



Pakistan Tourism Development Corporation

TENDER DOCUMENTS

“Developing Tourism E-Portal”

Advertisement Date: **04-03-2020**

Closing Date & Time: **19-03-2020 at 1200 hours**

Opening Date & Time: **19-03-2020 at 1230 hours**

Name of Bidder Firm: _____

PTDC Head Office, Flashman’s Hotel, the Mall, Rawalpindi
Phone: 051-9272811, Fax 051-9271588

Government of Pakistan Cabinet Division
PTDC/NTCB/WG/2019



Pakistan Tourism Development Corporation (PTDC)

INVITATION TO BIDS

1. Pakistan Tourism Development Corporation (PTDC), Cabinet Division, Government of Pakistan, invites sealed bids from reputed firms / companies for “**Developing Tourism E-portal**” using single stage-two envelope bidding procedure under Rule 36(b) of PPRA Rules, 2004. The firms should have solid and verifiable experience of at least five (05) years in the field of developing high quality e-portals / websites and must be registered with Income Tax and Sales Tax Departments and are on FBR’s Active Taxpayers’ List (ATL).
2. Complete bidding documents may be obtained from the Office of undersigned on payment of non-refundable fee of Rs.2500/- (Rupees Two Thousand Five Hundred only). Bidding documents can also be downloaded from PTDC website www.tourism.gov.pk and PPRA website www.ppra.org.pk. (Pay order of Rs.2500 may be attached with technical bid in case downloaded from website).
3. Bid proposals, prepared in accordance with instructions in the bidding documents, may reach the office of the undersigned by **19 March 2020 at 1200 hours**. Technical bids will be opened on the same day at 1230 hours in presence of representatives of bidders.
4. As per Rule 33(1) of PPRA Rules, 2004, PTDC reserves the right to reject any or all bids/proposals at any time prior to the acceptance of a bid/proposal.

**Manager
(P&P)**

Pakistan Tourism Development Corporation (PTDC)
Flashman's Hotel, The Mall, Rawalpindi
Tel: 051-9271581, Fax: 051-9271588

Web: www.tourism.gov.pk

Email: info@tourism.gov.pk

PID(I) 4992/19

INSTRUCTIONS TO BIDDERS

1. Pakistan Tourism Development Corporation, hereinafter referred to as “PTDC” or the “Procuring Agency” invites sealed bids from experienced and reputed firms/ companies fulfilling the eligibility criteria for “**Developing Tourism E-Portal**” as per terms and conditions stipulated hereunder.
2. In addition to invitation to bids and instructions to bidders, the following documents shall form an integral part of the Tender Documents:

i. General terms & Conditions	Annexure I
ii. Standard bid forms	Annexure II
iii. Financial Bid	Annexure III
3. **Bidding Procedure:-** The bidders shall prepare and submit their bids in accordance with single stage- two envelope bidding procedure under Rule 36(b) of Public Procurement Rules, 2004, as detailed below.-
 - (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the technical proposal and the financial proposal;
 - (ii) the envelopes shall be marked as “**TECHNICAL PROPOSAL**” and “**FINANCIAL PROPOSAL**” in bold and legible letters to avoid confusion;
 - (iii) initially, only the envelope marked “**TECHNICAL PROPOSAL**” shall be opened;
 - (iv) the envelope marked as “**FINANCIAL PROPOSAL**” shall be retained in the custody of the procuring agency without being opened;
 - (v) the procuring agency shall evaluate the technical proposal in a manner prescribed in tender document, without reference to the price and reject any proposal which does not conform to the specified requirements;
 - (vi) during the technical evaluation no amendments in the technical proposal shall be permitted;
 - (vii) the financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
 - (viii) after the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period,

publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically nonresponsive shall be returned un-opened to the respective bidders; and

- (ix) the bid found to be the lowest evaluated bid shall be accepted.

4. Preparation of bids

4.1. Technical Proposal: The following documents shall be furnished with the technical proposal and properly flagged/ indexed as indicated:-

- i. Standard bid forms (Form-I to Form-V) duly filled and signed (enclosed at **Annexure-II**).
- ii. Detailed profile of the company/ firm including name, registered address, telephone /fax number (s), e-mail address and year of establishment, type of ownership, name, address and contact numbers of the owners/partners etc, name of authorized representative and clientele (**Appendix-A**).
- iii. List of equipment, machinery and other resources for the event. (**Appendix-B**)
- iv. Annual financial statements duly audited by chartered accountants along with income tax returns for the last three years (financial soundness) [**Appendix-C**]
- v. A copy of the National Tax/ Sales Tax registration certificate/ registration and/ or incorporation certificate. [**Appendix-D**]
- vi. Undertaking on stamp paper (minimum value of Rs.50) that the firm has never been blacklisted by any Govt. Department and that the firm is not involved in litigation with any government department. [**Appendix-E**]
- vii. One set of complete bid document duly signed and stamped by the firm/ company must be affixed with the technical proposal to authenticate that the bidder company agreed to the terms and conditions of tender. [**Appendix-F**]

