the Supplier's Representative shall be deemed to have been approved. If the Purchaser objects to the appointment within fourteen (14) days giving the reason therefor, then the Supplier shall appoint a replacement within fourteen (14) days of such objection in accordance with this GCC Clause 18.2.1.

18.2.2 **Unless otherwise specified in the SCC** (if any), the Supplier's Representative shall have the authority to represent the Supplier on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Supplier pursuant to GCC Clause 4.

18.2.3 The Supplier shall not revoke the appointment of the Supplier's Representative without the Purchaser's prior written consent, which shall not be unreasonably withheld. If the Purchaser consents to such an action, the Supplier shall appoint another person of equal or superior qualifications as the Supplier's Representative, pursuant to the procedure set out in GCC Clause 18.2.1.

18.2.4 The Supplier's Representative and staff are obliged to work closely with the Purchaser's Project Manager and staff, act within their own authority, and abide by directives issued by the Purchaser that are consistent with the terms of the Contract. The Supplier's Representative is responsible for managing the activities of the Supplier's Personnel.

18.2.5 The Supplier's Representative may, subject to the approval of the Purchaser (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities vested in him or her. Any such delegation may be

Official Use Only

revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Supplier's Representative and shall specify the powers, functions, and authorities thereby delegated or revoked. No such delegation or revocation shall take effect unless and until the notice of it has been delivered.

18.2.6 Any act or exercise by any person of powers, functions and authorities so delegated to him or her in accordance with GCC Clause 18.2.5 shall be deemed to be an act or exercise by the Supplier's Representative.

18.3 Removal of Supplier's Personnel

18.3.1 The Project Manager may require the Supplier to remove (or cause to be removed) the Supplier's Representative or any other person employed by the Supplier in the execution of the Contract, who:

(a) persists in any misconduct or lack of care;

(b) carries out duties incompetently or negligently;

(c) fails to comply with any provision of the Contract;

(d) persists in any conduct which is prejudicial to safety, health, or the protection of the environment;

(e) based on reasonable evidence, is determined to have engaged in Fraud and Corruption during the execution of the Contract;

(f) has been recruited from the Purchaser's Personnel;

(g) engages in any other behaviour which breaches the Code of Conduct, as applicable;

If appropriate, the Supplier shall then promptly appoint (or cause to be appointed) a suitable replacement with equivalent skills and experience.

Notwithstanding any requirement from the Project Manager to remove or cause to remove any person, the Supplier shall take immediate action as appropriate in response to any violation of (a) through (g) above. Such immediate action shall include removing (or causing to be removed) from work on the System, any person Employed by the Supplier in the execution of the Contract who engages in (a), (b), (c), (d), (e) or (g) above or has been recruited as stated in (f) above.

18.3.2 If any representative or person employed by the Supplier is removed in accordance with GCC Clause 18.3.1, the Supplier shall, where required, promptly appoint a suitable replacement with equivalent skills and experience.

19. Project Plan

19.1 In close cooperation with the Purchaser and based on the Preliminary Project Plan included in the Supplier's proposal, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as **specified in the SCC** and/or Technical Requirements.

19.2 **Unless otherwise specified in the SCC**, within thirty (30) days from the Effective Date of the Contract, the Supplier shall present a Project Plan to the Purchaser. Such submission to the Purchaser shall include any applicable environmental and social management plan to manage environmental and social risks and impacts. The Purchaser shall, within fourteen (14) days of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements and/or the SCC (in this Clause 19.2 called "non-conformities" below). The Supplier shall, within five (5) days of receipt of such notification, correct the Project Plan and resubmit to the Purchaser. The Purchaser shall, within five (5) days of resubmission of the Project Plan, notify the Supplier of any remaining non-conformities. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, the Purchaser shall provide confirmation in writing to the Supplier. This approved Project Plan ("the Agreed Project Plan") shall be contractually binding on the Purchaser and the Supplier.

19.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed Project Plan shall be incorporated in the Contract by amendment, in accordance with GCC Clauses 39 and 40.

19.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Agreed Project Plan and the Contract.

Official Use Only

19.5 **Unless otherwise specified in the SCC**, the Supplier shall submit to the Purchaser Monthly Progress Reports summarizing:

(i) results accomplished during the prior period;

(ii) cumulative deviations to date from schedule of progress milestones as specified in the Agreed Project Plan;

(iii) corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule;

(iv) other issues and outstanding problems; proposed actions to be taken;

(v) resources that the Supplier expects to be provided by the Purchaser and/or actions to be taken by the Purchaser in the next reporting period;

(vi) status of compliance to environmental and social requirements, as applicable;

(vii) other issues or potential problems the Supplier foresees that could impact on project progress and/or effectiveness.

19.6 The Supplier shall submit to the Purchaser other (periodic) reports as specified in the SCC.

19.7 Immediate Reporting requirement

The Supplier shall inform the Project Manager immediately of any allegation, incident or accident in Project Site/s, which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Purchaser's Personnel or Supplier's Personnel. This includes, but is not limited to, any incident or accident causing fatality or serious injury; significant adverse effects or damage to private property; any cyber security incidents as **specified in the SCC**; or any allegation of SEA and/or SH. In case of SEA and/or SH, while maintaining confidentiality as appropriate, the type of allegation (sexual exploitation, sexual abuse or sexual harassment), gender and age of the person who experienced the alleged incident should be included in the information.

The Supplier, upon becoming aware of the allegation, incident or accident, shall also immediately inform the Purchaser of any such incident or accident on the

Subcontractors' or suppliers' premises relating to the Contract which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Purchaser's Personnel or Supplier's Personnel. The notification shall provide sufficient detail regarding such incidents or accidents.

The Supplier shall provide full details of such incidents or accidents to the Project Manager within the timeframe agreed with the Purchaser.

The Purchaser shall require its Subcontractors to immediately notify it of any incidents or accidents referred to in this Sub- Clause.

20. Subcontracting

20.1 Appendix 3 (List of Approved Subcontractors) to the Contract Agreement specifies critical items of supply or services and a list of Subcontractors for each item that are considered acceptable by the Purchaser. If no Subcontractors are listed for an item, the Supplier shall prepare a list of Subcontractors it considers qualified and wishes to be added to the list for such items. The Supplier may from time to time propose additions to or deletions from any such list. The Supplier shall submit any such list or any modification to the list to the Purchaser for its approval in sufficient time so as not to impede the progress of work on the System. Submision by the Supplier, for addition of any Subcontractor not named in the Contract, shall also include the Subcontractor's declaration in accordance with Appendix 2 to the GCC- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration. Approval by the Purchaser of a Subcontractor(s) shall not relieve the Supplier from any of its obligations, duties, or responsibilities under the Contract.

20.2 The Supplier may, at its discretion, select and employ Subcontractors for such critical items from those Subcontractors listed pursuant to GCC Clause 20.1. If the Supplier wishes to employ a Subcontractor not so listed, or subcontract an item not so listed, it must seek the Purchaser's prior approval under GCC Clause 20.3.

20.3 For items for which pre-approved Subcontractor lists have not been specified in Appendix 3 to the Contract Agreement, the Supplier may employ such Subcontractors as it may select, provided: (i) the Supplier notifies the Purchaser in writing at least twenty-eight (28) days prior to

the proposed mobilization date for such Subcontractor, including by providing the Subcontractor's declaration in accordance with Appendix 2 to the GCC- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration; and (ii) by the end of this period either the Purchaser has granted its approval in writing or fails to respond. The Supplier shall not engage any Subcontractor to which the Purchaser has objected in writing prior to the end of the notice period. The absence of a written objection by the Purchaser during the above specified period shall constitute formal acceptance of the proposed Subcontractor. Except to the extent that it permits the deemed approval of the Purchaser of Subcontractors not listed in the Contract Agreement, nothing in this Clause, however, shall limit the rights and obligations of either the Purchaser or Supplier as they are specified in GCC Clauses 20.1 and 20.2, or in Appendix 3 of the Contract Agreement.

20.4 The Supplier shall ensure that its Subcontractors comply with the relevant ES requirements and the obligations set out in GCC Clause 9.9.

21. Design and Engineering

21.1 Technical Specifications and Drawings

21.1.1 The Supplier shall execute the basic and detailed design and the implementation activities necessary for successful installation of the System in compliance with the provisions of the Contract or, where not so specified, in accordance with good industry practice.

The Supplier shall be responsible for any discrepancies, errors or omissions in the specifications, drawings, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

21.1.2 The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification, or other document, or any modification of such design, drawings, specification, or other documents provided or designated by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Project Manager.

21.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) days prior to date of proposal submission shall apply. During Contract execution, any changes in such codes and standards shall be applied after approval by the Purchaser and shall be treated in accordance with GCC Clause 39.3.

21.3 Approval/Review of Controlling Technical Documents by the Project Manager

21.3.1 **Unless otherwise specified in the SCC**, there will NO Controlling Technical Documents required. However, **if the SCC specifies** Controlling Technical Documents, the Supplier shall prepare and furnish such documents for the Project Manager's approval or review.

Any part of the System covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents.

GCC Clauses 21.3.2 through 21.3.7 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

21.3.2 Within fourteen (14) days after receipt by the Project Manager of any document requiring the Project Manager's approval in accordance with GCC Clause 21.3.1, the Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes. If the Project Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Project Manager.

21.3.3 The Project Manager shall not disapprove any document except on the grounds that the document does not comply with some specified provision of the Contract or that it is contrary to good industry practice.

21.3.4 If the Project Manager disapproves the document, the Supplier shall modify the document and resubmit it for

the Project Manager's approval in accordance with GCC Clause 21.3.2. If the Project Manager approves the document subject to modification(s), the Supplier shall make the required modification(s), and the document shall then be deemed to have been approved, subject to GCC Clause 21.3.5. The procedure set out in GCC Clauses 21.3.2 through 21.3.4 shall be repeated, as appropriate, until the Project Manager approves such documents.

21.3.5 If any dispute occurs between the Purchaser and the Supplier in connection with or arising out of the disapproval by the Project Manager of any document and/or any modification(s) to a document that cannot be settled between the parties within a reasonable period, then, in case the Contract Agreement includes and names an Adjudicator, such dispute may be referred to the Adjudicator for determination in accordance with GCC Clause 43.1 (Adjudication). If such dispute is referred to an Adjudicator, the Project Manager shall give instructions as to whether and if so, how, performance of the Contract is to proceed. The Supplier shall proceed with the Contract in accordance with the Project Manager's instructions, provided that if the Adjudicator upholds the Supplier's view on the dispute and if the Purchaser has not given notice under GCC Clause 43.1.2, then the Supplier shall be reimbursed by the Purchaser for any additional costs incurred by reason of such instructions and shall be relieved of such responsibility or liability in connection with the dispute and the execution of the instructions as the Adjudicator shall decide, and the Time for Achieving Operational Acceptance shall be extended accordingly.

21.3.6 The Project Manager's approval, with or without modification of the document furnished by the Supplier, shall not relieve the Supplier of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Project Manager or inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

21.3.7 The Supplier shall not depart from any approved document unless the Supplier has first submitted to the Project Manager an amended document and obtained

the Project Manager's approval of the document, pursuant to the provisions of this GCC Clause 21.3. If the Project Manager requests any change in any already approved document and/or in any document based on such an approved document, the provisions of GCC Clause 39 (Changes to the System) shall apply to such request.

22. Procurement, Delivery, and Transport

22.1 Subject to related Purchaser's responsibilities pursuant to GCC Clauses 10 and 14, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.

22.2 Delivery of the Information Technologies, Materials, and other Goods shall be made by the Supplier in accordance with the Technical Requirements.

22.3 Early or partial deliveries require the explicit written consent of the Purchaser, which consent shall not be unreasonably withheld.

22.4 Transportation

22.4.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during shipment. The packing, marking, and documentation within and outside the packages shall comply strictly with the Purchaser's instructions to the Supplier.

22.4.2 The Supplier will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the Price Schedules, including the terms and conditions of the associated Incoterms.

22.4.3 **Unless otherwise specified in the SCC,** the Supplier shall be free to use transportation through carriers registered in any eligible country and to obtain insurance from any eligible source country.

22.5 **Unless otherwise specified in the SCC,** the Supplier will provide the Purchaser with shipping and other documents, as specified below:

22.5.1 For Goods supplied from outside the Purchaser's Country:

Upon shipment, the Supplier shall notify the Purchaser and the insurance company contracted by the Supplier

to provide cargo insurance by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Purchaser by mail or courier, as appropriate, with a copy to the cargo insurance company:

(a) two copies of the Supplier's invoice showing the description of the Goods, quantity, unit price, and total amount;

(b) usual transportation documents;

(c) insurance certificate;

(d) certificate(s) of origin; and

(e) estimated time and point of arrival in the Purchaser's Country and at the site.

22.5.2 For Goods supplied locally (i.e., from within the Purchaser's country):

Upon shipment, the Supplier shall notify the Purchaser by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Purchaser by mail or courier, as appropriate:

(a) two copies of the Supplier's invoice showing the Goods' description, quantity, unit price, and total amount;

(b) delivery note, railway receipt, or truck receipt;

(c) certificate of insurance;

(d) certificate(s) of origin; and

(e) estimated time of arrival at the site.

22.6 Customs Clearance

(a) The Purchaser will bear responsibility for, and cost of, customs clearance into the Purchaser's country in accordance the particular Incoterm(s) used for Goods supplied from outside the Purchaser's country in the Price Schedules referred to by Article 2 of the Contract Agreement.

(b) At the request of the Purchaser, the Supplier will make available a representative or agent during the process of customs clearance in the Purchaser's country for goods supplied from outside the Purchaser's country. In the event of delays in

customs clearance that are not the fault of the Supplier:

(i) the Supplier shall be entitled to an extension in the Time for Achieving Operational Acceptance, pursuant to GCC Clause 40;

(ii) the Contract Price shall be adjusted to compensate the Supplier for any additional storage charges that the Supplier may incur as a result of the delay.

23. Product Upgrades

23.1 At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its proposal and still to be delivered, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System).

23.2 At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in the Purchaser's Country, pursuant to GCC Clause 39 (Changes to the System).

23.3 During performance of the Contract, the Supplier shall offer to the Purchaser all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's Country, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these Software exceed those quoted by the Supplier in the Recurrent Costs tables in its proposal.

23.4 **Unless otherwise specified in the SCC,** during the Warranty Period, the Supplier will provide at no additional cost to the Purchaser all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's country, and

Official Use Only

no later than twelve (12) months after they are released in the country of origin of the Software.

