STANDARD PROCUREMENT DOCUMENT

Request for Bids Information Systems

Design, Supply and Installation

Standard Procurement Document

Summary

Specific Procurement Notice

Specific Procurement Notice - Request for Bids (RFB)

Bidding Document: Request for Bids - Information Systems Design, Supply, and Installation (One-Envelope Bidding Process) (Without Prequalification)

PART 1 – BIDDING PROCEDURES

Section I - Instructions to Bidders (ITB)

This Section provides relevant information to help Bidders prepare their Bids. It is based on a one-envelope Bidding process. Information is also provided on the submission, opening, and evaluation of Bids and on the award of Contracts. **Section I contains provisions that are to be used without modification.**

Section II - Bid Data Sheet (BDS)

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

Section III - Evaluation and Qualification Criteria

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

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

Section IV - Bidding Forms

This Section contains the forms to be completed by the Bidder and submitted as part of the Bid

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 Bidding 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.

Specific Procurement Notice

Request for Bid
Information Systems
(Design, Supply and Installation)

Purchaser**: Ministry of Planning and International Cooperation (MoPIC)**

Project**: Strengthening Reform Management in Jordan**

Contract title**: Design, Supply and Installation of the Unified Public Consultation Portal Information Systems**

Country**: The Hashemite Kingdom of Jordan**

Grant No.: P171965

RFB No: **C1.2-CS-86**

Issued on: **March 2023**

1. The Ministry of Planning and International Cooperation of the Hashemite Kingdom of Jordan has received financing from the Multi Donor Trust Fund (MDTF) toward the cost of the Strengthening Reform Management in Jordan, and intends to apply part of the proceeds toward payments under the contract for Design, Supply and Installation of the Unified Public Consultation Portal Information Systems. For this contract, the Borrower shall process the payments using the Direct Payment disbursement method, as defined in the World Bank's Disbursement Guidelines for Investment Project Financing, except for those payments, which the contract provides to be made through letter of credit

2. The Ministry of Planning and International Cooperation (MoPIC) now invites sealed Bids from eligible Bidders for Design, Supply and Installation of the Unified Public Consultation Portal Information Systems.

3. Bidding will be conducted through international competitive procurement using Request for Bids (RFB) as specified in the World Bank's "Procurement Regulations for World Bank's "Procurement Regulations for IPF Borrowers" **dated July, 2016 and revised November, 2017 and August 2018** ("Procurement Regulations"), and is open to all eligible Bidders as defined in the Procurement Regulations.

4. Interested eligible Bidders may obtain further information from **Ministry of Planning and International Cooperation (MoPIC)**, **Mrs. Sawsan Abu Alganam**; e-mail **Sawsan.AbuAlganam@mop.gov.jo**; and inspect the bidding document during office hours **8:00 to 16:00 hours** at the address given below at the address given below.

5. The bidding document in **English language may be** downloaded by eligible bidders, in PDF Format, from the following websites:

To insert links

Bidding documents can also be purchased in **hardcopy** by interested eligible Bidders upon the submission of a written application to the address below and upon payment of a nonrefundable fee of **US$ 300**. The method of payment will be **direct payment to MOPIC against cash receipts**. The document will be sent by **official courier**.

6. Bids must be delivered to the address below on or before 16 May 2023 at 13:00 Local time. Electronic Bidding will not be permitted. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders' designated representatives and anyone who chooses to attend at the address below on 16 May 2023 at 14:00 Local time.

7. All Bids must be accompanied by a Bid Security of US$ 5,000 (Five thousand USD).

8. **Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful bidder's beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the bidding document.**

9. The address referred to above is:

Mrs. Sawsan Abu Alganam
Procurement and Contracting Manager
Ministry of Planning and International Cooperation
3rd circle, Zahran Street
P.O Box 555, Amman – 11118, JORDAN
Tel: +962 6 4644466, Fax + 962 6 4649341
Email: Sawsan_AbuAlganam@reformjo.org

Request for Bids
Information Systems

Design, Supply and Installation

(One-Envelope Bidding Process)

Procurement of:

Design, Supply and Installation of the Unified Public Consultation Portal Information Systems

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Purchaser**: Ministry of Planning and International Cooperation (MoPIC)**

Project**: Strengthening Reform Management in Jordan**

Contract title**: Design, Supply and Installation of the Unified Public Consultation Portal Information Systems**

Country**: The Hashemite Kingdom of Jordan**

Grant No.: P171965

RFB No: **C1.2-CS-86**

Issued on: **March 2023**

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PART 1 – BIDDING PROCEDURES

SECTION I - INSTRUCTIONS TO BIDDERS (ITB)

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Section I - Instructions to Bidders

A. GENERAL

1. Scope of Bid

1.1. The Purchaser, as indicated in the BDS, or its duly authorized Purchasing Agent if so specified in the BDS (interchangeably referred to as "the Purchaser" issues this bidding 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 RFB are specified in the BDS.

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

Throughout this bidding document:

(a) the term "in writing" means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the BDS, 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 Sub-Clause 1.1; and

(h) "Purchaser's Personnel" is as defined in GCC Sub-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 BDS 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 BDS toward the project named in the BDS. The Borrower intends to apply a portion of the funds to eligible payments under the contract(s) for which this bidding 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, Bidders 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 Bidders

4.1. A Bidder may be a firm that is a private entity, a state-owned enterprise or institution subject to ITB 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 Bidding process and, in the event the JV is awarded the Contract, during contract execution. Unless specified in the BDS, there is no limit on the number of members in a JV.

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

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

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

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

(d) has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the Bid of another Bidder, or influence the decisions of the Purchaser regarding this Bidding 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 Bid; 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 BDS ITB 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 bidding document or specifications of the Contract, and/or the Bid 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 Bidding process and execution of the Contract.

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

4.4. A Bidder may have the nationality of any country, subject to the restrictions pursuant to ITB 4.8. A Bidder shall be deemed to have the nationality of a country if the Bidder 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 Bidder 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 BDS.

4.6. Bidders 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 Bidder shall not be under suspension from bidding 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 Bidding is open for all eligible Bidders, unless otherwise specified in ITB 15.2.

4.10. A Bidder 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 bidding 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 Bidder and as specified in the Contract.

5.3. For purposes of ITB 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 BIDDING DOCUMENT

6. Sections of Bidding Document

6.1 The bidding 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 ITB 8:

PART 1 - Bidding Procedures

Section I - Instructions to Bidders (ITB)

Section II - Bid Data Sheet (BDS)

Section III - Evaluation and Qualification Criteria

Section IV - Bidding Forms

Section V - Eligible Countries

Section VI - Fraud and Corruption

PART 2 - Purchaser's Requirements

Section VII - Requirements of the IS, including:

- Technical Requirements
- Implementation Schedule
- System Inventory Tables
- Background and Informational Materials

PART 3 - Contract

Section VIII - General Conditions of Contract

Section IX -Special Conditions of Contract

Section X - Contract Forms

6.1. The Specific Procurement Notice – Request for Bids (RFB) issued by the Purchaser is not part of this bidding 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-Bid meeting (if any), or Addenda to the bidding document in accordance with ITB 8. In case of any contradiction, documents obtained directly from the Purchaser shall prevail.

6.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding document and to furnish with its Bid all information or documentation as is required by the bidding document.

7. Clarification of Bidding Document, Site Visit, Pre-bid Meeting

7.1. A Bidder requiring any clarification of the bidding document shall contact the Purchaser in writing at the Purchaser's address specified in the BDS or raise its enquiries during the pre-Bid meeting if provided for in accordance with ITB 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 Bids within a period specified in the BDS. The Purchaser's shall forward copies of its response to all Bidders who have acquired the bidding document in accordance with ITB 6.3, including a description of the inquiry but without identifying its source. If so specified in the BDS, the Purchaser shall also promptly publish its response at the web page identified in the BDS. Should the Purchaser deem it necessary to amend the bidding document as a result of a request for clarification, it shall do so following the procedure under ITB 8 and ITB 23.2.

7.2. The Bidder 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 Bid and entering into a contract. The costs of visiting the site shall be at the Bidder's own expense.

7.3. The Bidder 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 Bidder, 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 Bidder's designated representative is invited to attend a pre-Bid meeting and/or a site visit, if provided for in the BDS. 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 Bidder 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-Bid 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 Bidders who have acquired the bidding document in accordance with ITB 6.3. Any modification to the bidding document that may become necessary as a result of the pre-Bid meeting shall be made by the Purchaser exclusively

through the issue of an Addendum pursuant to ITB 8 and not through the minutes of the pre-Bid meeting.

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

8. Amendment of Bidding Document

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

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

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

C. PREPARATION OF BIDS

9. Cost of Bidding

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

10. Language of Bid

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

11. Documents Comprising the Bid

11.1. The Bid submitted by the Bidder shall comprise the following:

(a) **Letter of Bid** prepared in accordance with ITB 12;

(b) **Price Schedules** completed in accordance with ITB 12 and ITB 17;

(c) **Bid Security or Bid-Securing Declaration** in accordance with ITB 20;

(d) **Alternative Bid:** if permissible, in accordance with ITB 13;

(e) **Authorization:** written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB 21.3;

(f) **Eligibility of Information System:** documentary evidence established in accordance with ITB 14.1 that the Information System offered by the Bidder in its Bid or in any alternative Bid, if permitted, are eligible;

(g) **Bidder's Eligibility:** documentary evidence in accordance with ITB 15 establishing the Bidder's eligibility and qualifications to perform the contract if its Bid is accepted;

(h) **Conformity:** documentary evidence established in accordance with ITB 16 that the Information System offered by the Bidder conform to the bidding document;

(i) **Subcontractors:** list of subcontractors, in accordance with ITB 16.4;

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

(i) all Software included in the Bid, 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 Bid;

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

(k) any other document required **in the BDS.**

11.2. In addition to the requirements under ITB 11.1, Bids submitted by a JV shall include 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 Bid shall be signed by all members and submitted with the Bid, together with a copy of the proposed Agreement indicating at least the parts of the Information System to be executed by the respective members.

11.3. The Bidder shall furnish in the Letter of Bid information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Bid.

12. Letter of Bid and Price Schedules

12.1. The Bidder shall complete the Letter of Bid, including the appropriate Price Schedules, using the relevant forms furnished in Section IV, Bidding Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITB 21.3. All blank spaces shall be filled in with the information requested.

13. Alternative Bids

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

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

13.3. Except as provided under ITB 13.4 below, Bidders wishing to offer technical alternatives to the Purchaser's requirements as described in the bidding 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 Bidder with the Most Advantageous Bid conforming to the basic technical requirements shall be considered by the Purchaser.

13.4. When Bidders are invited in the BDS 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 ITB 35.

14. Documents Establishing the Eligibility of the Information System

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

15. Documents Establishing the Eligibility and Qualifications of the Bidder

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

15.2. In the event that prequalification of potential Bidders has been undertaken as stated in the BDS, only Bids from prequalified Bidders shall be considered for award of Contract. These qualified Bidders should submit with their Bids any information updating their original prequalification applications or, alternatively, confirm in their Bids that the originally submitted prequalification information remains essentially correct as of the date of Bid submission.

16. Documents Establishing Conformity of the Information System

16.1. Pursuant to ITB 11.1 (h), the Bidder shall furnish, as part of its Bid, documents establishing the conformity to the bidding documents of the Information System that the Bidder proposes to design, supply and install under the Contract.

16.2. The documentary evidence of conformity of the Information System to the bidding documents including:

(a) Preliminary Project Plan describing, among other things, the methods by which the Bidder will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Bidder proposes to use. The Preliminary Project Plan must also address any other topics specified in the BDS. In addition, the Preliminary Project Plan should state the Bidder'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 Bidder proposes to coordinate the activities of all involved parties;

(b) written confirmation that the Bidder accepts responsibility for the successful integration and inter-operability of all components of the Information System as required by the bidding 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 Bidder should use the Technical Responsiveness Checklist (or Checklist Format) in the Sample Bidding Forms (Section IV). The commentary shall include explicit cross-references to the relevant pages in the supporting materials included in the bid. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the bid, 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 BDS ITB 17.2 requires Bidders to bid.

16.3. References to brand names or model numbers or national or proprietary standards designated by the Purchaser in the bidding documents are intended to be descriptive and not restrictive. Except as specified in the BDS for specific items or standards, the Bidder may substitute alternative brand/model names or standards in its bid, 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 Bidder intends to purchase or subcontract, the Bidder shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items. In addition, the Bidder shall include in its Bid 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 Bidder shall be responsible for ensuring that any subcontractor proposed complies with the requirements of ITB 4, and that any goods or services to be provided by the subcontractor comply with the requirements of ITB 5 and ITB 16.1.

17. Bid 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 Bidder to fulfill the

requirements of the Information System, must be priced separately and summarized in the corresponding cost tables in the Sample Bidding 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 BDS, the Bidder must also bid 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 Bidding Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below:

(a) if specified **in the BDS,** the Bidder must also bid 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 Bidder'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. Bidders 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 Bidder has left blank in the cost tables provided in the Sample Bid 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 bid and, provided that the bid is substantially responsive, an adjustment to the bid price will be made during bid evaluation in accordance with ITB 31.3.

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 BDS, as follows:

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

Unless otherwise specified **in the BDS**, 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 Bidder shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Bidder 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 BDS, 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 ITB 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 ITB 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 BDS, 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 bidding documents (as, e.g., a requirement for the Bidder to include the travel and subsistence costs of trainees).

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

18. Currencies of Bid and Payment

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

18.2. The Bidder may express the Bid price in any currency. If the Bidder 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 Bids

19.1. Bids shall remain valid until the date specified in the BDS or any extended date if amended by the Purchaser in accordance with ITB 8. A Bid that is not valid until the date specified in the BDS, or any extended date if amended by the Purchaser in accordance with ITB 8, shall be rejected by the Purchaser as nonresponsive.

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

19.3. If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial Bid validity specified in accordance with ITB 19.1, the Contract price shall be determined as follows:

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

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

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

20. Bid Security

20.1. The Bidder shall furnish as part of its Bid, either a Bid-Securing Declaration or a Bid Security as specified in the BDS, in original form and, in the case of a Bid Security, in the amount and currency specified in the BDS.

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

20.3. If a Bid Security is specified pursuant to ITB 20.1, the bid security shall be a demand guarantee in any of the following forms at the Bidder'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 BDS,**

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 Bid submission, that a correspondent financial institution is not required. In the case of a bank guarantee, the Bid Security shall be submitted either using the Bid Security Form included in Section IV, Bidding Forms or in another substantially similar format approved by the Purchaser prior to Bid submission. In either case, the form must include the complete name of the Bidder. The Bid Security shall be valid for twenty-eight (28) days beyond the original date of expiry of the Bid validity, or beyond any extended date if requested under ITB 19.2.

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

20.5. If a Bid Security is specified pursuant to ITB 20.1, the Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB 48.

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

20.7. The Bid Security may be forfeited:

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

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

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

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

20.8. The Bid Security or the Bid-Securing Declaration of a JV shall be in the name of the JV that submits the bid. If the JV has not been legally constituted into a legally enforceable JV at the time of Bidding, the Bid Security or the Bid-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITB 4.1 and ITB 11.2.

20.9. If a Bid Security is not required in the BDS, and;

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

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

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

21. Format and Signing of Bid

21.1. The Bidder shall prepare one original of the documents comprising the Bid as described in ITB 11 and clearly mark it "Original." Alternative Bids, if permitted in accordance with ITB 13, shall be clearly marked "Alternative". In addition, the Bidder shall submit copies of the Bid, in the number specified in the BDS and clearly mark them "Copy." In the event of any discrepancy between the original and the copies, the original shall prevail.

21.2. Bidders shall mark as "CONFIDENTIAL" information in their Bids 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 Bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the BDS and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid where entries or amendments have been made shall be signed or initialed by the person signing the Bid.

21.4. In case the Bidder is a JV, the Bid 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 Bid.

D. SUBMISSION AND OPENING OF BIDS

22. Submission, Sealing and Marking of Bids

22.1. The Bidder shall deliver the Bid in a single, sealed envelope (one (1) envelope process). Within the single envelope the Bidder shall place the following separate, sealed envelopes:

(a) in an envelope marked "ORIGINAL", all documents comprising the Bid, as described in ITB 11; and

(b) in an envelope marked "COPIES", all required copies of the Bid; and,

(c) if alternative Bids are permitted in accordance with ITB 13, and if relevant:

(i) in an envelope marked "ORIGINAL – ALTERNATIVE BID", the alternative Bid; and

(ii) in the envelope marked "COPIES – ALTERNATIVE BID" all required copies of the

alternative Bid.

22.2. The inner and outer envelopes shall:

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

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

(c) bear the specific identification of this Bidding process indicated in accordance with ITB 1.1; and

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

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

23. Deadline for Submission of Bids

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

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

24. Late Bids

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

25. Withdrawal, Substitution, and Modification of Bids

25.1. A Bidder may withdraw, substitute, or modify its Bid 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 ITB 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Bid must accompany the respective written notice. All notices must be:

(a) prepared and submitted in accordance with ITB 21 and ITB 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 Bids, in accordance with ITB 23.

25.2. Bids requested to be withdrawn in accordance with ITB 25.1 shall be returned unopened to the Bidders.

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

26. Bid Opening

26.1. Except as in the cases specified in ITB 24 and ITB 25.2, the Purchaser shall conduct the Bid opening in public, in the presence of Bidders` designated representatives and anyone who chooses to attend, and at the address, date and time specified in the BDS. Any specific electronic Bid opening procedures required if electronic bidding is permitted in accordance with ITB 23.1, shall be as specified in the BDS.

26.2. First, envelopes marked "Withdrawal" shall be opened and read out and the envelope with the corresponding Bid shall not be opened, but returned to the Bidder. No Bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Bid opening.

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

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

26.5. Next, all remaining envelopes shall be opened one at a time, reading out: the name of the Bidder and the Bid Price(s), including any discounts and alternative Bids, and indicating whether there is a modification; the presence or absence of a Bid Security or Bid-Securing Declaration; and any other details as the Purchaser may consider appropriate.

26.6. Only Bids, alternative Bids and discounts that are opened and read out at Bid opening shall be considered further in the evaluation. The Letter of Bid and the Price Schedules are to be initialed by representatives of the Purchaser attending Bid opening in the manner specified in the BDS.

26.7. The Purchaser shall neither discuss the merits of any Bid nor reject any Bid (except for late Bids, in accordance with ITB 24.1).

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

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

(b) the Bid Price, per lot if applicable, including any discounts;

(c) any alternative Bids; and

(d) the presence or absence of a Bid Security or a Bid-Securing Declaration.

26.9. The Bidders' representatives who are present shall be requested to sign the record. The omission of a Bidder'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 Bidders.

E. EVALUATION AND COMPARISON OF BIDS

27. Confidentiality

27.1. Information relating to the evaluation of Bids and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with the Bidding process until the Notification of Intention to Award the Contract is transmitted to all Bidders in accordance with ITB 42.

27.2. Any effort by a Bidder to influence the Purchaser in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid.

27.3. Notwithstanding ITB 27.2, from the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the Bidding process, it should do so in writing.

28. Clarification of Bids

28.1. To assist in the examination, evaluation, and comparison of the Bids, and qualification of the Bidders, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder 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 Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the Bids, in accordance with ITB 32.

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

29. Deviations, Reservations, and Omissions

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

(a) "Deviation" is a departure from the requirements specified in the bidding document;

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

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

30. Determination of Responsiveness

30.1. The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, as defined in ITB 11.

30.2. A substantially responsive Bid is one that meets the requirements of the bidding 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 Information System specified in the Contract; or

(ii) limit in any substantial way, inconsistent with the bidding document, the Purchaser's rights or the Bidder's obligations under the proposed Contract; or

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

30.3. The Purchaser shall examine the technical aspects of the Bid in particular, to confirm that all requirements of Section VII, Purchaser's Requirements have been met without any material deviation, reservation, or omission.

30.4. To be considered for Contract award, Bidders must have submitted Bids:

(a) for which detailed Bid evaluation using the same standards for compliance determination as listed in ITB 29 and ITB 30.3 confirms that the Bids are commercially and technically responsive, and include the hardware, Software, related equipment, products, Materials, and other Goods and Services components of the Information System in substantially the full required quantities for the entire Information System or, if allowed in the BDS ITB 35.8, the individual Subsystem, lot or slice Bid on; and are deemed by the Purchaser as commercially and technically responsive; and

(b) that offer Information Technologies that are proven to perform up to the standards promised in the bid by having successfully passed the performance, benchmark, and/or functionality tests the Purchaser may require, pursuant to ITB 39.3.

31. Nonmaterial Nonconformities

31.1. Provided that a Bid is substantially responsive, the Purchaser may waive any nonconformity in the Bid that does not constitute a material deviation, reservation or omission.

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

31.3. Provided that a Bid is substantially responsive, the Purchaser shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid 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 Bidders. If the price of the item or component cannot be derived from the price of other substantially responsive Bids, the Purchaser shall use its best estimate.

32. Correction of Arithmetical Errors

32.1. Provided that the Bid is substantially responsive, 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.

32.2. A Bidder shall be requested to accept the correction of arithmetical errors. Failure to accept the correction in accordance with ITB 32.1 shall result in the rejection of the

Bid.

33. Conversion to Single Currency

33.1. For evaluation and comparison purposes, the currency(ies) of the Bid shall be converted into a single currency as specified in the BDS.

34. Margin of Preference

34.1. No margin of domestic preference shall apply.

35. Evaluation of Bids

35.1. The Purchaser shall use the criteria and methodologies listed in this ITB and Section III, Evaluation and Qualification criteria. No other evaluation criteria or methodologies shall be permitted. By applying the criteria and methodologies the Purchaser shall determine the Most Advantageous Bid.

Preliminary Examination

35.2. The Purchaser will examine the bids, to determine whether they have been properly signed, whether required sureties have been furnished, whether any computational errors have been made, whether required sureties have been furnished and are substantially complete (e.g., not missing key parts of the bid or silent on excessively large portions of the Technical Requirements). In the case where a pre-qualification process was undertaken for the Contract(s) for which these bidding documents have been issued, the Purchaser will ensure that each bid is from a pre-qualified bidder and, in the case of a Joint Venture, that partners and structure of the Joint Venture are unchanged from those in the pre-qualification

Technical Evaluation

35.3. The Purchaser will examine the information supplied by the Bidders Pursuant to ITB 11 and ITB 16, and in response to other requirements in the Bidding document, taking into account the following factors:

(a) overall completeness and compliance with the Technical Requirements; and deviations from the Technical Requirements;

(b) suitability of the Information System offered in relation to the conditions prevailing at the site; and the suitability of the implementation and other services proposed, as described in the Preliminary Project Plan included in the bid;

(c) achievement of specified performance criteria by the Information System;

(d) compliance with the time schedule called for by the

Implementation Schedule and any alternative time schedules offered by Bidders, as evidenced by a milestone schedule provided in the Preliminary Project Plan included in the bid;

(e) type, quantity, quality, and long-term availability of maintenance services and of any critical consumable items necessary for the operation of the Information System;

(f) any other relevant technical factors that the Purchaser deems necessary or prudent to take into consideration;

(g) any proposed deviations in the bid to the contractual and technical provisions stipulated in the bidding documents.

35.4. If specified in the BDS, the Purchaser's evaluation of responsive Bids will take into account technical factors, in addition to cost factors. The scores to be given to technical factors and sub factors, and the weights to be assigned for the technical factors and cost are specified in the BDS. An Evaluated Bid Score (B) will be calculated for each responsive Bid using the formula, specified in Section III, Evaluation and Qualification Criteria, which permits a comprehensive assessment of the Bid cost and the technical merits of each Bid.

35.5. Where alternative technical solutions have been allowed in accordance with ITB 13, and offered by the Bidder, the Purchaser will make a similar evaluation of the alternatives. Where alternatives have not been allowed but have been offered, they shall be ignored.

Economic Evaluation

35.6. To evaluate a Bid, the Purchaser shall consider the following:

(a) the Bid 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 ITB 32.1;

(c) price adjustment due to discounts offered in accordance with ITB 26.8;

(d) converting the amount resulting from applying (a) to (c) above, if relevant, to a single currency in accordance with ITB 33; and

(e) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITB 31.3;

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

35.7. If price adjustment is allowed in accordance with ITB 17.9, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in Bid evaluation.

35.8. The Purchaser will evaluate and compare the Bids that have been determined to be substantially responsive, pursuant to ITB 30. The evaluation will be performed assuming either that:

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

(b) if specified **in the BDS**, Contracts will be awarded to the Bidders for each individual Subsystem, lot, or slice defined in the Technical Requirements whose Bids result in the Most Advantageous Bid/Bids 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 Bids. Such discounts will be considered in the evaluation of bids as specified **in the BDS**.

36. Comparison of Bids

36.1. The Purchaser shall compare all substantially responsive Bids in accordance with ITB 35.6 to determine the lowest evaluated cost.

37. Abnormally Low Bids

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

37.2. In the event of identification of a potentially Abnormally Low Bid, the Purchaser shall seek written clarifications from the Bidder, including detailed price analyses of its Bid 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 bidding document.

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

38. Unbalanced or Front Loaded Bids

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

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

(a) accept the Bid; or

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

(c) reject the Bid.

39. Eligibility and Qualification of the Bidder

39.1. The Purchaser shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive Bid is eligible and meets the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.

39.2. The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB 15, as well as other information the Purchaser deems necessary and appropriate. This determination may include visits or interviews with the Bidder's clients referenced in its bid and site inspections.

39.3. Prior to Contract award, the Purchaser will verify that the successful Bidder (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 Bidder. If any proposed subcontractor does not meet the requirement, the Purchaser will require the Bidder to propose a replacement subcontractor.

39.4. Unless otherwise specified in the BDS, the Purchaser will NOT carry out tests at the time of post-qualification, 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 BDS the Purchaser may carry out such tests as detailed in the BDS.