4.2. Financial Proposal: The firm shall furnish the following documents in the financial proposal duly prepared in accordance with instructions to bidders:

- i. Financial bid as per enclosed form at **Annexure-III**.
- ii. **Bid Security** amounting to 2% of the total bid price in form of deposit at call or pay order in favor of Pakistan Tourism Development Corporation shall be provided in an envelope.

5. Format and signing of bids

- 5.1 The complete bid shall be without alteration and erasures, except those to accord with instructions issued by the employer, or as necessary to correct errors made by the bidder, in which case such correction shall be initialed by the person or persons signing the bid/ accepting the letter of award.
- 5.2 Each page of tender documents shall be duly signed and stamped by the bidder before making submissions.
- 5.3 Each bidder company may submit only one tender.
- 5.4 Bidders shall indicate all information required in the tender documents.

6. Submission of Bids

- 6.1 The bidders shall prepare a copy of documents comprising the tender and shall seal the original copy of the tender in an inner and outer envelope duly marked as “ORIGINAL” and “COPY” as appropriate.
- 6.2 Tender modification or notice of withdrawal shall be prepared in sealed envelope, marked and delivered as appropriate.
- 6.3 Withdrawal of the tender during the interval between deadline for submission of the tender and the expiration of the period of tender validity specified by the bidder in the form of the tender may result in forfeiture of the bid security.
- 6.4. The envelope containing the bid shall be marked as “**Proposal for Developing Tourism E-Portal**” and must reach the office of the procuring agency at the address, time and date mentioned in the invitation to bids. The bids will be opened on the same day at the office of Pakistan Tourism Development Corporation, Flashman’s Hotel, the Mall, Rawalpindi at 1230 hours in the presence of the bidders or their authorized representatives, if they choose to attend the proceedings.
- 6.5. The Procuring Agency reserves the right to accept or reject any or all the bids as per Rule 33 of PPRA Rules, 2004.

7. Tender Opening and Evaluation

- 7.1 The authorized committee of the procuring agency will open the bids in the presence of the bidders or their representatives who choose to attend on date, time and venue mentioned in invitation to bids/ tender document.
- 7.2 Proposals of firms/ companies for which an acceptable notice of withdrawal has been received, shall not be opened. The procuring agency

will examine the bids to determine whether the bid proposals/ tender documents have been properly signed and completed as per instructions to bidders. During tender opening, the procuring agency will announce the bidder name, written notifications and withdrawal, if any, and will determine the qualification/ eligibility of bidders as per tender documents.

- 7.3. Technical proposals of those firms who do not fulfill the minimum qualification/ eligibility criteria as per bidding document shall be rejected and their financial proposals shall be returned unopened.
- 7.4. After scrutiny of the technical proposals, the procuring agency shall prepare for its own record minutes of the tender evaluation proceedings and the information disclosed to those who were present.
- 7.5. Financial proposals of technically qualified firms will be opened on date, time and venue as may be communicated to the bidders in advance.

8. Bid Validity

- 8.1. The bids shall remain valid and open for acceptance for a period of Ninety Days after the date of tender opening.
- 8.2. In exceptional cases prior to expiry of tender validity period, the procuring agency may request the bidders for a specified extension in the period of validity. The request and response thereto shall be made in writing. A bidder may refuse the request without forfeiting his tender security. A bidder agreeing to the request will neither be required nor permitted to modify its tender. It will only be required to extend the validity of its tender security correspondingly. The bidders not agreeing to the extension in validity of their bids shall be treated as withdrawn bids and the bids with extended validity periods will only be taken into further consideration.

9. Eligibility of Bidders:

This tender invitation is open to all bidders/firms fulfilling the following eligibility criteria:

- i) The bidder must possess valid registration under Sales & Income Tax Authorities including where relevant SECP or any other government authority-local, provincial or federal, Relevant Provincial Tax Authorities if operational in a province and with other relevant bodies where applicable.
- ii) The bidders under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government (Federal, Provincial or Local) or a public sector organization are NOT ELIGIBLE. The firm must provide an undertaking as required to this effect.