23.5 The Purchaser shall introduce all new versions, releases or updates of the Software within eighteen (18) months of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update. In no case shall the Supplier stop supporting or maintaining a version or release of the Software less than twenty four (24) months after the Purchaser receives a production-ready copy of a subsequent version, release, or update. The Purchaser shall use all reasonable endeavors to implement any new version, release, or update as soon as practicable, subject to the twenty-four-month-long stop date.

24. Implementation, Installation, and Other Services

24.1 The Supplier shall provide all Services specified in the Contract and Agreed Project Plan in accordance with the highest standards of professional competence and integrity.

24.2 Prices charged by the Supplier for Services, if not included in the Contract, shall be agreed upon in advance by the parties (including, but not restricted to, any prices submitted by the Supplier in the Recurrent Cost Schedules of its proposal) and shall not exceed the prevailing rates charged by the Supplier to other purchasers in the Purchaser's Country for similar services.

25. Inspections and Tests

25.1 The Purchaser or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site.

25.2 The Purchaser or its representative shall be entitled to attend any such inspections and/or tests of the components, provided that the Purchaser shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses.

Official Use Only

25.3 Should the inspected or tested components fail to conform to the Contract, the Purchaser may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Purchaser.

25.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such inspection and/or test shall be added to the Contract Price. Further, if such inspection and/or test impedes the progress of work on the System and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Time for Achieving Operational Acceptance and the other obligations so affected.

25.5 If any dispute shall arise between the parties in connection with or caused by an inspection and/or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC Clause 43 (Settlement of Disputes), starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract Agreement.

26. Installation of the System

26.1 As soon as the System, or any Subsystem, has, in the opinion of the Supplier, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements, the SCC and the Agreed Project Plan, the Supplier shall so notify the Purchaser in writing.

26.2 The Project Manager shall, within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, either issue an Installation Certificate in the form specified in the Sample Contractual Forms Section in the request for proposals document, stating that the System, or major component or Subsystem (if Acceptance by major component or Subsystem is specified pursuant to the SCC for GCC Clause 27.2.1), has achieved Installation by the date of the Supplier's notice under GCC Clause 26.1, or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components and/or Subsystems making up the

System. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the System or Subsystem and, when in the Supplier's opinion the System or Subsystem is ready for Commissioning and Operational Acceptance Testing, notify the Purchaser in writing, in accordance with GCC Clause 26.1. The procedure set out in this GCC Clause 26.2 shall be repeated, as necessary, until an Installation Certificate is issued.

26.3 If the Project Manager fails to issue the Installation Certificate and fails to inform the Supplier of any defects and/or deficiencies within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, or if the Purchaser puts the System or a Subsystem into production operation, then the System (or Subsystem) shall be deemed to have achieved successful Installation as of the date of the Supplier's notice or repeated notice, or when the Purchaser put the System into production operation, as the case may be.

27. Commissioning and Operational Acceptance

27.1 Commissioning

27.1.1 Commissioning of the System (or Subsystem if specified pursuant to the SCC for GCC Clause 27.2.1) shall be commenced by the Supplier:

(a) immediately after the Installation Certificate is issued by the Project Manager, pursuant to GCC Clause 26.2; or

(b) as otherwise specified in the Technical Requirement or the Agreed Project Plan; or

(c) immediately after Installation is deemed to have occurred, under GCC Clause 26.3.

27.1.2 The Purchaser shall supply the operating and technical personnel and all materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning.

Production use of the System or Subsystem(s) shall not commence prior to the start of formal Operational Acceptance Testing.

27.2 Operational Acceptance Tests

27.2.1 The Operational Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the

Purchaser (in accordance with GCC Clause 10.9), but shall be conducted with the full cooperation of the Supplier during Commissioning of the System (or major components or Subsystem[s]), to ascertain whether the System (or major component or Subsystem[s]) conforms to the Technical Requirements and meets the standard of performance quoted in the Supplier's proposal, including, but not restricted to, the functional and technical performance requirements. **Unless otherwise specified in the SCC**, the Operational Acceptance Tests during Commissioning will be conducted as specified in the Technical Requirements and/or the Agreed Project Plan.

At the Purchaser's discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.

27.2.2 If for reasons attributable to the Purchaser, the Operational Acceptance Test of the System (or Subsystem[s] or major components, pursuant to the SCC for GCC Clause 27.2.1) cannot be successfully completed within ninety (90) days from the date of Installation or any other period agreed upon in writing by the Purchaser and the Supplier, the Supplier shall be deemed to have fulfilled its obligations with respect to the technical and functional aspects of the Technical Specifications, SCC and/or the Agreed Project Plan, and GCC Clause 28.2 and 28.3 shall not apply.

27.3 Operational Acceptance

27.3.1 Subject to GCC Clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the System, when

(a) the Operational Acceptance Tests, as specified in the Technical Requirements, and/or SCC and/or the Agreed Project Plan have been successfully completed; or

(b) the Operational Acceptance Tests have not been successfully completed or have not been carried out for reasons that are attributable to the Purchaser within the period from the date of Installation or any other agreed-upon period as specified in GCC Clause 27.2.2 above; or

(c) the Purchaser has put the System into production or use for sixty (60) consecutive days. If the System is put into production or use in this manner, the Supplier shall notify the Purchaser and document such use.

27.3.2 At any time after any of the events set out in GCC Clause 27.3.1 have occurred, the Supplier may give a notice to the Project Manager requesting the issue of an Operational Acceptance Certificate.

27.3.3 After consultation with the Purchaser, and within fourteen (14) days after receipt of the Supplier's notice, the Project Manager shall:

(a) issue an Operational Acceptance Certificate; or

(b) notify the Supplier in writing of any defect or deficiencies or other reason for the failure of the Operational Acceptance Tests; or

(c) issue the Operational Acceptance Certificate, if the situation covered by GCC Clause 27.3.1 (b) arises.

27.3.4 The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Purchaser, and the Purchaser, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify the Purchaser of its request for Operational Acceptance Certification, in accordance with GCC Clause 27.3.3. The Purchaser shall then issue to the Supplier the Operational Acceptance Certification in accordance with GCC Clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GCC Clause 27.3.4 shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.

27.3.5 If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with GCC Clause 27.2, then either:

(a) the Purchaser may consider terminating the Contract, pursuant to GCC Clause 41.2.2;

or

(b) if the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Purchaser to fulfill its obligations under the Contract, then the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the Contract, and GCC Clauses 30.3 and 30.4 shall not apply.

27.3.6 If within fourteen (14) days after receipt of the Supplier's notice the Project Manager fails to issue the Operational Acceptance Certificate or fails to inform the Supplier in writing of the justifiable reasons why the Project Manager has not issued the Operational Acceptance Certificate, the System or Subsystem shall be deemed to have been accepted as of the date of the Supplier's said notice.

27.4 Partial Acceptance

27.4.1 If so specified in the SCC for GCC Clause 27.2.1, Installation and Commissioning shall be carried out individually for each identified major component or Subsystem(s) of the System. In this event, the provisions in the Contract relating to Installation and Commissioning, including the Operational Acceptance Test, shall apply to each such major component or Subsystem individually, and Operational Acceptance Certificate(s) shall be issued accordingly for each such major component or Subsystem of the System, subject to the limitations contained in GCC Clause 27.4.2.

27.4.2 The issuance of Operational Acceptance Certificates for individual major components or Subsystems pursuant to GCC Clause 27.4.1 shall not relieve the Supplier of its obligation to obtain an Operational Acceptance Certificate for the System as an integrated whole (if so specified in the SCC for GCC Clauses 12.1 and 27.2.1) once all major components and Subsystems have been supplied, installed, tested, and commissioned.

27.4.3 In the case of minor components for the System that by their nature do not require Commissioning or an Operational Acceptance Test (e.g., minor fittings, furnishings or site works, etc.), the Project Manager

Official Use Only

shall issue an Operational Acceptance Certificate within fourteen (14) days after the fittings and/or furnishings have been delivered and/or installed or the site works have been completed. The Supplier shall, however, use all reasonable endeavors to promptly remedy any defects or deficiencies in such minor components detected by the Purchaser or Supplier.

F. GUARANTEES AND LIABILITIES

28. Operational Acceptance Time Guarantee

28.1 The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, pursuant to the SCC for GCC Clause 27.2.1) within the time periods specified in the Implementation Schedule and/or the Agreed Project Plan pursuant to GCC Clause 8.2, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

28.2 **Unless otherwise specified in the SCC**, if the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems pursuant to the SCC for GCC Clause 27.2.1) within the time for achieving Operational Acceptance specified in the Implementation Schedule or the Agreed Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to the Purchaser liquidated damages at the rate of one half of one percent per week as a percentage of the Contract Price (exclusive of Recurrent Costs if any), or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount of ten (10) percent of the Contract Price (exclusive of Recurrent Costs if any). Once the Maximum is reached, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2.

28.3 **Unless otherwise specified in the SCC,** liquidated damages payable under GCC Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the Implementation Schedule and/or Agreed Project Plan. This Clause 28.3 shall not limit, however, any other rights or

remedies the Purchaser may have under the Contract for other delays.

28.4 If liquidated damages are claimed by the Purchaser for the System (or Subsystem), the Supplier shall have no further liability whatsoever to the Purchaser in respect to the Operational Acceptance time guarantee for the System (or Subsystem). However, the payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any other of its obligations and liabilities under the Contract.

29. Defect Liability

29.1 The Supplier warrants that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems. **Unless otherwise specified in the SCC**, there will be NO exceptions and/or limitations to this warranty with respect to Software (or categories of Software). Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.

29.2 The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's or Subsystem's ability to fulfill the Technical Requirements.

29.3 **Unless otherwise specified in the SCC,** the Supplier warrants that: (i) all Goods components to be incorporated into the System form part of the Supplier's and/or Subcontractor's current product lines, and (ii) they have been previously released to the market.

29.4 **Unless otherwise specified in the SCC**, the Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract) and shall extend for thirty-six (36) months.

29.5 If during the Warranty Period any defect as described in GCC Clause 29.1 should be found in the design,

engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation and agreement with the Purchaser regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Supplier shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that have been replaced by the Supplier shall remain the property of the Supplier.

29.6 The Supplier shall not be responsible for the repair, replacement, or making good of any defect, or of any damage to the System arising out of or resulting from any of the following causes:

(a) improper operation or maintenance of the System by the Purchaser;

(b) normal wear and tear;

(c) use of the System with items not supplied by the Supplier, unless otherwise identified in the Technical Requirements, or approved by the Supplier; or

(d) modifications made to the System by the Purchaser, or a third party, not approved by the Supplier.

29.7 The Supplier's obligations under this GCC Clause 29 shall not apply to:

(a) any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; or

(b) any designs, specifications, or other data designed, supplied, or specified by or on behalf of the Purchaser or any matters for which the Supplier has disclaimed responsibility, in accordance with GCC Clause 21.1.2.

29.8 The Purchaser shall give the Supplier a notice promptly following the discovery of such defect, stating the nature of any such defect together with all available evidence. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect any such defect. The Purchaser shall afford the Supplier all necessary access to the System and the site to enable the Supplier to perform its obligations under this GCC Clause 29.

Official Use Only

29.9 The Supplier may, with the consent of the Purchaser, remove from the site any Information Technologies and other Goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, the Purchaser may give the Supplier notice requiring that tests of the defective part be made by the Supplier immediately upon completion of such remedial work, whereupon the Supplier shall carry out such tests.

If such part fails the tests, the Supplier shall carry out further repair, replacement, or making good (as the case may be) until that part of the System passes such tests. The tests shall be agreed upon by the Purchaser and the Supplier.

29.10 **Unless otherwise specified in the SCC**, the response times and repair/replacement times for Warranty Defect Repair are specified in the Technical Requirements. Nevertheless, if the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within two weeks the Purchaser may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the Supplier or may be deducted by the Purchaser from any monies due the Supplier or claimed under the Performance Security.

29.11 If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by the Purchaser because of such defect and/or making good of such defect.

29.12 Items substituted for defective parts of the System during the Warranty Period shall be covered by the Defect Liability Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater. For reasons of information security, the Purchaser may choose to retain physical possession of any replaced defective information storage devices.

29.13 At the request of the Purchaser and without prejudice to any other rights and remedies that the Purchaser may have

Official Use Only

against the Supplier under the Contract, the Supplier will offer all possible assistance to the Purchaser to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of the Purchaser of the benefit of any warranties given by such producers or licensors to the Supplier.

30. Functional Guarantees

30.1 The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Purchaser's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that GCC Clause 27 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract requirements will be determined.

30.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify the Purchaser upon completion of the necessary changes, modifications, and/or additions and shall request the Purchaser to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.

30.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of the Supplier's Performance Security in accordance with GCC Clause 13.3 in compensation for the extra costs and delays likely to result from this failure.

31. Intellectual Property Rights Warranty

31.1 The Supplier hereby represents and warrants that:

(a) the System as supplied, installed, tested, and accepted;

(b) use of the System in accordance with the Contract; and

(c) copying of the Software and Materials provided to the Purchaser in accordance with the Contract

do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

32. Intellectual Property Rights Indemnity

32.1 The Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Purchaser or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:

(a) installation of the System by the Supplier or the use of the System, including the Materials, in the country where the site is located;

(b) copying of the Software and Materials provided the Supplier in accordance with the Agreement; and

(c) sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Purchaser's breach of GCC Clause 32.2.

32.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System produced thereby in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.

Official Use Only

32.3 Such indemnities shall also not apply if any claim of infringement:

(a) is asserted by a parent, subsidiary, or affiliate of the Purchaser's organization;

(b) is a direct result of a design mandated by the Purchaser's Technical Requirements and the possibility of such infringement was duly noted in the Supplier's Proposal; or

(c) results from the alteration of the System, including the Materials, by the Purchaser or any persons other than the Supplier or a person authorized by the Supplier.

32.4 If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GCC Clause 32.1, the Purchaser shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Purchaser within the twenty-eight (28) days, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

32.5 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with this Contract by the Purchaser or any persons (other than the Supplier) contracted by the

Purchaser, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier's breach of GCC Clause 32.8.

32.6 Such indemnity shall not cover

(a) any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract;

(b) any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by the Purchaser or any other person contracted by the Purchaser, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.

32.7 Such indemnities shall also not apply:

(a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Supplier's organization;

(b) to the extent that any claim of infringement is caused by the alteration, by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing, specification, or other documents or materials provided to the Supplier by the Purchaser or any persons contracted by the Purchaser.

32.8 If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in GCC Clause 32.5, the Supplier shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Purchaser's request, afford all available assistance to the Purchaser in

Official Use Only

conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

33. Limitation of Liability

33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

(a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and

(b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.

