



Revamping Of Website

Of

National ICT R&D Fund  
Ministry of Information Technology  
Government of Pakistan

**[www.ictrdf.org.pk](http://www.ictrdf.org.pk)**

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## 1 About National ICT R&D Fund

The government of Pakistan has mandated that a certain percentage of gross revenue generated by all telecom service providers be allocated to development and research of information and communication technologies with the vision to transform Pakistan's economy into a knowledge based economy by promoting efficient, sustainable and effective ICT initiatives through synergic development of industrial and academic resources. To achieve this vision National ICT R&D Fund has been created. National ICT R&D Fund (*The Company*) is a federally governed company established under section 42 of the Companies Ordinance 1984. More details about *The Company* are available at <http://www.ictrdf.org.pk>.

## 2 Purpose of this RFP

National ICT R&D Fund (*The Company*), hereafter referred as "*The Company*" intends to invite national registered firms/companies, hereafter referred as "**Solution Provider**" to revamp official website of *The Company*. The purpose of this RFP is to appoint a suitable solution provider to revamp, enhance, and maintain official website of The Company for a period of Three (3) years on the date of signing the contract agreement between The Company and selected Solution Provider.

## 3 Audience & Stakeholders

Following would be the major stakeholders and audience of this website:

- Federal Ministries, divisions and its attached departments
- Provincial Ministries and Departments.
- ICT Private & Public Companies and industry.
- Development sector including public and donor agencies (both national & international)
- Research & Development Organizations.
- Schools, colleges and universities

## 4 Present Scenario

The official domain name of National ICT R&D Fund is **ictrdf.org.pk**. The complete website address called Universal Resource Locator (URL) is **http://www.ictrdf.org.pk**. The current website of National ICT R&D Fund is developed by using the following tools:

- Microsoft FrontPage 2003/XP
- HTML
- Macromedia Fireworks
- Java Script
- Independent Static Pages
- No database support

*The above details given are for information only to Solution Providers.*

## 5 Scope of Work

The Company is looking forward to carry out the following work in phases:

### 5.1 Initial Phase

In this phase, Solution Provider shall provide following deliverables:

#### 5.1.1 Report on Deficiencies in Current Website & Recommendations

The solution provider is required to discuss deficiencies in current website. For this purpose, The Company will arrange discussion session with relevant employee(s) of The Company. After identifying deficiencies, Solution Provider is required to provide recommendations in the form of report to overcome these deficiencies with best available solution to develop a more attractive & informative website.

#### 5.1.2 Development Tools

The solution provider shall use open source development tools for website. The development tools shall be discussed with relevant employee(s) of The Company for the final approval.

### **5.1.3 Prototype of Revamped Website**

After a final go-ahead is provided by relevant employee(s) of The Company, the Solution Provider is required to present a browser enabled prototype of website. The Solution Provider is also required to provide site map. Once the prototype is approved by relevant employee(s) of The Company, Solution Provider shall start work on development.

### **5.1.4 Hosting Solution**

The Solution Provider shall recommend Hosting Solution for the revamped website.

## **5.2 Development Phase**

In this phase, Solution Provider shall develop the website as per report & prototype. The solution provider shall include but not limit to the following elements and/or as decided in initial phase.

### **5.2.1 Content Management System**

The current website must be developed or revamped on the concept of Content Management System (CMS) keeping in consideration so that each section, page & content of the website is preferably managed through Admin Panel.

It should simplify the publication of content on website & also on mobile devices so that creators/publishers of the web content can create, submit & manage the content without knowing any technical knowledge of web programming.

The revamped solution must be capable of creating multiple users credentials with the privilege to modify/update contents.

### **5.2.2 Easy Navigation**

The website should be designed in such a way so that user level navigation is easier. Links & sub-links provided in current website should be grouped in two or three layers (as required) of Navigation on top or/and left side of the web pages. The navigation and landing page should meet the international web standards.

### **5.2.3 Look & Feel**

The website should be revamped by using some strategy of themes so that each section of the website has symmetry in look & feel based on company's objectives and logo

### **5.2.4 Design Interface**

The content in web pages should be a mixture of text, images, downloads & videos (where needed) and have symmetry in look & feel based on Themes & Navigation strategy.