- iii) The bidder should not be involved in litigation with any Government department. The firm must provide an undertaking as required to this effect.
- iv) The Firm/Companies should have solid and verifiable experience of atleast Five (05) years in the field of developing high quality e-portals/ websites.
- v) The bidder must be active on FBR's active taxpayer's list. [a certificate to this effect shall be provided].
- vi) In case of a consortium, the following consortium requirements must be fulfilled by the participating company and a details thereof shall be submitted with the technical bid:
 - a. Technology partner
 - b. Marketing/ production partner
 - c. Blogging partner
 - d. Marketplace/ tourism partner

10. Evaluation of bids

The bids shall be evaluated in accordance with the prescribed evaluation criteria. Lowest Evaluated Bid will be considered on the basis of 70% weightage of technical proposals and 30% weightage of financial proposal under the principle of value for money as defined in PPRA Rules.

10.1. Preliminary evaluation

- i) The Procuring Agency shall examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- ii) The Procuring Agency may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- iii) Prior to the detailed evaluation, the Procuring Agency shall determine the eligibility of bidder as per bidding documents. The Procuring Agency's determination of a bidder's eligibility is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- iv) If a bid is not eligible, it shall be rejected by the Procuring Agency and may not subsequently be made responsive by the bidder by correction of the nonconformity.
- v) The decision of the procurement committee of PTDC to accept or reject any bid will be final as per PPRA Rules, 2004.

10.2. Evaluation Criteria

The qualifying score out of 100 is 70% of the total Marks, obtained on technical criteria stated below:

S.NO	Evaluation Parameter	Max. Marks	Marks Obtained
1.	Profile of the Firm	05	
2.	Permanent technical and managerial staff having relevant qualifications & experience	05	
3.	Previous experience in the field of developing E-portals/ websites	10	
4.	Number of similar e-portals/ websites of comparable complexity and applications	10	
5.	Proposed innovative idea of the e-portal/ website, creativity, methodology, work plan and presentation to achieve the project deliverables as per scope of work	40	
6.	Income tax returns (Slab/ceiling of income tax paid during last 03 years) a) Less Than two million (3 Marks) b) Two to Three million (5 Marks) c) Three million and above (10 Marks)	05	
7.	Overall Annual Turnover during last 03 years. Supported with Audited Accounts and/ or Tax Returns. a) Less than 20 million (1 Marks) b) 20 to 39 million (3 Marks) c) 40 million and above (5 Marks)	05	
8.	Availability of capital sufficient for Assignment (last 03 years net worth statement). (amount in PKR) a) Less than 39 million (1 Mark), 40 to 79 million (03 Marks) 80 million and above (05 Marks)	05	
9.	Key Persons /Professionals Assigned to the Project. Details of the project team to be engaged for this assignment alongwith qualification, years of experience of similar tasks.	15	

11. Bid Security

- 10.1 The bidders shall furnish with the financial proposal a Bid Security amounting (two percent) 2% of the total bid price (refundable) in form of Deposit at Call or Pay Order issued by a scheduled bank in favour of Pakistan Tourism Development Corporation.
- 10.2 Any bid not accompanied by an acceptable bid security shall be rejected by the employer as non-responsive.
- 10.3 The bid securities of un-successful bidders will be returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity.

GENERAL TERMS & CONDITIONS

1. DESCRIPTION OF WORK

1.1. Sustainable tourism has proven to be an essential tool for development, hence increasing the need for its integration into the wider urban agenda for all countries. The question is, how big of a role can a tourism website play in the decision-making process of potential travelers? With a myriad of resources already available, is a destination website even required? More than 65% of leisure travelers research online before they decide where they even want to travel. Tourism websites are not just your standard brochures – they attract, persuade and speak to visitors, building engagement in a way that converts prospective tourists into return travelers. It's the first glimpse of your country, communicating its narrative in a way that social media cannot – and that first impression can profoundly impact how visitors perceive the destination's brand. PTDC intends to hire services of a reputable firm/ company for development of Tourism E-portal as per scope of work outlined in this document.

1.2. In addition to the website, an accompanying mobile application will also be available for download. Mobile applications have become an integral part of every business, including the tourism industry – not only do they enable everything to be under one roof (simplifying the travelling process for users), but they can also create customer loyalty through travelling tips, ideas etc. (sent in the form of push notifications).