39.5. An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the Bid, in which event the Purchaser shall proceed to the next lowest evaluated cost or best evaluated Bid, as the case may be, to make a similar determination of that Bidder's qualifications to perform satisfactorily.

39.6. The capabilities of the manufacturers and subcontractors proposed by the Bidder that is determined to have offered the Most Advantageous Bid 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 Bid will not be rejected, but the Bidder will be required to substitute an acceptable manufacturer or subcontractor without any change to the Bid 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 Bid, and to Reject Any or All Bids

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

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 ITB 46. The Standstill Period commences the day after the date the Purchaser has transmitted to each Bidder the Notification of Intention to Award the Contract. Where only one Bid 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 Bidder the Notification of Intention to Award the Contract to the successful Bidder. The Notification of Intention to Award shall contain, at a minimum, the following information:

(a) the name and address of the Bidder submitting the successful Bid;

(b) the Contract price of the successful Bid;

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

(d) the names of all Bidders who submitted Bids, and their Bid prices as readout and as evaluated prices and technical scores (if applicable);

(e) a statement of the reason(s) the Bid (of the unsuccessful Bidder 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;

F. AWARD OF CONTRACT

43. Award Criteria

43.1. Subject to ITB 40, the Purchaser shall award the Contract to the successful Bidder. This is the Bidder whose Bid has been determined to be the Most Advantageous Bid. The determination of the Most Advantageous Bid will be made in accordance to one of the two options as defined in the BDS. The methodology options are:

(a) when **rated criteria are used**: The Bidder that meets the qualification criteria and whose Bid:

(i) is substantially responsive; and

(ii) is the best evaluated Bid (i.e. the Bid with the highest combined technical/quality/price score); or

(b) when **rated criteria are not used**: The Bidder that meets the qualification criteria and whose Bid has been determined to be:

(i) substantially responsive to the bidding document; and

(ii) the lowest evaluated cost.

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 BDS.

45. Notification of Award

45.1. Prior to the date of expiry of the Bid validity and upon expiry of the Standstill Period, specified in ITB 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 Bidder, in writing, that its Bid 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 Bidders that submitted Bids, and their Bid prices as read out at Bid opening, and as evaluated;

(d) name of Bidders whose Bids were rejected and the reasons for their rejection;

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

(f) successful Bidder's Beneficial Ownership Disclosure Form, if specified in BDS ITB 47.1.

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. The Purchaser shall also publish the Contract Award Notice in UNDB online.

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 ITB 42, an unsuccessful Bidder 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 Bidders 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 Bidders 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 Bidders may be done in writing or verbally. The Bidder shall bear their own costs of attending such a debriefing meeting.

47. Signing of Contract

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

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

47.3. Notwithstanding ITB 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 Bidder shall not be bound by its Bid, always provided, however, that the Bidder 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 Bidder 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 Bidder shall furnish the performance security in accordance with the General Conditions, subject to ITB 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 Bidder is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Bidder 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 Bidder 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 Bid Security. In that event the Purchaser may award the Contract to the Bidder offering the next Most Advantageous Bid.

49. Adjudicator

49.1. Unless the BDS states otherwise, the Purchaser proposes that the person named in the BDS 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 BDS. The proposed hourly fee for the Adjudicator is specified in the BDS. The expenses that would be considered reimbursable to the Adjudicator are also specified in the BDS. If a Bidder does not accept the Adjudicator proposed by the Purchaser, it should state its non-acceptance in its Bid Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a résumé of the alternative. If the successful Bidder and the Adjudicator nominated in the BDS 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 BDS and propose a new one. If by the day the Contract is signed, the Purchaser and the successful Bidder 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 BDS.

SECTION II - BID DATA SHEET (BDS)

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

ITB Reference	A. General
ITB 1.1	The reference number of the Request for Bids is: **C1.2-CS-86** The Purchaser is **The Ministry of Planning and International Cooperation (MoPIC)** The name of the RFB is: **Design, Supply and Installation of the Unified Public Consultation Portal Information Systems** The number and identification of lots (contracts) comprising this RFB is: **One Lot**.
ITB 1.3 (a)	Electronic Procurement ***shall not*** be applicable to this procurement.
ITB 2.1	The Borrower is: **The Hashemite Kingdom of Jordan, represented by the Ministry of Planning and International Cooperation (MoPIC)** Financing Agreement amount: **US$** *6,500,000.* The name of the Project is: **Strengthening Reform Management in Jordan**
ITB 4.1	Maximum number of members in the JV shall be: **Not Applicable** **This procurement in only open for single entity bidders**
ITB 4.5	A list of debarred firms and individuals is available on the Bank's external website: http://www.worldbank.org/debarr.
	B. Bidding Document
ITB 7.1	For **Clarification of Bid purposes** only, the Purchaser's address is: Attention: **Mrs. Sawsan Abu Alganam / Procurement Manager** Address: **Ministry of Planning and International Cooperation, 3rd circle, Zahran Street, P.O.Box 555 Amman** City: **Amman** ZIP Code: **11118** Country: **Jordan**

	Electronic mail address: **Sawsan_AbuAlganam@reformjo.org** Requests for clarification should be received by the Purchaser no later than: **Twenty (20) days before the submission date**
ITB 7.1	Web page: Please refer to the following websites for all procurement-related matters during the bidding period: https://devbusiness.un.org/content/site-search Tender's link on website:https://bit.ly/40rJ2x1 https://datacatalog.worldbank.org/dataset/world-bank-procurement-notices
ITB 7.4	A Pre-Bid meeting **shall** take place at the following date, time and place: Date: 10 April 2023 Time: (11:00 am – 13:00 pm) Jordan time. Address: Ministry of Digital Economy and Entrepreneurship, 8th Circle Bayader Wadi Al Seer Floor/ Room number: Ground floor, Ground meeting room City: Amman Country: Jordan For Virtual (on-line) link below: Microsoft Teams meeting **Join on your computer, mobile app or room device** Click here to join the meeting Meeting ID: 323 244 834 770 Passcode: 97F3tX A site visit conducted by the Purchaser ***"shall not be"*** organized.
C. Preparation of Bids	
ITB 10.1	The language of the Bid is: English. All correspondence exchange shall be in English language. Language for translation of supporting documents and printed literature is English.
ITB 11.1 (k)	The Bid shall comprise two parts: **The Technical Part and the Financial Part. These two parts shall be submitted simultaneously in two separate envelopes. Both envelopes will be place in a third**

	outer sealed envelope.
ITB 13.1	***Alternative Bids are not permitted***
ITB 13.2	Alternatives to the Time Schedule ***are not*** *permitted*.
ITB 13.4	Alternative technical solutions shall be permitted for the following parts of the Information System: ***not applicable***
ITB 15.2	Prequalification ***has not*** been undertaken.
ITB 16.2 (a)	In addition to the topics described in ITB 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***
ITB 16.3	In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders shall offer the following items: not applicable.
ITB 17.2	The Bidder ***must*** bid Recurrent Cost Items
ITB 17.2	The Bidder ***must*** bid for contracts for Recurrent Cost Items not included in the main Contract.
ITB 17.5	The Incoterms edition is: *2020 Edition*
ITB 17.5 (a)	Named place of destination is: **The Hashemite Kingdom of Jordan**
ITB 17.6	Named place of final destination (or Project site) is: the Ministry of Digital Economy and Entrepreneurship **Amman, The Hashemite Kingdom of Jordan**
ITB 17.8	**There is no modification to ITB 17.8**

ITB 17.9	The prices quoted by the Bidder ***shall not*** be subject to adjustment during the performance of the Contract.
ITB 18.1	The Bidder ***is not*** required to quote in the currency of the Purchaser's Country the portion of the Bid price that corresponds to expenditures incurred in that currency.
ITB 19.1	The Bid shall be valid until: (90) Ninety days.
ITB 19.3 (a)	The Bid price shall be adjusted by the following factor(s): NA
ITB 20.1	A Bid Security **shall be** required. The amount and currency of the Bid Security shall be **Twenty Thousand United States Dollar (US$ 5,000)**. The bid security shall be **valid for twenty- eight (28) days** beyond the original validity period of the bid.
ITB 20.3 (d)	Other types of acceptable securities: None
ITB 20.9	If the Bidder performs any of the actions prescribed in ITB 20.9 (a) or (b), the Purchaser will declare the Bidder ineligible to be awarded contracts by the Purchaser for a period of *two* years starting from the date the Bidder performs any of the actions.
ITB 21.1	In addition to the original of the Bid, the number of copies is: *two hard copies and one soft copy*
ITB 21.3	The written confirmation of authorization to sign on behalf of the Bidder shall consist of: ***the name and description of the documentation required to demonstrate the authority of the signatory to sign the Bid***
D. Submission and Opening of Bids	
ITB 23.1	For **Bid submission purposes** only, the Purchaser's address is: **The deadline for Bid submission is:** **Date: 16 May 2023** **Time: 13:00 Local time** **Mrs. Sawsan Abu Alganam** **Procurement and Contracting Manager** **Ministry of Planning and International Cooperation** **3rd circle, Zahran Street, P.O Box 555, Amman – 11118, JORDAN** **Floor/ Room number: First floor/ Office#129**

ITB 23.1	Bidders ***shall not*** have the option of submitting their Bids electronically.
ITB 26.1	The Bid opening shall take place at: **Ministry of Planning and International Cooperation** **3rd circle, Zahran Street, 4th floor, SG meeting room** **Date: 16 May 2023** **Time: 14:00 Local time**
ITB 26.1	The electronic Bid opening procedures shall be: ***not applicable***
ITB 26.6	The Letter of Bid and Price Schedules shall be initialed by the Special Procurement Committee members, representatives of the Purchaser conducting Bid opening. Each Bid shall be initialed by all representatives and shall be numbered.
E. Evaluation, and Comparison of Bids	
ITB 33.1	The currency(ies) of the Bid shall be converted into a single currency as follows: US Dollar The currency that shall be used for Bid evaluation and comparison purposes to convert all Bid prices expressed in various currencies into a single currency is: US Dollar The source of exchange rate shall be: Central Bank of Jordan The date for the exchange rate shall be: not earlier than 14 days prior to the deadline for submission of the Bids
ITB 35.4	The Purchaser's evaluation of responsive Bids **will take** into account technical factors, in addition to cost factors as specified in Section III, Bid Evaluation and Qualification Criteria.
ITB 35.4	Discount Rate (I) for net present value calculations of recurrent costs (if any) is 3 percent per annum. If rated criterion is used: The weight to be given for cost, X is: **50%** The weight to be given for technical quality will be **50%**
ITB 35.8	Bids for Subsystems, lots, or slices of the overall Information System

	will not be accepted.
ITB 39.3	As additional qualification measures, the Information System (or components/parts of it) offered by the Bidder with the Most Advantageous Bid may be subjected to the following tests and performance benchmarks prior to Contract award*:* **None**
F. AWARD OF CONTRACT	
ITB 43	The award will be made on the basis of ***rated criteria*** pursuant to ITB 35.7, if applicable, in accordance with Section III, Evaluation and Qualification Criteria.
ITB 44	The maximum percentage by which quantities may be increased is: *0%* The maximum percentage by which quantities may be decreased is: *0%*
ITB 47.1	The successful Bidder ***shall*** be required to submit the Beneficial Ownership Disclosure Form.
ITB 49	The proposed Adjudicator is: None
ITB 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: The terms of the Bidding Documents; and The Purchaser's decision to award the contract. If a Bidder wishes to make a Procurement-related Complaint, the Bidder 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**: Ms. Sawsan Abu Alganam **Title**: Procurement and Contracting Manager **Client**: *Ministry of Planning and International Cooperation* **Email address***: Sawsan_abualganam@reformjo.org*

SECTION III - EVALUATION AND QUALIFICATION CRITERIA (WITHOUT PREQUALIFICATION)

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

In addition to the criteria listed in ITB 35.3 (a) to (e), the following factors shall apply:

1. Technical Evaluation (ITB 35.3 and ITB 35.4)

If, in addition to the cost factors, the Purchaser has chosen to give weight to important technical factors (i.e., the price weight, X, is less than 1 in the evaluation), the total technical points assigned to each Bid in the Evaluated Bid Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the Bid **in accordance with the BDS** and the scoring methodology below:

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 bid), 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 Bid 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 BDS

n = the number of categories

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

2. Economic 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: 24 ***weeks***

A Bid offering to achieve Operational Acceptance earlier than the maximum number of weeks ***shall*** be given credit for bid evaluation purposes.

If an adjustment for a proposed accelerated time schedule is specified above it shall be made accordingly: For evaluation purposes a *2* percent reduction in the ***overall*** Bid Price shall be made for each week the proposed achievement of the Operational Acceptance is advanced relative to the Implementation Schedule in the Purchaser's Requirements up to a limit of *12* weeks of acceleration.

If awarded the Contract, the Bidder's accelerated Implementation Schedule would be formally incorporated into the Contract and this schedule shall govern the application of the contract clauses pertaining to Performance Security, liquidated damages as well as other relevant contract clauses.

(b) Recurrent Costs

Since the operation and maintenance of the system being procured form a major part of the implementation, the resulting recurrent costs will be evaluated according to the principles given hereafter, including the cost of recurrent cost items for the initial period of operation stated below, based on prices furnished by each Bidder in Price Schedule Nos. 3.3 and 3.5.

Recurrent cost items for post- warranty service period if subject to evaluation shall be included in the main contract or a separate contract signed together with the main contract.

Such costs shall be added to the Bid price for evaluation.

Option 1: The recurrent cost factors for calculation of the implementation schedule are:

(i) number of years for implementation

(ii) software licenses and updates

The Recurrent Costs (R) are reduced to net present value and determined using the following formula:

$$R \cdot \sum_{X=1}^{N} \frac{R_x}{(1+I)^x}$$

where

N = number of years of evaluated recurrent costs

x = an index number 1, 2, 3, ... N.

R_x = total Recurrent Costs for year "x," as recorded in the Recurrent Cost Sub-Table.

I = discount rate to be used for the Net Present Value calculation, as specified **in the BDS for ITB 35.4.**

or Option 2: None

(c) Specific additional criteria

The relevant evaluation method, if any, shall be as follows: ***Not Applicable***

3. Technical alternatives

If invited in accordance with ITB 13.4, will be evaluated as follows: ***none***

4. Combined Evaluation

The Purchaser will evaluate and compare the Bids that have been determined to be substantially responsive, pursuant to ITB 30.

If indicated by the BDS, the Purchaser's evaluation of responsive Bids will take into account technical factors, in addition to cost factors.

In such a case, an Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:

$$B \equiv \frac{C_{low}}{C} X \; + \; \frac{T}{T_{high}} (1 - X)$$

where

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive Bids

T = the total Technical Score awarded to the Bid

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

X = weight for the Price as specified in the BDS

The Bid with the best evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid provided the Bidder was prequalified and/or it was found to be qualified to perform the Contract in accordance with ITB 39.

5. Qualification

Factor	5.1 ELIGIBILITY					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.1.1 Nationality	Nationality in accordance with ITB 4.4.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –5.1.1 and 5.1.2, with attachments
5.1.2 Conflict of Interest	No- conflicts of interests as described in ITB 4.2.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Bid
5.1.3 Bank Ineligibility	Not having been declared ineligible by the Bank as described in ITB 4.5.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Bid
5.1.4 State owned Entity of the Borrower country	Compliance with conditions of ITB 4.6	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –5.1.1 and 5.1.2, with attachments

Factor	5.1 ELIGIBILITY					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.1.5 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 Bidder's country, or by an act of compliance with UN Security Council resolution, both in accordance with ITB 4.8	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Bid

Factor	5.2 HISTORICAL CONTRACT NON-PERFORMANCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.2.1 History of non-performing contracts	Non-performance of a contract[1] did not occur as a result of Bidder's default since 1st January *2018*.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement[2]	N / A	Form CON - 2
5.2.2 Suspension	Not under suspension based on execution of a Bid Securing Declaration or Proposal Securing Declaration pursuant to ITB 4.7 and ITB 20.10	Must meet requirement	N / A	Must meet requirement	N / A	Letter of Bid

[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.

Factor	5.2 HISTORICAL CONTRACT NON-PERFORMANCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.2.3 Pending Litigation	Bidder'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 Bidder.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement	N / A	Form CON – 2
5.2.4 Litigation History	No consistent history of court/arbitral award decisions against the Bidder[3] since 1st January *2018*	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Form CON – 2

[3] The Bidder shall provide accurate information on the related Letter of Bid 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 Bidder or any member of a joint venture may result in failure of the Bid.

Factor	5.2 HISTORICAL CONTRACT NON-PERFORMANCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.2.5 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 Bidder)	N/A	Must meet requirement (including each subcontractor proposed by the Bidder)	N/A	Letter of Bid, Form CON-3

Factor	5.3 FINANCIAL SITUATION					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.3.1 Historical Financial Performance	Submission of audited balance sheets or if not required by the law of the Bidder's country, other financial statements acceptable to the Purchaser, for the last five years to demonstrate the current soundness of the Bidders financial position and its prospective long term profitability.	Must meet requirement	N / A	Must meet requirement	N / A	Form FIN – 5.3.1 with attachments
5.3.2 Average Annual Turnover	Minimum average annual turnover of 250,000 US Dollar, calculated as total certified payments received for contracts in progress or completed, within the last five years	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –5.3.2

Factor	5.3 FINANCIAL SITUATION					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.3.3 Financial Resources	The Bidder 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: current ratio at least one	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –5.3.3

Factor	5.4 EXPERIENCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.4.1 General Experience	Experience under Information System contracts in the role of prime supplier, management contractor, JV member, or subcontractor for at least the last five years prior to the applications submission deadline.	Must meet requirement	N / A	Must meet requirement	N / A	Form EXP-5.4.1
5.4.2 Specific Experience	Participation as a prime supplier, management contractor, JV[5] member, sub-contractor, in at least one contract within the last five years, each with a value of at least 100,000 US Dollar, that have been successfully and substantially completed and that are similar to the proposed Information System. Digital portal The successfully completed similar contracts shall be documented by a copy of an Operational	Must meet requirement	Must meet requirements	N / A	Must meet the following requirement *[specify any key requirement to be met by one member]*	Form EXP 5.4.2

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

<table>
<tr><td>Factor</td><td colspan="6">5.4 EXPERIENCE</td></tr>
<tr><td rowspan="4">Sub-Factor</td><td colspan="5">Criteria</td><td>Documentation Required</td></tr>
<tr><td rowspan="3">Requirement</td><td colspan="4">Bidder</td><td rowspan="3"></td></tr>
<tr><td rowspan="2">Single Entity</td><td colspan="3">Joint Venture (existing or intended)</td></tr>
<tr><td>All members combined</td><td>Each member</td><td>At least one member</td></tr>
<tr><td></td><td>acceptance certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s).</td><td></td><td></td><td></td><td></td><td></td></tr>
</table>

5.5 Key Personnel

The Bidder must demonstrate that it will have suitably qualified key personnel. The Bidder shall complete the relevant Forms in Section IV, Bidding Forms.

5.6 Subcontractors/vendors/manufacturers

Subcontractors/vendors/manufacturers for major items of supply or services identified in the prequalification document must meet or continue to 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: NA

Failure to comply with this requirement will result in the rejection of the subcontractor.

5.7 Manufacturer's authorization

For all powered (active) hardware and/or software components of the Information System which the Bidder does not itself produce, by submission of documentary evidence in its Bid, the Bidder 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 Bid (based on the form in Section IV);

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

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

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

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

5.8 Local Representation

In the case of a Bidder not doing business within the Purchaser's country, the Bidder shall submit documentary evidence in its Bid to establish to the Purchaser's satisfaction that it is or will be (if awarded the Contract) represented by an agent in that country who is equipped and able to carry out / manage the Bidder'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).

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Letter of Bid

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

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

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

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

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

Alternative No.: *[insert **identification No if this is a Bid 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 bidding document, including Addenda issued in accordance with Instructions to Bidders (ITB 8);

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

(c) **Bid-Securing Declaration:** We have not been suspended nor declared ineligible by the Purchaser based on execution of a Bid-Securing Declaration or Proposal-Securing Declaration in the Purchaser's Country in accordance with ITB 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 bidding document of the following: [*insert a brief description of the IS Design, Supply and Installation Services*];

(f) Bid Price: The total price of our Bid, excluding any discounts offered in item (f) 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 Bid 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**]*;

(g) **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***];

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

(i) **Performance Security:** If our Bid is accepted, we commit to obtain a Performance Security in accordance with the bidding document;

(j) **One Bid Per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other Bid(s) as a Joint Venture member, and meet the requirements of ITB 4.3, other than alternative Bids submitted in accordance with ITB 13;

(k) **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;

(l) **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 ITB 4.6***];

(m) **Commissions, gratuities and fees**: We have paid, or will pay the following commissions, gratuities, or fees with respect to the Bidding 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**."]*

(n) **Binding Contract**: We understand that this Bid, 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;

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

(p) **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 Bidder: **[insert **complete name of the Bidder**]*

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

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

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 Bid submitted by joint venture specify the name of the Joint Venture as Bidder

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

PRICE SCHEDULE FORMS

Notes to Bidders on working with the Price Schedules

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 and Installation Cost Sub-Table(s)

   3.5 Recurrent Cost Sub-Tables(s)

   3.6 Country of Origin Code Table

   [insert: ***any other Schedules as appropriate*** *]*

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 Bidders shall have read the Technical Requirements and other sections of these bidding documents to ascertain 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.

3. If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Bidders in the bidding documents prior to submitting their bid.

Pricing

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

5. Bid prices shall be quoted in the manner indicated and in the currencies specified in ITB 18.1 and ITB 18.2. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these bidding documents.

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

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

3.1 Grand Summary Cost Table

		[insert: ***Local Currency]*** ***Price***	*[insert:* ***Foreign Currency A]*** ***Price***	*[insert:* ***Foreign Currency B]*** ***Price***	*[insert:* ***Foreign Currency C]*** ***Price***
1.	Supply and Installation Costs (from Supply and Installation Cost Summary Table)				
2.	Recurrent Costs (from Recurrent Cost Summary Table)				
4.	Grand Totals (to Bid Submission Form)				

Name of Bidder:		
Authorized Signature of Bidder:		

3.2 Supply and Installation Cost Summary Table

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

			Supply & Installation Prices				
			Locally supplied items	**Items supplied from outside the Purchaser's Country**			
Line Item No.	**Subsystem / Item**	**Supply and Installation Cost Sub-Table No.**	*[insert: **Local Currency**]* Price	*[insert: **Local Currency**]* Price	*[insert: **Foreign Currency A]*** Price	*[insert: **Foreign Currency B]*** Price	*[insert: **Foreign Currency C]*** Price
0	Project Plan	- -	- -	- -	- -	- -	- -
1	Subsystem 1	1					
SUBTOTALS							
TOTAL (To Grand Summary Table)							

Note: - - indicates not applicable. "Indicates repetition of table entry above. 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 Bidder:		
Authorized Signature of Bidder:		

3.3 Recurrent Cost Summary Table

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

Line Item No.	**Subsystem / Item**	**Recurrent Cost Sub-Table No.**	*[insert:* ***Local Currency] Price***	*[insert:* ***Foreign Currency A] Price***	*[insert:* ***Foreign Currency B] Price***	*[insert:* ***Foreign Currency C] Price***
y	Recurrent Cost Items					
y.1	____	y.1				
	Subtotals (to Grand Summary Table)					

Note: 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 Bidder:		
Authorized Signature of Bidder:		

3.4 Supply and Installation Cost Sub-Table *[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 ITB 17 and ITB 18.

				Unit Prices / Rates					**Total Prices**				
				Supplied Locally	**Supplied from outside the Purchaser's Country**				**Supplied Locally**	**Supplied from outside the Purchaser's Country**			
Compo-nent No.	**Component Description**	**Country of Origin Code**	**Quan-tity**	*[insert: **local currency**]*	*[insert: **local currency**]*	*[insert: **foreign currency A**]*	*[insert **foreign currency B**]*	*[insert: **foreign currency C**]*	*[insert: **local currency**]*	*[insert: **local currency**]*	*[insert: **foreign currency A**]*	*[insert: **foreign currency B**]*	*[insert: **foreign currency C**]*
X.1	____	- -	- -	- -	- -	- -	- -	- -					
Subtotals (to *[insert: **line item**]* of Supply and Installation Cost Summary Table)													

Note: - - indicates not applicable.