G. RISK DISTRIBUTION

34. Transfer of Ownership

34.1 With the exception of Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to the Purchaser at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.

34.2 Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by GCC Clause 15 (Copyright) Clause 16 (Software License Agreements), and any elaboration in the Technical Requirements.

34.3 Ownership of the Supplier's Equipment used by the Supplier and its Subcontractors in connection with the Contract shall remain with the Supplier or its Subcontractors.

35. Care of the System

35.1 The Purchaser shall become responsible for the care and custody of the System or Subsystems upon their Delivery. The Purchaser shall make good at its own cost any loss or damage that may occur to the System or Subsystems from

any cause from the date of Delivery until the date of Operational Acceptance of the System or Subsystems, pursuant to GCC Clause 27 (Commissioning and Operational Acceptance), excepting such loss or damage arising from acts or omissions of the Supplier, its employees, or subcontractors.

35.2 If any loss or damage occurs to the System or any part of the System by reason of:

(a) (insofar as they relate to the country where the Project Site is located) nuclear reaction, nuclear radiation, radioactive contamination, a pressure wave caused by aircraft or other aerial objects, or any other occurrences that an experienced Supplier could not reasonably foresee, or if reasonably foreseeable could not reasonably make provision for or insure against, insofar as such risks are not normally insurable on the insurance market and are mentioned in the general exclusions of the policy of insurance taken out under GCC Clause 37;

(b) any use not in accordance with the Contract, by the Purchaser or any third party;

(c) any use of or reliance upon any design, data, or specification provided or designated by or on behalf of the Purchaser, or any such matter for which the Supplier has disclaimed responsibility in accordance with GCC Clause 21.1.2,

the Purchaser shall pay to the Supplier all sums payable in respect of the System or Subsystems that have achieved Operational Acceptance, notwithstanding that the same be lost, destroyed, or damaged. If the Purchaser requests the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Supplier shall make good the same at the cost of the Purchaser in accordance with GCC Clause 39. If the Purchaser does not request the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Purchaser shall either request a change in accordance with GCC Clause 39, excluding the performance of that part of the System thereby lost, destroyed, or damaged, or, where the loss or damage affects a substantial part of the System, the Purchaser shall terminate the Contract pursuant to GCC Clause 41.1.

35.3 The Purchaser shall be liable for any loss of or damage to any Supplier's Equipment which the Purchaser has

Official Use Only

authorized to locate within the Purchaser's premises for use in fulfillment of Supplier's obligations under the Contract, except where such loss or damage arises from acts or omissions of the Supplier, its employees, or subcontractors.

36. Loss of or Damage to Property; Accident or Injury to Workers; Indemnification

36.1 The Supplier and each and every Subcontractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force in the Purchaser's Country.

36.2 Subject to GCC Clause 36.3, the Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Purchaser or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of the Purchaser, its contractors, employees, officers, or agents.

36.3 If any proceedings are brought or any claim is made against the Purchaser that might subject the Supplier to liability under GCC Clause 36.2, the Purchaser shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Purchaser within the twenty-eight (28) day period, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

36.4 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from any and all losses, liabilities, and costs (including

losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of the death or personal injury of any person or loss of or damage to property of the Purchaser, other than the System not yet achieving Operational Acceptance, that is caused by fire, explosion, or any other perils, in excess of the amount recoverable from insurances procured under GCC Clause 37 (Insurances), provided that such fire, explosion, or other perils were not caused by any act or failure of the Supplier.

36.5 If any proceedings are brought or any claim is made against the Supplier that might subject the Purchaser to liability under GCC Clause 36.4, the Supplier shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Purchaser's request, afford all available assistance to the Purchaser in conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

36.6 The party entitled to the benefit of an indemnity under this GCC Clause 36 shall take all reasonable measures to mitigate any loss or damage that has occurred. If the party fails to take such measures, the other party's liabilities shall be correspondingly reduced.

37. Insurances

37.1 The Supplier shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurance set forth below. The identity of the insurers and the form of the policies shall be subject to the approval of the Purchaser, who should not unreasonably withhold such approval.

(a) Cargo Insurance During Transport

as applicable, 110 percent of the price of the Information Technologies and other Goods in a freely convertible currency, covering the Goods from physical loss or damage during shipment through receipt at the Project Site.

(b) Installation "All Risks" Insurance

as applicable, 110 percent of the price of the Information Technologies and other Goods covering the Goods at the site from all risks of physical loss or damage (excluding only perils commonly excluded under "all risks" insurance policies of this type by reputable insurers) occurring prior to Operational Acceptance of the System.

(c) Third-Party Liability Insurance

On terms as **specified in the SCC,** covering bodily injury or death suffered by third parties (including the Purchaser's personnel) and loss of or damage to property (including the Purchaser's property and any Subsystems that have been accepted by the Purchaser) occurring in connection with the supply and installation of the Information System.

(d) Automobile Liability Insurance

In accordance with the statutory requirements prevailing in the Purchaser's Country, covering use of all vehicles used by the Supplier or its Subcontractors (whether or not owned by them) in connection with the execution of the Contract.

(e) Other Insurance (if any), as **specified in the SCC.**

37.2 The Purchaser shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1, except for the Third-Party Liability, and the Supplier's Subcontractors shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1 except for Cargo Insurance During Transport. All insurer's rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.

37.3 The Supplier shall deliver to the Purchaser certificates of insurance (or copies of the insurance policies) as evidence that the required policies are in full force and effect.

Official Use Only

37.4 The Supplier shall ensure that, where applicable, its Subcontractor(s) shall take out and maintain in effect adequate insurance policies for their personnel and vehicles and for work executed by them under the Contract, unless such Subcontractors are covered by the policies taken out by the Supplier.

37.5 If the Supplier fails to take out and/or maintain in effect the insurance referred to in GCC Clause 37.1, the Purchaser may take out and maintain in effect any such insurance and may from time to time deduct from any amount due the Supplier under the Contract any premium that the Purchaser shall have paid to the insurer or may otherwise recover such amount as a debt due from the Supplier.

37.6 Unless otherwise provided in the Contract, the Supplier shall prepare and conduct all and any claims made under the policies affected by it pursuant to this GCC Clause 37, and all monies payable by any insurers shall be paid to the Supplier. The Purchaser shall give to the Supplier all such reasonable assistance as may be required by the Supplier in connection with any claim under the relevant insurance policies. With respect to insurance claims in which the Purchaser's interest is involved, the Supplier shall not give any release or make any compromise with the insurer without the prior written consent of the Purchaser. With respect to insurance claims in which the Supplier's interest is involved, the Purchaser shall not give any release or make any compromise with the insurer without the prior written consent of the Supplier.

38. Force Majeure

38.1 "Force Majeure" shall mean any event beyond the reasonable control of the Purchaser or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:

(a) war, hostilities, or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;

(b) rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;

(c) confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or

ruler, or any other act or failure to act of any local state or national government authority;

(d) strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;

(e) earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;

(f) failure, by the Supplier, to obtain the necessary export permit(s) from the governments of the Country(s) of Origin of the Information Technologies or other Goods, or Supplier's Equipment provided that the Supplier has made all reasonable efforts to obtain the required export permit(s), including the exercise of due diligence in determining the eligibility of the System and all of its components for receipt of the necessary export permits.

38.2 If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.

38.3 The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The Time for Achieving Operational Acceptance shall be extended in accordance with GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

38.4 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either party's right to terminate the Contract under GCC Clause 38.6.

Official Use Only

38.5 No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall:

(a) constitute a default or breach of the Contract;

(b) (subject to GCC Clauses 35.2, 38.3, and 38.4) give rise to any claim for damages or additional cost or expense occasioned by the delay or nonperformance,

if, and to the extent that, such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

38.6 If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.

38.7 In the event of termination pursuant to GCC Clause 38.6, the rights and obligations of the Purchaser and the Supplier shall be as specified in GCC Clauses 41.1.2 and 41.1.3.

38.8 Notwithstanding GCC Clause 38.5, Force Majeure shall not apply to any obligation of the Purchaser to make payments to the Supplier under this Contract.

H. CHANGE IN CONTRACT ELEMENTS

39. Changes to the System

39.1 Introducing a Change

39.1.1 Subject to GCC Clauses 39.2.5 and 39.2.7, the Purchaser shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called "Change"), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.

A Change may involve, but is not restricted to, the substitution of updated Information Technologies and

related Services in accordance with GCC Clause 23 (Product Upgrades).

39.1.2 The Supplier may from time to time during its performance of the Contract propose to the Purchaser (with a copy to the Project Manager) any Change that the Supplier considers necessary or desirable to improve the quality or efficiency of the System. The Purchaser may at its discretion approve or reject any Change proposed by the Supplier.

39.1.3 Notwithstanding GCC Clauses 39.1.1 and 39.1.2, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any adjustment of the Contract Price or the Time for Achieving Operational Acceptance.

39.1.4 The procedure on how to proceed with and execute Changes is specified in GCC Clauses 39.2 and 39.3, and further details and sample forms are provided in the Sample Contractual Forms Section in the request for proposals document.

39.1.5 Moreover, the Purchaser and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be "frozen." Any Change initiated after this time will be dealt with after Operational Acceptance.

39.2 Changes Originating from Purchaser

39.2.1 If the Purchaser proposes a Change pursuant to GCC Clauses 39.1.1, it shall send to the Supplier a "Request for Change Proposal," requiring the Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a "Change Proposal," which shall include the following:

(a) brief description of the Change;

(b) impact on the Time for Achieving Operational Acceptance;

(c) detailed estimated cost of the Change;

(d) effect on Functional Guarantees (if any);

(e) effect on any other provisions of the Contract; and

(f) any additional documents as **specified in the SCC**.

39.2.2 Prior to preparing and submitting the "Change Proposal," the Supplier shall submit to the Project Manager a "Change Estimate Proposal," which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Supplier's Change Estimate Proposal, the Purchaser shall do one of the following:

(a) accept the Supplier's estimate with instructions to the Supplier to proceed with the preparation of the Change Proposal;

(b) advise the Supplier of any part of its Change Estimate Proposal that is unacceptable and request the Supplier to review its estimate;

(c) advise the Supplier that the Purchaser does not intend to proceed with the Change.

39.2.3 Upon receipt of the Purchaser's instruction to proceed under GCC Clause 39.2.2 (a), the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with GCC Clause 39.2.1. The Supplier, at its discretion, may specify a validity period for the Change Proposal, after which if the Purchaser and Supplier has not reached agreement in accordance with GCC Clause 39.2.6, then GCC Clause 39.2.7 shall apply.

39.2.4 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.

39.2.5 If before or during the preparation of the Change Proposal it becomes apparent that the aggregate impact of compliance with the Request for Change Proposal and with all other Change Orders that have already become binding upon the Supplier under this GCC Clause 39 would be to increase or decrease the Contract Price as originally set forth in Article 2 (Contract Price) of the Contract Agreement by more than fifteen (15) percent, the Supplier may give a written notice of objection to this Request for Change Proposal prior to furnishing the Change Proposal. If

the Purchaser accepts the Supplier's objection, the Purchaser shall withdraw the proposed Change and shall notify the Supplier in writing of its acceptance.

The Supplier's failure to so object to a Request for Change Proposal shall neither affect its right to object to any subsequent requested Changes or Change Orders, nor affect its right to take into account, when making such subsequent objection, the percentage increase or decrease in the Contract Price that any Change not objected to by the Supplier represents.

39.2.6 Upon receipt of the Change Proposal, the Purchaser and the Supplier shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, the Purchaser shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If the Purchaser is unable to reach a decision within fourteen (14) days, it shall notify the Supplier with details of when the Supplier can expect a decision. If the Purchaser decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Supplier accordingly. Under such circumstances, the Supplier shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation of the Change Proposal, provided that these do not exceed the amount given by the Supplier in its Change Estimate Proposal submitted in accordance with GCC Clause 39.2.2.

39.2.7 If the Purchaser and the Supplier cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented. However, this provision does not limit the rights of either party under GCC Clause 6 (Settlement of Disputes).

39.3 Changes Originating from Supplier

If the Supplier proposes a Change pursuant to GCC Clause 39.1.2, the Supplier shall submit to the Project Manager a written "Application for Change Proposal," giving reasons for the proposed Change and including the information specified in GCC Clause 39.2.1. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in GCC Clauses 39.2.6 and

39.2.7. However, should the Purchaser choose not to proceed or the Purchaser and the Supplier cannot come to agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the Supplier shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between the Purchaser and the Supplier to the contrary.

39.4 Value engineering. The Supplier 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;

(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) the Purchaser may incur in implementing the value engineering proposal; and

(c) a description of any effect(s) of the change on performance/functionality.

The Purchaser may accept the value engineering proposal if the proposal demonstrates benefits that:

(a) accelerates the delivery period; or

(b) reduces the Contract Price or the life cycle costs to the Purchaser; or

(c) improves the quality, efficiency, safety or sustainability of the systems; or

(d) yields any other benefits to the Purchaser,

without compromising the necessary functions of the systems.

If the value engineering proposal is approved by the Purchaser and results in:

(a) a reduction of the Contract Price; the amount to be paid to the Supplier shall be the percentage specified in the SCC of the reduction in the Contract Price; or

(b) 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 Supplier shall be the full increase in the Contract Price.

40. Extension of Time for Achieving Operational Acceptance

40.1 The time(s) for achieving Operational Acceptance specified in the Schedule of Implementation shall be extended if the Supplier is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following:

(a) any Change in the System as provided in GCC Clause 39 (Change in the Information System);

(b) any occurrence of Force Majeure as provided in GCC Clause 38 (Force Majeure);

(c) default of the Purchaser; or

(d) any other matter specifically mentioned in the Contract;

by such period as shall be fair and reasonable in all the circumstances and as shall fairly reflect the delay or impediment sustained by the Supplier.

40.2 Except where otherwise specifically provided in the Contract, the Supplier shall submit to the Project Manager a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable after receipt of such notice and supporting particulars of the claim, the Purchaser and the Supplier shall agree upon the period of such extension. In the event that the Supplier does not accept the Purchaser's estimate of a fair and reasonable time extension, the Supplier shall be entitled to refer the matter to the provisions for the Settlement of Disputes pursuant to GCC Clause 43.