2. SCOPE OF WORK

2.1. Within Pakistan, as the country is moving towards much better internet connectivity, e-Commerce growth, better security situation and improved international image due to progressive steps taken by the government, both the domestic and international travel is on the rise. To cater this growing rise in number of travelers, it is important for the Government to build a fool-proof website offering digital convenience and use of technology to reach out to the potential tourists. The website/ E-portal shall acts as a one window solution for domestic and international travelers to discover and choose Pakistan as the most preferred tourist destination:

2.2. Primary Portal Requirements:

Build a content-first, mobile-first tourism website (design and development), aligned with the latest trends in destination marketing.

a) Content First:

1. Dynamic banners for constant marketing/messaging

2. Dynamic events section (Reference of Widgets):
 - i. Festivals
 - ii. Nature and Beauty
 - iii. Showcase Shopping and Local Markets
 - iv. Excursions
 - v. Featured Hotels and Destinations
3. Internal blog setup to promote on page SEO and local awareness
4. A broad showcase that can redirect to partner/ vender sites on navigate to inner sections.

b) Mobile First:

- 1) A mobile first website (design and development) that is tested and accessible across multiple Smartphones and tablet options (multi-screen and multi-platform)
- 2) Optimized for Web (from a design and development perspective)

2.3. Analytics and SEO:

1. A built for business website that has a strong analytics backend and built on a SEO friendly framework
2. Integrate with new tools, that can help automate (destination partner/vendor on-boarding & management) UI/UX (tools to analyze and evolve user experience regularly) cart/journey abandonment to help with re-marketing/retargeting travelers

2.4. Integrations for Journey management

1. Integrate with airline, in-transit, accommodation and food & entertainment partners
2. Integrate with relevant federal and provincial authorities to offer a near seamless **e-experience** with respect to visa, local NOCs and local travel documentation generation
3. Explore the possibility of integrating with platforms for traffic/route management, weather updates etc
4. Build a parallel structure to accommodate tourism companies, groups and business travelers to make the on boarding process simpler
5. Help enable physical visits' planning by providing specifically carved out journeys for different type of travelers (business, conference, leisure, adventure, sports, city tours)

2.5. Marketing Automation

1. Integration and setup of a campaign management system for e-mail campaigns

2. Integration and setup of a social media marketing platform for multi-platform social media marketing and management
3. Integration with an open source web/mobile chat feature that is expandable for resource optimization and automation in the future

2.6. App included

1. A mobile app that will compliment the website and onboard travelers to better manage their journey and gain additional insight along the way
2. The app will serve as a vehicle to retarget these travelers with respect to (feedback, future travel plans and rewards)

2.7. Both the website and mobile application will direct users in two ways accordingly:

- International viewers will be first provided with information related to VISA requirements, based on their geographic location and type of visit (business, tourism etc.), along with travel solutions and fare comparisons.
- Domestic travelers will land directly on the website (skipping the above details), with access to hyper-localized content. By diving the country into smaller, manageable areas, the website can create a virtual travel experience that allows the user to explore right from their own device. Once the visitor has selected their desired destination, they will be provided with details on what they can possibly do/see within the span of their trip.

2.8. Users will require information about the following major aspects of their trip, which will be all included on the website.

a. Modes of Travel

- Car (integration with TPL Maps and/or Google Maps)
- Airplane (integration with local airlines, travel agents etc.)
- Bus (integration with bus services such as Daewoo, Bilal Travels and online platforms like Bookme.pk)

b. Accommodation

- Hotels (integrations with all classes of hotels, guest houses etc.)
- Airbnb integration

c. A nation-wide social event calendar (along with smaller, localized calendars) will display whatever is currently happening in the country. These can include:

- Festivals and events that celebrate local history/culture, food/music etc.
- Built attractions such as monuments, parks, zoos etc.

- Places to explore local heritage and culture
- Outdoor activities/natural areas
- Conferences
- Music and theatre
- Sports events
- Local businesses/ retail stores

Attractions can also include intangibles like good customer service, children-friendly areas, safe neighborhoods, lesser-known attraction spots etc. – hence giving virtually any information that users might want to know about their preferred destination. This will also give the impression that the destination holds possibly everything to suit individual tastes of the customers, rather than just catering to niched areas of interest.

Visitors will also be provided with web links to purchase any necessary tickets or passes to the various activities they wish to take part in. Details about discounts, promo codes or any other promotions can also be added to motivate customers to make bookings immediately.

2.9 Every business needs a blog.

A blog can add more value to the website, since its social nature can encourage user engagement and create an active community. A steady stream of content that appeals to visitors will also increase chances of being shared on social media platforms, thus increasing viewership. It also positions the website as an expert on all that is related to Pakistan’s tourism, inspiring confidence in the platform and improving conversion rates. Most importantly, blogging can help boost SEO quality, giving the website more opportunities to rank high in search engines and get a wider audience to visit it.

The blog will cover a diverse number of topics, combined with high-quality pictures and videos: documentary series on popular tourist destinations, footage and coverage of large-scale national events, hyper-localized content (summary of selected areas, with highlights of important places), guides to art and culture, packing tips according to the weather/destination, tips on language and local dialect etc.