Name of Bidder:		
Authorized Signature of Bidder:		

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

Lot number: *[if a multi-lot procurement, insert: **lot number,** otherwise state **"single lot procurement"]***

Line item number**:** *[specify: **relevant line item number from the Recurrent Cost Summary Table –** (e.g., y.1)]*

Currency: *[specify: **the currency of the Recurrent Costs in which the costs expressed in this Sub-Table are expressed**]*

*[As necessary for operation of the System, specify: **the detailed components and quantities in the Sub-Table below for the line item specified above, modifying the sample components and sample table entries as needed.** Repeat the Sub-Table as needed to cover each and every line item in the Recurrent Cost Summary Table that requires elaboration.]*

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

		Maximum all-inclusive costs (for costs in *[insert: **currency**]*)						
Component No.	Component	Y1	Y2	Y3	Y4	...	Yn	Sub-total for *[insert: **currency**]*
1.	Hardware Maintenance	Incl. in Warranty	Incl. in Warranty	Incl. in Warranty				
2.	Software Licenses & Updates	Incl. in Warranty						
2.1	System and General-Purpose Software	Incl. in Warranty						
2.2	Application, Standard and Custom Software	Incl. in Warranty						
3.	Technical Services							

		Maximum all-inclusive costs (for costs in *[insert: **currency**]*)						
Component No.	Component	Y1	Y2	Y3	Y4	...	Yn	Sub-total for *[insert: **currency**]*
3.1	Sr. Systems Analyst							
3.2	Sr. Programmer							
3.3	Sr. Network Specialist, ….. etc.							
4.	Telecommunications costs [to be detailed]							
5.	[Identify other recurrent costs as may apply]							
	Annual Subtotals:							- -
Cumulative Subtotal (to *[insert: **currency**]* entry for *[insert: **line item**]* in the Recurrent Cost Summary Table)								

Name of Bidder:		
Authorized Signature of Bidder:		

3.6 Country of Origin Code Table

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

FORM ELI 5.1.1- BIDDER INFORMATION FORM

*[**Note**: The Bidder 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 Bid submission***]

RFB No.: *[insert **number of Bidding process**]*

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

Page _____ of_ _____ pages

1. Bidder's Name *[insert **Bidder's legal name**]*
2. In case of JV, legal name of each member : *[insert **legal name of each member in JV**]*
3. Bidder's actual or intended country of registration: *[insert **actual or intended country of registration**]*
4. Bidder's year of registration: *[insert **Bidder's year of registration**]*
5. Bidder's Address in country of registration: *[insert **Bidder's legal address in country of registration**]*
6. Bidder'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 ITB 4.4. ☐ In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB 4.1. ☐ In case of state-owned enterprise or institution, in accordance with ITB 4.6 documents establishing: • Legal and financial autonomy

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

8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[If required under BDS ITB 47.1, the successful Bidder shall provide additional information on beneficial ownership, using the Beneficial Ownership Disclosure Form.]*

FORM ELI 5.1.2- BIDDER'S JV MEMBERS INFORMATION FORM

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

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

RFB No.: *[insert **number of Bidding process**]*

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

Page _____ of_ _____ pages

1. Bidder's Name: *[insert **Bidder's legal name**]*
2. Bidder's JV Member's name: *[insert **JV's Member legal name**]*
3. Bidder's JV Member's country of registration: *[insert **JV's Member country of registration**]*
4. Bidder's JV Member's year of registration: *[insert **JV's Member year of registration**]*
5. Bidder's JV Member's legal address in country of registration: *[insert **JV's Member legal address in country of registration**]*
6. Bidder'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 ITB 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 ITB 4.6.

8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[If required under BDS ITB 47.1, the successful Bidder 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

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

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

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

RFB No.: *[insert **RFB 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 5.2.1. ☐ Contract(s) not performed since 1st January *[insert year]* specified in Section III, Evaluation and Qualification Criteria, requirement 5.2.1			
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 5.2.3. ☐ Pending litigation in accordance with Sub-Factor 5.2.3 as indicated below.			

Year of dispute	**Amount in dispute**	**Contract Identification**	**Total Contract**

	(currency)		**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 5.2.4.

☐ Litigation History in accordance with Sub-Factor 5.2.4 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 Bidder, each member of a Joint Venture and each subcontractor proposed by the Bidder]

Bidder's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member's or Subcontractor's Name: *[insert full name]*
RFB No. and title: *[insert RFB 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 5.4.1- GENERAL EXPERIENCE

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

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

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

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

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Starting Month / Year	**Ending Month / Year**	**Years ***	**Contract Identification**	**Role of Bidder**
*[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 Bidder: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Bidder 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 Bidder: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Bidder 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 Bidder: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Bidder 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 Bidder: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Bidder 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 – 5.4.2- SPECIFIC EXPERIENCE

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

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

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

RFB No.: *[insert **RFB 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 – 5.4.2 (CONT.)- SPECIFIC EXPERIENCE (CONT.)

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

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

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

RFB No.: *[insert **RFB 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 5.4.2 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 Bidder under the contract**]*

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

[Bidders and each partner to an Joint Venture bid 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.]

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

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

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

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

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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 – 5.3.1- FINANCIAL SITUATION: HISTORICAL FINANCIAL PERFORMANCE

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

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

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

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

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

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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 Bidder 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 – 5.3.2- AVERAGE ANNUAL TURNOVER

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

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

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

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

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

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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 5.3.2.

FORM FIN 5.3.3- FINANCIAL RESOURCES

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

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

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

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

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

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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 Bidder and, if JV, by each member

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

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

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

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

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Bidders 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***]
3.	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***]

Candidate Summary

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

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

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

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

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

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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 the RFB**]*
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under the RFB**]*
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under the RFB**]*
*[insert **year**]*	*[insert **year**]*	*[describe **experience relevant to the proposed Contract under the RFB**]*

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL FORM

***Note to the Purchaser**:*

***The following minimum requirements shall not be modified**. The Purchaser may add additional requirements to address identified issues, informed by relevant environmental and social assessment.*

Delete this Box prior to issuance of the bidding documents.

Note to the Bidder:

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

The Bidder shall initial and submit the Code of Conduct form as part of its bid.

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 Bidder and, if JV, by each member]*

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

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

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

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

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The Bidder shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. The Bidder should summarize important certifications, proprietary methodologies, and/or specialized technologies that the Bidder 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 Bids Title and No.: *[Purchaser insert: **RFB 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 Bidder or Joint Venture**]* located at *[insert: **address of Bidder or Joint Venture**]* (hereinafter, the "Bidder") to submit a bid 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 bidding results in a Contract between you and the Bidder, 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 Bids Title and No.: *[Purchaser insert: **RFB 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 Bidder or Joint Venture**]* located at *[insert: **address of Bidder or Joint Venture**]* (hereinafter, the "Bidder") that it will submit a bid 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 Bidder 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 Bidders on working with the Intellectual Property Forms

In accordance with ITB 11.1(j), Bidders must submit, as part of their bids, lists of all the Software included in the bid assigned to one of the following categories: (a) System, General-Purpose, or Application Software; (b) Standard or Custom Software; (c) Proprietary or Open Source. Bidders must also submit a list of all Custom Materials. These categorizations are needed to support the Intellectual Property in the GCC and SCC. The Bidder 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 Bid

In accordance with ITB 16.2, the documentary evidence of conformity of the Information System to the bidding documents includes (but is not restricted to):

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

(b). A written confirmation by the Bidder 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 bid, the Bidder must use the Technical Responsiveness Checklist (Format). Failure to do so increases significantly the risk that the Bidder's Technical Bid 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 Bidder's Technical Bid.

Note: The Technical Requirements are voiced as requirements of the *Supplier* and/or the *System*. The Bidder'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 Bidder should indicate *that* – and to the greatest extent practical – *how* the Bidder 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 Bid.

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

Note: As a matter of practice, the contract cannot be awarded to a Bidder whose Technical Bid 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 bid evaluation and contract award, Bidders 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 BDS ITB 17.2 required Bidders to bid.

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

Technical Responsiveness Checklist (Format)

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

*[**Note to the Purchaser**: The Technical Responsiveness tables submitted by each Bidder can help structure the Purchaser's technical evaluation. In particular, the Purchaser can append rows to each of the Bidder's submitted responsiveness tables to record the Purchaser's assessment of the compliance, partial compliance, and non-compliance of the Bidder's response to the specific Technical Requirement – including the Purchaser's rationale for its conclusion (including, as appropriate, clear indications of the gaps in the Bidder's response/supporting documentation). These assessments can provide a standardized presentation of the detailed underlying logic of the Purchaser's final assessment of the responsiveness / non-responsiveness of the Bidder's technical proposal. Typically, the detailed response/assessment tables would appear as an attachment to the Bid Evaluation Report]*.

FORM OF BID 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**]*

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

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

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

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

We have been informed that *[insert **name of the Bidder**, 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 bid (hereinafter called "the Bid") for the execution of *[insert **Name of Contract**]* under Request for Bids No. [*insert **number**]* ("the RFB").

Furthermore, we understand that, according to the Beneficiary's, Bids must be supported by a Bid 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 Bid prior to the Bid validity expiry date set forth in the Applicant's Letter of Bid, or any extended date provided by the Applicant; or

(b) having been notified of the acceptance of its Bid by the Beneficiary prior to the expiry date of the Bid 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 Bidders ("ITB") of the Beneficiary's bidding document.

This guarantee will expire: (a) if the Applicant is the successful Bidder, 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 Bidder, upon the earlier of (i) our receipt of a copy of the Beneficiary's notification to the Applicant of the results of the Bidding process; or (ii) twenty-eight days after the expiry date of the Bid 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 BID SECURITY (BID BOND)

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 Bid to the Purchaser dated the *[insert **ordinal number** day of [insert **month**] [**insert year**]*, for *[insert **name of Contract**]* (hereinafter called the "Bid").

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

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

(b) having been notified of the acceptance of its Bid by the Purchaser prior to the expiry date of the Bid 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 Bidders ("ITB") of the Purchaser's bidding 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.

---

[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.

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 Bid validity set forth in the Principal's Letter of Bid 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**]*.

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

FORM OF BID-SECURING DECLARATION

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

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

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

We, the undersigned, declare that:

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

We accept that we will 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 – Bid Data Sheet, if we are in breach of our obligation(s) under the bid conditions, because we:

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

(b) having been notified of the acceptance of our Bid by the Purchaser prior to the expiry date of the Bid validity in the Letter of Bid 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 ITB.

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

Name of the Bidder***** *[insert **Name of Bidder**]*

Name of the person duly authorized to sign the Bid on behalf of the Bidder****** *[insert **Name of authorized person**]*

Title of the person signing the Bid *[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 Bid submitted by joint venture specify the name of the Joint Venture as Bidder

******: Person signing the Bid shall have the power of attorney given by the Bidder attached to the Bid

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

SECTION V - ELIGIBLE COUNTRIES

Eligibility for the Provision of Information System

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

Under ITB 4.8(a) and ITB 5.1: *[insert a list of the countries following approval by the Bank to apply the restriction or state "none"].*

Under ITB 4.8(b) and ITB 5.1: *[insert a list of the countries following approval by the Bank to apply the restriction or state "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 SOLUTION

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

Notes on preparing the Requirements of the Information Solution

The Requirements of the Information Solution comprise four significant and closely related subsections:

- *Technical Requirements*
- *Implementation Schedule*
- *Solution Inventory Tables*
- *Background and Informational Materials*

Each subsection is presented and discussed separately

Technical Requirements

Notes on preparing the Technical Requirements

The Technical Requirements – in combination with the Implementation Schedule and the supporting Solution Inventory Tables – state the Supplier's obligations to design, supply and install the Information Solution and, as such, should be "voiced" to the Supplier (i.e., "The Solution MUST …" "The Supplier MUST …"). They form the contractual basis for the Purchaser-Supplier interactions on technical matters (in combination with refinements introduced through the Supplier's bid, the Project Plan, and any Change Orders).

The Technical Requirements also must include all the technical details that Bidders will need to prepare realistic, responsive, and competitive bids (i.e., covering all their obligations under the Contract if so awarded). However, matters addressed to the Bidder's (i.e., before contract award) generally belong in the Format of the Technical Bid Section 8 of Part 1.

Often Technical Requirements are based on either consultant's project proposals (voiced to the Purchaser's management) or bids from previous procurements (voiced to the Purchaser). In both instances, care needs to be taken in converting these materials into Technical Requirements (voiced to the Supplier). Otherwise, substantial ambiguity will be introduced into the Technical Requirements from, among other things, "aspirational" text suggesting the benefits (to the Purchaser) which are often not obligations that the Supplier can deliver on or be held to deliver upon. Bid based language will often include "sales pitches", such as "expandability up to sixteen processors", whereas the Technical Requirements need to be stated as threshold values to be cleared by the Supplier (e.g., "expandability to at least sixteen processors").

To the greatest extent possible, the Technical Requirements should be expressed in terms of the Purchaser's business activities, rather than a technological design. This leaves it up to the market to determine what specific Information Technologies can best satisfy these business needs. This is particularly relevant where the Information Solution will embody complex business logic in the form of application software.

Even in the case of a relatively straight-forward Information Solution, where the business needs can be clearly linked to technological and methodological requirements known in advance of any bidding, the requirements must still be vendor-neutral and admit the widest possible range of technical responses.

Accordingly, references to brand names, catalog numbers, or other details that limit the source of any item or component to a specific manufacturer should be avoided. Where such references are unavoidable, the words "or substantially equivalent" should be added to permit Bidders to bid equivalent or superior technologies. (The Purchaser will need to be ready to indicate how this equivalence will be assessed.) Only in the most exceptional circumstances may Bidders be required to offer brand-name items and the equivalency clause be omitted. The World Bank's consideration for exception requires that:

(a) a brand-name component appears to have no equivalent or superior alternative, because: of its unique ability to reliably interoperate with a relatively large base of existing technologies; to conform with the Purchaser's adopted technological standards; and to offer overwhelming savings in terms of avoided costs for retraining, data conversion, macro / business template redevelopment, etc.;

(b) the World Bank has agreed in advance, during project preparation, that such brand-name restrictions are warranted; and

(c) such brand-name components are the absolute fewest possible and each component has been explicitly identified in the Bid Data Sheet for ITB 16.3 .

Similarly, where national standards or codes of practice are specified, the Purchaser should include a statement that other national or international standards "that are substantially equivalent" will also be acceptable.

To help ensure comparable bids and ease Contract execution, the Purchaser's requirements must be stated as clearly as possible, with minimum room for differing interpretations. Thus, wherever possible, technical requirements should include definitive characteristics and quantifiable measures. If technical characteristics in a specific range, or above or below specific thresholds, are required, then these should be clearly specified. For example, the expandability of a server should be stated as "no less than four processors." Technical specifications that state only "four processors" create unnecessary uncertainty for Bidders regarding whether or not, for example, a server that could be expanded up to six processor boards would be technically responsive.

Quantitative technical specifications must, however, be employed with care. They can dictate technical architectures and, thus, be unnecessarily restrictive. For example, a quantitative requirement for the minimum width of the data path in a processor may be unnecessarily restrictive. Instead, a specification of a required level of standard performance benchmark test is more appropriate, allowing different technical approaches to achieving the Purchaser's functional and performance objectives. In general, the Purchaser should try to use widely accepted direct measures of performance and functionality whenever possible and carefully review specifications for those that might dictate technical architectures.

It is important that the Technical Requirements clearly identify which are mandatory features (for which a bid's nonconformance might require rejection for non-responsiveness) and which are preferable features that can be included or excluded from a bid at the Bidder's option. To enhance the clarity of the specifications, Purchasers are advised to use the word "MUST" (in bold capitals) in sentences describing mandatory requirements. A clear requirements numbering scheme is also essential.

The following presents a sample outline format for the Technical Requirements Section. This can and should be adapted to meet the Purchaser's needs for the specific Information Solution to be procured.

Any applicable sustainable procurement/environmental and social sustainability requirements shall be added to the technical requirements.

Any applicable environmental and social requirements shall be specified. The ES requirements should be prepared in manner that does not conflict with the relevant General Conditions (and the corresponding Particular Conditions if any) and other parts of the specifications.

3.0.4 below indicates noise levels and emission standard. Additional requirements as applicable may include, but not limited to, aspects related to the protection of the environment including management and safety of hazardous materials, resource efficiency and pollution prevention and management measures.

Technical Requirements

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A. ACRONYMS USED IN THE TECHNICAL REQUIREMENTS

0.1 Acronym Table

Note: *Compile a table of organizational and technical acronyms used in the Requirements. This can be done, for example, by extending the following table.*

	Term	Explanation
	bps	bits per second
	cps	characters per second
	DBMS	Database Management Solution
	DOS	Disk Operating Solution
	dpi	dots per inch
	Ethernet	IEEE 802.3 Standard LAN protocol
	GB	Gigabyte
	Hz	Hertz (cycles per second)
	IEEE	Institute of Electrical and Electronics Engineers
	ISO	International Standards Organization
	KB	Kilobyte
	kVA	Kilovolt ampere
	LAN	Local area network
	lpi	lines per inch
	lpm	lines per minute
	MB	Megabyte
	MTBF	Mean time between failures
	NIC	Network interface card
	NOS	Network operating solution
	ODBC	Open Database Connectivity
	OLE	Object Linking and Embedding
	OS	Operating solution
	PCL	Printer Command Language
	ppm	pages per minute
	PS	PostScript -- Adobe page description langage
	RAID	Redundant array of inexpensive disks
	RAM	Random access memory
	RISC	Reduced instruction-set computer
	SCSI	Small Computer Solution Interface

	Term	Explanation
	SNMP	Simple Network Management Protocol
	SQL	Structured Query Language
	TCP/IP	Transmission Control Protocol / Internet Protocol
	V	Volt
	WLAN	Wireless LAN

B. FUNCTIONAL, ARCHITECTURAL AND PERFORMANCE REQUIREMENTS

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

1.1.1 The Information Solution MUST comply with the following laws and regulations:

1.1.1.1 Jordan E-Participation Policy 2021: in August 2021 the Ministerial Council approved Jordan E-Participation Policy, which clarifies government approach on e-participation main pillars which are e-information, e-consultation, e-decision Making sets group of roles and responsibilities for business owner and implementers from government agencies. This policy can be accessed through the following link:

http://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/e-participation-policy-en-1.pdf

1.1.1.2 Guidelines for the Regulation Impact Assessment policy: this document set the rule of assessing the impact of regulation in proactive manner in addition to measure the expected benefits from regulation, enhance the confidence between government and citizen.

1.1.1.3 Other documents: in order to govern the implementation of E-participation policy by each government entity, Ministry of Digital Economy and Entrepreneurship (MoDEE) is drafting an instruction that clarify the governance of the implementation and how this will be linked with portal operations.

1.2 Business Function Requirements to be met by the Information Solution

1.2.1 General Information

The World Bank (WB), through its Governance Global Practice, is collaborating with the Hashemite Kingdom of Jordan to introduce online public consultation practices on proposed new laws, regulation, policies and government strategies. Concretely, the WB is supporting the design and implementation of a unified public consultation portal that is consistent and aligned with Jordan's 2021 E-Participation Policy, which aims to leverage digital tools to enhance public participation in the preparation of legislation, regulation and other

government decisions.

The unified public consultation portal will provide citizens and the private sector in Jordan with an online one-stop-shop to: (i) Get advanced notice and access to relevant information regarding legal, regulatory and policy proposals; (ii) Provide comments in a transparent and interactive process; and, (iii) Obtain a response from the regulator, explaining how their comments were used or not to modify or improve the regulatory proposals. From a government perspective, the unified portal will instantly build the capacity of ministries and regulatory agencies in Jordan, which will have "free" access to a national digital platform to conduct public consultation following consistent standards and guidelines.

Among the benefits of having all public consultations on a unified portal are: more cost-effective way to reach out to broader audiences; complete access to relevant information on regulatory proposals on a 24/7 basis; increased transparency and accountability in the rulemaking process; and a public online track record showing what was proposed, commented and approved as the final enacted rule.

Since the E-participation structured on three main pillars which are E-information, E-Consultation, E-Decision Making, the UPC portal should be integrated with group of portals, platforms and services in order to full fill the following projects according to mentioned pillars:

- **E-information**
  1- Data classification Platform for retrieving the published data sets and viewing them over UPC portal. https://gdc.gov.jo/
  2- Open data Portal for viewing the list of open data sets that are released by government https://portal.jordan.gov.jo/wps/portal/Home/OpenDataMain/OpenDataUser/#/manageDataSets
  3- Bekhdmetkom service which should be integrated with UPC portal in order to use Bekhdmetkom functions through UPC portal. https://portal.jordan.gov.jo/wps/portal/Home/CMU , meanwhile government of Jordan working on developing new platform for gathering feedback so supplier should consider integration processes for this platform in addition to Bekhdmetkom service from both sides.
  4- Right to Access information service, this service should integrate with UPC portal to enable beneficiaries to request an information that are published on Data Classification platform and Open Data Portal. The supplier needs to build a form for this service according to the following form features: https://www.modee.gov.jo/ar/CustomForms/ObtainInformationForm

  The integration must consider that the fields that can be taken from the platforms are filled in without requiring the beneficiary to re-enter them manually.
  The bidder should be able to build, develop and publish the needed APIs to integrate the UPC with.

- **E-Consultation**

The main purpose of UPC portal is to consult on drafts of legislation and regulation, polices, strategies, and any document, in order to enable different type of beneficiaries to participate and comment on each article. The beneficiaries should be able to know the actions that have been taken for their comments.

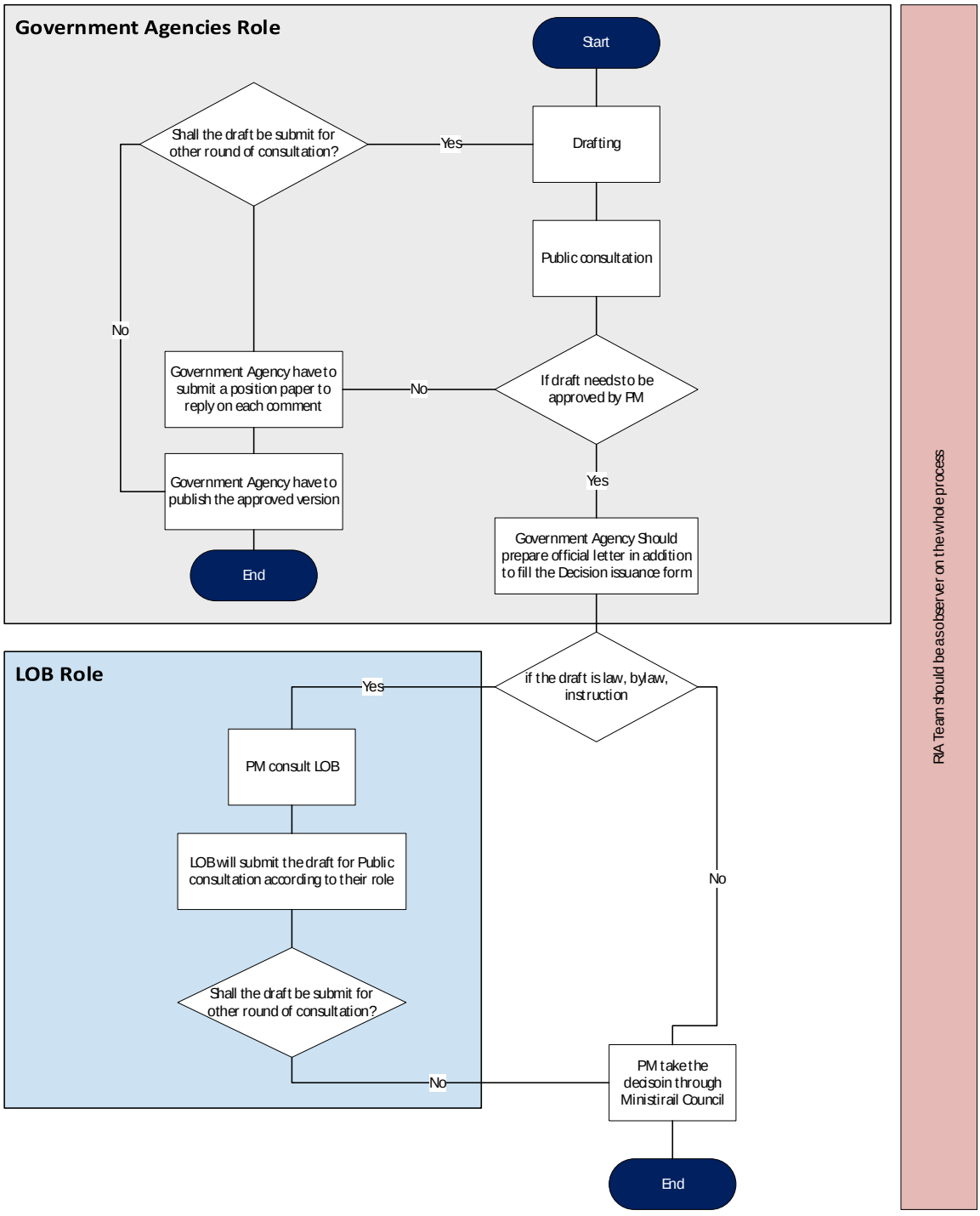
- **E-Decision Making**

In order to activate the decision-making operation, the UPC Portal must have a Voting Techniques in addition to any technique that is related to E-Decision Making

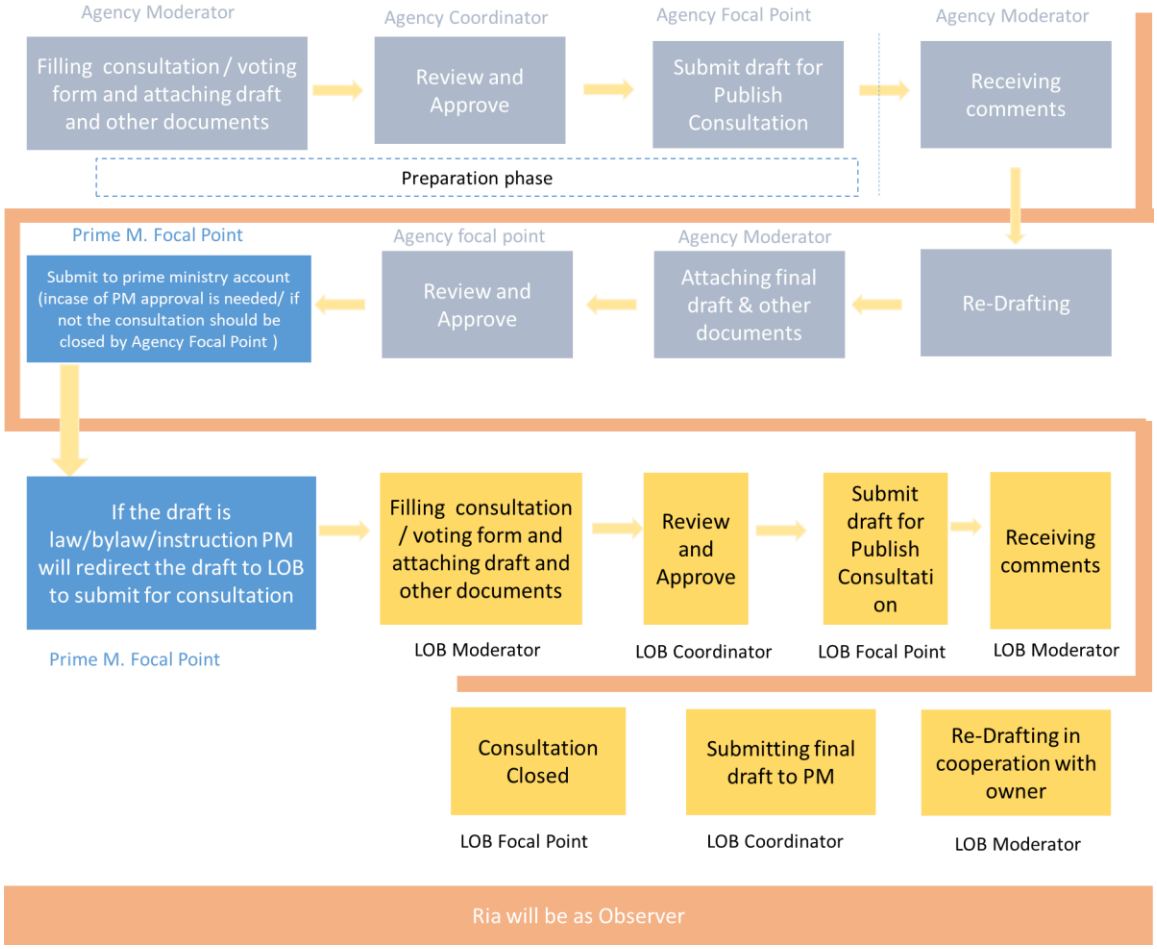
According to E-Participation Policy, the process of consultation should follow the following steps:

1- Each government agency should publish their drafts for public consultation before submitting them to approval process regarding the ending of approval process weather it was through organization itself, Prime Ministry, or Parliament
2- If the approval should be taken by Prime Ministry, the government entity has to submit the final draft to Prime Ministry through official letter in addition to Decision issuance form
3- If the draft is Law, Bylaw, or Instruction, The Prime Ministry redirect the draft to Legislation of Berue in order to consult the public on the draft if there is any Legal conflict in addition to the structure of legislation
4- The LOB submits the draft for public consultation according to their bylaw: https://lob.gov.jo/?v=1.15&lang=ar#!/Legal
5- There is a unit located in the Prime Ministry related to assess the regulation impact and they issue a guideline to manage the process over government entities, this guideline mentioned each government entities should consult the stakeholder for its drafts, the role of RIA unit is to be as observer on who implementing the guideline in accordance with E-participation Policy.