Possible site structure would include but not limited to the following pages:

- Home
- About us
- ICT Initiatives
- R&D Themes
- Proposal Status
- Funded Projects
- Downloads
- Publications
- Stories & Events
- Careers
- Contact us

### **5.2.5 Sections Wise Distribution of Contents**

All content in current website should be distributed in sections and sub-sections. Each section and sub-section should carry specific content type and should have easy navigation within that section and other related sections.



### **5.2.6 Dynamic Updates of Contents**

The content in each section of the website should be able to dynamically update without updating the entire page.

### **5.2.7 Online Submission of Proposals**

A comprehensive & secured form(s) is required to be designed so that users can submit their proposals online and can check the status of their online submitted proposal via some web interface.

### **5.2.8 Proposals Status Table / Dashboard**

A dashboard of proposal's status is required to be incorporated in website. Initially the data in dashboard will be maintained by filling some administrative form. Later, the data in dashboard will be fetched by automation system. The users will have the choice query, sort & filter data in various ways to status of proposals.

### **5.2.9 Administrator's Control Panel**

A web based control panel is required to centrally administer the content, theme, navigation, design, sections, pages, users and database(s) of the website.

## **5.3 Testing Phase**

In testing phase, the Solution Provider is required to test website from every aspect of testing to ensure that website works as committed & meets all available standards of website. The Solution Provider is also required to provide a report on Testing Phase.

## **5.4 Delivery Phase**

In delivery phase, the solution provider shall be responsible to upload website and all of its content. In delivery phase, Solution Provider shall also be responsible to hand over in writing all development components like source code, passwords, databases, text, graphics or any other relevant material to The Company. At the time of handing over, Development Components shall become the sole property of The Company. At the time of the delivery phase, a **Service Level Agreement (SLA)** would be signed by both parties. The duration of SLA would be of 3 years after handing over the said project.

The solution provider shall provide 6 months free technical support after the delivery of the website. The SLA will become active after the completion of 6 months period of free technical support. Technical support includes but not limited to the following:

- Source code and database update and support
- Bugs Fixture
- Malfunction Errors

## **5.5 Service Level Agreement (SLA)**

- a) The solution provider shall be responsible to provide technical support for developed website. Technical support includes but not limited to the following:
  - Source code and database update and support
  - Bugs Fixture
  - Malfunction Errors
- b) The solution provider shall quote the price of SLA as a separate head (not included in financial bid) for a period of three years after handing over the website in delivery phase. The price of SLA should be not be included in financial bid.
- c) The company reserves the right to accept or reject the proposed price of SLA quoted separately. However, the solution provider would be bound to agree upon SLA if the company shows intent to accept the price of SLA.

## **6 Essential Requirements**

The developed/revamped website must comply with following requirements:

### **6.1 Cross browser compatibility**

The site must be compatible with Internet Explorer, Google Chrome, Mozilla and other famous browsers.

### **6.2 Default Plugin(s)**

The site must be able to accept default & installed plugins of all widely used internet browsers. It should not require any extra plug in to be installed to view or read website contents including text & graphics.

### **6.3 Source Code**

The source code/source control of developed/revamped website including databases, graphics meta/source files or any other content would be the sole property of National ICT R&D Fund and should be handed over to National ICT R&D Fund at the time of delivery with proper documentation.

### **6.4 Hosting Services**

The developed website should be able to be hosted locally within Pakistan. The solution provider is also required to recommend hosting companies within Pakistan and must quote year wise hosting charges for three years in financial bid. The hosting company must be able to provide complete support.

### **6.5 Fast Browsing**

Each page of the website must be able to load swiftly even on dial up at 56 Kpbs speed.

### **6.6 Website Security**

The selected bidder must have to ensure that source code, modules, text, graphics, databases or any other content of the website are error free and hacked proof. The solution provider shall provide copyright & legal registration of the website.

### **6.7 Focal Person**

The solution provider shall assign a focal person (Project Manager) for this project. The focal person shall be responsible to exchange all information between The Company and its team.