2.10. Additional Utilities and Features

The bidders are required to conduct research of world leading tourism E-Portals/ Websites to suggest innovative ideas and include utilities and features into the proposed E-Portal/ Website to make it a user friendly interface capable of meeting the stakeholder’s demands of tourism sector in Pakistan.

2.11. High performance data storage platforms to handle load and traffic.

3. Project deliverables

S. No.	Description of services to be performed/ outcome	Time
1.	Development of state of the art E-Portal for Pakistan Tourism Industry	45 days
2.	Development of state of the art Management Information System for Tourism Industry of Pakistan	180 days

3. Tender Price Quote

- 3.1 The firms/ companies shall quote their rates against complete services/ project deliverables with cost breakdown of each component separately. Evaluation of financial proposals shall be based on total tender price to determine the lowest evaluated bid as per evaluation criteria. Component prices will be considered for adjustment of components in the scope of work of successful bidder on need basis only.
- 3.2 All rates quoted by the firms must include all applicable taxes.
- 3.2 No revision of rates on any account will be admissible during the period of contract.
- 3.3 Rate should be quoted in Pak Rupees.
- 3.4 The bidders shall bear all costs associated with the preparation and submission of their bids.

4. Liquidated damages

- 4.1. In case the bidder fails to execute the contract in accordance with the terms and conditions laid down in the tender document, penalty @ 0.5% of the total cost per day maximum up to 10% of the total value of order will be imposed.
- 4.2. The quality of services and works will be inspected by the Procuring Agency and if at any time any deviation from the approved specifications/ scope of work was found, the procuring agency will not be responsible for any such work/ service/ supply of inferior quality.

5. Process to be Confidential

- 5.1 No bidder shall contact the Procuring Agency on any matter relating to its Bid from the time of the Bid opening to the time of bid evaluation result is announced by the procuring agency. The evaluation result shall be announced at least ten (10) days prior to award of Contract. The announcement to all bidders will include table(s) comprising read out prices,

discounted prices, price adjustments made, final evaluated prices and recommendations against all the bids evaluated.

- 5.2 Any effort by a bidder to influence Procuring Agency in the Bid evaluation, Bid comparison or Contract Award decisions may result in the rejection of his Bid. Whereas, any bidder feeling aggrieved may lodge a written complaint not later than fifteen (15) days after the announcement of the bid evaluation result, however, mere fact of lodging a complaint shall not warrant suspension of procurement process.

6. Post Qualification

- 6.1. The Procuring Agency, at any stage of the bid evaluation, having credible reasons for or *prima facie* evidence of any defect in supplier's or bidder's capacities, may require the suppliers or bidders to provide information concerning their professional, technical, financial, legal or managerial competence whether already pre-qualified or not:

Provided that such qualification shall only be laid down after recording reasons therefor in writing. They shall form part of the records of that bid evaluation report.

- 6.2. The determination will take into account the bidder's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the bidders' qualifications submitted, as well as such other information required in the Bidding Documents.

7. Award Criteria & Employer's Right

- 7.1. Subject to Clause 6, the Procuring Agency will award the Contract to the bidder whose bid has been determined to be substantially responsive to the Bidding Documents and who's bid is the lowest evaluated Bid, provided that such bidder has been determined to be qualified to satisfactory perform the Contract in accordance with the provisions of Clause 8.
- 7.2. Notwithstanding Sub-Clause 7.1, the Employer reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of Contract, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the Employer's action except that the grounds for its rejection of all bids shall upon request be communicated, to any bidder who submitted a bid, without justification of the grounds. Notice of the rejection of all the bids shall be given promptly to all the bidders

8. Notification of Award & Signing of Contract Agreement

- 8.1 Prior to expiration of the period of bid validity prescribed by the Employer, the Employer will notify the successful bidder in writing ("Letter of Acceptance") that his bid has been accepted.
- 8.2 Within seven (07) days from the date of furnishing of acceptable Performance Security under the Conditions of Contract, the Employer will send the successful bidder the Form of Contract Agreement provided in the Bidding Documents, incorporating all agreements between the parties.
- 8.3 The formal Agreement between the Employer and the successful bidder shall be executed within seven (07) days of the receipt of Form of Contract Agreement by the successful bidder from the Employer.

9. Performance Security

- 9.1 The successful bidder shall furnish to the Employer a Performance Security amounting to 5% of the total tender price in the form of a bank guarantee issued by a scheduled bank in favor of Pakistan Tourism Development Corporation within a period of fourteen (14) days after the receipt of Letter of Acceptance. The performance guarantee must be valid for project completion period plus the defects liability period of one year.
- 9.2 Failure of the successful bidder to comply with the requirements of Clauses 8.2 & 8.3 and 9.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.
- 9.3. In case the firm failed to make rectification of defects during the defect liability period or refused any legal order of the procuring agency, the performance security shall stand forfeited in favor of PTDC.