The following flowchart illustrates the high-level of operating module to manage the function of e-consultation

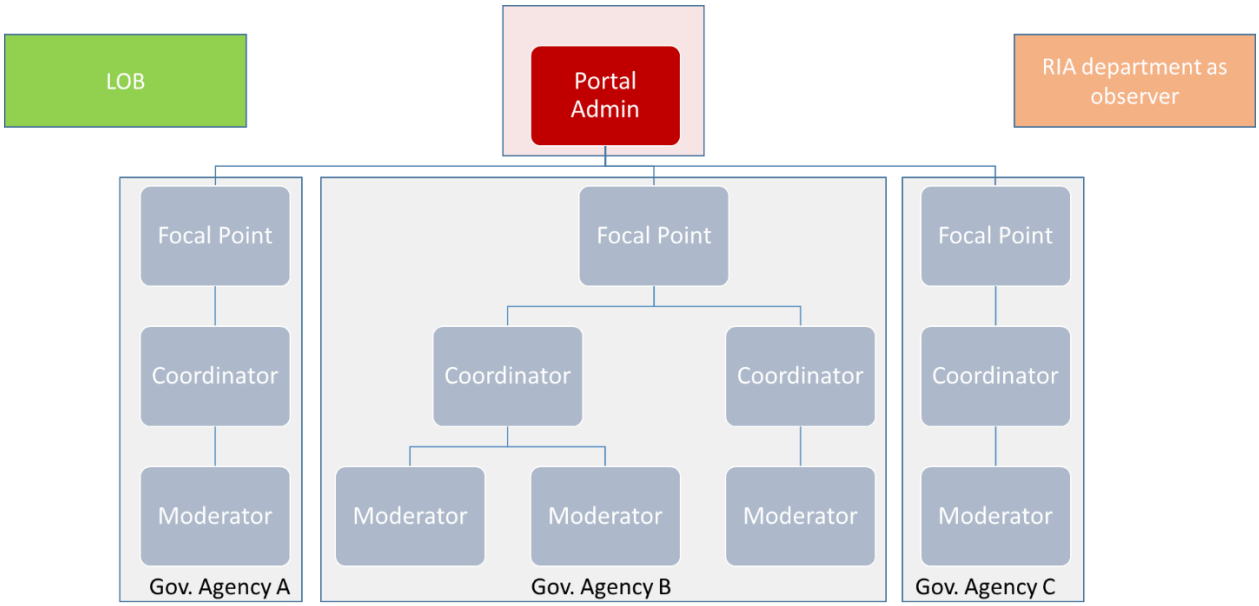


The Proposed workflow to manage the operation of conducting consultation or utilizing decision-making techniques (Voting or any tool based on best practice) is shown below



Roles structure

The following figure shows the proposed structure of handling the E-participation portal by government entities and main stakeholders in e-participation



Portal management level MoDEE shall maintain the portal operations, Conduct security audits, host the platform and Infrastructure maintenance

1. Portal Admin: The portal admin will be under responsibility, and the portal admin shall be able to do the following:
    - Train focal points of the stakeholders.
    - This role will have the rights assigned to all other roles.
    - Issuing the necessary procedures and guidelines of the portal.

Agency level

1. Focal Point: (SG office for example)
    - A single focal point will be assigned to every agency.
    - Managing the agency's consultation process
    - Publishing of requested consultations,
    - Training for coordinator and moderator of the agency
    - Preparing routine reports to relevant government authorities.
    - Assigning Coordinators to the agency.

2. Coordinator:
    - Approve or reject (initiate consultation, attach documents , final report,…) came from his moderators
    - Assigning moderators.

3. Moderator:
    - initiate consultation through filling the consultation form
    - attach all relevant documents (MoM , final report , drafts,…)
    - reply to comments on the site.
    - Monitor the consultation process and all other aspects pertaining to a particular consultation published for his/her agency.

More Details for the structure of the portal and its operation will be mentioned in Annex (1) which demonstrate the Solution Requirements Specification SRS of UPC Portal and the supplier should commit all requirements mentioned in Annex (1) SRS of portal.

Mapping and Integration of existing IT solutions:

The mapping will be required to be part of gathering the requirement by the supplier to confirm the different solutions involved for the **solution design and implementation including the development of all APIs from either sides shall be the responsibility of supplier.**

Mapping and integration of existing IT solutions shall commence after the launch of the UPC portal.

Website	Description	Link	API type	Process	Purpose	Responsibility of API	API to be created or consumed by upc	Remarks
LoB	LOB website present that drafts that LOB consulted with public according to their role which mentioned in LOB Bylaw	https://lob.gov.jo/?v=1.15&lang=ar#!/Draft-laws-and-regulations	API from both sides	For those drafts that should be passed to consultation through LOB, which are laws/bylaws/instructions, the activates that done by LOB accounts over UPC portal should be reflected on LOB website in order to be complied with LOB Bylaw	Reflecting LOB activities on UPC portal to be shown on LOB website at Draft of legislation webpage	UPC	API to be created by UPC	
Bekhdmetkom functions	Bekhdmetkom is a service that serves public to do the following: ASK government, or sending a suggestion / report / compliment /complaint	https://portal.jordan.gov.jo/wps/portal/Home/CMU	API from both sides	UPC portal should have a page for presenting Bekhdmetkom services. In addition to that the user behavior on Bekhdmetkom services should be analyzed and reflected to be as inputs to UPC portal in order to enable each government entity to monitor and	Utilize users' activities to predict the possible way to enhance the delivery of government agency services even if these services are e-services or entity's legislation, etc…	Bekhdmetkom	API to be consumed by UPC	

				notice customers' aspirations according to their inputs				
Bekhdmetkom Dashboard in addition to other government dashboard	This service provide a dashboard to the public in order to be transparent with them for measuring the performance of Bekhdmetkom services	https://cmu.gov.jo/Application/mopsd/maindashboard_website.aspx		UPC Portal have to present all government dashboard to measure the performance and it should be viewed and accessed through UPC Portal	To enhance the e-information pillar a group of dashboard should be presented over E-participation portal,	Bekhdmetkom	API to be consumed by UPC	presenting the dashboard on UPC or a link redirecting the User to the Bekhdemetkom website/page
Data Classification Platform	Data classification Platform is an implemented in order to discover government data and classify it based on government data classification policy. The platform presents to the public tha data set that are classified as ordinary	https://gdc.gov.jo/		UPC should present the available datasets that are presented to the public on the GDC platform	To enrich the content related to e-information pillar the datasets on GDC platform should be presented over UPC portal	Data Classification Platform	API to be consumed by UPC	Since data is coming from the other website to UPC it will consume the API

Government Open Data Portal	Government of Jordan launched its open data portal on 2017 in order to publish government open dataset To provide an opportunity for entrepreneurs and researchers	https://portal.jordan.gov.jo/wps/portal/Home/OpenDataMain/OpenDataUser/#/manageDataSets		UPC should present the available datasets that are presented to the public on the GDC platform	To enrich the content related to e-information pillar the datasets on GDC platform should be presented over UPC portal	Government Open Data Portal	API to be consumed by UPC	
Right to access information	According to Right to Access information act, the citizen has the right to apply for information from government agencies, and accordingly a form has been prepared by each government institution to process these requests	Template of RIT form https://www.modee.gov.jo/ar/CustomForms/ObtainInformationForm		This service should integrated with UPC portal to enable beneficiaries to request an information from government agencies. The supplier needs to build a unified e-form for this service	To enable beneficiary for requesting information from government entities through one form	RTI form needs to be a part of UPC portal	API to be consumed by UPC	A link to the RTI form can be provided on the UPC portal instead of an API integration into the UPC website.
Sanad	Sanad is a citizen gateway to access all government services in addition to his official information	https://www.sanad.gov.jo/default/en		Since Sanad is a unified gateway to access service, UPC portal should include a Sanad login methodology as one of sign in/up to UPC portal	To provide additional access techniques to UPC portal	Sanad	SSO API to be consumed by UPC	

1.3 Architectural Requirements to be met by the Information Solution

1.3.1 The Information Solution MUST be supplied and configured to implement the following architecture.

Hosting Requirements:

a) The solution will be hosted at the Data Center which belong to Ministry of Digital Economy and Entrepreneurship (MoDEE) according to MoDEE's protocols for hosting all critical online solutions. The Data Center is the most secured and well-established governmental Data Center for all governmental online services. Thus, the following responsibilities of MoDEE for hosting the UPC PORTAL **Unified Public Consultation Portal** :

1. To host a dynamic/static sub domain website.
2. Provide the necessary space and ensure the agreed upon specifications in cooperation with the MoDEE technical team and the Supplier.
3. Provide technical support related only to the hosting service and commits to creating daily, weekly, and monthly back-up copies of the site.
4. Examine the content of the hosted website after operated it in a trial environment and detect security and technical loopholes that might be found after the technical examination of the site and shall make recommendation on the necessary measures to be implemented.

b) General Technical Specifications

1. The solution look and feel should follow MoDEE Government website Standards, so the supplier should commit to GWS Standards while developing the portal which are available on the following link: https://www.modee.gov.jo/Ar/List/%D8%A7%D9%84%D9%85%D8%B9%D8%A7%D9%8A%D9%8A%D8%B1_%D9%88%D8%A7%D9%84%D8%A3%D8%AF%D9%84%D8%A9_%D8%A7%D9%84%D8%A5%D8%B1%D8%B4%D8%A7%D8%AF%D9%8A%D8%A9
2. The solution should follow "Governmental websites standard " and should be developed with universal accessibility to allow the site to reach those who are trying to access the website regardless of their type or disabilities. For more details follow

this link: https://www.modee.gov.jo/EN/List/Guidelines_and_Standards

3. The solution must be multilingual (for this project supports/displays both Arabic and English). Other multilingual packages can be added when requested. The solution to handle multiple versions in different languages.
    a. Language/text orientation (reversed language direction) matters must be addressed between different languages selected.
    b. Ability for all users to select the interface language either Arabic or English. Such selection shall be at the User level and not at the Account level.
    c. Based on the language selected at the profile level, each time the user signs/login into the solution the pre-selected language is displayed.
    d. Ability to Switch between Arabic and English based on a language selection link displayed on the user interface page at all times.
4. The solution should use windows authentication for employee access.
5. The solution should handle over than 1000 concurrent user.
6. The solution should handle over than 1000 transactions per hour.
7. The solution should be integrated through required Web Services with the following (where applicable):
    a. Government Official Email Solution for notification purposes between all users.
    b. Government Official SMS Solution for notification purposes between all users.
    c. Public Email for notifying public Users

1.3.1.1 High level description of solution requirements for the UPC PORTAL

Below are the proposed solution requirements that should be provided in the software solution:

Solution requirements	**Description**
Authentication	Recommend, describe, design in details and implement the solution user authentication mechanism along with information security measures in order to guarantee information

	confidentiality, integrity, availability and accountability to meet the security level sufficient to guarantee service delivery. The proposed solution shall support secure authentication method based on business and functional requirements, best practices, and international standard such as WS-Security standards. Ability to integrate into a single platform of user authentication.
Role based security	The solution should support role-based authentication, authorization and access control list. Separation of functions, defined privileges, Role based security should be applied at all solution layers (including database layer, application layer and user interface). The application has to be secured against any web based attack or misuse by a malicious user integration with different back-end or interface integration, automation engine, etc. at all levels; the solution must offer adequate security encompassing data security, transaction security, operational security, network security.
User profile management	The solution shall support user profile management: • Limited user profile information update modifications. • User transactions applications, submission, saving for later completion and status tracking with the ability to define time intervals for submitted applications to be kept in the queue.
User and Server Licenses	The solution shall support unlimited licenses with not restrictions. This should cover multiple servers (not limited to) for installation, testing, pre-production, production, training. The same applies for all users for all governmental ministries, entities etc..
Web Application	The solution should be a web application for both administration and service seeker side. Where it should support all types of common browsers IE 10 and above Firefox and Chrome and Safari.. etc
Document Management Features	The solution will support Document Management features in terms of uploading documents by the all users.
Notifications	Email will be one of the notification channels that will facilitate interactions MoDEE among different type of portal's users for interaction/follow-up/reminders/escalation etc. The portal should integrate the Government Email service.
Workflow engine	The solution shall include a workflow engine to route any required procedure with all attachment(s) into the different approval steps of all processes. Exceptions to the normal

	workflow shall require additional authorization from a higher profile.
Reporting and monitoring	The solution shall include performance monitoring and reporting tools both dynamic (using analysis tools: visualizations, descriptive, analytical) and static to generate summary reports and statistics on transactions and solution activities for all type of users according to their privileges. The reporting solution should allow for us of the different formats: MS-Excel, XML, PDF, JSON, and HTML.
Dashboards	The solution shall include comprehensive, understandable, and visually appealing interactive dashboards to present required information and indicators.
Printing	In cases where transactions require information in hard copy format, the solution should provide printing facility/PDF document generation.
Language	The solution must be multilingual (for this project supports/displays both Arabic and English). Other multilingual packages can be added when requested. The solution to handle multiple versions in different languages. Language/text orientation (reversed language direction) matters must be addressed between different languages selected. Ability for all users to select the interface language either Arabic or English. Such selection shall be at the User level and not at the Account level. Based on the language selected at the profile level, each time the user signs/login into the solution the pre-selected language is displayed. Ability to Switch between Arabic and English based on a language selection link displayed on the user interface page at all times.
User interface and Help	The solution shall provide a user-friendly interface along with on-line help (in both languages) for user guidance while applying for different services transactions.
Solution features	The solution shall support the following features: availability, scalability, continuity of operations, usability, maintainability, reliability, etc.
Solution administration	The solution shall contain administration module, to enable administrators to perform all day-to-day administrative tasks at data, automation engine, and application levels.

Solution Auditing	The solution should contain auditing tools that enables measuring solution performance according to the approved quality standards. For example, Solution Auditing tools should cater for cases where no records are allowed to be deleted from the solution, records should be inside the database.
Solution Accessibility	The portal have to provide an ease accessible feature to enable different type of users to interact with all portal functions regardless of their location and ability
Interoperability features	The solution should be able to seamlessly integrate with other government solutions and platforms

1.4 Solutions Administration and Management Functions Required to be met by the Information Solution

1.4.1 The Information Solution MUST provide for the following management, administration, and security features at the overall Solution level in an integrated fashion.

1.4.1.1 User Administrative Solution Requirements

User Interface

Included a website wireframe, for some sample framework of how the UPC PORTAL UPC screens on the web portal could be presented for the users and different stakeholders as displayed in the three examples presented below. The examples are for demonstration purposes only.

a) Performance management dashboards with standardized layouts: Provides various ways to group related metrics, dashboards, and other objects on the screen, such as tabs, folders, tables, columns, and custom designs with the ability for solution administrators to define and publish dashboard reports and views to authorized users based upon user or group security settings. Provides the ability to include links to other applications or documents via a centralized "home page".

b) Integration with Excel including the option to use Excel as primary user interface: The option of using Excel as the user interface (which is a preference item for some users) and the ability to use Excel for viewing and creating reports, exporting data to Excel for offline analysis, and importing data from Excel based sources of data and analysis (e.g., supporting schedules, external data sources).

c) Data Entry: The solution shall provide the ability to allow user to enter budget or forecast performance data and analysis - and actual data if

necessary - manually via web-based data entry forms or Excel based templates or any data entry options available.

d) On-line documentation and instructions (Bilingual Arabic/English): The solution shall provide context sensitive on-line help on all user interface screens including the ability to create, distribute, and use Supplier supplied and customized application specific instructions and documentation such as workflow procedures and online help screens.
e) Documentation and instructions: All documentation manuals should be supplied with the solution. Development of end user manuals for each user types identified in the solution.

Technical Requirements:

a) Web or cloud-based solution: True zero footprint application for all data entry and end user reporting and analysis functions.
b) Network access support: The solution shall be accessible for remote users via secure virtual private network (VPN) connectivity and/or a HTTPS alternative.
c) Applications shall provide user account maintenance features with the following minimum set of features:
    (i) Account locking (either by an administrator or after a specific number of failed authentication attempts)
    (ii) Session termination
    (iii) Assign time bands during which the user is permitted login access
    (iv) Unlock account (login reset)
    (v) Automatic disablement of user accounts that has not been used for defined periods
    (vi) Timeout on user sessions that have been inactive for defined period
    (vii) Force password change
    (viii) Strong-password requirement.
    (ix) Change group, role, or privilege
    (x) Assign an interface language default (note that in browser-based applications, users should have the ability to switch between languages)
d) User Security: Integrates with existing security solution and supports Active Directory and LDAP security authentication standards to provide a single user security authentication and sign on, however, there are a group of government agencies didn't linked to active directory or LDAP, so they should be considered through sign up process. The solution shall have the ability to lock users out after pre-defined number of failed access

attempts, automatically deactivate inactive IDs after a solution administrator-defined period of inactivity and require security administrators to reset user identifications. In addition, the solution shall have the ability to provide predefined security and audit log reports.

1.5 Performance Requirements of the Information Solution

1.5.1 The Information Solution MUST reach the following performance levels.

1.5.1.1 MoDEE will require measurable performance indicators to demonstrate how solutions meet the set objectives of the UPC PORTAL. The Supplier should supply Performance Requirements of the Information Solution supplied.

C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS

2.1 Solution Analysis, Design and Customization/Development

2.1.1 The Supplier MUST provide the following Analysis and Design activities using a formal solution analysis/development methodology with the following key activities and design deliverables.

2.1.1.1 Detailed Analysis

2.1.1.2 Physical Design

2.1.1.3 Integrated Solution

2.2 Solution Integration/Data Interchange using API's (to other existing solutions)

2.2.1 The Supplier MUST adhere to the following requirements when performing Integration Services/Data Interchange using API's:

a) As a general principle, the exchange of data between applications, or data repositories, where required to directly support business functionality should always be implemented by means of APIs (application programming interfaces).
b) Maintenance of data integrity is paramount. APIs should generally operate in the application layer and prevent direct access to data in transport or database layers. Public APIs in these layers must be avoided. Private APIs may only operate with credentials that are tightly controlled by internal

application security provisions that are not modifiable without the highest-level of security access permissions.

c) All APIs should be developed based on MoDEE GSB standards and should be hosted there.

d) APIs must confirm completion status to initiator and/or target, identifying error conditions that provide clear and unambiguous indications to assist with corrective actions, and all data changes must be notified on a field and row basis.

e) In the special circumstances of large-scale data-load, such as is often encountered in pre go-live scenarios, as much as possible of the Extract-Transform-Load (ETL) process should be automated by use of standard API calls and trigger the same data validation processes as if manual entries into online applications were being made.

f) Where Public APIs are provided by Suppliers, these must be closely controlled by UPC PORTAL MoDEE Service Desk. Access must be subject to prior authorization by MoDEE, and only then by fixed IP address and application access credentials that are provisioned by the UPC PORTAL MoDEE Service Desk. The default status must be "no access".

2.3 Training and Training Materials

2.3.1 The Supplier MUST provide the following Training Services and Materials. Provide a training/familiarisation environment, along with suitable data content, for use in preparing users to undertake Functional/Technical Training and Acceptance Testing.

The supplier must provide a proposed training plan covering technical and functional training for stakeholders. The plan should take into consideration Train the Trainers for ICT Team, Support Team, Functional/User team.

2.4 Data Conversion and Migration

2.4.1 The Supplier MUST provide services and tools to perform the following Data Conversion and Migration Services: Data conversion/migration is very closely associated with solution implementation. The desired outcome for Data conversion/migration is the preservation of legacy data shall be made available in a common DBMS environment for analysis and interrogation by Business Intelligence tools.

2.4.2 Due to the solutions that the UPC PORTAL will interact with different solutions such as Open Data Portal, Data classification Platform, Bekhdmetkom Service, and others if needs be, data will be converted/migrated to the UPC

PORTAL. Data will be required to be converted into an appropriate format that fits the destination database

a) Data is transferred correctly

b) Data works in the new destination database

c) Data retains its quality

d) Data consistency is always maintained across all solutions using that data

2.5 Documentation Requirements

2.5.1 The Supplier MUST prepare and provide the following Documentation.

2.5.1.1 End-User Documents

a) End User Documents (institutional users and users with administrator level authorization: management and supervisory roles):
b) Portal Operation Manuals oriented to the end-user (according to profiles).
c) Portal Management Manual (instructions on configuration at data level).
d) Public User Manual
e) Provide bilingual (Arabic/English) Quick Guides

2.5.1.2 Technical Documents:

a) Computer solution design that at the minimum contemplates the requirements specification and recommended solution requirements, summary of user cases model, diagrams and description of actors and user cases, data model and data dictionary; and others who may be required to explain the functionality of the Solution.
b) Description of the web services used to include input and return parameters.
c) Installation and configuration instructions of the Solution and its parameters.
d) Installation instructions and description of the used framework.
e) Documentation of all modules, including, scripts, services, and jobs that must be up and running according to a specific time and function.
f) Training materials: printed materials and virtual training content for E-learning.

2.6 Requirements of the Supplier's Technical Team

2.6.1 The Supplier MUST maintain a technical team with the minimum of the following roles and skill levels during the Supply and Installation Activities under the Contract not limited to the following:

No.	Position	Information Solution Experience
1	Project Manager / Team Leader	▪ Education: Bachelor Degree in Engineering or Information Technology (IT), a postgraduate degree is preferred ▪ Total Experience: Should possess at least 12 years of experience in IT, with ample experience in the MENA region ▪ Should have more than 8 years of experience in handling such large projects as a project/program manager ▪ Should have led a team of at least 15 resources ▪ Should have led at least one such project end to end i.e. from development to deployment to O&M phase
2	Technical Consultant / Solutions Analyst	▪ Education: Bachelor Degree in Engineering or Information Technology (IT) ▪ Total Experience: At least 8 years in IT domain ▪ Should have experience of more than 5 years as Solution Analyst in large projects of similar nature
3	Solutions Architect	▪ Education: Bachelor Degree in Engineering or Information Technology (IT) ▪ Total Experience: At least 8 years in IT domain ▪ Should have experience of more than 5 years as Solution Architect in large projects of similar nature ▪ Should have architected at least two large scale projects
4	Software Developer	▪ Education: Bachelor Degree in Engineering or Information Technology (IT) ▪ Total Experience: At least 8 years in IT domain ▪ Should have experience of more than 5 years as Software Developer in large projects of similar nature ▪ Should have developed at least two large scale projects ▪ 2 software developers
5	Software Tester	▪ Education: Bachelor Degree in Information Technology (IT) ▪ Total Experience: At least 5 years in IT domain ▪ Should have experience of more than 3 years as Software Developer in large projects of similar nature ▪ Should have tested at least two large scale projects

6	Trainer	▪ Education: Bachelor Degree in Information Technology (IT) ▪ Total Experience: At least 5 years in IT domain ▪ Should have experience of more than 3 years as trainer in large projects of similar nature ▪ Should have trained at least two large scale projects

D. TECHNOLOGY SPECIFICATIONS – SUPPLY & INSTALL ITEMS

3.1 Computing Hardware, Software and Networking Specifications/Requirements

3.1.1 Hardware, Software and Networking Requirements Specifications/Requirements, *should be adhered to as follows:*

The Supplier shall be responsible for defining and designing the computing hardware, software, and networking specifications/ requirements of the UPC PORTAL solution (including multiple instances of the application stack for training, development, release management/QA, reporting, data cleansing, etc.) and others for production use that are logically and/or physically separate from any pre-production instances.

a) All technical architecture and documentation must include detailed specifications for each component (listed separately). In particular, this requirement covers operating solutions/versions, drivers and their versions, compilers and other non-application-specific software normally associated and/or delivered with the specified hardware solution(s), sub-solutions, and components where applicable.
b) MoDEE team shall have final review and approval authority over the computing hardware, software, and networking specifications/ requirements, and architecture.
c) Upon approval of the design, the Supplier assumes full responsibility for the performance of the UPC PORTAL solution, including interoperability between all hardware, software, and networking components.