40.3 The Supplier shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract.

41. Termination

41.1 Termination for Purchaser's Convenience

41.1.1 The Purchaser may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC Clause 41.1.

41.1.2 Upon receipt of the notice of termination under GCC Clause 41.1.1, the Supplier shall either as soon as reasonably practical or upon the date specified in the notice of termination

(a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;

(b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to GCC Clause 41.1.2 (d) (ii) below;

(c) remove all Supplier's Equipment from the site, repatriate the Supplier's Personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;

(d) in addition, the Supplier, subject to the payment specified in GCC Clause 41.1.3, shall

(i) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;

(ii) to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;

(iii) deliver to the Purchaser all nonproprietary drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.1.3 In the event of termination of the Contract under GCC Clause 41.1.1, the Purchaser shall pay to the Supplier the following amounts:

(a) the Contract Price, properly attributable to the parts of the System executed by the Supplier as of the date of termination;

(b) the costs reasonably incurred by the Supplier in the removal of the Supplier's Equipment from the site and in the repatriation of the Supplier's Personnel;

(c) any amount to be paid by the Supplier to its Subcontractors in connection with the

termination of any subcontracts, including any cancellation charges;

(d) costs incurred by the Supplier in protecting the System and leaving the site in a clean and safe condition pursuant to GCC Clause 41.1.2 (a); and

(e) the cost of satisfying all other obligations, commitments, and claims that the Supplier may in good faith have undertaken with third parties in connection with the Contract and that are not covered by GCC Clauses 41.1.3 (a) through (d) above.

41.2 Termination for Supplier's Default

41.2.1 The Purchaser, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by giving a notice of termination and its reasons therefore to the Supplier, referring to this GCC Clause 41.2:

(a) if the Supplier becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Supplier is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Supplier takes or suffers any other analogous action in consequence of debt;

(b) if the Supplier assigns or transfers the Contract or any right or interest therein in violation of the provision of GCC Clause 42 (Assignment); or

(c) if the Supplier, in the judgment of the Purchaser has engaged in Fraud and Corruption, as defined in paragraph 2.2 a. of the Appendix 1 to the GCC, in competing for or in executing the Contract, including but not limited to willful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer, the hardware, software, or materials provided under this Contract.

41.2.2 If the Supplier:

(a) has abandoned or repudiated the Contract;

(b) has without valid reason failed to commence work on the System promptly;

(c) persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;

(d) refuses or is unable to provide sufficient Materials, Services, or labor to execute and complete the System in the manner specified in the Agreed Project Plan furnished under GCC Clause 19 at rates of progress that give reasonable assurance to the Purchaser that the Supplier can attain Operational Acceptance of the System by the Time for Achieving Operational Acceptance as extended;

then the Purchaser may, without prejudice to any other rights it may possess under the Contract, give a notice to the Supplier stating the nature of the default and requiring the Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within thirty (30) days of its receipt of such notice, then the Purchaser may terminate the Contract forthwith by giving a notice of termination to the Supplier that refers to this GCC Clause 41.2.

41.2.3 Upon receipt of the notice of termination under GCC Clauses 41.2.1 or 41.2.2, the Supplier shall, either immediately or upon such date as is specified in the notice of termination:

(a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed or any work required to leave the site in a clean and safe condition;

(b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to GCC Clause 41.2.3 (d) below;

(c) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;

(d) to the extent legally possible, assign to the Purchaser all right, title and benefit of the Supplier to the System or Subsystems as at the

Official Use Only

date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;

(e) deliver to the Purchaser all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as at the date of termination in connection with the System.

41.2.4 The Purchaser may enter upon the site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as the Purchaser thinks appropriate, the Purchaser shall give notice to the Supplier that such Supplier's Equipment will be returned to the Supplier at or near the site and shall return such Supplier's Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the site.

41.2.5 Subject to GCC Clause 41.2.6, the Supplier shall be entitled to be paid the Contract Price attributable to the portion of the System executed as at the date of termination and the costs, if any, incurred in protecting the System and in leaving the site in a clean and safe condition pursuant to GCC Clause 41.2.3 (a). Any sums due the Purchaser from the Supplier accruing prior to the date of termination shall be deducted from the amount to be paid to the Supplier under this Contract.

41.2.6 If the Purchaser completes the System, the cost of completing the System by the Purchaser shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Purchaser in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Purchaser, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Purchaser shall pay the balance to the Supplier. The Purchaser and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

41.3 Termination by Supplier

41.3.1 If:

(a) the Purchaser has failed to pay the Supplier any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents without just cause **pursuant to the SCC,** or commits a substantial breach of the Contract, the Supplier may give a notice to the Purchaser that requires payment of such sum, with interest on this sum as stipulated in GCC Clause 12.3, requires approval of such invoice or supporting documents, or specifies the breach and requires the Purchaser to remedy the same, as the case may be. If the Purchaser fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Supplier's notice; or

(b) the Supplier is unable to carry out any of its obligations under the Contract for any reason attributable to the Purchaser, including but not limited to the Purchaser's failure to provide possession of or access to the site or other areas or failure to obtain any governmental permit necessary for the execution and/or completion of the System;

then the Supplier may give a notice to the Purchaser of such events, and if the Purchaser has failed to pay the outstanding sum, to approve the invoice or supporting documents, to give its reasons for withholding such approval, or to remedy the breach within twenty-eight (28) days of such notice, or if the Supplier is still unable to carry out any of its obligations under the Contract for any reason attributable to the Purchaser within twenty-eight (28) days of the said notice, the Supplier may by a further notice to the Purchaser referring to this GCC Clause 41.3.1, forthwith terminate the Contract.

41.3.2 The Supplier may terminate the Contract immediately by giving a notice to the Purchaser to that effect, referring to this GCC Clause 41.3.2, if the Purchaser becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or,

being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Purchaser takes or suffers any other analogous action in consequence of debt.

41.3.3 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, then the Supplier shall immediately:

(a) cease all further work, except for such work as may be necessary for the purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;

(b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to Clause 41.3.3 (d) (ii);

(c) remove all Supplier's Equipment from the site and repatriate the Supplier's Personnel from the site.

(d) In addition, the Supplier, subject to the payment specified in GCC Clause 41.3.4, shall:

(i) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;

(ii) to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystems, as of the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;

(iii) to the extent legally possible, deliver to the Purchaser all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.3.4 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, the Purchaser shall pay to the Supplier all payments specified in GCC Clause 41.1.3 and reasonable compensation for all loss, except for

loss of profit, or damage sustained by the Supplier arising out of, in connection with, or in consequence of such termination.

41.3.5 Termination by the Supplier pursuant to this GCC Clause 41.3 is without prejudice to any other rights or remedies of the Supplier that may be exercised in lieu of or in addition to rights conferred by GCC Clause 41.3.

41.4 In this GCC Clause 41, the expression "portion of the System executed" shall include all work executed, Services provided, and all Information Technologies, or other Goods acquired (or subject to a legally binding obligation to purchase) by the Supplier and used or intended to be used for the purpose of the System, up to and including the date of termination.

41.5 In this GCC Clause 41, in calculating any monies due from the Purchaser to the Supplier, account shall be taken of any sum previously paid by the Purchaser to the Supplier under the Contract, including any advance payment paid **pursuant to the SCC.**

42. Assignment

42.l Neither the Purchaser nor the Supplier shall, without the express prior written consent of the other, assign to any third party the Contract or any part thereof, or any right, benefit, obligation, or interest therein or thereunder, except that the Supplier shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.

I. SETTLEMENT OF DISPUTES

43. Settlement of Disputes

43.1 Adjudication

43.1.1 If any dispute of any kind whatsoever shall arise between the Purchaser and the Supplier in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, or the operation of the System (whether during the progress of implementation or after its achieving Operational Acceptance and whether before or after the termination, abandonment, or breach of the Contract), the parties shall seek to resolve any such dispute by mutual consultation. If

the parties fail to resolve such a dispute by mutual consultation within fourteen (14) days after one party has notified the other in writing of the dispute, then, if the Contract Agreement in Appendix 2 includes and names an Adjudicator, the dispute shall, within another fourteen (14) days, be referred in writing by either party to the Adjudicator, with a copy to the other party. If there is no Adjudicator specified in the Contract Agreement, the mutual consultation period stated above shall last twenty-eight (28) days (instead of fourteen), upon expiry of which either party may move to the notification of arbitration pursuant to GCC Clause 43.2.1.

43.1.2 The Adjudicator shall give his or her decision in writing to both parties within twenty-eight (28) days of the dispute being referred to the Adjudicator. If the Adjudicator has done so, and no notice of intention to commence arbitration has been given by either the Purchaser or the Supplier within fifty-six (56) days of such reference, the decision shall become final and binding upon the Purchaser and the Supplier. Any decision that has become final and binding shall be implemented by the parties forthwith.

43.1.3 The Adjudicator shall be paid an hourly fee at the rate specified in the Contract Agreement plus reasonable expenditures incurred in the execution of duties as Adjudicator, and these costs shall be divided equally between the Purchaser and the Supplier.

43.1.4 Should the Adjudicator resign or die, or should the Purchaser and the Supplier agree that the Adjudicator is not fulfilling his or her functions in accordance with the provisions of the Contract, a new Adjudicator shall be jointly appointed by the Purchaser and the Supplier. Failing agreement between the two within twenty-eight (28) days, the new Adjudicator shall be appointed at the request of either party by the Appointing Authority **specified in the SCC,** or, if no Appointing Authority is **specified in SCC,** the Contract shall, from this point onward and until the parties may otherwise agree on an Adjudicator or an Appointing Authority, be implemented as if there is no Adjudicator.

43.2 Arbitration

Official Use Only

43.2.1 If

(a) the Purchaser or the Supplier is dissatisfied with the Adjudicator's decision and acts before this decision has become final and binding pursuant to GCC Clause 43.1.2, or

(b) the Adjudicator fails to give a decision within the allotted time from referral of the dispute pursuant to GCC Clause 43.1.2, and the Purchaser or the Supplier acts within the following fourteen (14) days, or

(c) in the absence of an Adjudicator from the Contract Agreement, the mutual consultation pursuant to GCC Clause 43.1.1 expires without resolution of the dispute and the Purchaser or the Supplier acts within the following fourteen (14) days,

then either the Purchaser or the Supplier may act to give notice to the other party, with a copy for information to the Adjudicator in case an Adjudicator had been involved, of its intention to commence arbitration, as provided below, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

43.2.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC Clause 43.2.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after Installation of the Information System.

43.2.3 Arbitration proceedings shall be conducted in accordance with the rules of procedure **specified in the SCC.**

43.3 Notwithstanding any reference to the Adjudicator or arbitration in this clause,

(a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree;

(b) the Purchaser shall pay the Supplier any monies due the Supplier.

Official Use Only

J. CYBER SECURITY

44. Cyber Security

44.1 **Pursuant to the SCC**, the Supplier, including its Subcontractors/ suppliers/ manufacturers shall take all technical and organizational measures necessary to protect the information technology systems and data used in connection with the Contract. Without limiting the foregoing, the Supplier, including its Subcontractors/ suppliers/ manufacturers, shall use all reasonable efforts to establish, maintain, implement and comply with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information technology system or data used in connection with the Contract.

APPENDIX 1

Fraud and Corruption

(Text in this Appendix shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

a. Defines, for the purposes of this provision, the terms set forth below as follows:

i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

v. "obstructive practice" is:

(a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

(b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

Official Use Only

c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;

d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;[1] (ii) to be a nominated[2] sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;

e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect[3] all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

---

[1] For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

[2] A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

[3] Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

Official Use Only

APPENDIX 2

Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration for Subcontractors

[The following table shall be filled in by each subcontractor proposed by the Supplier, that was not named in the Contract]

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

Date: *[insert day, month, year]*
Contract reference *[insert contract reference]*
Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration
We: ☐ (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. ☐ (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. ☐ (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.
[*If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.*]
Period of disqualification: From: _____ To: _____

Name of the Subcontractor_____

Name of the person duly authorized to sign on behalf of the Subcontractor_____

Title of the person signing on behalf of the Subcontractor_____

Signature of the person named above_____

Date signed _____day of _____, ___

Countersignature of authorized representative of the Supplier:

Signature: _____

Date signed _____day of _____, ____

SECTION IX - SPECIAL CONDITIONS OF CONTRACT

SECTION IX - SPECIAL CONDITIONS OF CONTRACT

Table of Clauses

A. Contract and Interpretation 297

Definitions (GCC Clause 1) 297
Notices (GCC Clause 4) 297

B. Subject Matter of Contract 297

Scope of the System (GCC Clause 7) 297
Time for Commencement and Operational Acceptance (GCC Clause 8) 298
Supplier's Responsibilities (GCC Clause 9) 298

C. Payment 298

Contract Price (GCC Clause 11) 298
Terms of Payment (GCC Clause 12) 298
Securities (GCC Clause 13) 301

D. Intellectual Property 303

Copyright (GCC Clause 15) 303
Software License Agreements (GCC Clause 16) 303
Confidential Information (GCC Clause 17) 304

E. Supply, Installation, Testing, Commissioning, and Acceptance of the System 304

Representatives (GCC Clause 18) 304
Project Plan (GCC Clause 19) 304
Design and Engineering (GCC Clause 21) 305
Product Upgrades (GCC Clause 23) 305
Inspections and Tests (GCC Clause 25) 305
Commissioning and Operational Acceptance (GCC Clause 27) 306

F. Guarantees and Liabilities 307

Operational Acceptance Time Guarantee (GCC Clause 28) 307
Defect Liability (GCC Clause 29) 309
Functional Guarantees (GCC Clause 30) 309

G. Risk Distribution 309

Insurances (GCC Clause 37) 309

H. Change in Contract Elements 309

Changes to the System (GCC Clause 39) 309

I. Settlement of Disputes 310

Settlement of Disputes (GCC Clause 43) 310

J. Cyber Security 310

Cyber Security (GCC Clause 44) 310

Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions of the SCC shall prevail over those in the General Conditions of Contract. For the purposes of clarity, any referenced GCC clause numbers are indicated in the left column of the SCC.

A. CONTRACT AND INTERPRETATION

Definitions (GCC Clause 1)

GCC 1.1 (a) (ix)	The applicable edition of the Procurement Regulation is dated: The **World Bank's** "Procurement Regulations for **IPF Borrowers" Fifth Edition September 2023 ("Procurement Regulations")**
GCC 1.1 (b) (i)	The Purchaser is: ***Federal Board of Revenue (FBR), Government of Pakistan***
GCC 1.1 (b) (ii)	The Project Manager is: ***To be mentioned.***
GCC 1.1 (e) (i)	The Purchaser's Country is: ***Islamic Republic of Pakistan***
GCC 1.1 (e) (x)	*The contract shall be valid till successful completion of the warranty period. The O&M period of thirty-six 36) months shall be the warranty period for RIAC,*
GCC 1.1 (e) (xiii)	Not Applicable

Notices (GCC Clause 4)

GCC 4.3	Address of the Project Manager: ***To be mentioned.*** Fallback address of the Purchaser: ***To be mentioned.***

B. SUBJECT MATTER OF CONTRACT

Scope of the System (GCC Clause 7)

GCC 7.3	The Supplier's obligations under the Contract will include the following recurrent cost items, as identified in the Recurrent Cost tables in the Supplier's Proposal: ***See the section System Inventory Table (Recurrent Cost Items) in sectior vii.*** ***No material design or scope change shall be implemented without written approval of the Purchaser.***

Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work on the System: ***From the Signing Date of the Contract.***

Supplier's Responsibilities (GCC Clause 9)

GCC 9.1	Health and safety manual is **NOT** required.
GCC 9.8	The following sustainable procurement contractual provisions, apply: ***"none"***
GCC 9.18	The Supplier *"**is not required"*** to make security arrangements for the Project Site/s.