10. Integrity Pact

The Bidder shall sign and stamp the Form of Integrity Pact provided at Annex-IV to Bid in the Bidding Document for all Federal Government procurement contracts exceeding Rupees ten (10) million. Failure to provide such Integrity Pact shall make the bid non-responsive.

11. Suspension and Termination

- 11.1 The firm will give immediate notice in writing to the procuring agency of any situation arising from force majeure which makes it impracticable to carry out any of the agreed terms and agree with procuring agency for any suitable course of action.

11.2 The procuring agency may suspend the performance of any or all of the agreed terms and conditions by giving one month's notice in writing to the firm.

11.3 In case of any dispute, the decision of the MD, PTDC shall be final.

12. Mode of Payment

12.1. 100% payment will be made to the company/ firm through cross cheque within one month after completion of work/ receipt of invoice/ bills.

12.2. No advance payment will be made to the firm.

12.3. The procuring agency shall deduct all admissible taxes under rules prescribed by the Government from time to time.

13. Defects Liability Period

13.1. The defects liability period will be one year for each component/deliverable of the assignment commencing from date of issuance of completion certificate by the procuring agency.

13.2. The contractor will be responsible to make good any defects as may be intimated to it by procuring agency during the defects liability period without any cost to the procuring agency. All costs associated with rectification of defects shall be borne by the contractor itself.

STANDARD BID FORMS

(Note: Standard Bid Forms provided hereunder in this document may be used for disclosure of information/ presentation of bid.

FORM I: LETTER OF APPLICATION

Registered Business Name: _____
Registered Business Address: _____
Telephone: _____
Fax: _____
Email: _____ Mobile Phone: _____

To:
**Manager (P&P),
Pakistan Tourism Development Corporation
Rawalpindi.**

SUBMISSION OF PROPOSAL

Sir,

1. We hereby submit Technical Proposal & Financial Proposal for evaluation with Pakistan Tourism Development Corporation (PTDC) for Provision of services for Developing Tourism E-Portal.

2. I / We Authorize Pakistan Tourism Development Corporation or its authorized representatives to conduct any investigations and to verify the statements, documents and information submitted and to clarify the aspects of this application from any person, bank department, agency or firm.

3. I/ We declare that:
 - i. The statements made and the information provided in the documents is complete, true and correct in every detail.

 - ii. This firm has never been black listed by any Government Department, Semi-Government Authority or Private Company or Corporation and not involved in litigation/ arbitration with any client. (Separate undertaken may be attached).

Respectfully,

(Name/ Designation)
(Authorized representative)
Date: _____

FORM-II: COMPANY GENERAL INFORMATION

1. Name of the Company / Firm: _____ Owner's representative may visit your office premises to ascertain details / data provided by you.

 2. Nature of the Company: _____ Limited/ proprietorship.

 3. Year of Establishment in case of Partnership /Proprietorship _____
Year of incorporation, in case of Private Limited Company _____

 4. Please enclose copy of certificate from Registrar of Firms in case of Partnership/ Proprietorship.

Or

Copy of incorporation Certificate, in case of Private Limited Company.
Certificate No. _____ Dated: _____

 5. Office Address: _____

 6. Phone: _____ Fax: _____ Email: _____
Mobile _____.

 7. Branch Office(s) address (if any): _____

 - Phone: _____ Fax: _____ Email: _____
Mobile _____.

 8. Name of Company Authorized Representative: _____ (State name and position of your nominated representative to be addressed in future communication).

 9. Name of Technical Representatives: _____
(State Name & Job Title).

 10. Registration with any Government Department: _____
-

FORM III: FIRM'S/COMPANY'S ORGANIZATION AND EXPERIENCE.

A. Firm's/Company's Organization

Provide a brief (two pager) description of the background and organization of the firm and company and joint venture partner for this assignment including strengths and achievements.

B. Firm's/Company's Experience [For Full technical proposals only]

[Using the format below, provide information on each assignment for which your firm and each joint venture partner was legally contracted either individually or as a joint venture for carrying out services similar to the ones requested under current services/bid]

Provide details of atleast three similar projects; use additional sheets for each project and full details of atleast last five years.

Name of E-Portal/ Website:	Completion Date:
Name of Client/ Organization:	Address & Phone Nos. Of Client:
Approx value of services performed by the firm (in PKR)	URL of the e-portal/ website:
Brief features/ utilities of the E-Portal:	
Description of actual services provided by your firm in the assignment:	
Start date (month/year) Completion date (month/year);	No. of professionals involved in the execution of event:
Name of joint venture partner or sub consultant, if any	Name of the employees of your firm involved and functions performed.