3.2 INFORMATION SECURITY

Winning bidder activities

The winning bidder is required to perform the activities mentioned below to ensure System security:

- Perform scenario-base risk assessment on Data Security level to identify the risks embedded in the proposed solution and provide remediation controls to mitigate them. These controls should be and implemented by the bidder as long as they are in the SoW.
- Develop a detailed backup policy, retention policy, and auditing policy, etc. in alignment with MoDEE policies or regulatory requirements if applicable.
- The proposed system should be able to integrate with file analysis tools seamlessly and with the least security impact on the working environment.
- Appropriately assess, implement, test and deploy information security controls and measures to secure the System considering the following:
    - Controls to enforce separation of duties depending on Need-to-Know and Need-to-Do.
    - Controls to ensure input validation, data processing and output integrity and confidentiality.
    - Controls to ensure secure data at rest, in use and in transit (encryption)
    - Controls to ensure secure messaging according to the WS-Security Standard.
    - Controls to ensure user privacy, including but not limited to, cookies management, users log file and behavior.
    - Controls to ensure secure exception and error management that is both user-friendly and not revealing sensitive and structure data.
    - Controls to ensure secure authentication and identification of the user.
- Design and build secure connections and communication channels to ensure:
    - Secure connections between clients and the System.
    - Secure connections between the System and back-end systems (if any).
    - Secure connection and authentication between the proposed system and other systems. (if any)
    - Internet access should use encrypted communication channels.
- Design and build secure user identification and authentication approach.
- Ensure that Portlets are protected against web application threats, such as dangerous URL and attacks such as cross-site scripting, Session Hijacking. The solution should ensure that it is not vulnerable to common vulnerabilities and latest OWASP Top 10 vulnerabilities.
- Ensure that the final solution include comprehensive audit and log management and reporting tools for all transactions, especially security logs, based on need-to-know and need-to-do basis and having the following criteria:
    - Audit and logging, comply with ISO 27001
    - Audit record should contain the:
        - When: time of event, time of log,

    - Where: application/web service identifier, Window/form/page e.g. entry point URL and HTTP method for a web application, code location.
    - Who: source address and user ID.
    - What: type, severity and description of the event, object.
  - Sensitive data is to be excluded from logs.
- Build security controls in the proposed service/application against Level 1 and applicable Level 2 controls of OWASP Application Security Verification Standard V4.0 (2019)
- Build security controls in the proposed Mobile application against Level 1 and applicable Level 2 controls of OWASP Mobile Application Security Verification Standard V1.2.
- Ensure that all the servers (web , application and database) are Configure using the security best practices
- Conduct vulnerability assessment and penetration test for the solution and the mobile application through a third party(gray box test) (the third party company should be approved by MODEE
- Agree on both "Information Security Policy/ bit.ly/3tcxct1" and " سياسة استخدام موارد تكنولوجيا المعلومات" mentioned in Annex (5.18)

NOTE: MODEE reserves the right to perform their own vulnerability assessment and/or penetration test on the solution and provide the vulnerability reports to the winning bidder to apply appropriate recommendations to ensure system security. Another security test should be conducted to ensure recommendations are reflected

Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to the Information Security:

- List of policies to be developed.
- All proposed security controls and their function in all technical and administrative levels.
- Proposed approach to risk assessment and remediation and control implementation.
- Proposed approach to integrate with file analysis system.
- Proposed approach(s) to ensure security for the following requirements:
  - Separation of duties depending on Need-to-Know and Need-to-Do.
  - Input validation, data processing and output integrity and confidentiality.
  - Secure data at rest, in use and in transit,
  - Secure messaging according to the WS-Security Standard.
  - Ensure user privacy, including but not limited to, cookies management, users log file and behavior.
  - Ensure secure exception and error management that is both user-friendly and not revealing sensitive and structure data.
- Proposed design for secure connections between clients and the System.

- Proposed design for secure connections between the System and back-end systems.
- Proposed secure user identification and authentication approach.
- Proposed design to protect Portlets against web application threats. The solution should ensure that it is not vulnerable to OWASP Top 10 latest vulnerabilities. I.e. design to secure session management; security control such as session time out and secure channel and access to session store should be used.
- Provide ISO 27001 valid certificate of the bidding company (if available).
- provide list of deliverables

Financial proposal requirements

The bidder is required to provide list of all costs associated with the information security of the System in the financial proposal.

Deliverables

The winning bidder is required to provide the deliverables mentioned below:

- Detailed security policy and related procedures encompassing handling the proposed solution and security controls. i.e. backup policy and procedures, auditing policy, etc
- Risk Assessment and treatment reports and implemented controls
- Security Test Results clarifying the elimination of the System from dangerous URL and attacks such as cross-site scripting, Session hijacking. In addition, it is not vulnerable to latest OWASP Top 10 vulnerabilities.
- Audit and log management and reporting tools for all transactions, especially security logs based on need-to-know and need-to-do basis.

E. TESTING AND QUALITY ASSURANCE REQUIREMENTS

4.1 Inspections Testing and Quality Assurance Requirements

a) As part of the UPC PORTAL Solution, the Supplier shall develop a complete UPC PORTAL Project Test Strategy that complies with general good practice. It must ensure that all parts of the UPC PORTAL Project may be tested sufficiently to ensure that the solution shall operate in the production environment as intended.

b) Test Strategy shall be delivered and approved, and shall be refined to include specific test methodologies, processes, plans and procedures during the subsequent Phase(s) where necessary. It shall be used to guide and conduct testing throughout the project lifecycle, including the re-running of tests during any subsequent Phase(s). During

application maintenance, the Test Strategy, and its associated plans (including the completed test procedures and documentation of problems, discrepancies, etc.) shall be available to MoDEE staff for use as a troubleshooting and maintenance guide.

c) The Supplier will include provision for multiple test environments to facilitate the testing processes, along with automated methods for their re-creation and re-population with controlled test data "starting points". All testing and training environments shall be hosted by the Supplier for speed of setup, updates and release pushes after testing issues identified and fixed/modified accordingly.

d) This overall Test Strategy shall include, but not be limited to:
    1. Testing of all interfaces, solutions, sub-solutions, components (hardware and software), data conversion methods and business processes
    2. Provision to develop:
        i. Detailed test descriptions for each solution, sub-solution, component and business process, including specific tasks to be performed during testing.
        ii. The functional testing methodology and plans initiated by the Supplier in the Solution Design Phase as a minimum, the tests will include the following hierarchy of testing concepts:
            1. Unit testing
            2. Integration testing
            3. Solution testing
            4. Acceptance testing - including language version
        iii. In addition, non-functional testing methods must be included by the Supplier that focus upon the operational aspect and sustainability of the UPC PORTAL Solution. As a minimum, these will include:
            1. Performance testing
            2. Security/Penetration testing
            3. Usability testing
            4. Compatibility testing
        iv. Test scripts for automated testing, test data, test setup procedures
        v. Test equipment requirements and any prerequisites which need to be completed and available before starting a given test

vi. Design of an end-to-end simulations to test the production environment, external interfaces, and user readiness.
vii. Methods for documenting and reporting test results to MoDEE

3. Process for
   i. Documenting, prioritising, tracking, assigning responsibility to a specific individual within Supplier organization
   ii. Correcting each fault, deficiency, discrepancy, or other anomaly encountered, uncovered, or discovered during test.

e) The Supplier shall document this Test Strategy, which shall be delivered as part of the MoDEE.

- Perform all needed activities in the User Acceptance Testing that should be done in cooperation with MODEE, all bugs and defects should be solved in order to get the approval on launching.

  NOTE: MODEE reserves the right to perform their own functional and non-functional test including security, performance, quality and customer journey test on the solution (2 rounds test) and provide the reports to the winning bidder to apply bug fixing and recommendations to ensure system functionalities .
- In case an additional round of testing is needed after the official 2 rounds, the cost will be covered by the winning bidder.

The winning bidder is required to provide the deliverables mentioned below, noting that any other related deliverables needed for the proper functioning of the system should be provided by the winning bidder and its cost should be included in the fixed lump sum price submitted by the bidder. Quality management documentation that will cover the different knowledge areas, including but not limited to:

- Quality management plan
- Quality metrics and Key Performance Indicators document
- Performed UAT sessions reports
- Test reports (Manual and Automation) for each e-service include:
  - Functional end-to-end test report
  - Integration test report (for web services, web forums and backend systems)
  - Usability test report
  - e-payment integration test report
  - Compatibility test report (including all supported browsers, screens, devises, Operating systems)
  - Performance and load test reports

F. SERVICE SPECIFICATIONS – RECURRENT COST ITEMS

5.1 Warranty Defect Repair

5.1.1 The Supplier MUST provide the following services under the Contract or, as appropriate under separate contracts (as specified in the bidding documents).

5.1.1.1 Warranty Defect Repair Service

The Warranty Defect Repair will commence immediately after the Go-Live (operational acceptance) date for a period of 4 months after from the Service Commencement Date indicated in the Notice of Service Commencement delivered by the Supplier.

a. The UPC PORTAL Service Desk that will be established will be the facility that provides a focal point for customers (users) and manages interaction with Suppliers as a single point of contact during the implementation and warranty period. This single point of contact will provide general application assistance and information, responds to the customer requests, records problems and has first level responsibility for problem resolution.

b. Suppliers must provide their own Support Desk facilities that will be required for each software acquisition, to manage escalations wherever necessary that originate from the UPC PORTAL Service Desk. Second and third-tier remediation responsibilities are to be managed and monitored by this Support Desk. MoDEE must have visibility of the tracking tools and status reports used by this Support Desk, along with defined escalation path(s) for use as circumstances dictate.

c. General good practice requirements preferred by MoDEE when undertaking software acquisitions are:

(i) Proactive notification of known issues and potential adverse service effects by the Supplier Support Desk are made whenever necessary to the UPC PORTAL Service Desk.

(ii) Supplier Support Desk services shall be coordinated through Supplier Service Desk facilities in Jordan. Facilities must available during the business hours (local time 7:00 AM to 6:00 PM Sunday to Thursday, excluding government holidays), staffed continuously by suitably experienced and qualified English/Arabic-speaking technicians if available.

(iii) The absolute maximum tolerable response time for all UPC PORTAL Service Desk contacts made to a Supplier Support Desk is one hour from call origination.

(iv) Communication channels must include email, landline and mobile voice, IP telephony, video conferencing and any other viable channel, including agreed third-party tools (Skype, and others).

d. The Supplier Support Desk must have the technical facilities to access and diagnose issues using remote-access tools. Whenever the use of such tools is proposed, the UPC PORTAL Service Desk retains the responsibility for granting access. Sessions must be terminated upon resolution of the issue or completion of diagnostic information gathering. Sessions may be terminated at any time by the UPC PORTAL Service Desk or if user-defined inactivity parameters are exceeded.

e. To ensure that adequate description of incidents and related evidence are captured, Suppliers should propose electronic forms or template pages that identify clearly the categories and types of information required, these should be accessible to UPC PORTAL Service Desk personnel on Supplier solutions.

5.1.1.2 Suppliers must accept responsibility for remedying defects. Typical defect categorization levels and acceptable resolution times are identified below. These represent minimum acceptable standards and Suppliers should always be encouraged to propose better service-levels wherever possible. The defect classification is as follows:

a) Critical – disabling faults which completely prevent the usage of the solution; defects that do not allow the user to operate the application because the defect causes a downtime on the complete solution or on a major solution component.

b) Significant – faults which cause a major disruption in the usage of the solution, or defects which create a potential security or solution integrity violation.

c) Minor – faults that prevent the usage of some non-critical functional feature of the solution and for which a work-around has been identified.

d) Cosmetic – faults which do not affect the usability of the solution.

e) Depending of the classification of a defect, made by UPC PORTAL Service Desk personnel in accordance with the indicators in the table below, the Supplier Support Desk must assess, assign responsibility, escalate, and ultimately resolve each by undertaking the relevant actions as identified:

f)

Priority level	Indicators	Actions
1. Critical	• High visibility • Large number of users affected • Affects online services • Major impact on business process performance • Major component not available for use • Many or major files lost • Major loss of functionality • Problem cannot be bypassed • No viable or productive work around available	1) Recording in issue management solution (within 30 minutes) 2) Diagnostics of problem and troubleshooting (within 90 minutes from issue recording) 3) Solution development (immediately after diagnostics) 4) Solution pushed into Pre-production environment for initial testing and approval before being pushed into Production environment. 5) Solution Testing (immediately after development) 6) Solution execution in all relevant environments (as soon as possible)
2. Significant	• Moderate visibility	1) Recording in issue

Priority level	Indicators	Actions
	• Moderate to large number of users affected • Potentially affects online services • Serious slow response times • Serious loss of functionality • Moderate impact on revenue • Limited use of product or component • Component continues to fail - intermittently down for short periods, but repetitive • Few or small files lost • Problems may have a possible bypass, but the bypass must be acceptable for the business process users • Major access down but a partial backup exists	management solution (within 30 minutes) 2) Diagnostics of problem and troubleshooting (within 12 hours from issue recording) 3) Solution development (immediately after diagnostics) 4) Solution pushed into Pre-production environment for initial testing and approval before being pushed into Production environment. 5) Solution Testing (immediately after development) 6) Solution execution in all relevant environments (as soon as possible)
3. Minor	• Low to medium visibility • Small number of users are impacted • Low impact on business process performance • Limited use of product or component • Minimal loss of functionality • Problem may be bypassed or redundancy in place – bypass must be acceptable to the customer • Automated workaround in place and known – workaround must be acceptable to the customer	1) Recording in issue management solution (within 30 minutes) 2) Diagnostics of problem and troubleshooting (within 36 hours from issue recording) 3) Solution development (within 24 hours after diagnostic results) 4) Solution pushed into Pre-production environment for initial testing and approval before being pushed into Production environment. 5) Solution Testing (immediately after development) 6) Solution execution in all relevant environments (based on established procedures and agreements)

5.2 Technical Support: Application Maintenance and Support Services

5.2.1 The Supplier MUST provide the following services under the Contract or, as appropriate under separate contracts (as specified in the bidding documents).

5.2.1.1 Services rendered under the Application Maintenance and Support Services Agreement. Supplier shall provide MoDEE with the following Services:

a) Support the UPC PORTAL software solution/application on MoDEE servers hosted on the Government Private Cloud, with specifications that meet or exceed the solution recommendations and third-party compatibility information.

b) Supplier must perform solution maintenance in coordination with MoDEE Support Desk personnel as requested during MoDEE "Maintenance Windows", and Supplier will coordinate with MoDEE for all planned upgrades and outages in advance as follows, taking into consideration:

I. "Critical Maintenance Window"
II. "Standard Maintenance Window"
III. "Extended Maintenance Window"
IV. Security
V. Back-Up Data and Disaster Recovery
VI. Confidentiality
VII. Client Content

c) Supplier must provide support services to UPC PORTAL Service Desk designated administrator with secure administrator access. Supplier will also provide this administrator user the necessary training, support and tools to create other users for access to the Services. MoDEE shall identify, and name, an appropriate individual, with corresponding contact information, including electronic mail address, as MoDEE Contact for Services to act as the administrator user with whom the Supplier should communicate matters regarding Services, such as maintenance notifications, and who has the authority to make Services requests including release of MoDEE data, both internally to the Supplier and to MoDEE, restoration of data, and other configuration changes.

2. Term of this Agreement: The term for Services will commence 4 months after from the Service Commencement Date indicated in the Notice of Service Commencement delivered by the Supplier. Services shall commence, and shall continue in effect, for an Initial Service Period of three-years renewable afterwards. It's the Supplier's responsibility to provide the cost of the APPLICATION MAINTENANCE AND SUPPORT SERVICES AGREEMENT for the fourth year and beyond, so that MoDEE can have information in order to plan accordingly for future agreements after the third year.

3. Third Party Software: In the event that a third party software is included in the software solution provided by the Supplier, it will be the total responsibility of the Supplier under the APPLICATION MAINTENANCE AND SUPPORT SERVICES AGREEMENT to cater for the maintenance, upgrades and any critical issue related to the use of the third part software. MoDEE shall not be responsibility for any renewals in license or yearly maintenance costs.

4. Governing Law and Dispute Resolution: This Agreement shall be governed by and construed in accordance with the laws of the Hashemite Kingdom of Jordan laws and legal solution.

5. Dispute Resolution. Any disputes or claims under this Agreement or its breach shall be submitted to and resolved exclusively by arbitration conducted in accordance with the Jordanian Arbitration Rules and Regulations.

5.2.1.2 Maintenance and Support Service Delivery

a. The UPC PORTAL Service Desk that will be established will be the facility that provides a focal point for customers (users) and manages interaction with Suppliers as a single point of contact during the implementation and warranty period. This single point of contact will provide general application assistance and information, responds to the customer requests, records problems and has first level responsibility for problem resolution.

f. Suppliers must provide their own Support Desk facilities that will be required for each software acquisition, to manage escalations wherever necessary that originate from the UPC PORTAL Service Desk. Second and third-tier remediation responsibilities are to be managed and monitored by this Support Desk. MoDEE must have visibility of the tracking

tools and status reports used by this Support Desk, along with defined escalation path(s) for use as circumstances dictate.

g. General good practice requirements preferred by MoDEE when undertaking software acquisitions are:

(i) Proactive notification of known issues and potential adverse service effects by the Supplier Support Desk are made whenever necessary to the UPC PORTAL Service Desk.

(ii) Supplier Support Desk services shall be coordinated through Supplier Service Desk facilities in Jordan. Facilities must available during the business hours (local time 7:00 AM to 6:00 PM Sunday to Thursday, excluding government holidays), staffed continuously by suitably experienced and qualified English/Arabic-speaking technicians if available.

(iii) The absolute maximum tolerable response time for all UPC PORTAL Service Desk contacts made to a Supplier Support Desk is one hour from call origination.

(iv) Communication channels must include email, landline and mobile voice, IP telephony, video conferencing and any other viable channel, including agreed third-party tools (Skype, and others).

h. The Supplier Support Desk must have the technical facilities to access and diagnose issues using remote-access tools. Whenever the use of such tools is proposed, the UPC PORTAL Service Desk retains the responsibility for granting access. Sessions must be terminated upon resolution of the issue or completion of diagnostic information gathering. Sessions may be terminated at any time by the UPC PORTAL Service Desk or if user-defined inactivity parameters are exceeded.

i. To ensure that adequate description of incidents and related evidence are captured, Suppliers should propose electronic forms or template pages that identify clearly the categories and types of information required, these should be accessible to UPC PORTAL Service Desk personnel on Supplier solutions.

5.2.1.3 General requirements preferred by MoDEE for sustainability are:

a. Suppliers are to propose recommended network topology, including fully featured network management, failure detections, and related tools.

b. Capacity Building: It is recommended to be as an added value to the technical component.

c. UPC PORTAL Service Desk On going or Rollout plan: Prior the end of project (6 months at least) an ongoing Project implementation plan must be prepared.

d. Solution storage capacity should be flexible in line with implementation requirements and include projections for storage demand beyond implementation.

e. A detailed plan for full solution recovery in DR environment with minimum user intervention will be required.

f. SLAs will be required to cover all project procedures and activities during and after project lifecycle and ensure business availability, sustainability and UPC PORTAL enhancement to cover maximum number of users.

g. Capacity building for SLA development and management will be required.

5.2.1.4 Suppliers must accept responsibility for remedying defects according to an agreed service level. Typical defect categorization levels and acceptable resolution times are identified below. These represent minimum acceptable standards and Suppliers should always be encouraged to propose better service-levels wherever possible. The defect classification is as follows:

g) Critical – disabling faults which completely prevent the usage of the solution; defects that do not allow the user to operate the application because the defect causes a downtime on the complete solution or on a major solution component.

h) Significant – faults which cause a major disruption in the usage of the solution, or defects which create a potential security or solution integrity violation.

i) Minor – faults that prevent the usage of some non-critical functional feature of the solution and for which a work-around has been identified.

j) Cosmetic – faults which do not affect the usability of the solution.

k) Depending of the classification of a defect, made by UPC PORTAL Service Desk personnel in accordance with the indicators in the table below, the Supplier Support Desk must assess, assign responsibility, escalate, and ultimately resolve each by undertaking the relevant actions as identified:

Priority level	Indicators	Actions
1. Critical	• High visibility • Large number of users affected • Affects online services • Major impact on business process performance • Major component not available for use • Many or major files lost • Major loss of functionality • Problem cannot be bypassed • No viable or productive work around available	Recording in issue management solution (within 30 minutes) Diagnostics of problem and troubleshooting (within 90 minutes from issue recording) Solution development (immediately after diagnostics) Solution pushed into Pre-production environment for initial testing and approval before being pushed into Production environment. Solution Testing (immediately after development) Solution execution in all relevant environments (as soon as possible)
2. Significant	• Moderate visibility • Moderate to large number of users affected • Potentially affects online services • Serious slow response times • Serious loss of functionality • Moderate impact on revenue	Recording in issue management solution (within 30 minutes) Diagnostics of problem and troubleshooting (within 12 hours from issue recording) Solution development (immediately after diagnostics) Solution pushed into Pre-

Priority level	Indicators	Actions
	• Limited use of product or component • Component continues to fail - intermittently down for short periods, but repetitive • Few or small files lost • Problems may have a possible bypass, but the bypass must be acceptable for the business process users • Major access down but a partial backup exists	production environment for initial testing and approval before being pushed into Production environment. Solution Testing (immediately after development) Solution execution in all relevant environments (as soon as possible)
3. Minor	• Low to medium visibility • Small number of users are impacted • Low impact on business process performance • Limited use of product or component • Minimal loss of functionality • Problem may be bypassed or redundancy in place – bypass must be acceptable to the customer • Automated workaround in place and known – workaround must be acceptable to the customer	7) Recording in issue management solution (within 30 minutes) 8) Diagnostics of problem and troubleshooting (within 36 hours from issue recording) 9) Solution development (within 24 hours after diagnostic results) 10) Solution pushed into Pre-production environment for initial testing and approval before being pushed into Production environment. 11) Solution Testing (immediately after development) 12) Solution execution in all relevant environments (based on established procedures and agreements)

l) From the framework and guidance in the table above, details of Supplier-specific indicators, actions, escalation thresholds and monitoring methods will need to be agreed in Service-Level Agreements (SLAs)

m) On-going monitoring of SLA performance must be a key component of risk and Supplier-management disciplines undertaken by MoDEE .

n) Suppliers must commit, for the avoidance of doubt, to resolving all issues that are notified to them at no cost for

the duration of design, implementation, rollout, and subsequent warranty periods.

5.2.1.5 Maintenance and Enhancement

a) Maintenance and enhancement requests are changes to established applications, processes, or solution operational control procedures (usually requested by UPC PORTAL Service Desk personnel) or user-initiated requests for new application functionality or suggestions for improvement. They are categorized as:

   I. Technical changes to a component of the application stack that does not affect functional use of the software (implementation of patches, middleware releases or similar, all of which require robust testing and release-management control)
   II. Small enhancements of less than two weeks in duration
   III. Repair of minor or cosmetic defects

b) Ad-hoc requests are user requests that require changes to established solutions or technical assistance or direction that will take less than 24 hours to complete from the time a request is authorized by production support.

c) Enhancement requests are projects that require major changes or new development to existing solutions that are beyond the scope of ad-hoc requests.

Implementation Schedule

Notes on preparing the Implementation Schedule

The Implementation Schedule summarize when and where Installation, and Operational Acceptance should take place for all Subsolutions and/or major components of the Solution, and for the overall Solution itself – as well as any other major Contract milestones.

***Note**: The delivery date is not presented in the Implementation Schedule. Under Incoterms 2010 for CIP, Delivery refers to the date when the Supplier delivers the goods to the first carrier at the port of embarkation, not to the arrival of the goods at the destination site. Delivery (shipment) date therefore varies according to the country of origin of the goods and the Supplier's chosen method of transport.*

The target dates need to be realistic and achievable in light of the capacity of both the average Supplier and the Purchaser to carry out their respective contract obligations. Also, the Purchaser must take care to ensure that the dates specified in the Schedule are consistent with any specified elsewhere in the bidding document, especially in the GCC/SCC (e.g., and/or times specified for the submission and acceptance of the Agreed Project Plan).

The work breakdown structure (deliverables) in the Implementation Schedule should be sufficiently detailed to facilitate careful management of the Contract – but not so detailed that it unnecessarily constrains bidders from organizing the proposed work in the most efficient and effective manner.

To facilitate the bidding and the contract management processes, the Implementation Schedule, the Solution Inventory Tables and Price Schedules should be closely linked. In particular, the Implementation Schedule defines the major deliverable Subsolutions. For each Subsolution there should be a corresponding Solution Inventory Table or Tables. These Solution Inventory Tables catalog the specific items (inputs) comprising the Subsolution, as well as the quantities of each item required (for the supply and install cost items as well as the recurrent cost items). For each Solution Inventory Table there should be a corresponding Price Schedule that closely mirrors the Solution Inventory Table. Careful development of these materials will greatly improve the changes of obtaining complete and comparable bids (and ease the bid evaluation process) as well as improving the likelihood that the Purchaser's and Supplier's interactions during contract execution are closely orchestrated (thus easing the burden of contract management and improving the likelihood of successful implementation of the Information Solution).