C. PAYMENT

Contract Price (GCC Clause 11)

GCC 11.2	Adjustments to the Contract Price shall be as follows: ***"not applicable"***

Terms of Payment (GCC Clause 12)

GCC 12.1 — Subject to the provisions of GCC Clause 12 (Terms of Payment), the Purchaser shall pay the Contract Price to the Supplier according to the categories and in the manner specified below.

Miles tone#	Description of Milestone/Deliverable	Timeline	Payment (%age of contract value)
1	Inception Report: A detailed work plan and methodology for completing the assignment.	30 days from signing of Contract	10%
	The Stakeholder Responsibility Matrix: A detailed and thorough RIAC matrix to avoid confusion, ensure accountability, and streamline communication	30 days from signing of Contract	
2	Assessment Report: Findings from the Situational Assessment Report containing gap assessment of existing or proposed infrastructure and NII equipment as well as proposal for suitable site	45 days from signing of Contract	5%
3	RIAC Design Proposal: a. A detailed design of the RIAC in sync with FBR's NII protocols, including processes, protocols, technical architecture, hardware	Within 90 days of signing of contract	

Official Use Only

	and software requirements, data and access security systems, operational framework including Specifications and BOQ & cost estimates b. HR Plan – Proposed Institutional and organizational setup along with staffing requirements		20%
4	Implementation Plan: A comprehensive plan outlining steps for the setup, testing, and operationalization of the RIAC	100 days of signing of contract	10%
5	SOPs and Operational Guidelines: Standard Operating Procedures and operational guidelines for image analysis and system use, and response protocols	Within 110 days of signing of contract	5%
6	Training Manuals and Training Sessions: Training materials and documented training sessions for RIAC personnel	Within 120 days of signing of contract	5%
7	Reports during Implementation and Operationalization: a. Regular progress reports on deployment, installation, and training activities.	Throughout implementation period	5%
8	a. Complete RIAC System: Fully functional and operational RIAC system including all hardware, software, integrations, and security implementations. b. A final implementation report summarizing activities and achievements c. Final Transition Report: Documentation of all support activities, system improvements, and recommendations for next 3 years under SLA.	Within 224 days (32 weeks) of signing of contract	40%

		d. Post-Implementation Support Reports: i. Monthly support and maintenance reports ii. Quarterly system health reports iii. Bi-annual comprehensive reviews plans and mechanism iv. Annual performance reports plans and mechanism		

Each milestone shall be supported by demonstrable deliverables, documentation, and acceptance sign-off.

Payments shall be linked to implementation milestones culminating in Final Acceptance. No payments shall be made during the O&M period.

The payment(s) shall be made upon completion of design, delivery and successful installation, testing, commissioning (as applicable) and subsequent acceptance as per respective clauses of the Contract together with verification/ acceptance/ sign-off of the Supplier's invoice(s) and Documents for Payments by the Purchaser.

A sign-off by Purchaser regarding successful design, delivery and subsequent installation, testing, commissioning, and acceptance (as applicable) shall be a prerequisite before an invoice can be submitted by the Supplier.

For the payments under this Contract, the Supplier must opt any option(s) mentioned below at the time of proposal(s) submission. The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

A. Payment for Goods and Services Quoted in Local Currency (PKR):

Purchaser will make individual invoice's payment through Cross Cheque in PKR to the Supplier.

B. Payment for Goods Quoted in Foreign Currency:

(1). *Purchaser will make individual invoice's payment followed by verification/ acceptance/ sign-off of the invoice by the Purchaser as submitted by the Supplier along with Documents for Payment.*

Indirect taxes and direct taxes applicable shall be deducted/withheld in accordance with the laws of the Client's country.

The detailed payment structure, including the distribution of payments between local and foreign currency components, shall be finalized with the **successful Proposer during contract finalization and prior to signing of the Contract**.

	Such finalization shall be undertaken strictly within the limits of the evaluated Financial Proposal and shall not result in any change to the total Contract Price or alter the basis of financial evaluation. The agreed payment structure shall be reflected in the Contract Agreement and the associated payment schedule forming part of the Contract.
	(2). *In the case of International Suppliers only, the World Bank upon request/ advise of Purchaser will make up to 100% of the foreign currency amount of the individual invoice payment to the Supplier in the foreign currency of the Proposal/ Contract via Telegraphic/ Bank Transaction in Foreign Bank account.*
GCC 12.3	The Purchaser shall pay to the Supplier interest on the delayed payments at a rate of: • 1%+SOFR for Foreign Currency • 1%+KIBOR for Local Currency
GCC 12.4	The Supplier will invoice the Purchaser in the currency used in the Contract Agreement and the Price Schedules it refers to, for Goods and Services supplied locally.
GCC 12.6	*GCC Clause 12.6* ***applies****.*

Securities (GCC Clause 13)

GCC 13.3.1	The Performance Security shall be denominated in ***the currency(ies) of the Contract or PKR*** for an amount equal to ***10%*** percent of the Contract Price. The Performance Security shall be in the shape of an unconditional and irrevocable Bank Guarantee issued by any scheduled bank in Pakistan or a foreign Bank in correspondence with a local scheduled Bank as per applicable template valid for a period of sixty (60) days beyond the 03 years O&M/warranty period or any extended period of 03 years original O&M/warranty period. The Performance Security shall remain valid and enforceable throughout the entire Contract period, including: (a) design; (b) development; (c) supply; (d) installation; (e) integration; (f) testing; (g) commissioning; (h) Operational Acceptance; (i) warranty obligations; (j) Service Level Agreement (SLA) obligations; and (k) the complete three (3) year Operation and Maintenance (O&M) period.

	The Performance Security shall remain valid until successful completion of all contractual obligations under the Contract, including the O&M period, and for an additional sixty (60) days thereafter. The Purchaser shall have the right to invoke and encash the Performance Security and retention money guarantee in the event of: (i) failure to perform contractual obligations; (ii) major SLA or KPI failures; (iii) failure to achieve operational availability commitments; (iv) failure to remedy critical defects; (v) cybersecurity non-compliance; (vi) failure to maintain interoperability obligations; (vii) abandonment or suspension of services; or (viii) any material breach of Contract."
GCC 13.3.4	During the OM/Warranty Period (i.e., after Operational Acceptance of the System), the Performance Security shall be reduced to: ***5%.*** Discharge of the Performance Security shall take place: Within 30 days following the expiry of the Performance Security and successful completion of performance obligations by the Supplier under the Contract. During the Operation and Maintenance (O&M) Period following Operational Acceptance, the Performance Security may be reduced from ten percent (10%) to five percent (5%) of the Contract Price, subject to: (a) successful Operational Acceptance; (b) resolution of all critical defects; (c) submission of the Retention Money Guarantee in accordance with GCC 13.3.5; and (d) confirmation by the Purchaser that the System has entered stable operational service. The reduced Performance Security shall remain valid throughout the complete O&M period and for sixty (60) days thereafter."
GCC 13.3.5	**Retention Money and Retention Money Guarantee:** An amount equivalent to ten percent (10%) of the Contract Price shall be retained by the Purchaser as Retention Money for securing the Supplier's obligations during the Warranty and Operation & Maintenance period. Prior to release of the final payment, the Supplier shall furnish a Retention Money Guarantee in the equivalent amount of the Retention Money. The Retention Money Guarantee shall: (a) be in the form of an unconditional and irrevocable bank guarantee acceptable to the Purchaser; (b) remain valid throughout the three (3) year Operation and Maintenance period and for an additional sixty (60) days thereafter; and (c) secure the Supplier's obligations relating to warranty support, SLA compliance, KPI compliance, operational continuity, maintenance obligations, interoperability obligations, cybersecurity obligations, and all other post-implementation contractual obligations.

Official Use Only

	The Purchaser shall have the right to recover from the Retention Money and/or encash the Retention Money Guarantee for: (i) SLA penalties; (ii) KPI failures; (iii) liquidated damages during the O&M period; (iv) failure to meet operational availability requirements; (v) failure to maintain integration and interoperability services; (vi) cybersecurity failures; (vii) Disaster Recovery non-compliance; and (viii) any breach of post-implementation contractual obligations."

D. INTELLECTUAL PROPERTY

Copyright (GCC Clause 15)

GCC 15.3	***There are no Special Conditions of Contract applicable to GCC Clause 15.3***
GCC 15.4	***Pursuant to GCC Clause 15.4, all custom-developed software, configurations, source code, documentation, and APIs developed under the Contract shall vest irrevocably with the Purchaser.*** ***The Purchaser shall have:*** • ***Perpetual, irrevocable, royalty-free rights to use, modify, and share such assets within Government of Pakistan;*** • ***Rights to appoint third parties for maintenance, enhancement, or integration.*** ***Any third-party or open-source components shall be fully disclosed, with licenses compliant with government use.***
GCC 15.5	***There are no Special Conditions of Contract applicable to GCC Clause 15.5***

Software License Agreements (GCC Clause 16)

GCC 16.1 (a) (iv)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (a) (iv)***
GCC 16.1 (b) (vi)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vi)***
GCC 16.1 (b) (vii)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vii)***
GCC 16.2	***There are no Special Conditions of Contract applicable to GCC Clause 16.2***

Confidential Information (GCC Clause 17)

GCC 17.1	The Supplier is required to keep any information and data confidential it receives in relation to execution of this contract. The Supplier agrees to sign a formal Non-Disclosure Agreement to attest to the same. ***Pursuant to GCC Clause 19.7, all data generated, processed, or stored under the Contract shall be the exclusive property of the Government of Pakistan.*** ***The Supplier shall:*** • ***Ensure data residency within locations approved by the Purchaser;*** • ***Not access or use data except for Contract purposes;*** ***Comply with applicable data protection and cyber security requirements.***

E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM

Representatives (GCC Clause 18)

GCC 18.1	***There are no Special Conditions of Contract applicable to GCC Clause 18***
GCC 18.2.2	***There are no Special Conditions of Contract applicable to GCC Clause 18.2.2***

Project Plan (GCC Clause 19)

GCC 19.1	Chapters in the Project Plan shall address the following subject**:** ***(a) Design, Project Organization and Management Plan, including quality assurance, configuration management, problem escalation and resolution, etc.*** ***(b) Systems Development Methodology Plan*** ***(c) Delivery and Installation Plan*** ***(d) Integration and Data Migration Plan*** ***(e) Training Plan*** ***(f) Documentation Plan*** ***(g) Verification, Validation and Testing Plan*** ***(h) Technical Support Plan, including Warranty Services*** ***(i) Task, Time, and Resource Schedules;*** Further details regarding the required contents of each of the above chapters are contained in the Technical Requirements.

GCC 19.6	***The Supplier shall submit to the Purchaser:*** (i) ***monthly inspection and quality assurance reports*** (ii) ***monthly log of service calls and problem resolutions*** (iii) ***monthly training participants test results*** (iv) ***monthly report on status of compliance to cyber security risks management, and any foreseeable cyber security risk and mitigation.*** **These submission shall be in addition and over and above the required documentations and other submissions as detailed in Purchaser's Requirements.**
GCC 19.7	• ***There are no Special Conditions of Contract applicable to GCC Clause 19.7.***

Design and Engineering (GCC Clause 21)

GCC 21.3.1	***There are no Special Conditions of Contract applicable to GCC Clause 21.3.1.***

Product Upgrades (GCC Clause 23)

GCC 23.4	***There are no Special Conditions of Contract applicable to GCC Clause 23.4.***

Inspections and Tests (GCC Clause 25)

GCC 25	***Pursuant to GCC Clause 25.*** ***As and where/ if applicable:*** *i. The Purchaser or its representative shall have the right to inspect and/ or to test the Goods to confirm their conformity to the Technical/ Contract specifications at no extra cost to the Purchaser.* *ii. The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery, and/ or at the Goods' final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings/ production data (if any/ applicable) and online verification from official web site of the Manufacture, shall be furnished to the inspectors at no charge to the Purchaser.* *iii. Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject the Goods, and the Supplier shall replace the rejected Goods within three working days as per specification requirements free of cost to the Purchaser.* *iv. The Purchaser's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival at the Purchaser's delivery point shall in no way be limited or waived by reason of the Goods having previously been inspected, tested, and passed*
	by the Purchaser or its representative prior to the Goods' shipment from the factory/ warehouse. *v. Nothing mentioned here "Inspection and Tests" shall not in any way release the Supplier from any warranty or other obligations under this Contract.*

Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	Operational Acceptance Testing shall be conducted in accordance with requirements defined in Technical Requirements and to the satisfaction of the Purchaser. The Supplier shall extend complete support to the Purchaser in its execution of such tests.