### **6.8 Site Logs**

The Solution Provider shall be responsible to provide following features in website for site tracking & logging. These features must be capable enough to produce both graphical & text based reports & must have export capabilities in spreadsheet.

1. Web Traffic (Hourly, Daily, Weekly, Monthly & Yearly) via Google Analytics
2. Page wise web traffic via Google Analytics
3. Browser Identification
4. Top most visited pages via Google Analytics

5. Least most visited pages via Google Analytics
6. Length of stay on each page via Google Analytics
7. Site counter
8. Bandwidth usage
9. Disk space usage of web hosting

## **6.9 Blog Integration**

The developed website should have the capability of creating multiple blogs, initially two to three blogs are required to be integrated. The theme used for the blog should be a type of a magazine theme having story slider on the top.

## **6.10 Social Media Integration**

The social media widgets of Fund (Facebook, YouTube, and Twitter) will be included on the home page of the website and also on the blog. The blog will also have the feature of subscribing through email and RSS Feeds. Each blog post will have social sharing widgets like Digg, Stumbleupon, and Twitter etc. also that the users can share our stories on their social networks easily.

## **7 General Information to Bidders**

### **7.1 Format of the Proposal**

The proposal must contain the information asked in different sections of this RFP especially in mandatory criteria and evaluation criteria

### **7.2 Instructions for Communication regarding this RFP**

#### **INQUIRIES**

In an effort to maintain fairness in the process, inquiries concerning this procurement, including questions related to technical issues are to be directed to:

Mr. Faizan Mahmood

AM Publication

National ICT R&D Fund

Project Name: Revamp Official Website of National ICT R&D Fund

6th Floor, HBL Tower

Jinnah Avenue , Blue Area

Islamabad

Ph: +92-51-9215360-4 Ext: 106

Fax: +92-51-9215366

All questions concerning the RFP must mention the RFP page number, section heading, and paragraph. The question(s) must be concisely stated and numbered in sequential order. All questions regarding this RFP must be received in writing by no later than 7 days after issuing the notice. Any officer or employee of the company will NOT accept verbal questions about this RFP. Questions and responses affecting the content of this RFP will be provided to all Bidders.

If any Bidder planning to submit a proposal finds discrepancies in or omissions from the RFP, or is in doubt as to the true meaning of a particular requirement, a request for clarification or correction must be submitted to the contact listed above. Such requests must be delivered, prior to the pre-proposal question deadline as indicated.

Bidders are directed specifically NOT to contact any other COMPANY staff other than specified personnel identified in this RFP, for meetings, conferences, or technical discussions related to the RFP. Unauthorized contact of any personnel may cause for rejection of the Bidder's RFP response. The decision to select a proposal is solely that of the Company.

The Bidder submitting the questions/requests will be responsible for its prompt delivery. Any change in the RFP will be made only by written addendum, duly issued by the Company. The Company will not be responsible for any other explanations or interpretations.

## **SUBMISSION**

Delivery of the proposal will be to:

Ms. Nelofar Arshad

Manager Admin

National ICT R&D Fund

Project Name: Revamp Official Website of National ICT R&D Fund

6th Floor, HBL Tower

Jinnah Avenue , Blue Area

Islamabad

Ph: +92-51-9215360-4 Ext: 104

Fax: +92-51-9215366

E-mail: nelofar.arshad@ictrdf.org.pk

All bidders must submit one (01) hard and one soft copy of their proposal on the date and time mentioned in the advertisement. After receipt of the proposals, *The Company* will evaluate each proposal. During this process, *The Company* may require additional information for clarification purposes; however, proposals cannot be changed after the time designated for receipt.