The sample tables comprise:

(a) An Implementation Schedule Table;

(b) A Site Table(s); and

(c) A Table of Holidays and other Non-Working Days.

The Purchaser should modify these tables, as required, to suit the particulars of the Solution (and Subsolutions) to be supplied and installed. The sample text in the tables is illustrative only and should be modified or deleted as appropriate.

The timings stated in the Implementation Schedule should be specified in weeks from Contract Effectiveness. This will ease the maintenance of the bidding documents during the preparation and bidding processes.

Where appropriate, the Implementation Schedule should indicate the deliverables against which Liquidated Damages may be applied in the event of implementation delays arising from the actions of the Supplier (as governed by the SCC and GCC clause 28). These milestones should be kept to the essential minimum needed by the Purchaser to ensure contract discipline by the Supplier – but not so many that they unnecessarily strain the Purchaser-Supplier relationship upon which the successful implementation of the Information Solution will invariably depend.

The Site Table(s) catalog the physical location of the site(s) where the Solution is to be supplied, installed, and operated. The site(s) may consist of a number of branch offices in remote regions, different departments or offices in the same city, or a combination of these. The Purchaser must specify this information in sufficient detail so that Bidders can accurately estimate costs related to:

(a) Delivery and insurance;

(b) Installation, including cabling and inter-building communications, etc.

(c) Perform support services, such as warranty defect repair, maintenance, and other technical support services; and

(d) Other related Service obligations the successful Bidder will have to perform under the Contract, including related travel and subsistence costs.

This information will also help Bidders identify which site(s) may warrant a site visit during the period they are preparing their bids. If the Solution presents complex installation challenges, site layout drawings should be included in the Background and Informational Materials Section.

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A. IMPLEMENTATION SCHEDULE TABLE

*[Specify **desired installation and acceptance dates for all items in Schedule below, modifying the sample line items and sample table entries as needed.**]*

Line Item No.	Subsolution / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
0	Project Plan	- -	- -		- -	W_	no
1	Subsolution 1	1	___		- -	- -	- -
:	etc.						
x	Operational Acceptance of the Solution as an integrated whole	- -	all sites		- -	W__	yes
y	Recurrent Cost Items – Warranty Period	y	- -				

Note: Refer to the Solution Inventory Table(s) for the specific items and components that constitute the Subsolutions or item. Refer to the Site Table(s) below for details regarding the site and the site code.

- - indicates not applicable. "Indicates repetition of table entry above.

B. SITE TABLE(S)

[Specify: ***the detailed information regarding the site(s) at which the Solution is to be operated****]*

Site Code	Site	City / Town / Region	Primary Street Address	Drawing Reference No. (if any)
HQ	Headquarters			
R1	Region 1			
R1.1	Region 1 Head Office			
R1.2	ABC Branch Office			
R1.3	DEF Branch Office			

C. TABLE OF HOLIDAYS AND OTHER NON-WORKING DAYS

[Specify: ***the days for each month for each year that are non-working days, due to Holidays or other business reasons (other than weekends).****]*

Month	20xy	20xy+1	20xy+2	....			...	20zz
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								

Solution Inventory Tables

Notes on preparing the Solution Inventory Tables

The Solution Inventory Tables detail:

(a) for each Subsolution (Deliverable) indicated in the Implementation Schedule, the Information Technologies, Materials, and other Goods and Services that comprise the Solution to be supplied and/or performed by the Supplier;

(b) the quantities of such Information Technologies, Materials, and other Goods and Services;

(c) the sites and the location of each on a specific site (e.g., building, floor, room, department, etc.)

(d) the cross references to the relevant section of the Technical Requirements where that item is described in greater detail

The Purchaser should modify these tables, as required, to suit the particulars of the Solution (and Subsolutions) to be supplied and installed. The sample text provided for various sections of the tables is illustrative only and should be modified or deleted as appropriate.

There are two sample formats given for the Solution Inventory Tables: one for the Supply and Installation cost items and the second for Recurrent Cost Items needed (if any). The second version of the table permits the Purchaser to obtain price information about items that are needed during the Warranty Period.

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SOLUTION INVENTORY TABLE (SUPPLY AND INSTALLATION COST ITEMS) *[INSERT: IDENTIFYING NUMBER]*

Line item number: *[specify:* ***relevant line item number from the Implementation Schedule (e.g., 1.1)*** *]*

[as necessary for the supply and installation of the Solution, specify: ***the detailed components and quantities in the Solution Inventory Table below for the line item specified above, modifying the sample components and sample table entries as needed.*** *Repeat the Solution Inventory Table as needed to cover each and every line item in the Implementation Schedule that requires elaboration.]*

Component No.	Component	Relevant Technical Specifications No.	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
1.	Subsolution 1		- -	- -
1.1	_____			- -
:				
2.	Subsolution 2			- -
2.1	_____			- -
:				

Note: - - indicates not applicable. " indicates repetition of table entry above.

SOLUTION INVENTORY TABLE (RECURRENT COST ITEMS) *[INSERT: IDENTIFYING NUMBER] –*

Line item number: *[specify: **relevant line item number from the Implementation Schedule (e.g., y.1)**]*

Component No.	Component	Relevant Technical Specifications No.	Y1	Y2	Y3
1.	Warranty Defect Repair		all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price
2.	Software/Firmware Licenses and Updates:		all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price	all items, all sites, included in the Supply and Install Price
3.	Technical Services				
3.1	Sr. Solutions Analyst		80 days	40 days	20 days
3.2	Sr. Programmer		20 days	40 days	60 days
3.3	Sr. Network Specialist, …. etc.		- -	20 days	20 days
	…				

Note: - - indicates not applicable. " indicates repetition of table entry above.

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

SECTION VIII - GENERAL CONDITIONS OF CONTRACT

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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 bidding 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 bidding documents.

(vii) **"Implementation Schedule"** means the Implementation Schedule in Section VII of the bidding 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) **"bidding documents"** refers to the collection of documents issued by the Purchaser to instruct and inform potential suppliers of the processes for bidding, selection of the winning bid, and Contract formation, as well as the contractual conditions governing the relationship between the Purchaser and the Supplier. The General and Special Conditions of Contract, the Technical Requirements, and all other documents included in the bidding documents reflect the Procurement Regulations that the Purchaser is obligated to follow during procurement and administration of this Contract.

(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, Subcontractors' 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 bid 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 bid. 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.

(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 (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 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 these bidding documents (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 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 Electronic Data Interchange (EDI), 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 bidding process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

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 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 bid, 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).

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 bid 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 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 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:

(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.

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 bidding documents 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 bidding documents, 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.

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 bid 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 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 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 bid), 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 bid 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 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.

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 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 bid, 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.

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; 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 bid 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 bid 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 bid.

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 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 Bid) 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.

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 bidding documents, 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 bid, 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 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.

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 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.

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 Bid; 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 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

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.

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.

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 bidding documents.

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.

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 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

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.

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;

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

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[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

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.

thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

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

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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: *[insert: **the date(s) of the edition specified in the Loan Agreement governing the Project** or, if the loan/credit has not been approved, insert: **the date of latest edition**]*.
GCC 1.1 (b) (i)	The Purchaser is: *[insert: **complete legal name of the Purchaser**]*.
GCC 1.1 (b) (ii)	The Project Manager is: *[insert: **name and/or the official title of Project Manager**]*. GCC
GCC 1.1 (e) (i)	The Purchaser's Country is: *[insert: **name of country**]*.
GCC 1.1 (e) (x)	**There are no Special Conditions associated with GCC 1.1 (e) (x).** *[Note: **The GCC default specifies the Contract Period as when all the Supplier's obligations are completed. If there is a reason to set a hard-and-fast calendar date for the Contract Period to end, then specify here]***
GCC 1.1 (e) (xiii)	The Post-Warranty Services Period is ***[insert: number of months]*** starting with the completion of the Warranty Period.

Notices (GCC Clause 4)

GCC 4.3	Address of the Project Manager: *[as appropriate, insert: **personal delivery, postal, facsimile, email, and/or EDI addresses.**]* Fallback address of the Purchaser: *[as appropriate, insert: **personal delivery, postal, facsimile, email, and/or EDI addresses.**]* ***[Note:** If the Purchaser wishes to use Electronic Data Interchange (EDI) to communicate with the Supplier, it should specify the standards and protocols (for example ANSI X12 or ISO EDIFACT). The details may*

	then be revised at Contract finalization. If so, add the following text.] For Electronic Data Interchange (EDI) the Purchaser and Supplier will use the following standards, protocols, addresses, and procedures: *[insert:* ***standards, protocols, addresses;*** *also describe:* ***any relevant procedures*** *]*

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 Bid: *[specify:* ***the recurrent cost items/services that are included in the Contract; also provide cross reference to the place in the Technical Requirements where each item/service is specified in detail.****]* ***[Note****: The requirements in terms of recurrent cost items should be defined here, reflected in the Recurrent Cost Table for the Warranty period, and elaborated in the Technical Requirements. See also notes to SCC Clause 29.4 regarding services that are not typically included in commercial warranties.* *If the Purchaser expects that wear and tear on System components will necessitate routine replacement of such components, and if Purchaser technical staff will perform these repair and replacement tasks, the Purchaser may wish to consider adding the following clause to the SCC that obligates the Supplier to stock and/or provide certain spare parts.]* The Supplier agrees to supply spare parts required for the operation and maintenance of the System, as stated below, for *[insert:* ***number of years*** *]* years beginning with Operational Acceptance. Moreover, the price of such spare parts shall be those specified in the spare parts price schedule submitted by the Suppler as part of its Bid. These prices shall include the purchase price for such spare parts and other costs and expenses (including the Supplier's fees) relating to the supply of spare parts. *[list* ***the spare parts needs,*** *or reference* ***the line items in the Spare Parts Price Schedule in the Supplier's Bid****, if the Supplier is the source of the identity of the spares, i.e., reflecting its own understanding of its own technologies.]* **[*****Note:*** *The need to ensure the availability of spare parts sources, above and*

	beyond those the Supplier would routinely and implicitly need to perform under its defect liability and/or maintenance responsibilities, generally is not a major issue for the Information Technologies available in the market today. A System is likely to become obsolete long before it begins to develop physical defects.]

Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work on the System within: *[insert: **number of days**]* days from the Effective Date of the Contract.

Supplier's Responsibilities (GCC Clause 9)

GCC 9.1	[*State:* "health and safety manual is/is not required*" and delete the option that is not applicable.*]
GCC 9.8	The following sustainable procurement contractual provisions, apply: *[specify: **sustainable procurement contractual provisions** or state: **"none".**]* *[**Note**: Refer to the World Bank Procurement Regulations for IPF Borrowers and the sustainable procurement guidance.]*
GCC 9.18	The Supplier *[specify "**is required" / "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: *[state: **"not applicable"** or specify: **the items, adjustment formula or formulas, and the relevant price indices**]*. **[*Note:*** *Price adjustment is not generally associated with Information System procurements. Price adjustment may be appropriate when: (i) performance of the Contract is expected to last more than eighteen month; (ii) the cost of an important input, such as labor, is subject to inflation (or deflation); and (iii) meaningful price indices are readily available and well accepted. Thus, for example, if the Contract provides a substantial number of recurrent cost items following Operational Acceptance, would the inclusion of an SCC to permit adjustment be appropriate. In such cases, adjustment should be limited to those items only and use appropriate indices that accurately mirror the relevant price trends.]*

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. Only the categories Advance Payment and Complete System Integration relate to the entire Contract Price. In other payment categories, the term "total Contract Price" means the total cost of goods or services under the specific payment category. Within each such category, the Contract Implementation Schedule may trigger pro-rata payments for the portion of the total Contract Price for the category corresponding to the goods or services actually Delivered, Installed, or Operationally Accepted, at unit prices and in the currencies specified in the Price Schedules of the Contract Agreement. (a) Advance Payment ten percent (10%) of the entire Contract Price, exclusive of all Recurrent Costs, shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2. ***[Note:*** *The advance payment may be higher than 10% in cases where Supplier's mobilization costs (i.e., costs between Contract effectiveness and the first scheduled Contract payment) are likely to be much larger than the advance payment, resulting in substantial negative cash flow for the Supplier. This happens primarily in projects where the Supplier must acquire expensive highly-specialized equipment to customize and configure a solution system prior to the first scheduled payment milestone. In these cases, the entire schedule of payments below obviously needs to be adjusted accordingly.]* (b) Information Technologies, Materials, and other Goods, with the exception of Custom Software and Custom Materials: sixty percent (60%) of the total or pro-rata Contract Price for this category against Delivery ten percent (10%) of the same price against Installation ten percent (10%) of the same price against Operational Acceptance. (c) Custom Software and Custom Materials: sixty percent (60%) of the total or pro-rata Contract Price for this category against Installation twenty percent (20%) of the same price against Operational

	Acceptance. ***[Note:*** *Large custom software development or system integration contracts (e.g., those taking longer than six months from Contract Effectiveness to Operational Acceptance of the Application Software subsystem) are usually paid in increments against Purchaser's acceptance of major intermediate deliverables defined in the implementation schedule as key milestones (e.g. a sequence of major system design documents, such as: software requirements specifications, software design document, development of a prototype for a major subsystem, delivery of a pilot implementation of the software for a subsystem or the entire system, etc). In those cases, the above payment terms should be modified accordingly and refer to the milestones in the Implementation Schedule. The payment terms should allow the Supplier an adequate cash flow vis-à-vis the steps need to achieve an operational Information System.]* (d) Services other than Training: eighty percent (80%) of the pro-rata Contract Price for services performed will be paid monthly in arrears, on submission and Purchaser's approval of invoices: ***[Note:*** *Some Contracts may involve considerable "Services other than Training" (and services other than software customization). For instance, there could be the digitization of maps using the procured Geographical Information System (GIS), or the scanning, indexing and conversion of paper documents, or the conversion or migration of existing electronic data sets. In these cases, payment may be keyed to acceptance of intermediate deliverables or completion of service delivery phases defined in the project implementation schedule, rather than merely to the passage of time, as illustrated. In designing this type of payment terms, the Purchaser has an obligation to balance and ensure consistency between its own interest to pay only against value received, the supplier's need for a reasonable cash flow, the design of the project implementation schedule, the specification of service milestones and even the process for acceptance testing of intermediate deliverables (when milestones completion would be subject to such testing).]* (e) Training thirty percent (30%) of the total Contract Price for training services at the start of the full training program fifty percent (50%) of the pro-rata Contract Price for training services performed will be paid monthly in arrears, on submission and approval of appropriate invoices. (f) Complete System Integration

	ten percent (10%) of the entire Contract Price, exclusive of all Recurrent Costs, as final payment against Operational Acceptance of the System as an integrated whole. (g) Recurrent Costs one hundred percent (100%) of the price of the services actually delivered will be paid quarterly in arrears, on submission and Purchaser's approval of invoices. ***[Note:*** *If a separate Operational Acceptance for the System as an integrated whole is not required, increase by 10% points the final payment percentages of all other goods and services above.]*
GCC 12.3	The Purchaser shall pay to the Supplier interest on the delayed payments at a rate of: *[insert: **number (X)** followed by **"percent"** or **"%"]* per annum.
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, and the conversion between this currency and *[insert: **name of local currency**]* for payment purposes - in case the two currencies are different - will be made as of the actual payment date using the exchange rate found in *[insert: **source of exchange rate**]*.

Securities (GCC Clause 13)

GCC 13.3.1	The Performance Security shall be denominated in *[insert **currency**]* for an amount equal to *[insert: **number**]* percent of the Contract Price, excluding any Recurrent Costs. ***[Note****: The general rule is that the Performance Security is denominated in the currency or currencies of the contract or in a freely convertible currency acceptable to the Purchaser. It should be set as no more than ten (10) percent of the Contract Price, including Recurrent Costs during the Warranty Period. Provision of the Performance Security increases the transaction costs incurred by the successful Bidder, which it can recover only by increasing its price. Therefore, for a simple system, Performance Security in an amount of only six (6) percent of the Contract Price would provide adequate protection while for a moderately complex system, eight (8) percent should be sufficient.]*
GCC 13.3.4	During the Warranty Period (i.e., after Operational Acceptance of the

	System), the Performance Security shall be reduced to *[insert: **number**]* percent of the Contract Price, excluding any Recurrent Costs. *[**Note**: An appropriate amount for the Performance Security for a (three-year) Warranty Period would be between one (1) and two and a half (2.5) percent of the Contract Price including Recurrent Costs for the Warranty period.]*

D. INTELLECTUAL PROPERTY

Copyright (GCC Clause 15)

GCC 15.3	***There are no Special Conditions of Contract applicable to GCC Clause 15.3*** *[**Note**: If the Purchaser is a corporate or commercial entity, it may choose to specify the conditions under which contractual rights would be conveyed to any Purchaser of the concern, or any successor entities following a group reorganization or bankruptcy or other insolvency procedures. Purchasers with other organizational structures may need to add other similar provisions.]*
GCC 15.4	***There are no Special Conditions of Contract applicable to GCC Clause 15.4*** ***[Note:** There is a broad spectrum of strategies that the Purchaser can adopt regarding Intellectual Property Rights in Custom Software (and in Custom Materials). One extreme case is that the Purchaser retains all Intellectual Property Rights and tightly restricts what the Supplier can do with the Custom Software and information related to it. This approach may be appropriate when the Purchaser has highly sensitive procedures embedded in the Custom Software (e.g., a central bank's settlement system) or commercial competitive concerns regarding wider use of the Software, designs, or information, or where the Purchaser considers that it is contributing valuable know-how to the development of the Custom Software and wishes to share in future profits with the Supplier that derives from exploitation of that know-how. The other extreme case is where the Purchaser retains no Intellectual Property Rights in the Custom Software and only licenses its use from the Supplier. This approach is most appropriate when the Supplier wants to take advantage of the potential cost reduction in allowing the Supplier to commercialize the Custom Software (rather than sharing in future profits) and where the Purchaser has no proprietary or commercial concerns regarding its reuse.* *A wide variety of intermediate arrangements can be appropriate, depending on the circumstances. These would entail variations of what the Purchaser is entitled to do with the software, designs, and related information (and under what conditions). These rights and*

	obligations include the following: (i) duplicating and using the software on different equipment, such as back-ups, additional computers, replacements, upgraded units, etc.; (ii) transferring the license or sublicensing the software for other entities to use, modify, develop, commercialize, etc.; (iii) sharing proprietary information regarding the Custom Software with various parties. The Purchaser's obligations and rights (and the conditions under which those rights and obligations apply) can vary substantially also. These include: (i) what the Purchaser must and can do with the CASE files, Source Code, and executable code of the Custom Software; (ii) sharing, reselling, and otherwise providing access to the software, designs and related information; and (iii) auditing for license compliance. *The Supplier's rights in relation to the Custom Software may:* • *Be limited to use in order to support the Purchaser; or* • *Extend to commercial exploitation by re-licensing to third-party customers.* *If the Supplier's rights extend to commercial exploitation, they may be limited as follows:* • *There may be an interim period, designed to protect the Purchaser's competitive edge, during which the Supplier is not permitted to exploit commercially; and/or* • *The Supplier may be prohibited from licensing the Custom Software to certain categories of customer (for example, direct competitors of the Purchaser) or in certain territories (for example, the Purchaser's Country), either for a limited period or indefinitely; and/or* • *The Supplier may be required to pay royalties to the Purchaser when it licenses third parties to use the Custom Software.* *The first two of these categories of limitation are intended to protect the Purchaser's competitive edge. The third is intended to allow the Purchaser to share in future profits made by the Supplier through exploitation of the Custom Software. Royalty arrangements will have to be backed up by obligations to report to the Purchaser regarding future sales of products to which royalties apply and audit rights so that the Purchaser can check that the Supplier's reports are accurate. Clearly, if royalty arrangements are put in place, the value of the Custom Software to the Supplier is reduced, so the Purchaser may not benefit from an up-front cost saving.* *The Purchaser's rights in relation to the Custom Software may also be restricted to "user" rights or extended to commercial exploitation. If the Purchaser is to be treated as a mere user of the Custom Software, it might accept restrictions on use similar to those imposed in relation to the Standard Software (indeed, the default position in the GCC is that the Custom Software will be licensed to the Purchaser on exactly*

	the same terms as the Standard Software if the Intellectual Property Rights in the Custom Software does not vest in the Purchaser). It may, however, also expect to have access to, and a right to use, CASE files and Source Code to the Custom Software (whereas, at best, Source Code to the Standard Software is likely to be deposited in escrow). *If the Purchaser is to be permitted to exploit the Custom Software commercially, its exploitation rights may be limited in similar ways to the ways in which the Purchaser's own usage rights to the Custom Software may be limited.* *It may be appropriate to apply different arrangements to various elements of the Custom Software, according to their commercial sensitivity and potential for exploitation and the degree of competitive advantage that they afford to the Purchaser.* *The various possible arrangements can be achieved by a variety of contractual mechanisms. Ownership of Intellectual Property Rights in the Custom Software may vest the Supplier or the Purchaser, with the owner of those rights granting an appropriate license to the other party. This license may be subject to various degrees of exclusivity, depending on the desired commercial outcome (for example, the Supplier may own the Intellectual Property Rights in the Custom Software by granting to the Purchaser a license that is exclusive, in relation to exploitation in the Purchaser's Country, for two years).* *If an exclusive license is to be granted, competition law issues will need to be considered in some jurisdictions.* *Each is sufficiently different as to render virtually all sample text inappropriate in numerous cases. Accordingly, the Purchaser of Custom Software will, in most instances, require the services of an appropriately skilled lawyer to draft SCC for the rights and obligations regarding Custom Software (more particularly, the variety of rights and obligations that potentially apply to different items of Custom Software).]*
GCC 15.5	***There are no Special Conditions of Contract applicable to GCC Clause 15.5*** ***[Note:*** *Special software escrow arrangements are generally needed in relation to Contracts for the supply of Software, particularly Application Software, where there is concern about the ability of the Supplier to provide ongoing support throughout the life of the System. The protection provided by an escrow arrangement, however, should be weighed against the costs of administering it. The actual language of the escrow contract will vary depending on the laws of the country in which the escrow deposit is to be made (which may be the Purchaser's Country or another country with a suitable legal regime) and the escrow agent selected (escrow agents generally have their own standard form contracts). Provisions may cover:* *(i) the Supplier's obligations to deliver the Source Code to the*

	escrow agent and make replacement deposits to ensure that the Source Code is up to date; *(ii) the Supplier's warranties that the Source Code is at all times capable of being used to generate the latest version of the executable code to the relevant Software in use by the Purchaser and suitable to enable the Purchaser to support and develop the Software;* *(iii) the escrow agent's obligations to keep the Source Code secure and confidential;* *(iv) the escrow agent's obligations in relation to verification of the Source Code (to ensure that it is Source Code and that it is capable of generating the executable code);* *(v) the obligations of the Supplier and the Purchaser in relation to payment of the escrow agent's fee;* *(vi) the escrow agent's right and obligation to release the Source Code to the Purchaser in certain specified "release events" (e.g., bankruptcy or insolvency of the Supplier or the Supplier's failure to make deposits or to support the Software);* *(vii) limitations and exclusions of the escrow agent's liability;* *(viii) the circumstances in which the escrow arrangement will terminate, and what will happen to the deposited Source Code on termination; and* *(ix) confidentiality undertakings to be given by the Purchaser on release of the Source Code.]*

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)*** ***[Note:*** *In the interest of soliciting lower Bid prices, Purchasers may wish to consider defining limitations in the use of the software. For example:* *(a) restrictions on the number of records in particular categories that may be held by the System;* *(b) restrictions on the numbers of transactions in particular categories that may be processed by the System in any day, week, month, or other specified period;* *(c) restrictions on the number of persons who may be authorized to use the System at any time;* *(d) restrictions on the number of persons who may access the System simultaneously at any time; or*

	(e) restrictions on the number of workstations that may be connected to the System at any time.] *[**Note**: From the point of view of the Purchaser, if restrictions of any of these kinds (or any similar kind) are to be imposed and there is a real likelihood that the limits may be reached, it would be better to specify additional license fees that are payable when the limits are reached rather than imposing an absolute prohibition on exceeding the limits.]*
GCC 16.1 (b) (vi)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vi)*** *[**Note**: The Purchaser may also wish to specify, for example, that such entities shall be not direct competitors of the Supplier.]*
GCC 16.1 (b) (vii)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vii)*** *[**Note**: The Purchaser may, for example, wish to specify the members of the Purchaser's business group that are not direct competitors of the Supplier and that the Purchaser must obtain and provide the Supplier written evidence from such parties that such parties will abide by the terms of the Contract as if they were party to the Contract.]*
GCC 16.2	***There are no Special Conditions of Contract applicable to GCC Clause 16.2*** *[**Note**: If on-site audits are acceptable, the Purchaser may specify conditions on the duration and number of audits per year; the hours or days during which audits may be conducted; the categories of software subject to audit; the procedures for access to Purchaser's hardware or software; the number and affiliation of individual auditors; the timing and terms of advance notice; the indemnity by Supplier for losses, liabilities, and costs incurred by the Purchaser as a direct result of the audit; etc].*

Confidential Information (GCC Clause 17)

GCC 17.1	**There are no Special Conditions of Contract applicable to GCC Clause 17.1** *[**Note**: The Purchaser may wish to give members of its business group or related agencies, for example, access to certain specific types of technical and / or financial information it obtains or develops with respect to the Supplier and its Information Technologies. The SCC covering such an exemption should define the individuals covered and generally provide that the Purchaser will ensure that such parties are aware of and will abide by the Purchaser's obligations under GCC Clause 17 as if such party were a party to the Contract in place of the*

	Purchaser. *if necessary and appropriate, specify:* ***persons, topics, and conditions for which the confidentiality clause does not apply.]***