F. GUARANTEES AND LIABILITIES

Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	**Liquidated Damages for Delay, Performance Failures and Contractual Breach:** 1. **Liquidated Damages for Delay in Implementation** If the Supplier fails to complete the design, supply, installation, integration, testing, commissioning, and operational acceptance of the RIAC system within the time period specified in the Implementation Schedule, the Purchaser shall, without prejudice to other remedies available under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to: **0.1% (zero point one percent) of the total Contract Price per calendar day of delay**, calculated from the scheduled completion date until the date of actual system acceptance. The total amount of liquidated damages for delay shall **not exceed ten percent (10%) of the Contract Price**. Upon reaching the maximum liquidated damages limit, the Purchaser may consider termination of the Contract in accordance with the applicable provisions of the Contract. 2. **Liquidated Damages during Operation and Maintenance Period** The Supplier shall provide **Operation and Maintenance (O&M) services for a period of thirty-six (36) months** following the operational acceptance of the RIAC system. Although the O&M services are included in the lump-sum Contract Price and paid during the implementation phase, the Supplier shall remain fully responsible for ensuring compliance with the **Service Level Agreement (SLA)** and operational performance requirements throughout the O&M period. Failure to meet the performance standards specified in the SLA shall result in the application of liquidated damages. 3. **SLA Performance Deductions** If the Supplier fails to meet the minimum service levels defined in the SLA framework, including system availability, incident response time, and operational performance thresholds, the Purchaser shall impose service level deductions as follows:

Official Use Only

a) **System Availability**

If the monthly system availability falls below the required SLA threshold, liquidated damages shall be applied according to the following schedule:

System Availability	LD Enforceable Amount (Monthly)
99.5% – 99.0%	0.25% of Contract Price
98.9% – 98.0%	0.50% of Contract Price
Below 98.0%	1.00% of Contract Price

b) **Critical Incident Response**

If the Supplier fails to resolve a Severity-1 incident within the specified SLA response and resolution time, the Purchaser may erforce/impose an LD of:

0.05% of the Contract Price per incident.

c) **Failure of Disaster Recovery Readiness**

Failure to maintain DR readiness or failure during DR simulation exercises may result in a deduction of:

0.25% of the Contract Price per occurrence.

d) **Failure to Maintain AI Performance Thresholds**

Failure to maintain required AI detection accuracy thresholds or failure to conduct periodic AI model retraining as defined in the SLA may result in encashment of:

0.10% of the Contract Price per occurrence.

4. **Maximum Aggregate Liquidated Damages**

The total liquidated damages applied under the Contract, including both:

- delays during implementation, and
- performance failures during the O&M period,

shall **not exceed twenty percent (20%) of the Contract Price**.

The application of liquidated damages shall not relieve the Supplier of its obligations to complete the Contract or to perform the services in accordance with the Contract requirements.

GCC 28.3	***There are no Special Conditions of Contract applicable to GCC Clause 28.3.***

Defect Liability (GCC Clause 29)

GCC 29.1	***There are no Special Conditions of Contract applicable to GCC Clause 29.1.***
GCC 29.4	***There are no Special Conditions of Contract applicable to GCC Clause 29.4.***
GCC 29.10	***There are no Special Conditions of Contract applicable to GCC Clause 29.10***

Functional Guarantees (GCC Clause 30)

GCC 30	***There are no Special Conditions of Contract applicable to GCC Clause 30.***
GCC 32	***There are no Special Conditions of Contract applicable to GCC Clause 32.***

G. RISK DISTRIBUTION

Insurances (GCC Clause 37)

GCC 37.1 (c)	***The Supplier shall obtain Third-Party Liability Insurance in the amount of 10% of the Contract value excluding recurrent Costs (if any) with deductible limits of no more than 50% of the insurance amount. The insured Parties shall be Purchaser including its personnel whether regular or project staff or likewise and Purchaser's movable/ immovable properties. The Insurance shall cover the period from the date of signing/ effectiveness of the Contract until completion of the Contract including all the responsibilities/ obligations on the Supplier's part.***
GCC 37.1 (e)	***There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e).***

H. CHANGE IN CONTRACT ELEMENTS

Changes to the System (GCC Clause 39)

GCC 39.2.1	***Pursuant to GCC 39.2.1(f): sufficient information to enable assessment of cyber security risks.*** ***Changes shall be classified as:*** • ***Minor (no cost/ schedule impact);*** • ***Major (subject to detailed review/ approval, where applicable).*** ***All changes shall follow a documented change control procedure.***

Official Use Only

GCC 39.4	**Value Engineering** The Purchaser ***will not*** consider a Value Engineering Proposal.

I. SETTLEMENT OF DISPUTES

Settlement of Disputes (GCC Clause 43)

GCC 43.1.4	The Appointing Authority for the Adjudicator is: ***Centre for International Investment and Commercial Arbitration of Pakistan***
GCC 43.2.3	***If the Supplier is from outside the Purchaser's Country, arbitration proceedings shall be conducted in accordance with the rules of arbitration of the International Chamber of Commerce (ICC). These rules, in the version in force at the time of the request for arbitration, will be deemed to form part of this Contract.*** ***If the Supplier is a national of the Purchaser's Country, any dispute between the Purchaser and a Supplier arising in connection with the present Contract shall be referred to arbitration in accordance with the laws of the Purchaser's country i.e., Arbitration Act 1940.***

J. CYBER SECURITY

Cyber Security (GCC Clause 44)

GCC 44.1	***Cyber Security "applies" to this Contract.*** ***At contract expiry or termination, the Supplier shall:*** • ***Provide full handover of source code, configurations, credentials, and documentation;*** • ***Support transition to another supplier or in-house team for up to six (6) months;*** • ***Ensure business continuity without service disruption.***

SECTION X - CONTRACT FORMS

Notes to Proposers on working with the Sample Contractual Forms

The following forms are to be completed and submitted by the successful Proposer following receipt of the Letter of Acceptance from the Purchaser: (i) Contract Agreement, with all Appendices; (ii) Performance Security; and (iii) Advance Payment Security – if applicable.

- Contract Agreement: In addition to specifying the parties and the Contract Price, the Contract Agreement is where the: (i) Supplier Representative; (ii) if applicable, agreed Adjudicator and his/her compensation; and (iii) the List of Approved Subcontractors are specified. In addition, modifications to the successful Proposer's Proposal Price Schedules are attached to the Agreement. These contain corrections and adjustments to the Supplier's Proposal prices to correct errors, adjust the Contract Price to reflect – if applicable - any extensions to Proposal validity beyond the last day of original Proposal validity plus 56 days, etc.
- Performance Security: Pursuant to GCC Clause 13.3, the successful Proposer is required to provide the Performance Security in the form contained in this section of this request for proposals document and in the amount specified in accordance with the SCC.
- Advance Payment Security – if applicable: Pursuant to GCC Clause 13.2, the successful Proposer is required to provide a bank guarantee for the full amount of the Advance Payment - if an Advance Payment is specified in the SCC for GCC Clause 12.1 - in the form contained in this section of this request for proposals document or another form acceptable to the Purchaser. If a Proposer wishes to propose a different Advance Payment Security form, it should submit a copy to the Purchaser promptly for review and confirmation of acceptability before the proposal submission deadline.

The Purchaser and Supplier will use the following additional forms during Contract implementation to formalize or certify important Contract events: (i) the Installation and Operational Acceptance Certificates; and (ii) the various Change Order forms. These and the procedures for their use during performance of the Contract are included in the request for proposals document for the information of Proposers.

Table of Contract Forms

Notification of Intention to Award....313

Beneficial Ownership Disclosure Form....317

Letter of Acceptance....319

1. Contract Agreement....320

Appendix 1. Supplier's Representative....324
Appendix 2. Adjudicator....320
Appendix 3. List of Approved Subcontractors....326
Appendix 4. Categories of Software....327
Appendix 5. Custom Materials....328
Appendix 6. Revised Price Schedules....329
Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments....330

2. Performance and Advance Payment Security Forms....331

2.1. ...Performance Security Form (Bank Guarantee)....332
2.2. ...Advance Payment Security Bank Guarantee – If Applicable....334

3. Installation and Acceptance Certificates....336

3. .....Installation and Acceptance Certificates....336
3.1. ...Installation Certificate....337
3.2. ...Operational Acceptance Certificate....338

4. Change Order Procedures and Forms....339

4.1. ...Request for Change Proposal Form....340
4.2. ...Change Estimate Proposal Form....342
4.3. ...Estimate Acceptance Form....343
4.4. ...Change Proposal Form....344
4.5. ...Change Order Form....346
4.6. ...Application for Change Proposal Form....348

NOTIFICATION OF INTENTION TO AWARD

*[**This Notification of Intention to Award shall be sent to each Proposer that submitted a Proposal, unless the Proposer has previously received notice of exclusion from the process** Proposer.]*

[Send this Notification to the Proposer's Authorized Representative named in the Proposer Information Form]

For the attention of Proposer's Authorized Representative

Name: *[insert **Authorized Representative's name**]*

Address: *[insert **Authorized Representative's Address**]*

Telephone/Fax numbers: *[insert **Authorized Representative's telephone/fax numbers**]*

Email Address: *[insert **Authorized Representative's email address**]*

[IMPORTANT: insert the date that this Notification is transmitted to all participating Proposers. The Notification must be sent to all Proposers simultaneously. This means on the same date and as close to the same time as possible.]

DATE OF TRANSMISSION: This Notification is sent by: *[specify **email / fax**]* on *[specify **date**]* (local time)

Notification of Intention to Award

Purchaser: *[insert **the name of the Purchaser**]*

Project: *[insert **name of project**]*

Contract title: *[insert the **name of the contract**]*

Country: *[insert **country where RFP is issued**]*

Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*

RFP No: *[insert RFP **reference number from Procurement Plan**]*

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

a) request a debriefing in relation to the evaluation of your Proposal, and/or

b) submit a Procurement-related Complaint in relation to the decision to award the contract.

1. The successful Proposer

Name:	[*insert name of successful Proposer*]
Address:	[*insert address of the successful Proposer*]
Contract price:	[*insert contract price of the successful Proposer*]
Total combined score:	[*insert the total combined score of the successful Proposer*]

2. Other Proposers *[INSTRUCTIONS: insert names of all Proposers that submitted a Proposal, Proposal prices as read out and evaluated, technical scores and combined scores.]*

Name of Proposer	Technical Score (If applicable)	Proposal price	Evaluated Proposal Cost	Combined Score
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]

3. Reason/s why your Proposal was unsuccessful *[Delete if the combined score already reveals the reason]*

[INSTRUCTIONS; State the reason/s why <u>this</u> Proposer's Proposal was unsuccessful. Do NOT include: (a) a point by point comparison with another Proposer's Proposal or (b) information that is marked confidential by the Proposer in its Proposal.]

4. How to request a debriefing

DEADLINE: The deadline to request a debriefing expires at midnight on *[insert date]* (local time).

You may request a debriefing in relation to the results of the evaluation of your Proposal. If you decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.

Provide the contract name, reference number, name of the Proposer, contact details; and address the request for debriefing as follows:

Attention: [*insert full name of person, if applicable*]

Title/position: [*insert title/position*]

Agency: [*insert name of Purchaser*]

Email address: [*insert email address*]

Fax number: [*insert fax number or state "not applicable"*]

If your request for a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you and confirm the date that the extended Standstill Period will end.

The debriefing may be in writing, by phone, video conference call or in person. We shall promptly advise you in writing how the debriefing will take place and confirm the date and time.

If the deadline to request a debriefing has expired, you may still request a debriefing. In this case, we will provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of the Contract Award Notice.

5. How to make a complaint

DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, *[insert date]* (local time).

Provide the contract name, reference number, name of the Proposer, contact details; and address the Procurement-related Complaint as follows:

Attention: [*insert full name of person, if applicable*]

Title/position: [*insert title/position*]

Agency: [*insert name of Purchaser*]

Email address: [*insert email address*]

Fax number: [*insert fax number or state "not applicable"*]

At this point in the procurement process, you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends.

For more information see the "Procurement Regulations for IPF Borrowers (Procurement Regulations) (Annex III)." You should read these provisions before preparing and submitting your complaint. In addition, the World Bank's Guidance "How to make a Procurement-related Complaint" provides a useful explanation of the process, as well as a sample letter of complaint.

In summary, there are four essential requirements:

1. You must be an 'interested party'. In this case, that means a Proposer who submitted a Proposal in this procurement, and is the recipient of a Notification of Intention to Award.
2. The complaint can only challenge the decision to award the contract.
3. You must submit the complaint within the deadline stated above.
4. You must include, in your complaint, all of the information required by the Procurement Regulations (as described in Annex III).

6. Standstill Period

DEADLINE: The Standstill Period is due to end at midnight on *[insert date]* (local time).

The Standstill Period lasts ten (10) Business Days after the date of transmission of this Notification of Intention to Award.

The Standstill Period may be extended. This may happen where we are unable to provide a debriefing within the five (5) Business Day deadline. If this happens we will notify you of the extension.

If you have any questions regarding this Notification please do not hesitate to contact us.

On behalf of the Purchaser:

Signature: _____

Title/position: [*insert* ***title/position***]

Agency: [*insert* ***name of Purchaser***]

Email address: [*insert* ***email address***]

Telephone number: [insert ***telephone number****]*

BENEFICIAL OWNERSHIP DISCLOSURE FORM

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the successful Proposer. In case of joint venture, the Proposer must submit a separate Form for each member. The beneficial ownership information to be submitted in this Form shall be current as of the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Proposer is any natural person who ultimately owns or controls the Proposer by meeting one or more of the following conditions:

- *directly or indirectly holding 25% or more of the shares*
- *directly or indirectly holding 25% or more of the voting rights*
- *directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer*

RFP No.: *[insert number of RFP process]*
Request for Proposals No.: *[insert **identification**]*

To: **[***insert **complete name of Purchaser***]**

In response to your request in the Letter of Acceptance *dated [insert date of letter of Acceptance]* to furnish additional information on beneficial ownership: *[select one option as applicable and delete the options that are not applicable]*

(i) we hereby provide the following beneficial ownership information.

Details of beneficial ownership

Identity of Beneficial Owner	Directly or indirectly holding 25% or more of the shares (Yes / No)	Directly or indirectly holding 25 % or more of the Voting Rights (Yes / No)	Directly or indirectly having the right to appoint a majority of the board of the directors or an equivalent governing body of the Proposer (Yes / No)

[include full name (last, middle, first), nationality, country of residence]			

OR

(ii) *We declare that there is no Beneficial Owner meeting one or more of the following conditions:*

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer

OR

(iii) We declare that we are unable to identify any Beneficial Owner meeting one or more of the following conditions. [If this option is selected, the Proposer shall provide explanation on why it is unable to identify any Beneficial Owner]

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer]"

Name of the Proposer: *[*insert* ***complete name of the Proposer***]

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ***[insert* ***complete name of person duly authorized to sign the Proposal****]*

Title of the person signing the Proposal: [*insert* ***complete title of the person signing the Proposal***]

Signature of the person named above: _____

Date signed *[insert* ***ordinal number****]* day of *[insert* ***month****], [insert* ***year****]*

[*] In the case of the Proposal submitted by a Joint Venture specify the name of the Joint Venture as Proposer. In the event that the Proposer is a joint venture, each reference to "Proposer" in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.

[**] Person signing the Proposal shall have the power of attorney given by the Proposer. The power of attorney shall be attached with the Proposal Schedules.