### 7.3 Contract Term & Work Schedule

The contract term and work schedule set out herein represent *The Company* best estimates of schedule that will be followed. If the component of this schedule, such as opening date, is delayed, the rest of schedule will be shifted by the same number of days:

S #	Activity	Date
1	TOR Issue date	12 <sup>th</sup> Dec, 2012
2	Proposal submission deadline	2 <sup>nd</sup> Jan, 2012 - Time: 1500 Hrs
3	Opening of technical proposals	2 <sup>nd</sup> Jan, 2013 – Time: 1530 Hrs
4	Evaluation of technical proposals	11 <sup>th</sup> Jan, 2013
5	Opening of financial proposals	15 <sup>th</sup> Jan, 2013
6	Notice of intent to award	25 <sup>th</sup> Jan, 2013
7	Negotiation on terms and conditions	From: 26 <sup>th</sup> Jan, 2013 To: 1st Feb, 2013
8	Contract agreement date	4 <sup>th</sup> Feb, 2013
9	Contract execution	11 <sup>th</sup> Feb, 2013

10	Prototype Presentation	1 <sup>st</sup> March, 2013
11	2 <sup>nd</sup> Prototype Presentation After Changes Suggested	15 <sup>th</sup> March, 2013
12	Development Phase	From: 16 <sup>th</sup> March,2013 To: 1 <sup>st</sup> May,2013
13	Testing Phase	From: 1 <sup>st</sup> May,2013 To: 7 <sup>th</sup> May,2013
14	Delivery Phase	10 <sup>th</sup> May 2013
15	Contract completion	Contract completes after the completion of 6 months free support that will start from the date of delivery of website

#### 7.4 Bidding Methodology

##### Single –Stage, Two- Envelope Procedure

Technical and financial proposals should be put in separate sealed envelopes and both envelopes should be put in a big sealed envelope. No responsibility will attach to **The Company**, any official or employee thereof, for the pre-opening, post-opening, or failure to open a proposal not properly sealed, addressed and identified. Submission later than 3:00 PM will not be entertained.

##### 7.5 Cost of Bid

All bids must accompany bank draft/pay orders @ 2% of bid money (refundable) in favor of National ICT R&D Fund.

## 7.6 Mode of Payment

- 7.6.1 20% advance mobilization charges after signing the contract agreement
- 7.6.2 40 % after approval of prototype
- 7.6.3 40 % upon completion of complete project, handing over source code, complete documentation, user names, passwords, any content related with said project and signing of SLA

## 7.7 Time Period for Completion of Assignment

The Service Provider is required to work in close coordination with IT and Publication department and ensure delivery of assignment within 60 to 90 days period after contract agreement.

## 8 Terms & Conditions

### 8.1 Conditions of Proposals Submittal

The proposals must be signed by an individual authorized to legally bind the party submitting the proposal. All proposals shall be prepared in a comprehensive manner as per content.

### 8.2 No Liability for RFP Proposal Costs

*The Company* is not liable for any costs or expenses incurred by any proposer in the preparation of the proposal, attendance at any conference, or meeting related to this RFP. *The Company* is not liable for payment of any amount to the selected proposer until a contract has been awarded and executed by *The Company* and the proposer has performed the services pursuant to the contract that entitle the proposer to receive payment under the terms of the contract.

### 8.3 Proposal Presentation

A presentation may be needed if there are number of equally qualified and priced proposals that warrant further review. Admin office of *The Company* will notify bidders of such an event in a timely manner.



#### **8.4 Required Review**

Questions and concerns regarding this RFP must be made in writing and received by the concerned officer mentioned above at least ten working days before the proposal submission deadline.

#### **8.5 Amendments**

If an amendment is issued, it will be incorporated at all locations where the RFP was originally placed.

#### **8.6 Modified Proposal**

Bidders may only submit one proposal for evaluation. Any alternate or modified proposal submitted after due date will not be acceptable.

#### **8.7 Right of Rejection**

*The Company* reserves the right to reject, at any time and for any reason, any and all proposals it receives as a result of this RFP keeping in view PPRA Rules.

#### **8.8 Contract Payment**

All costs associated with the contract must be stated in Pak Rupees. Under no condition will *The Company* be liable for the payment of any interest charges or taxes associated with the cost of the contract.