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*** ***[Note:*** *If appropriate specify additional powers or limitations.]* The Purchaser's Project Manager shall have the following additional powers and / or limitations to his or her authority to represent the Purchaser in matters relating to the Contract *[state* ***necessary and appropriate clauses****]*.
GCC 18.2.2	***There are no Special Conditions of Contract applicable to GCC Clause 18.2.2*** ***[Note:*** *If appropriate specify additional powers or limitations.]* The Supplier's Representative shall have the following additional powers and / or limitations to his or her authority to represent the Supplier in matters relating to the Contract *[state* ***necessary and appropriate clauses*** *]*. *[****Note:*** *Any additional powers or limitations of the Supplier's Representative will, of necessity, be subject to discussions at Contract finalization and the SCC amended accordingly.]*

Project Plan (GCC Clause 19)

GCC 19.1	Chapters in the Project Plan shall address the following subject**:** ***(a) Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);***

	(b) Implementation Sub-Plan; ***(c) Training Sub-Plan;*** ***(d) Testing and Quality Assurance Sub-Plan;*** ***(e) Warranty Defect Repair and Technical Support Service Sub-Plan*** Further details regarding the required contents of each of the above chapters are contained in the Technical Requirements, *[insert:* ***cross references****]*.
GCC 19.6	***The Supplier shall submit to the Purchaser:*** ***(i) monthly inspection and quality assurance reports*** ***(ii) monthly training participants test results*** ***(iii) monthly log of service calls and problem resolutions***

Design and Engineering (GCC Clause 21)

GCC 21.3.1	***There are no Special Conditions of Contract applicable to GCC Clause 21.3.1.*** ***[Note:*** *If necessary and appropriate, specify the Controlling Technical Documents (i.e., document that must be approved by the Purchaser's Project Manager before any relevant downstream work can be undertaken by the Supplier).]* *[If appropriate, insert "The Supplier shall prepare and furnish to the Project Manager the following documents for which the Supplier must obtain the Project Manager's approval before proceeding with work on the System or any Subsystem covered by the documents. [state* ***"none"*** *or specify, for example:* ***(*) detailed site surveys;*** ***(*) final Subsystem configurations;*** ***(*) etc.*** *]]"*

Product Upgrades (GCC Clause 23)

GCC 23.4	***There are no Special Conditions of Contract applicable to GCC Clause***

	23.4. *[**Note**: Mandating that all new versions, releases, and updates of Standard Software will be passed on for free during the Warranty Period is a comprehensive requirement, the benefits of which must be balanced against the perceived costs in the mind of the successful Bidder at the time of bid submission. To require the Supplier to provide for free only new releases and updates, but agreeing that it would be reimbursed for the supply of complete new versions might be more cost-effective. For example, this may be particularly appropriate when the Purchaser would not benefit from costs of migrating its business applications to an entirely new version of the underlying database system if such a version came out during a three Warranty Period. Another approach may be to shorten the time period during which updates, etc., would have to be supplied for free, for example, to only the first year of the Warranty Period; or alternatively, a more narrow set of Standard Software could be covered.* *Also, note that the GCC only specifies the obligations "to provide" software updates. If the Purchaser needs to have the Supplier perform installation and configuration services associated with software updates, this needs to be clearly stated in the relevant service specifications in the Technical Requirements and text added to this SCC indicating the need for the Supplier to maintain such a service capacity: e.g., "The Supplier must maintain a service capacity to promptly deliver, provide, install and configure the provided versions, releases, and updates for all Standard Software that are used in the System at no additional cost to the Purchaser."]*

Inspections and Tests (GCC Clause 25)

GCC 25	***There are no Special Conditions of Contract applicable to GCC Clause 25.*** *[**Note**: Purchasers may wish to consider employing qualified inspectors to inspect and certify the Information Technologies, Materials, and other Goods prior to shipment. This can minimize the number of cases where the Purchaser receives shipped goods that do not conform to the Technical Requirements and shorten the repair or replacement time.]*

Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	***There are no Special Conditions of Contract applicable to GCC Clause 27.2.1.*** *[**Note**: Few aspects of Information Technology procurement are more critical to the successful implementation of a System than the specification of Operational Acceptance Tests. It is imperative that the Purchaser prepare the specification for these tests as carefully as the overall specification of the System itself. The description should be sufficiently comprehensive, unambiguous, and verifiable to result in proper operation of the System with minimal confusion or controversy between the Purchaser and its management, the Supplier, and any users.* *In addition, where the Contract covers the Installation and acceptance testing of a number of Subsystems, the nature of the acceptance tests required for each Subsystem, and for the final tests to be carried out on the entire System once all Subsystems have been completed, needs to be clearly specified here and/or in the Technical Requirements and which party bears responsibility for correcting any defects discovered during the final tests of the entire System needs to be identified.]*

F. GUARANTEES AND LIABILITIES

Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	***There are no Special Conditions of Contract applicable to GCC Clause 28.2.*** ***[Note:** Typical percentages are, respectively, one half of one percent (0.5%) per week and ten percent (10%) of the total. In some instances, the Purchaser may wish to consider specifying liquidated damages on a daily basis. If so, specify this in the SCC].*
GCC 28.3	***There are no Special Conditions of Contract applicable to GCC Clause 28.3.*** *[**Note**: Establishing more milestones for liquidated damages may provide a somewhat greater degree of control and assurances regarding the pace of the implementation of the System. However, this will come at a price of increased complexity of*

	Contract management and increased perceptions of financial risks on the part of Bidders. This most likely will lead to higher bid prices. In most cases, Operational Acceptance should be the most appropriate financial control for ensuring the timeliness of implementation, since it captures the impact of earlier delays and is, in the final analysis, the milestone that truly matters. Whatever milestones are selected, it is critical that the Implementation Schedule precisely specify what Subsystems or other components are covered and when the milestone is set. These, of course, can be refined and revised through the Agreed Project Plan.]

Defect Liability (GCC Clause 29)

GCC 29.1	***There are no Special Conditions of Contract applicable to GCC Clause 29.1.*** *[**Note**: Software is never completely error or "bug" free. Thus, the Purchaser may wish to refine or to limit the Supplier's warranty obligations. Properly done, this can reduce Bidder's perceptions of financial risk and help lower bid prices. However, the Purchaser should balance the potential savings against the risks to reliable and effective operation of the System and the related costs to the Purchaser. These tradeoffs are very specific to the type of the System and its uses. These tradeoffs are also changing very rapidly with technological development. Accordingly, the World Bank recommends that Purchaser's consult experts in the relevant areas for an up-to-date assessment of the risks and the most appropriate text to express any such exceptions and limitations.]*
GCC 29.4	***There are no Special Conditions of Contract applicable to GCC Clause 29.4.*** ***[Note:** When defining the Warranty period, Purchasers should be careful to recognize that services such as resident engineer support, new software releases and end-user help desk support are not typically included in commercial warranties and should be priced separately in the Recurrent Cost Table].*
GCC 29.10	***There are no Special Conditions of Contract applicable to GCC Clause 29.10*** ***[Note:** Typically, the Purchaser should develop a set of response times for different degrees of seriousness of the defects and/or categories of IT and/or specific Subsystems. The most appropriate and economical set of response times are highly*

	dependent on the specific System, its use, and the relevant conditions in the Purchaser's Country. *The GCC specifies that the Supplier must commence work on warranty defects within a maximum of two weeks; else the Purchaser may contract-in such services at the Supplier's expense. The Purchaser may wish to shorten or lengthen this period in the SCC. The time specified must strike a reasonable balance between the response time the typical qualified Supplier can physically achieve and the importance of maintaining continued System operation. If too short a time period is specified, Suppliers will need to protect themselves by adding a contingency to their bid prices.]*

Functional Guarantees (GCC Clause 30)

GCC 30	***There are no Special Conditions of Contract applicable to GCC Clause 30.*** *[**Note**: In the event that Information Systems and Technologies would have to conform to other calendar system(s), here would be the place to specify related requirements in addition to, or in variation of, the requirements in GCC clause 30.2.]*

G. RISK DISTRIBUTION

Insurances (GCC Clause 37)

GCC 37.1 (c)	The Supplier shall obtain Third-Party Liability Insurance in the amount of *[insert: **monetary value]*** with deductible limits of no more than *[insert: **monetary value**]*. The insured Parties shall be *[list **insured parties**]*. The Insurance shall cover the period from *[insert: **beginning date, relative to the Effective Date of the Contract**]* until *[insert: **expiration date, relative to the Effective Date of the Contract or its completion**]*.
GCC 37.1 (e)	***There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e)***. ***[Note:** Many countries have statutory requirements for various insurances. These should be reviewed with the Purchaser's legal department.* *For example:*

	*The Supplier shall obtain Worker's Compensation Insurance in accordance with the statutory requirements of [insert: **the Purchaser's Country**]. Specifically: [insert**: requirements**]. The Insurance shall cover the period from [insert: **beginning date, relative to the Effective Date of the Contract**] until [insert: **expiration date, relative to the Effective Date of the Contract or its completion**].* *The Supplier shall obtain Employer's Liability Insurance in accordance with the statutory requirements of [insert: **the Purchaser's Country**]. Specifically: [insert: **requirements**]. The Insurance shall cover the period from [insert: **beginning date, relative to the Effective Date of the Contract**] until [insert: **expiration date, relative to the Effective Date of Contract or its completion**].]*

H. CHANGE IN CONTRACT ELEMENTS

Changes to the System (GCC Clause 39)

GCC 39.4	**Value Engineering** The Purchaser ***[****specify:* ***will / will not]*** consider a Value Engineering Proposal. When the Purchaser will consider a Value Engineering Proposal and if the value engineering proposal is approved by the Purchaser the amount to be paid to the Supplier shall be *[insert **appropriate percentage**, up to 50%]* percent of the reduction in the Contract Price.

I. SETTLEMENT OF DISPUTES

Settlement of Disputes (GCC Clause 43)

GCC 43.1.4	The Appointing Authority for the Adjudicator is: *[insert: **the name of an impartial international technical organization in the information technology sector**, or, if no Adjudicator is used in this Contract Agreement or no organization has been identified and agreed to serve as Appointing Authority for the Adjudicator, state **"not applicable."**].*
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 *[select one of the following: **UNCITRAL / the***

	International Chamber of Commerce (ICC) / the Arbitration Institute of the Stockholm Chamber of Commerce / the London Court of International Arbitration*]*. 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.

SECTION X - CONTRACT FORMS

Notes to the Purchaser on preparing the Contract Forms

Performance Security: Pursuant to GCC Clause 13.3, the successful Bidder is required to provide the Performance Security within twenty-eight (28) days of notification of Contract award.

Advance Payment Security: Pursuant to Clause 13.2, the successful Bidder is required to provide a bank guarantee securing the Advance Payment, if the SCC related to GCC Clause 12.1 provides for an Advance Payment.

Installation and Operational Acceptance Certificates: Recommended formats for these certificates are included in this SPD. Unless the Purchaser has good reason to require procedures that differ from those recommended, or to require different wording in the certificates, the procedures and forms shall be included unchanged. If the Purchaser wishes to amend the recommended procedures and/or certificates, it may propose alternatives for the approval of the World Bank before release of the bidding document to potential Bidders.

Change Order Procedures and Forms: Similar to the Installation and Operational Acceptance Certificates, the Change Estimate Proposal, Estimate Acceptance, Change Proposal, Change Order, and related Forms should be included in the bidding document unaltered. If the Purchaser wishes to amend the recommended procedures and/or certificates, it may propose alternatives for the approval of the World Bank before release of the bidding document.

Notes to Bidders on working with the Sample Contractual Forms

The following forms are to be completed and submitted by the successful Bidder following receipt of the Letter of Acceptance from the Purchaser: (i) Contract Agreement, with all Appendices; (ii) Performance Security; and (iii) Advance Payment Security.

- 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 Bidder's Bid Price Schedules are attached to the Agreement. These contain corrections and adjustments to the Supplier's bid prices to correct errors, adjust the Contract Price to reflect – if applicable - any extensions to bid validity beyond the last day of original bid validity plus 56 days, etc.
- Performance Security: Pursuant to GCC Clause 13.3, the successful Bidder is required to provide the Performance Security in the form

contained in this section of these bidding documents and in the amount specified in accordance with the SCC.

- Advance Payment Security: Pursuant to GCC Clause 13.2, the successful Bidder 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 these bidding documents or another form acceptable to the Purchaser. If a Bidder 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 bid 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 bidding documents for the information of Bidders.

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NOTIFICATION OF INTENTION TO AWARD

[This Notification of Intention to Award shall be sent to each Bidder that submitted a Bid.]

[Send this Notification to the Bidder's Authorized Representative named in the Bidder Information Form]

For the attention of Bidder'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 Bidders. The Notification must be sent to all Bidders 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 RFB is issued**]*

Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*

RFB No: *[insert RFB **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 Bid, and/or

b) submit a Procurement-related Complaint in relation to the decision to award the contract.

1. The successful Bidder

Name:	[*insert name of successful Bidder*]
Address:	[*insert address of the successful Bidder*]
Contract price:	[*insert contract price of the successful Bidder*]
Total combined score:	[*insert the total combined score of the successful Bidder*]

2. Other Bidders *[INSTRUCTIONS: insert names of all Bidders that submitted a Bid. If the Bid's price was evaluated include the evaluated price as well as the Bid price as read out.]*

Name of Bidder	Technical Score (If applicable)	Bid price	Evaluated Bid Cost	Combined Score (if applicable)
[*insert name*]	[*insert Technical score*]	[*insert Bid price*]	[*insert evaluated cost*]	[*insert combined score*]
[*insert name*]	[*insert Technical score*]	[*insert Bid price*]	[*insert evaluated cost*]	[*insert combined score*]
[*insert name*]	[*insert Technical score*]	[*insert Bid price*]	[*insert evaluated cost*]	[*insert combined score*]

3. Reason/s why your Bid was unsuccessful *[Delete if the combined score already reveals the reason]*

[INSTRUCTIONS; State the reason/s why <u>this</u> Bidder's Bid was unsuccessful. Do NOT include: (a) a point by point comparison with another Bidder's Bid or (b) information that is marked confidential by the Bidder in its Bid.]

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 Bid. 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 Bidder, 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 Bidder, 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 Bidder who submitted a Bid 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 BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the successful Bidder. In case of joint venture, the Bidder 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 Bidder is any natural person who ultimately owns or controls the Bidder 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 Bidder*

RFB No.: *[insert **number of RFB process**]*
Request for Bid 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 Bidder (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 Bidder

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 Bidder 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 Bidder]"

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

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

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

Signature of the person named above: _____

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

[*] In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder. In the event that the Bidder is a joint venture, each reference to "Bidder" in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.

[**] Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid 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 RFB is issued**]*

Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*

RFB No: *[insert RFB **reference number from Procurement Plan**]*

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

To: *[insert **Name of Bidder**]*

This is to notify you that your Bid 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 Bidders 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 BDS ITB 47.1 within eight (8) Business days using the Beneficial Ownership Disclosure Form, included in Section X, - Contract Forms, of the Bidding 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 bid 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 *[if there is no Adjudicator, state **"not applicable"**]*
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) (vi), 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 bid 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 Bid. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's bid price, pursuant to the ITB 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 Bidder, 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 guarantee)]* from the date of

---

[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.*

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.*

2.2 Advance Payment Security Bank Guarantee

[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.

---

[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.*

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 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.]*

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 RFB**]*

RFB: *[insert: **title and number of RFB**]*

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 RFB**]*

RFB: *[insert: **title and number of RFB**]*

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 RFB*** *]*

RFB: *[insert:* ***title and number of RFB*** *]*

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 RFB*** *]*

RFB: *[insert:* ***title and number of RFB*** *]*

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 RFB*** *]*

RFB: *[insert:* ***title and number of RFB*** *]*

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 RFB*** *]*

RFB: *[insert:* ***title and number of RFB*** *]*

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 RFB*** *]*

RFB: *[insert:* ***title and number of RFB*** *]*

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 RFB*** *]*

RFB: *[insert:* ***title and number of RFB*** *]*

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 RFB**]*

RFB: *[insert: **title and number of RFB**]*

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 (1)
Unified Public Consultation Portal
For the
Government of Jordan

SYSTEM REQUIREMENT SPECIFICATIONS (SRS)

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1. Introduction

1.1 Purpose

The unified public consultation portal will provide citizens and the private sector in Jordan with an online one-stop-shop to: (i) Get advanced notice and access to relevant information regarding legal, regulatory and policy proposals; (ii) Provide comments in a transparent and interactive process; and, (iii) Obtain a response from the regulator, explaining how their comments were used or not to modify or improve the regulatory proposals. From a government perspective, the unified portal will instantly build the capacity of ministries and regulatory agencies in Jordan, which will have "free" access to a national digital platform to conduct public consultation following consistent standards and guidelines.

Among the benefits of having all public consultations on a unified portal are: more cost-effective way to reach out to broader audiences; complete access to relevant information on regulatory proposals on a 24/7 basis; increased transparency and accountability in the rulemaking process; and a public online track record showing what was proposed, commented and approved as the final enacted rule.

This document presents the solution "blueprint" or Systems Requirement Specifications (SRS) for a unified public consultation portal for the Hashemite Kingdom of Jordan to conduct online consultation on proposed new laws, regulation, policies, strategies and other government decisions. Features and functionalities specified herein have been documented after close interactions and discussions with multiple government stakeholders, responsible for the public consultation process or Good Regulatory Practices in Jordan. They include the Reform Secretariat at the Ministry of Planning and International Cooperation (MOPIC), the Prime Ministry, the Ministry of Digital Economy and Entrepreneurship (MODEE) and the Legislative and Opinion Bureau (LOB). The content of this document will be the main reference and basis for the development team, selected by the Government of Jordan, to architect and deploy an end-to-end technology solution via the web platform.

1.2 Glossary

Abbreviation	Description
Agency	Ministries, departments and other government and regulatory agencies who will use the portal to publish relevant information on consultations of their rulemakings, and provide a public response to participating stakeholders.
Ongoing Consultation	A Consultation that is open for commenting at the current date-time
Closed Consultation	A Consultation for which the commenting period is over
Upcoming Consultation	A Consultation that will be published in the future for Users to provide their comments on
Inter-government Consultation	A Consultation that aims to collect comments from other government agencies (for inter-ministerial coordination purposes), before regulatory proposals are open for comments from all audiences. This consultation is NOT open to the public.
Type of Government proposal	Regulation, Law, bylaw, policies, strategies, instructions, decision, codes and standards, OR OTHER
CTA	Call to Action. Usually used for an action performed by the user.
N&C	Notice and Comments
REST APIs	RESTful APIs to be exposed for client server interaction
Social Media	Facebook, LinkedIn, Twitter, WhatsApp (For mobile site), Gmail, G+, Instagram, Yahoo, FB Messenger, Snapchat, Line, Pinterest
Tour	On screen walkthrough on the portal which works as an interactive User guide
API	Application Programming Interface which enables client server interaction
Json	A form of request/response data which is transferred during client server

Abbreviation	Description
	interaction
CDN	Content Delivery Network
NGO	Non-Government Organization
Predictive Search	While user is entering a text in the search bar, system predicts the text and provides suggestions based on the input text

1.3 Objective

The key objectives of the portal are:

- Encourage effective online participation of the citizens and private sector in the rule-making process by providing advanced access to information on legal, regulatory and policy proposals, allowing them to provide comments and receive a public response at the end of the process.
- Simplified user experience by providing maximum information with a minimalistic design approach
- Proactively reach out and respond to stakeholders to enable comprehensive discussions at different stages of the rulemaking process
- System (Desktop + Mobile) to be designed in a manner to allow for continuous improvements to the process flow

2. Roles and Responsibilities

Portal has been designed for five different roles as mentioned below:

Observer user

Regulatory Impact Assessment (RIA) Unit:

RIA unit will be an oversight body with view only rights to the UPC portal.

A RIA unit will have Responsibilities as follows:

1. Generate reports for the PMO for various aspects of the portal
2. Analyse adherence to the consultation process by all stakeholders

Super Administrator / Portal Administrator:

Ministry of Digital Economy and Entrepreneurship (MODEE)

Super Admins shall be responsible to ensure that the portal is up and running along with ensuring integrity of data across the platform. Also responsible to create Agencies (Government Institutions, ministries and departments) in the system, create focal point users and assign an agency to a focal point.

A Super Admin will have responsibilities as follows:

1. Technical sustainability of the platform
2. Issuing the necessary procedures and guidelines for the portal's work
3. Creation of Agencies
4. Creation and assignment of Focal points
5. Managing and coordinating training process across Roles
6. Preparing routine portal level reports to relevant government authorities

Focal Point:

To be assigned by Super Administrator

Focal point will be responsible to manage consultations for an agency in the system and will be the single point of contact for the specific agency. Focal point will also have provision to create and assign agency coordinator and agency moderator.

Focal point user will have responsibilities as follows:

1. Manage and coordinate consultation process for the specific agency
2. Preparing routine reports specific to their agency for relevant government authorities
3. Ensure Agency information is up to date and regularly updated on the portal
4. Approval of the requested consultations

Agency Coordinator:

This role is responsible for approving the consultation created by Agency Moderator and ensure all comments are addressed either by moderators or by themselves on the portal and administering the process of each regulation that is published by their Agency Moderators. This role can create/edit/modify Agency moderators of his/her agency. All the content approved by this role goes for a second approval to Focal point of the agency.

Responsibilities of an Agency Coordinator would be as follows:

1. To approve all content published by the agency moderator on the public consultation portal according to the instructions and guidelines issued
2. To approve the final report created by the agency moderator as a result of the Consultation

Note: All features available to the Agency Moderator shall also be available to the coordinator.

Agency Moderator:

This role is responsible for specific consultations conducted by his/her government agency in the portal. Responsibilities include uploading all relevant information for the consultations along with all the required collaterals, address comments on the site, monitor the consultation process and all other aspects pertaining to a particular consultation to be published for his/her agency. The created consultation goes for approval to the agency coordinator. In case changes are suggested Moderator will update the consultation details and send it back for approval.

Once the consultation has ended, Agency coordinator is also responsible for below:

- Create the consultation results report (public response to all comments) as an additional attachment in each consultation page and send it for approval to agency coordinator.
- Upload the updated draft and final versions of the legal, regulatory, policy and other proposals, reflecting changes after the consultation period is over
- Respond to comments and mark comments as spam if applicable

Focal point, Agency coordinator and Agency Moderator shall be able to view and access features pertaining to the assigned Agency only.

Complex user:

This user can be as observer to monitor the consultation processes in addition to initiate or redo consultation as government entity according their role

End User:

The end user is the citizen/ residents /business association/NGO…etc who will use the portal to access information on regulatory proposals and comment on the consultations published on the site.

3. Process Flow

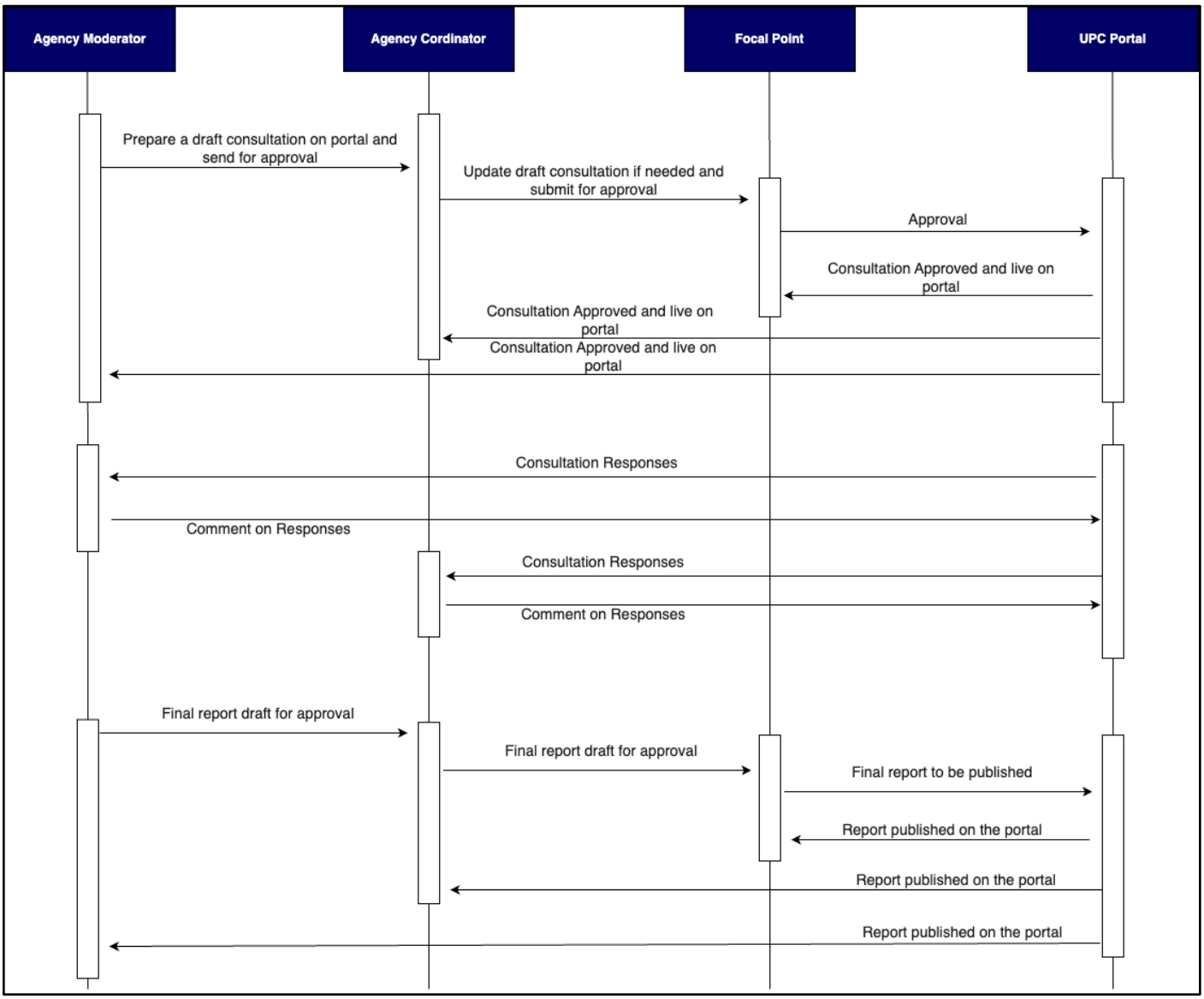

Figure 1: Process flow diagram

4. Features and Functionalities (End User – Citizens, Business Organizations, NGOs etc)

4.1 End User flow

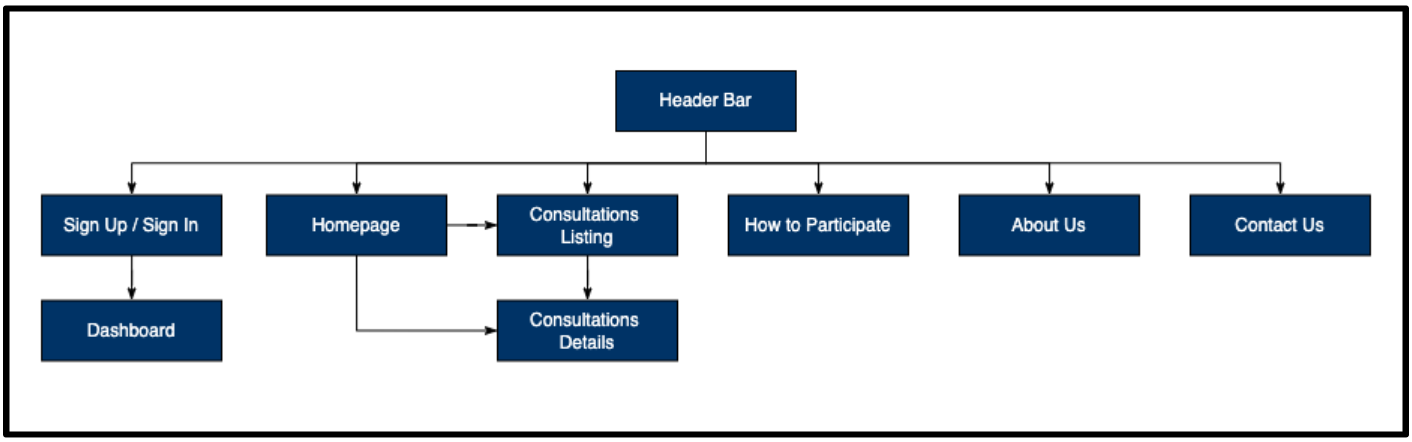

Figure 2: End User flow diagram

4.2 Home Page

A screen which acts as a user's Home screen/dashboard.