LETTER OF ACCEPTANCE

Purchaser: *[insert **the name of the Purchaser**]*

Project: *[insert **name of project**]*

Contract title: *[insert the **name of the contract**]*

Country: *[insert **country where RFP is issued**]*

Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*

RFP No: *[insert RFP **reference number from Procurement Plan**]*

Date: *[insert **Date**]*

To: *[insert **Name of Proposer**]*

This is to notify you that your Proposal dated *[insert **Date**]* for execution of the *[insert **brief description of the Information System**]* for the Contract Price in the aggregate of *[insert **amount in figures**]* (*[insert **amount in words**]*), as corrected and modified in accordance with the Instructions to Proposers is hereby accepted by our Agency.

You are requested to furnish (i) the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose one of the Performance Security Forms and (ii) the additional information on beneficial ownership in accordance with ITP 47.1 within eight (8) Business days using the Beneficial Ownership Disclosure Form, included in Section X, - Contract Forms, of the request for proposals document.

Authorized Signature: _____

Name and Title of Signatory: *[insert **Name and Title**]*

Name of Agency: *[insert **Purchaser Name**]*

Attachment: Contract Agreement

1. CONTRACT AGREEMENT

THIS CONTRACT AGREEMENT is made

the *[insert: **ordinal number**]* day of *[insert: **month**]*, *[insert: **year].***

BETWEEN

(1) *[insert: **Name of Purchaser**]*, a *[insert: **description of type of legal entity**, for example, an agency of the Ministry of . . . **]*** of the Government of *[insert: **country of Purchaser**]*, or corporation incorporated under the laws of *[insert: **country of Purchaser**]* and having its principal place of business at *[insert**: address of Purchaser**]* (hereinafter called "the Purchaser"), and

(2) *[insert: **name of Supplier**]*, a corporation incorporated under the laws of *[insert: **country of Supplier**]* and having its principal place of business at *[insert: **address of Supplier**]* (hereinafter called "the Supplier").

WHEREAS the Purchaser desires to engage the Supplier to supply, install, achieve Operational Acceptance of, and support the following Information System *[insert: **brief description of the Information System**]* ("the System"), and the Supplier has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

Article 1. Contract Documents

1.1 Contract Documents (Reference GCC Clause 1.1 (a) (ii))

The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:

(a) This Contract Agreement and the Appendices attached to the Contract Agreement

(b) Special Conditions of Contract

(c) General Conditions of Contract

(d) Technical Requirements (including Implementation Schedule)

(e) The Supplier's proposal and original Price Schedules

(f) Code of Conduct for Supplier's Personnel

(g) *[Add here:* ***any other documents*** *]*

1.2 Order of Precedence (Reference GCC Clause 2)

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above, provided that Appendix 7 shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above.

1.3 Definitions (Reference GCC Clause 1)

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

Article 2.

Contract Price and Terms of Payment

2.1 Contract Price (Reference GCC Clause 1.1(a)(viii) and GCC Clause 11)

The Purchaser hereby agrees to pay to the Supplier the Contract Price in consideration of the performance by the Supplier of its obligations under the Contract. The Contract Price shall be the aggregate of: *[insert:* ***amount of foreign currency A in words*** *]*, *[insert:* ***amount in figures*** *]*, plus *[insert:* ***amount of foreign currency B in words*** *]*, *[insert:* ***amount in figures],*** plus *[insert:* ***amount of foreign currency C in words*** *]*, *[insert****: amount in figures*** *]*, *[insert:* ***amount of local currency in words*** *]*, *[insert:* ***amount in figures],*** as specified in the Grand Summary Price Schedule.

The Contract Price shall be understood to reflect the terms and conditions used in the specification of prices in the detailed price schedules, including the terms and conditions of the associated Incoterms, and the taxes, duties and related levies if and as identified.

Article 3.

Effective Date for Determining Time for Operational Acceptance

3.1 Effective Date (Reference GCC Clause 1.1 (e) (ix))

The time allowed for supply, installation, and achieving Operational Acceptance of the System shall be determined from the date when all of the following conditions have been fulfilled:

(a) This Contract Agreement has been duly executed for and on behalf of the Purchaser and the Supplier;

(b) The Supplier has submitted to the Purchaser the performance security and the advance payment security, in accordance with GCC Clause 13.2 and GCC Clause 13.3;

(c) The Purchaser has paid the Supplier the advance payment, in accordance with GCC Clause 12;

Each party shall use its best efforts to fulfill the above conditions for which it is responsible as soon as practicable.

3.2 If the conditions listed under 3.1 are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Supplier, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time for Achieving Operational Acceptance and/or other relevant conditions of the Contract.

Article 4. Appendixes

4.1 The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

4.2 Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

Appendix 1. Supplier's Representative
Appendix 2. Adjudicator
Appendix 3. List of Approved Subcontractors
Appendix 4. Categories of Software
Appendix 5. Custom Materials
Appendix 6. Revised Price Schedules (if any)
Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed:

in the capacity of *[insert:* ***title or other appropriate designation*** *]*

in the presence of

For and on behalf of the Supplier

Signed:

in the capacity of *[insert: **title or other appropriate designation**]*

in the presence of

CONTRACT AGREEMENT

dated the *[insert: **number**]* day of *[insert: **month**], [insert: **year**]*

BETWEEN

*[insert: **name of Purchaser**]*, "the Purchaser"

and

*[insert: **name of Supplier**]*, "the Supplier"

Appendix 1. Supplier's Representative

In accordance with GCC Clause 1.1 (b) (iv), the Supplier's Representative is:

Name: *[insert:* ***name and provide title and address further below,*** *or state* ***"to be nominated within fourteen (14) days of the Effective Date"*** *]*

Title: *[if appropriate, insert:* ***title*** *]*

In accordance with GCC Clause 4.3, the Supplier's addresses for notices under the Contract are:

Address of the Supplier's Representative: *[as appropriate, insert:* ***personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.*** *]*

Fallback address of the Supplier: *[as appropriate, insert:* ***personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.*** *]*

Appendix 2. Adjudicator

In accordance with GCC Clause 1.1 (b) (viii), the agreed-upon Adjudicator is:

Name: *[insert:* ***name*** *]*
Title: *[insert:* ***title*** *]*
Address: *[insert:* ***postal address*** *]*
Telephone: *[insert:* ***telephone*** *]*

In accordance with GCC Clause 43.1.3, the agreed-upon fees and reimbursable expenses are:

Hourly Fees: *[insert:* ***hourly fees*** *]*
Reimbursable Expenses: *[list:* ***reimbursables*** *]*

Pursuant to GCC Clause 43.1.4, if at the time of Contract signing, agreement has not been reached between the Purchaser and the Supplier, an Adjudicator will be appointed by the Appointing Authority named in the SCC.

Appendix 3. List of Approved Subcontractors

The Purchaser has approved use of the following Subcontractors nominated by the Supplier for carrying out the item or component of the System indicated. Where more than one Subcontractor is listed, the Supplier is free to choose between them, but it must notify the Purchaser of its choice sufficiently in advance of the time when the subcontracted work needs to commence to give the Purchaser reasonable time for review. In accordance with GCC Clause 20.1, the Supplier is free to submit proposals for Subcontractors for additional items from time to time. No subcontracts shall be placed with any such Subcontractors for additional items until the Subcontractors have been approved in writing by the Purchaser and their names have been added to this list of Approved Subcontractors, subject to GCC Clause 20.3.

[specify: ***item, approved Subcontractors, and their place of registration that the Supplier proposed in the corresponding attachment to its proposal and that the Purchaser approves that the Supplier engage during the performance of the Contract. Add additional pages as necessary.*** *]*

Item	Approved Subcontractors	Place of Registration

Appendix 4. Categories of Software

The following table assigns each item of Software supplied and installed under the Contract to one of the three categories: (i) System Software, (ii) General-Purpose Software, or (iii) Application Software; and to one of the two categories: (i) Standard Software or (ii) Custom Software and to one of the two categories: (i) Proprietary or (ii) Open Source.

	(select one per title)			(select one per title)		(select one per title)	
Title	System	General-Purpose	Application	Standard	Custom	Proprietary	Open Source
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							

Appendix 5. Custom Materials

The follow table specifies the Custom Materials the Supplier will provide under the Contract.

Custom Materials
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*

Appendix 6. Revised Price Schedules

The attached Revised Price Schedules (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the Price Schedules contained in the Supplier's Proposal. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's proposal price, pursuant to the ITP Clauses 30.3 and 38.2.

Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

The attached Contract amendments (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the relevant clauses in the GCC, SCC, Technical Requirements, or other parts of this Contract as defined in GCC Clause 1.1 (a) (ii).

2. PERFORMANCE AND ADVANCE PAYMENT SECURITY FORMS

2.1 Performance Security Form (Bank Guarantee)

(Bank Guarantee)

[The bank, as requested by the successful Proposer, shall fill in this form in accordance with the instructions indicated]

[Guarantor letterhead or SWIFT identifier code]

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

Beneficiary: *[insert: **Name and Address of Purchaser**]*

Date: *[insert: **date**]*

PERFORMANCE GUARANTEE No.: *[insert: **Performance Guarantee Number**]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that on *[insert: **date of award**]* you awarded Contract No. *[insert: **Contract number**]* for *[insert: **title and/or brief description of the Contract**]* (hereinafter called "the Contract") to *[insert: **complete name of Supplier which in the case of a joint venture shall be in the name of the joint venture**]* (hereinafter called "the Applicant"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert: **amount(s)**[1] **in figures and words**]* such sum being payable in the types and proportions of currencies which the Contract Price is payable upon receipt by us of the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the contract without the Beneficiary needing to prove or to show grounds or reasons for their demand or the sum specified therein.

On the date of your issuing, to the Supplier, the Operational Acceptance Certificate for the System, the value of this guarantee will be reduced to any sum(s) not exceeding *[insert: **amount(s)**[1] **in figures and words**]*. This remaining guarantee shall expire no later than *[insert: **number** and select: **of months/of years** (of the Warranty Period that needs to be covered by the remaining*

[1] *The bank shall insert the amount(s) specified and denominated in the SCC for GCC Clauses 13.3.1 and 13.3.4 respectively, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.*

guarantee)] from the date of the Operational Acceptance Certificate for the System,[1] and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under 15 (a) is hereby excluded.

_____

[Signature(s)]

*[**Note**: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]*

[1] *In this sample form, the formulation of this paragraph reflects the usual SCC provisions for GCC Clause 13.3. However, if the SCC for GCC Clauses 13.3.1 and 13.3.4 varies from the usual provisions, the paragraph, and possibly the previous paragraph, need to be adjusted to precisely reflect the provisions specified in the SCC.*

Official Use Only

2.2 Advance Payment Security Bank Guarantee – Not Applicable

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[insert: **Name and Address of Purchaser**]*

Date: ***[insert date of issue]***

ADVANCE PAYMENT GUARANTEE No.: *[insert: **Advance Payment Guarantee Number**]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that on *[insert: **date of award**]* you awarded Contract No. *[insert: **Contract number**]* for *[insert: **title and/or brief description of the Contract**]* (hereinafter called "the Contract") to *[insert: **complete name of Supplier, which in the case of a joint venture shall be the name of the joint venture**]* (hereinafter called "the Applicant").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of *[insert: **amount in numbers and words, for each currency of the advance payment**]* is to be made to the Supplier against an advance payment guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert **amount in figures**] ([insert **amount in words**])*[1] upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

(a) has used the advance payment for purposes other than toward delivery of Goods; or

(b) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been

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

credited to the Applicant on its account number *[insert **number**]* at *[insert **name and address of Applicant's bank**]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety (90) percent of the Accepted Contract Amount, has been certified for payment, or on the *[insert **day**]* day of *[insert **month**]*, *[insert **year**]*, whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No.758, except that the supporting statement under Article 15(a) is hereby excluded.

_____
[signature(s)]

*[**Note**: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]*

2.3 Retention Money Security

Demand Guarantee

_____ *[Guarantor letterhead or SWIFT identifier code]*

Beneficiary: _____ *[Insert name and Address of* Employer*]*

Date: _____ *[Insert date of issue]*

RETENTION MONEY GUARANTEE No.: *[Insert guarantee reference number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that _____ *[insert name of Contractor, which in the case of a joint venture shall be the name of the joint venture]* (hereinafter called "the Applicant") has entered into Contract No. _____ *[insert reference number of the contract]* dated _____ with the Beneficiary, for the execution of _____ *[insert name of contract and brief description of* Works*]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, the Beneficiary retains moneys up to the limit set forth in the Contract ("the Retention Money"), for the Warranty, and Operation and Maintenance service is to be made against a Retention Money guarantee.

At the request of the Applicant, we, as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of _____ *[insert amount in figures]* (_____) *[amount*

Official Use Only

in words][1] upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without your needing to prove or show grounds for your demand or the sum specified therein.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the 10% of the contract amount Retention Money as referred to above has been credited to the Applicant on its account number _____ at _____ *[insert name and address of Applicant's bank]*.

This guarantee shall expire no later than the …. Day of ……, 2…[2], and any demand for payment under it must be received by us at the office indicated above on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under Article 15(a) is hereby excluded.

_____
[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

[1] *The Guarantor shall insert an amount representing 10% of the contract amount which should be retained for the Warranty and Operation & Maintenance period of three years.*

[2] *Insert the same expiry date as set forth in the performance security, representing the date twenty-eight days after the completion date described in GC Clause 11.9. The Employer should note that in the event of an extension of this date for completion of the Contract, the Employer would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Employer might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months][one year], in response to the Beneficiary's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."*

Official Use Only

3. INSTALLATION AND ACCEPTANCE CERTIFICATES

3. Installation and Acceptance Certificates

3.1 Installation Certificate

Date: *[insert:* ***date*** *]*

Loan/Credit Number: *[insert:* ***loan or credit number from RFP*** *]*

RFP: *[insert:* ***title and number of RFP*** *]*

Contract: *[insert:* ***name and number of Contract*** *]*

To: *[insert:* ***name and address of Supplier*** *]*

Dear Sir or Madam:

Pursuant to GCC Clause 26 (Installation of the System) of the Contract entered into between yourselves and the *[insert:* ***name of Purchaser*** *]* (hereinafter the "Purchaser") dated *[insert:* ***date of Contract*** *],* relating to the *[insert:* ***brief description of the Information System*** *],* we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: *[insert:* ***description*** *]*
2. Date of Installation: *[insert:* ***date*** *]*

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: *[state:* ***"Project Manager"*** *or specify a higher level authority in the Purchaser's organization]*

3.2 Operational Acceptance Certificate

Date: *[insert:* ***date*** *]*

Loan/Credit Number: *[insert:* ***loan or credit number from RFP*** *]*

RFP: *[insert:* ***title and number of RFP*** *]*

Contract: *[insert:* ***name of System or Subsystem and number of Contract*** *]*

To: *[insert:* ***name and address of Supplier*** *]*

Dear Sir or Madam:

Pursuant to GCC Clause 27 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the *[insert:* ***name of Purchaser*** *]* (hereinafter the "Purchaser") dated *[insert:* ***date of Contract*** *]*, relating to the ***[insert: brief description of the Information System*** *]*, we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Purchaser hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): *[insert:* ***description*** *]*
2. Date of Operational Acceptance: *[insert:* ***date*** *]*

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:_____

Date: *[insert:* ***date*** *]*

in the capacity of: *[state:* ***"Project Manager"*** *or specify a higher level authority in the Purchaser's organization]*

4. CHANGE ORDER PROCEDURES AND FORMS

Date: *[insert:* ***date*** *]*

Loan/Credit Number: *[insert:* ***loan or credit number from RFP*** *]*

RFP: *[insert:* ***title and number of RFP*** *]*

Contract: *[insert:* ***name or System or Subsystem and number of Contract*** *]*

General

This section provides samples of procedures and forms for carrying out changes to the System during the performance of the Contract in accordance with GCC Clause 39 (Changes to the System) of the Contract.