#### **8.9 Miscellaneous**

- The Company reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected.
- By submitting a proposal the Bidder is agreeing to the Company that, if chosen, it will be able to provide the proposed products and services during the period of time mentioned in the RFP.
- Bids submitted via email or fax will not be entertained

## 9 Evaluation Process

### 9.1 General

- 9.1.1.** The Company will formulate an evaluation committee / procurement committee to review in detail all the proposals received in response to this RFP. During the evaluation process, the Company reserves the right, where it may serve the best interest of the Company, to request additional information or clarification from firms submitting proposals. At the discretion of the Company, firms submitting proposals may be asked to make oral presentations as part of the evaluation process. The Company will use a competitive process. The Bid Evaluation Committee shall carry out its technical evaluation, applying the evaluation criteria and point based system mentioned in this RFP.
- 9.1.2.** The technical evaluation will have 70% weight and the financial evaluation will carry 30% weight.
- 9.1.3.** The bidders obtaining at least 50% marks in the technical evaluation will have their financial bids opened by the Company.
- 9.1.4.** A minimum of 50% marks must be earned in each evaluation criteria to be considered eligible technically.
- 9.1.5.** Proposals that fail to meet material RFP document requirements may be rejected. The Company will award contract to the successful bidder as per criteria mentioned in this RFP and the amendments issued subsequently.

### 9.2 Mandatory Eligibility Criteria

All proposals must meet the mandatory eligibility criteria & additional qualification criteria. The Proposals that does not meet mandatory eligibility criteria & additional eligibility criteria shall be rejected and shall not be evaluated further.

Section	Mandatory Eligibility Criteria	Yes	No
1	Proof of Certificate of Incorporation or Registration or equivalent	<input type="checkbox"/>	<input type="checkbox"/>
2	NTN Certificate and GST Certificate	<input type="checkbox"/>	<input type="checkbox"/>
3	Affidavit that the Solution Provider is not insolvent and	<input type="checkbox"/>	<input type="checkbox"/>

	bankrupt and has no legal obligations on business or any business related activities in Pakistan.		
4	Affidavit that the Solution Provider has not been blacklisted or debarred by Public Procurement, Government, Semi-Government, Private, Autonomous body or any other international organization.	<input type="checkbox"/>	<input type="checkbox"/>

### 9.3 Evaluation Criteria

#	Criteria	Points	Marks obtained	Remarks/Justifications
<b>TECHNICAL EVALUATION</b>				
1.	Overall company profile	10		
2.	Strength / presence of the firm in Islamabad / Rawalpindi	10		
3.	Diversity and richness of web development services of Solution Provider	10		
4.	Experience in web site development and other web services.	10		
5.	Technical human resources qualified and experience in development tools	10		
6.	Web solutions developed, hosted and live right now	10		

7.	Project management capabilities	10		
<b>SUB TOTAL</b>		<b>70</b>		
<b>FINANCIAL EVALUATION</b>				
7	Bid Price	<b>30</b>		
<b>GRAND TOTAL</b>		<b>100</b>		

#### 9.4 Formula to be used to Convert Technical and Financial Bid to Point

The RFP allotted 30% (30 points) of the total of 100 points for financial evaluation. The score of financial bid will be added to technical scores and final award of contract decision will be based on total technical score plus financial score

Formula to convert costs to points

In order to determine the final bid score following may be considered:

##### STEP 1

List all proposal prices:

Bidder #1 – Rs. 1,000,000 Bidder #2 – Rs. 2,000,000 Bidder #3 – Rs. 3,000,000

##### STEP 2

Convert cost to points using this formula.

(Price of Lowest Financial Proposal) x (Maximum Points for Financial Evaluation)

----- =

Points (Value of each bidder's Financial Proposal)

The RFP allotted 30% (30 points) of the total of 100 points for financial evaluation.

Being the lowest, bidder #1 receives 30 points.

Bidder # 2 receives 15 points  $\text{Rs. } 1,000,000/\text{Rs. } 2,000,000 \times 30 = 15$

Bidder # 3 receives 10 points  $\text{Rs. } 1,000,000/\text{Rs. } 3,000,000 \times 30 = 10$

The scores of financial bid will be added to technical scores and final award of contract decision will be based on total of technical score plus financial score.

### **9.5 Payment Method:**

- 20% mobilization advance at the time of signing the contract agreement
- 50% payment after the delivery phase
- 30% at the completion time of free support and services