FORM-IV: FINANCIAL DATA

Firm/Company must be able to demonstrate they have sufficient economic and financial means to fully guarantee finance and execute the assignment during the period of the contract.

1.	Name of Firm/ Company				
2.	Name of Banks & Branch	Bank Bank Bank		Branch Branch Branch	
3.	Certificate from Bank	Please attach current Bankers reference / certificate stating financial soundness.			
4.	National Tax Number				
5.	Income Tax paid during last three years	Year 1: Rs. _____ Year 2: Rs. _____ Year 3: Rs. _____			
6.	Overall Annual Turnover during last 03 years.	Year 1: Rs. _____ Year 2: Rs. _____ Year 3: Rs. _____			
7.	Availability of capital sufficient for Assignment (last 03 years net worth statement).	Year 1: Rs. _____ Year 2: Rs. _____ Year 3: Rs. _____			
8.	Professional Tax Registration No.				
9.	Sales Tax Registration No.				

LITIGATION / ARBITRATION INFORMATION

	Indicate Brief Details of Any Litigation / Arbitration Entered into with Any Employer and Result thereof:

**FORM V: DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN
FOR PERFORMING THE ASSIGNMENT.**

Technical approach, methodology and work plan are the key components of Technical proposal divided into the following three sections a) Technical Approach, innovativeness/ creativity and Methodology, b) Work plane, and C) Organization and Personnel.

V-a) Technical Approach, Innovativeness, creativity and Methodology

In this section you should explain your understanding for the objective of the assignment/ services, the research conducted on world leading tourism E-portals/ websites, the approach adopted/ proposed for the services, innovativeness, creativity and methodology for carrying out the activities and obtaining the expected output and the degree of such output. You should highlight the problems being addressed and their importance and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight compatibility of those methodologies with the proposed approach. The technical approach and methodology section must cover all key project deliverables as outlined in the description/ scope of work in tender document including the additional components suggested by the bidders.

The companies must include the underlying technology/ framework that is being used to deliver the most optimized product as defined in the scope.

V-b) WORK PLAN

In this Section, you should propose the main activities of the assignment their contents and duration, milestone, and delivery dates etc. The proposed work plan should be consistent with the technical approach and methodology. It must be noted that proposed work plan should be in consonance with the timelines of the assignment to ensure successful organization of the event as per schedule. Deviation from the work plan or timelines would be construed as delay in execution of work and shall be dealt as per conditions of tender. Comprehensive work plan containing all essential details along with a flowchart may be affixed with technical proposal.

V-c) Organization and Personnel

In this section you should propose the structure and composition of your team including the staff dedicated to the project. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support personnel. The following information in respect of each individual must be disclosed:

1. Name of team member
2. Role/ Responsibility in the assignment
3. Professional qualifications
4. Detail of previous experience in similar role/ responsibility;
5. Years of employments with the firm

FORM OF PERFORMANCE SECURITY

[to be provided by the successful bidder only]

(Bank Guarantee)

Guarantee No. _____

Executed on _____

(Letter by the Guarantor to the Employer)

Name of Guarantor (Scheduled Bank in Pakistan) with address: _____

Name of Principal (Bidder) with address: _____

Penal Sum of Security (express in words and figures) _____

Letter of Acceptance No. _____ Dated _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Principal we, the Guarantor above named, are held and firmly bound unto the _____ (hereinafter called the Employer) in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to the said Employer, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has accepted the Employer's above said Letter of Acceptance for _____ (Name of Contract) for the _____ (Name of Project).

NOW THEREFORE, if the Principal (Bidder) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the Employer, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force

and virtue till all requirements of Clause 9, Remedying Defects, of Conditions of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, _____ (the Guarantor), waiving all objections and defenses under the Contract, do hereby irrevocably and independently guarantee to pay to the Employer without delay upon the Employer's first written demand without cavil or arguments and without requiring the Employer to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the Employer's written declaration that the Principal has refused or failed to perform the obligations under the Contract, for which payment will be effected by the Guarantor to Employer's designated Bank & Account Number.

PROVIDED ALSO THAT the Employer shall be the sole and final judge for deciding whether the Principal (Bidder) has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Employer forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

	_____ Guarantor (Bank)
Witness:	
1. _____	1. Signature _____
_____	2. Name _____
Corporate Secretary (Seal)	3. Title _____
2. _____	
_____	_____
(Name, Title & Address)	Corporate Guarantor (Seal)

SAMPLE FORM OF CONTRACT AGREEMENT

[to be signed and provided by the successful bidder only]

THIS AGREEMENT is made and executed on this day of **2020**, between the Pakistan Tourism Development Corporation (PTDC), Government of Pakistan through its Managing Director hereinafter referred to as "The Employer" (which expression shall unless repugnant to the context shall mean and include their successor-in-interest and assigns) of the One Part.