Change Order Log

The Supplier shall keep an up-to-date Change Order Log to show the current status of Requests for Change and Change Orders authorized or pending. Changes shall be entered regularly in the Change Order Log to ensure that the log is kept up-to-date. The Supplier shall attach a copy of the current Change Order Log in the monthly progress report to be submitted to the Purchaser.

References to Changes

(1) Request for Change Proposals (including Application for Change Proposals) shall be serially numbered CR-nnn.
(2) Change Estimate Proposals shall be numbered CN-nnn.
(3) Estimate Acceptances shall be numbered CA-nnn.
(4) Change Proposals shall be numbered CP-nnn.
(5) Change Orders shall be numbered CO-nnn.

On all forms, the numbering shall be determined by the original CR-nnn.

Annexes

4.1 Request for Change Proposal Form
4.2 Change Estimate Proposal Form
4.3 Estimate Acceptance Form
4.4 Change Proposal Form
4.5 Change Order Form
4.6 Application for Change Proposal Form

4.1 Request for Change Proposal Form

(Purchaser's Letterhead)

Date: *[insert:* ***date*** *]*

Loan/Credit Number: *[insert:* ***loan or credit number from RFP*** *]*

RFP: *[insert:* ***title and number of RFP*** *]*

Contract: *[insert:* ***name of System or Subsystem or number of Contract*** *]*

To: *[insert:* ***name of Supplier and address*** *]*

Attention: *[insert:* ***name and title*** *]*

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within *[insert:* ***number*** *]* days of the date of this letter.

1. Title of Change: *[insert:* ***title*** *]*
2. Request for Change No./Rev.: *[insert:* ***number*** *]*
3. Originator of Change: *[select* ***Purchaser / Supplier (by Application for Change Proposal)****, and add****: name of originator*** *]*
4. Brief Description of Change: *[insert:* ***description*** *]*
5. System (or Subsystem or major component affected by requested Change): *[insert:* ***description]***
6. Technical documents and/or drawings for the request of Change:

   Document or Drawing No. Description
7. Detailed conditions or special requirements of the requested Change: *[insert:* ***description*** *]*
8. Procedures to be followed:
   (a) Your Change Proposal will have to show what effect the requested Change will have on the Contract Price.
   (b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire System agreed in the Contract.

(c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the System, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.

(d) You should also indicate what impact the Change will have on the number and mix of staff needed by the Supplier to perform the Contract.

(e) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Contract Price and the Implementation Schedule in writing.

9. As next step, please respond using the Change Estimate Proposal form, indicating how much it will cost you to prepare a concrete Change Proposal that will describe the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause 39.2.1. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule and cost, of the Change.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: *[state:* ***"Project Manager"*** *or specify a higher level authority in the Purchaser's organization]*

4.2 Change Estimate Proposal Form

(Supplier's Letterhead)

Date: *[insert: **date**]*

Loan/Credit Number: *[insert: **loan or credit number from RFP**]*

RFP: *[insert: **title and number of RFP**]*

Contract: *[insert: **name of System or Subsystem and number of Contract**]*

To: *[insert: **name of Purchaser and address**]*

Attention: *[insert: **name and title**]*

Dear Sir or Madam:

With reference to your Request for Change Proposal, we are pleased to notify you of the approximate cost of preparing the below-referenced Change in accordance with GCC Clause 39.2.1 of the Contract. We acknowledge that your agreement to the cost of preparing the Change Proposal, in accordance with GCC Clause 39.2.2, is required before we proceed to prepare the actual Change Proposal including a detailed estimate of the cost of implementing the Change itself.

1. Title of Change: *[insert: **title**]*
2. Request for Change No./Rev.: *[insert: **number**]*
3. Brief Description of Change (including proposed implementation approach): *[insert: **description**]*
4. Schedule Impact of Change (initial estimate): *[insert: **description**]*
5. Initial Cost Estimate for Implementing the Change: *[insert: **initial cost estimate**]*
6. Cost for Preparation of Change Proposal: *[insert: **cost in the currencies of the Contract**],* as detailed below in the breakdown of prices, rates, and quantities.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: *[state: **"Supplier's Representative"** or specify a other higher level authority in the Supplier's organization]*

4.3 Estimate Acceptance Form

(Purchaser's Letterhead)

Date: *[insert: **date**]*

Loan/Credit Number: *[insert: **loan or credit number from RFP**]*

RFP: *[insert: **title and number of RFP**]*

Contract: *[insert: **name of System or Subsystem and number of Contract**]*

To: *[insert: **name of Supplier and address**]*

Attention: *[insert: **name and title**]*

Dear Sir or Madam:

We hereby accept your Change Estimate and agree that you should proceed with the preparation of a formal Change Proposal.

1. Title of Change: *[insert: **title**]*
2. Request for Change No./Rev.: *[insert: **request number / revision**]*
3. Change Estimate Proposal No./Rev.: *[insert: **proposal number / revision**]*
4. Estimate Acceptance No./Rev.: *[insert: **estimate number / revision**]*
5. Brief Description of Change: *[insert: **description**]*
6. Other Terms and Conditions: *[insert: **other terms and conditions**]*

   In the event that we decide not to order the Change referenced above, you shall be entitled to compensation for the cost of preparing the Change Proposal up to the amount estimated for this purpose in the Change Estimate Proposal, in accordance with GCC Clause 39 of the General Conditions of Contract.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: *[state: **"Project Manager"** or specify a higher level authority in the Purchaser's organization]*

4.4 Change Proposal Form

(Supplier's Letterhead)

Date: *[insert:* ***date*** *]*

Loan/Credit Number: *[insert:* ***loan or credit number from RFP*** *]*

RFP: *[insert:* ***title and number of RFP*** *]*

Contract: *[insert:* ***name of System or Subsystem and number of Contract*** *]*

To: *[insert:* ***name of Purchaser and address*** *]*

Attention: *[insert:* ***name and title*** *]*

Dear Sir or Madam:

In response to your Request for Change Proposal No. *[insert:* ***number],*** we hereby submit our proposal as follows:

1. Title of Change: *[insert:* ***name*** *]*
2. Change Proposal No./Rev.: *[insert:* ***proposal number/revision*** *]*
3. Originator of Change: *[select:* ***Purchaser / Supplier;*** *and add:* ***name****]*
4. Brief Description of Change: *[insert:* ***description*** *]*
5. Reasons for Change: *[insert:* ***reason*** *]*
6. The System Subsystem, major component, or equipment that will be affected by the requested Change: *[insert:* ***description*** *]*
7. Technical documents and/or drawings for the requested Change:

   Document or Drawing No. Description
8. Estimate of the increase/decrease to the Contract Price resulting from the proposed Change: *[insert:* ***amount in currencies of Contract],*** as detailed below in the breakdown of prices, rates, and quantities.

   Total lump sum cost of the Change:

   Cost to prepare this Change Proposal (i.e., the amount payable if the Change is not accepted, limited as provided by GCC Clause 39.2.6):
9. Additional Time for Achieving Operational Acceptance required due to the Change: *[insert:* ***amount in days / weeks*** *]*

10. Effect on the Functional Guarantees: *[insert: **description**]*

11. Effect on the other terms and conditions of the Contract: *[insert: **description**]*

12. Validity of this Proposal: for a period of *[insert: **number**]* days after receipt of this Proposal by the Purchaser

13. Procedures to be followed:

    (a) You are requested to notify us of your acceptance, comments, or rejection of this detailed Change Proposal within *[insert: **number**]* days from your receipt of this Proposal.

    (b) The amount of any increase and/or decrease shall be taken into account in the adjustment of the Contract Price.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: *[state: **"Supplier's Representative"** or specify a other higher level authority in the Supplier's organization **]***

4.5 Change Order Form

(Purchaser's Letterhead)

Date: *[insert: **date**]*

Loan/Credit Number: *[insert: **loan or credit number from RFP**]*

RFP: *[insert: **title and number of RFP**]*

Contract: *[insert: **name of System or Subsystem and number of Contract**]*

To: *[insert: **name of Supplier and address**]*

Attention: *[insert: **name and title**]*

Dear Sir or Madam:

We hereby approve the Change Order for the work specified in Change Proposal No. *[insert: **number**]*, and agree to adjust the Contract Price, Time for Completion, and/or other conditions of the Contract in accordance with GCC Clause 39 of the Contract.

1. Title of Change: *[insert: **name**]*
2. Request for Change No./Rev.: *[insert: **request number / revision**]*
3. Change Order No./Rev.: *[insert: **order number / revision**]*
4. Originator of Change: *[select: **Purchaser / Supplier;** and add: **name**]*
5. Authorized Price for the Change:

   Ref. No.: *[insert: **number**]* Date: *[insert: **date**]*

   *[insert: **amount in foreign currency A**]* plus *[insert: **amount in foreign currency B**]* plus *[insert: **amount in foreign currency C**]* plus *[insert: **amount in local currency**]*
6. Adjustment of Time for Achieving Operational Acceptance: *[insert: **amount and description of adjustment**]*
7. Other effects, if any: *[state: **"none" or insert description**]*

For and on behalf of the Purchaser

Signed: _____

Date*: [insert **date**]*

in the capacity of: *[state: **"Project Manager"** or higher level authority in the Purchaser's organization]*

For and on behalf of the Supplier

Signed:_____

Date: *[insert **date**]*

in the capacity of: *[state **"Supplier's Representative"** or specify a higher level authority in the Supplier's organization]*

4.6 Application for Change Proposal Form

(Supplier's Letterhead)

Date: *[insert: **date**]*

Loan/Credit Number: *[insert: **loan or credit number from RFP**]*

RFP: *[insert: **title and number of RFP**]*

Contract: *[insert: **name of System or Subsystem and number of Contrac**t]*

To: *[insert: **name of Purchaser and address**]*

Attention**:** *[insert: **name and title**]*

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as a Change to the System.

1. Title of Change: *[insert: **name**]*
2. Application for Change Proposal No./Rev.: *[insert: **number / revision**]* dated: *[insert: **date**]*
3. Brief Description of Change: *[insert: **description**]*
4. Reasons for Change: *[insert: **description**]*
5. Order of Magnitude Estimation: *[insert: **amount in currencies of the Contract**]*
6. Schedule Impact of Change: *[insert: **description**]*
7. Effect on Functional Guarantees, if any: *[insert: **description**]*
8. Appendix: *[insert: **titles (if any);** otherwise state **"none"**]*

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: *[state: **"Supplier's Representative"** or specify a higher level authority in the Supplier's organization]*

Annex Tech-I – Detail Evaluation Methodology using Rated Criteria

Detail Evaluation Methodology using Rated Criteria for arriving at Most Advantageous Bid (MAB):

Maximum Technical Score: 100 Points

Minimum Passing Technical Threshold: 50 Points out of 100.

Technical Weight in Final Score: 60%

The technical factors (including sub-factors if any), which for purposes of this document carry the same meaning as Rated Criteria, and the corresponding weight out of 100% are:

Technical Factor	Weight in percentage
System Architecture & Technical Solution	15%
AI & Image Analytics Capability	25%
Implementation Methodology	15%
Cybersecurity & System Resilience	15%
Operation & Maintenance Framework	10%
Key Personnel	20%

System Architecture & Technical Solution – 15 Points

(a) Overall Architecture Design – 5 Points

- High availability design
- Central + Local RIAC topology
- DR-RIAC architecture
- Scalability for nationwide rollout

(b) Central Image Repository (CIR) & Data Integrity – 5 Points

- Tamper-proof storage
- Audit trails
- 3-year & 7-year retention alignment with NII Protocol
- Evidence-grade storage controls

(c) Integration Framework – 5 Points

- Scanner integration (multi-vendor compatibility)
- RMS integration (automated scan selection)
- WeBOC interface
- ATT Scan-A/Scan-B automated comparison logic
- Real-time encrypted image transmission

AI & Image Analytics Capability – 25 Points

(a) AI Detection Engine – 10 Points

- Object detection methodology
- Model training framework
- False positive/false negative mitigation

- Explainability & human override

(b) Threat Image Projection (TIP) – 5 Points

- Automated insertion
- Analyst performance tracking
- Certification scoring logic

(c) Continuous Learning & Model Governance – 5 Points

- Retraining process
- Dataset management
- Model version control

(d) AI Performance Metrics – 5 Points

- Demonstrated detection accuracy
- Benchmark results
- Auditability

Implementation Methodology – 15 Points

(a) Work Plan & Delivery Schedule – 6 Points

- Realistic 32-week plan
- Critical path
- Risk mitigation

(b) Testing Strategy – 5 Points

- FAT
- SAT
- Load testing
- Cyber penetration testing

(c) Change Management & Training – 4 Points

- Analyst training
- SOP development
- Knowledge trans

Cybersecurity & System Resilience – 15 Points

- ISO 27001 alignment
- Data encryption (at rest & transit)
- Role-based access controls
- SOC/SIEM integration
- Incident response plan
- Compliance with SPD's cyber provisions

Operation & Maintenance Framework – 10 Points

- SLA matrix
- Uptime commitment (≥99.5%)
- Response time
- Escalation mechanism
- AI retraining during O&M
- Spare parts & lifecycle planning

  Supplier shall ensure availability of critical spare parts throughout the O&M period.

Key Personnel – 20 Points

Mandatory key experts:

- As per Section VII

Scoring based on:

- Qualification/Relevant experience in similar systems
- CVs submission

Proposers must submit profiles of key experts for this project. Evaluation will consider qualifications and experiences as outlined in the RFP's Purchaser’s Requirements.

The Proposer is required to provide detailed profiles of the key experts designated for this project. Each role will be evaluated based on the qualifications and experiences.