AND

M/s. _____ having its head office located at Office _____ hereinafter called "The Bidder" (which expression shall unless repugnant to the context shall mean and include their successor-in-interest and assigns).

Whereas, tender have been received by the Employer for "**Developing Tourism E-Portal**" called the "service" and the tender of the bidder for the said work has been accepted by the Employer.

NOW THEREFORE, in consideration of the covenants and agreements hereinafter contained, the adequacy and sufficiency of which is hereby acknowledged, the said parties hereby covenant and agree as follows:

1. In consideration of the covenants and agreements to be kept and performed by the Bidder, and for the faithful performance of this contract, and the completion of the Services embraced therein according to the quality, requirements and conditions, the Bidder shall receive and accept as full compensation for everything furnished and done by the Bidder under this agreement, the contract Price of/- (Rupees:) as stipulated in the letter of intent at the times and in the manner prescribed in the conditions of contract.
2. The Bidder shall commence the said assignment w.e.f.after receipt of written order from the PTDC and shall complete fully the Services in accordance with terms and conditions of the agreement.
3. The following documents shall be deemed to form, and be read and construed as part of this Agreement:-
 - i. Letter of Intent No. _____
 - ii. Letter of Award No. _____
 - iii. The Letter of Acceptance;
 - iv. The completed Form of Bid along with Schedules to Bid
 - v. Conditions of the contract.
 - vi. Tender Documents
 - vii. The priced Schedule of Prices

4. Deliverables/scope of work [as shall be offered by bidder and accepted by the employer]

S. No.	Description of services to be performed/ outcome	Time
1.	Development of state of the art E-Portal for Pakistan Tourism Industry	45 days
2.	Development of state of the art Management Information System for Tourism Industry of Pakistan	180 days

5. This contract shall be executed in three counterparts, 01 copy each for the office of Employer, one for the bidder and one for Managing Director, PTDC.
6. M/s. _____ shall not obtain or induce the procurement of any contract, right, interest privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by PTDC / Government of Pakistan through any corrupt business practice.
7. Without limiting the generality of the foregoing the Bidder represent and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe finder's fee of kick back, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from PTDC except that which has been expressly declared pursuant hereto.
8. The Bidder certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with PTDC and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.
9. The Bidder accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It is agreed that any contract, rights, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to PTDC under any law, contract or other instrument, be voidable at the option of PTDC / Government of Pakistan.
10. Notwithstanding any rights and remedies exercised by PTDC in this regard, the Consultant agrees to indemnify PTDC for any loss or damage incurred by it on

account of its corrupt business practices and further pay compensation to PTDC in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever from PTDC.

11. Time of Completion of Services under the Agreement: As mentioned in clause 4 above.
12. The Employer shall have right to terminate the contract as per clause 08 of the condition of the contract.
13. Default by Bidder or Employer as per clause 8.1 and 8.2 of the condition of the contract.
14. Without prejudice to the conditions laid in Tender Documents, this agreement may be amended or modified through mutual written consent of the parties and shall enter into force on the date of its signature.
15. Without prejudice to the conditions laid in Tender Documents, all differences arising from or concerning with the application or interpretation of this agreement shall be amicably settled through mutual consultations & negotiations between the parties. In case of non-settlement, the matter may be referred to Secretary, Cabinet Division for arbitration under the Arbitration Act, 1940.

In Witnesses, WHEREOF the Employer and the Bidder have executed this agreement on the date and place as mentioned above.

Signed and Delivered by the Employer

Above named in the Presence of:

1. Name _____ Signature: _____
Address: _____

2. Name _____ Signature: _____
Address _____

Signed and Delivered by the Bidder

Above named in the Presence of:

3. Name _____ Signature: _____
Address: _____

4. Name _____ Signature: _____
Address _____

ANNEXURE III

FINANCIAL BID

**[It may be submitted in a sealed envelope marked as
“Financial proposal” along with bid security]**

Registered Business Name: _____
Registered Business Address: _____
Telephone: _____
Fax: _____
Email: _____ Mobile Phone: _____

Sr.	Description of services to be performed/ outcome	Total Amount (Rs.)
1.	Development of state of the art E-Portal for Pakistan Tourism Industry	
2.	Development of state of the art Management Information System for Tourism Industry of Pakistan	
	Total (Rs.)	

**Signature and Stamp of Company/
Authorized Representative**