A logged in user has an added feature of a personalized dashboard access (details in section 4.7). Logged in users will have access to his/her activity and all his/her subscriptions under the Dashboard section.

User flow from home page is as shown in the below diagram:

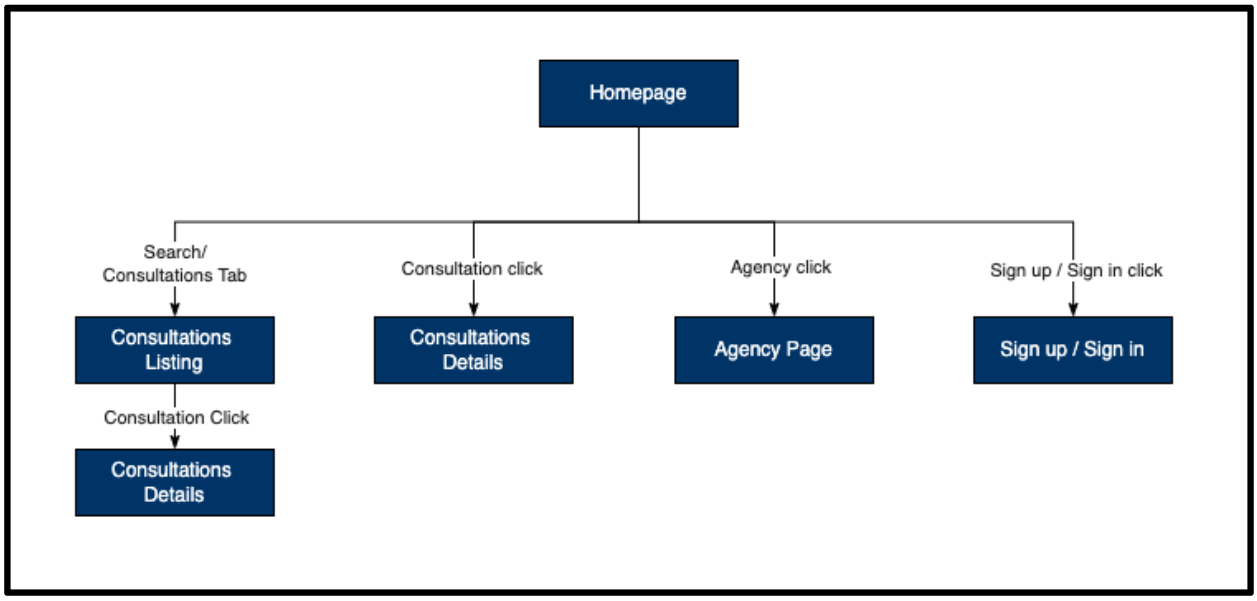

Figure 3: Home page user flow

Search Bar:

A predictive text search bar shall be provided with a provision to search consultations by Title of consultation/government agency/industry/status or any keyword.

Results will be displayed on the Search Result Page/Consultation Listing page as mentioned in section 4.3.

Statistics

Trending Consultations Section:

A section with icons/info graphics that displays the group of consultations along with the overall number of consultations under the group. Groups to be displayed are as below:

- New Consultations
  Consultations that have been added recently on the portal
- Consultations closing for commenting soon
  Consultations that are closing for commenting within the next 7 days.
- Consultations with most comments
  Consultations that have received most comments in the last 7 days
- Closed Consultations
  Lists all the consultations that have closed for commenting in the last 30 days.
- Most Searched
  Lists all the consultations that have maximum impressions in the last 30 days.

Click on the "all consultations" group will direct the user to the Search Result Page/Consultation Listing page as mentioned in section 4.3.

Details displayed for each consultation in any section as a search result are as below:

- Title of the consultation
- Type of Consultation (Invite-Only consultation, General consultation). Parameters for the consultation type is defined in Annexure C
- Brief excerpt from the summary of the consultation (2-3 lines)
- Start Date and End Date
- Agency Name
- Status of the consultation (Open, Closed)
- Number of comments on the consultation

Chat-Bot: the portal should include interactive bilingual chat to serve different type of communities in an intelligent way.

For Logged Users: the following features should be activated

A. **Dashboard**
B. **User Activity Section:**
   A section which displays the trending consultations under the portal based on criteria as mentioned below:

   - New Consultations
   - Subscribed Consultations
   - Subscribed Agencies
   - Consultations closing soon
   - Trending Consultations (Basis impression count)
   - User's comments for each consultation that who has provide comments on it, and taken action on his comment
   - User opinion regarding the Polls and surveys

C. **Polls and surveys if required a Logged In User**
D. **Consultation that requires logged in users**

4.3 Consultation Listing Page (Search Result)

Consultation listing page is the search results page displayed based on the search criteria entered by the User.

Apart from header, footer and other consistent components, screen will consist of two major components, Filter & Sort option and Consultation listing.

User flow on the screen is as shown below:

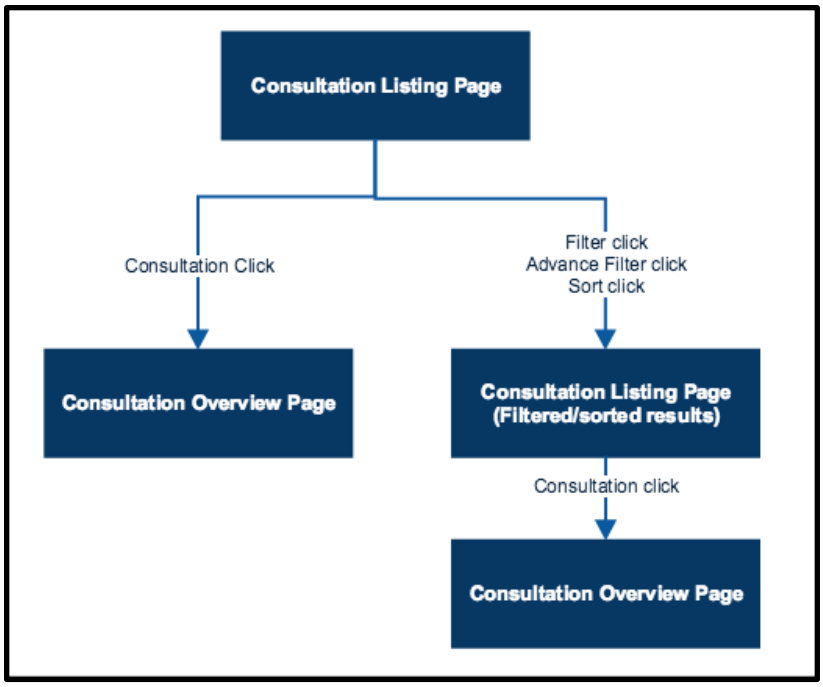

Figure 4: Listing page user flow

Filter & Sort Section:

The Filter section allows users to filter and search for specific consultation in the portal. A free text search bar shall be provided for users to search by Title of consultation/agency/industry/status or keyword.

Predictive search will be used wherein suggestions shall be displayed as a dropdown.

Additional filter options will be provided as Advance Search with below parameters:

- Agency
- Type of Consultation (Invite Only consultation, General consultation, Inter-Ministerial). Parameters for the consultation type is defined in Annexure C
- Type of government proposal being consulted (law, bylaw, policy, strategy, instruction, decision, other).
- Status of consultation (Open/Closed/upcoming)
- Consultation date range of open/close dates
- Policy Area/Sector

Ability to sort the results will be provided based on below parameters:

- Oldest consultation first
- Latest consultation first
- Popular Consultations (Most liked)
- Closing First

A text shall be displayed just above the consultation listing mentioning the exact search filter applied along with number of consultations displayed (example: Displaying 9 consultations posted by X Agency)

Consultation Listing

Based on the filters selected or based on Agencies, Consultations will be displayed in a list format. Horizontal cards can be used to segregate information. Consultation details to be displayed are as mentioned below:

- Title of the consultation
- Brief excerpt from the summary of the consultation. Ellipsis shall be used after 200 characters.
- Start Date and End Date with a countdown timeline.
- Agency Name
- Status of the consultation

Lazy loading can be used to load 10 consultations at a time.

Constraints:

- By default, consultations will be listed in the latest first order.
- Consultation list should refresh based on the user entry.
- By default, 10 consultations will be seen on the first page. Additional consultations will be loaded in sets of 10 consultations as the user scrolls to the bottom of the page.

4.4 Consultations Overview Page

A screen that displays details about a consultation. The details of the Consultation will consist of the following:

- Title of Consultation
- Name of Agency proposing the consultation in question
- Timeframe of the Consultation (Date range in a countdown format)
- Timeline of the consultation displaying key events of the consultation.
- Type of Regulation subject to Consultation (Law, bylaw, instructions, decision, codes and standards, Issues with existing policies, , preliminary issues, policy OR OTHER)
- Sectors this consultation is affecting. (This parameter will form the ‘Trending Sectors’ section on the homepage)
- A comment section will be present at all times on the side of the details page. This section will remain as a sticky component even on scrolling of the page. The text box will have an “i” icon which will display suggestion on “how to comment effectively” on rolling/scroll over. Details of the comment section are mentioned below.

- Online Consultation Tab:
    - Consultation Objective
    - Consultation summary highlighting the main details of the government proposal being consulted
    - Full Legal Text Document: A downloadable version of Full Legal text
    - Related Documents: A downloadable version of Supporting documents such as Documents, studies related to the proposal and other collateral will be available in the ‘Related Documents’ section

    - Announcements made by the Agency related to the consultation
        - Announcement
        - Date of announcement
    - Agency Details
        - Contact Number
        - Contact Email address
        - Number of consultations published
    - Related consultations to be listed which are tagged to the consultation
- Full Legal text:
    - Tab of the full text where Users can comment on any section of the text. The full text must be in HTML format so that Users can select a certain section and attach a comment to the selected section. This is the main commenting section of this page
- Offline Consultation Section: List of scheduled Offline consultation activities listed in a tab format. Details listed are as below:
    - Name of the activity/event
    - Date and time
    - Venue
    - Agenda/brief description of purpose
    - Contact information of team holding the offline consultation
    - Minutes of meetings (only for past offline consultations)

******

The various headings (Online Consultation, Offline Consultation and Full Legal Text) related to the consultation mentioned above can be displayed in a tab manner to ensure easy navigation.

******

Option to download and comment on minutes of meetings of the offline consultation shall be provided.

THE COMMENT SECTION NEEDS TO BE PROMINENT AND STICKY WITH A BUTTON LEADING (View All Comments) TO THE DETAILED COMMENT SECTION WHICH HAS COMMENTS FROM ALL SECTIONS IN ONE PLACE

CTAs available on the page are as below:

- Comment on the consultation (with provision to attach a file)
- Reply to other comments
- Comment on Minutes of meetings
- Share comments
- Comment on a specific section of Consultation
- Information on guidelines on how to comment effectively
- Like a Comment
- Download minutes of meetings
- Download attachments
- Fill out a security measure (e.g. ReCAPTCHA v3, 2-factor authentication etc)
- Download full text of the Consultation as a .pdf file.

- Share on social media
- Share via Email
- Share via WhatsApp
- Subscribe/Unsubscribe to a Consultation to receive email alerts
- Subscribe/Unsubscribe to an Agency to receive email alerts
- View all comments in a new page

Agencies should be able to request comments using the following two different methods:

1. **Plain text-based comments:**

Users are allowed to enter feedback in free text format as comments.

Other users can either post a new comment, comment on existing comments, upvote/downvote a comment and share comments using social media (Facebook, Twitter, LinkedIn, WhatsApp) and email.

A provision to attach supporting documents to the comments should be provided.

Comments on Consultations will be sorted by Most Recent comments first by default. Comments can in turn be sorted based on below options:

- Most Recent/Earliest comments
- Most liked comments
- Pinned comments by agency

While publishing comments, user has options as mentioned below:

- Sign up and attribute the comment to himself/herself
- Comment anonymously without signing up

Questionnaire based response (Survey / Multiple Choice):

Agencies should be able to create questionnaires with questions and answer choices for the user.

- Answers can be accepted in below options:
  - One selection from multiple choices (radio buttons)
  - Multiple option selection (check boxes)
  - Text comments (free text)
  - Numeric answer (slider/select value/enter value..etc)

Once all the mandatory questions are answered, survey results shall be submitted to the agency. Users will have an option to update the survey questionnaire until the consultation closure.

Constraints:

- Latest 10 comments will be shown and more comments will load as the User scrolls down further.
- Re-captcha or another mechanism to be used to prevent spam entries.
- Once a user has commented, any replies or events related to the comment will be notified via

an automated mailer.
- On updates from the agency, all the users who have subscribed to the consultation shall receive an automated emailer and through Sanad.
- All comments/replies made by end users will initiate an auto-response email to the User thanking him/her for participating in the consultation
- Minutes of Meetings from offline Consultations shall be shared with the Subscribed users post the offline consultation, in the Offline Consultation section of each consultation overview page.
- APIs to be created to share specific details of the consultation with third parties.

4.5 Sign Up/Sign In Page

Login via SANAD, email, Facebook, and Google options shall also be provided.

Sign Up section will facilitate a user to register on the website with basic details as mentioned below:

- Display Name
- Email Id
- Password
- Confirm Password
- How do you best identify yourself? (Individual, Organization)
- If Organization is selected in the above option, display a dropdown to select the organization with an option to select "Add New" in case users organization is not listed. **The database of organizations will form with entries made manually by end users.

** In case user selects "Add New" organisation option, a popup will be displayed with below inputs:

- Organisation name (As per id proof / authorisation letter from the organization on their letterhead)
- Organisation address (As per id proof / authorisation letter from the organization on their letterhead)
- Upload Organisation id proof or authorisation letter from the organization on their letterhead
- For all Users signing up as organisation their comments will be attributed to "Organisation Name-Display Name"
- All User details captured by the system can be accessed and viewed by Agency Moderators/Agency Co-ordinators/Focal Points

Validations to be provided for Name (minimum number of characters, unique name), Email id (valid email, unique email) and Password (at least 6 characters, one number, one special character).

Forgot password option should be provided. On click of forgot password, an automated email shall be generated and sent to Admin users email id with a password reset link.

User session should auto log off in case of no activity for 30 minutes.

4.6 How to Participate

Page displays informative details about how to participate in the consultation process on the portal. This section shall include Video/Graphical representation of the process/Steps of participation in an intuitive way.

A timeline approach can be used to depict the consultation process in a simplified approach to the participating users.

4.7 My Dashboard

A customized dashboard will be visible to the users when they login to the portal. Below categories will be seen which will direct users to the specific consultations:

- New consultations added
- Subscribed consultations
- Subscribed Agencies
- Consultation closing soon

4.8 Contact Us Page

This section provides Contact details of the Super Administrator as mentioned below:

- Postal address of the MODEE office
- Google map location of the MODEE office
- Support Email Id of the super administrators
- Support contact number of super administrators (optional)

4.9 About Us Page

A screen which displays information about the website administration. It is important to highlight this page on the homepage to showcase the significance of the platform.

This section shall display the importance of the consultations and consultation process to spread awareness among the citizens.

Section shall also highlight the importance of public consultations in the overall rule making process.

Use of infographics as opposed to text-based interfaces is suggested.

4.10 T&C Page

A screen which displays the Terms and Conditions of the website. This section will be divided into three subsections:

- User policy
- Terms and Conditions
- Disclaimer

4.11 Header Bar

Header bar will be available at the top section of the website for the Desktop website and in the Menu bar for the Mobile website for quick access to sections.

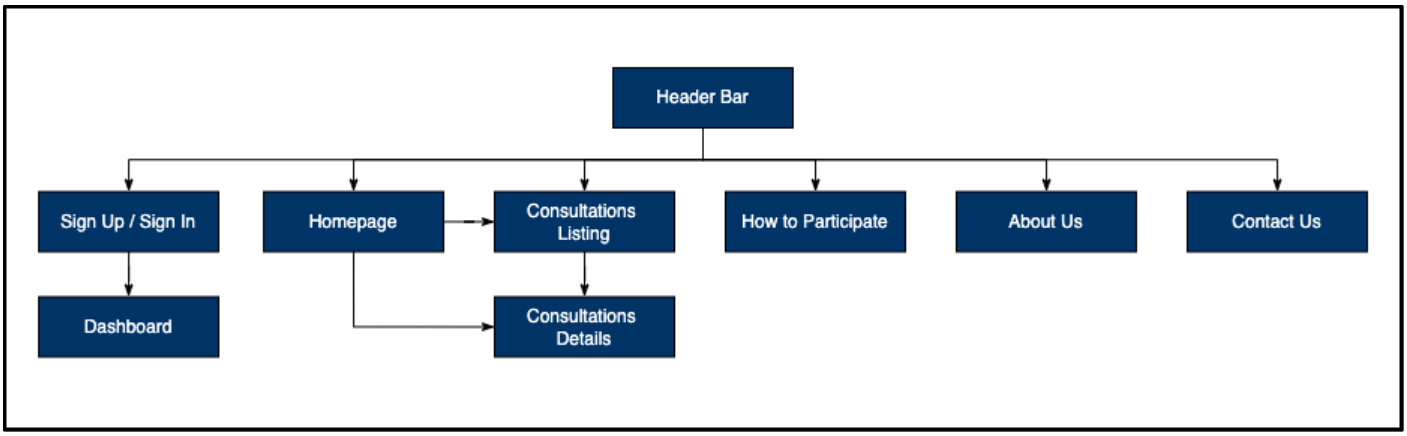

Figure 5: Header bar user flow

Below hyperlinks would be available on the Header Bar:

- Home: Opens the Home page. This can be symbolized with a Logo.
- My Dashboard: personalized dashboard to users
- How to Participate
- About Us: Opens the About Us page.
- Contact Us: Opens the Contact Us page.
- Login/Sign Up: Opens the dialog box to either allow the user to Login or Sign up for the website.

Header bar will be a sticky bar on desktop and on mobile interface, menu along with the logo shall be sticky header.

4.12 Footer section

A footer bar will be present at the bottom of the page.

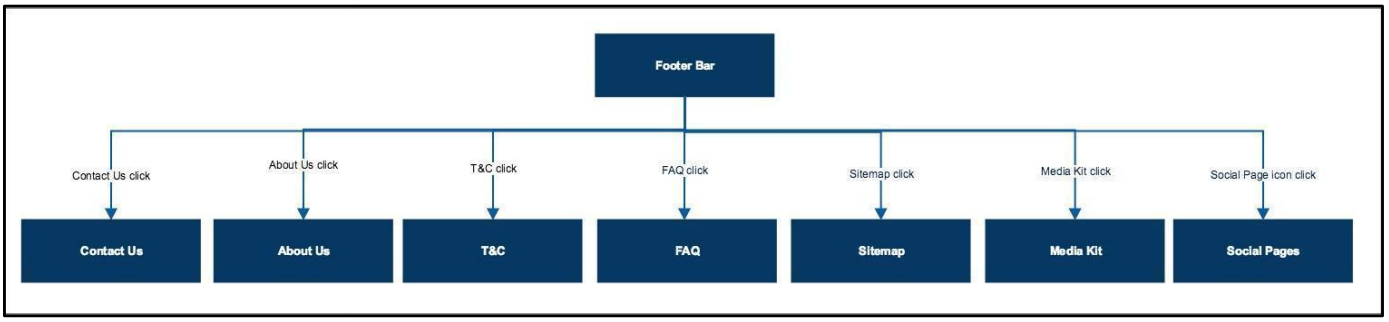

Figure 6: Footer bar user flow

This section will have below hyperlinks:

- Contact Us
- About Us

- T&C
- FAQ
- Sitemap
- Media Kit
- Social Pages Link
- Sign up / Sign in (For non-logged in users only)

In addition to the above-mentioned sections, popular Agency names and trending consultations can be added to the footer. This helps in search engine optimization (SEO) and will help in better page ranking of the website.

Copyright information also needs to be mentioned in the footer bar.

5. Features and Functionalities (Admin Panel)

5.1 Super Admin Panel

A dashboard section for Admin users to add/update/manage content on the portal. Flow of Admin portal is as defined below:

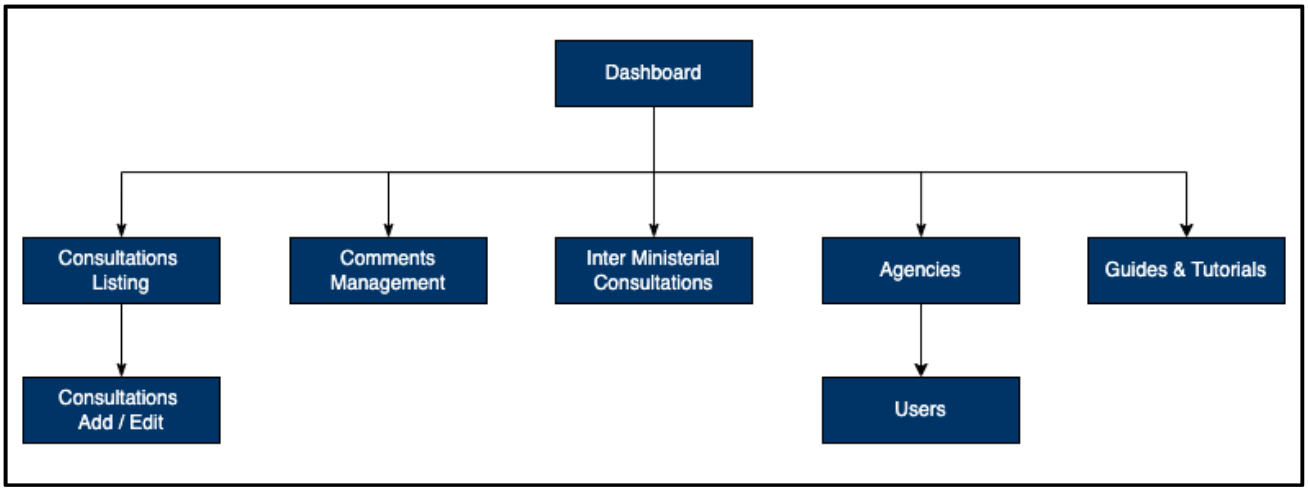

Figure 7: Super Admin Panel user flow

5.1.1 Login Page

Login page allows Admin users to login to the specific dashboard. Admin will have to enter username and password.

Forgot password option should be provided. On click of forgot password, an automated email shall be generated and sent to Admin users email id with a password reset link.

Constraints:

Once a user is logged in, a Logout button shall be available on the screen.

User session should auto log off in case of no activity for 30 minutes.

5.1.2 Dashboard

Dashboard page shall be the default page for the Admin user. Page will enable Administrators to monitor the website activities including:

- Number of visitors in last 1 week and Year to date
- Number of comments in last 1 week and Year to date
- Number of active consultations
- Number of active consultations managed (Year to date)
- Number of consultations closing in next 7 (customizable) days
- Number of consultations open for comments
- Graph of Agency wise consultations with an option to download
- Graph of Agency wise comments with an option to download
- Number of onboarded agencies

An option to view all consultations and view all comments to be provided.

Constraints:

- Clicking on consultations metrics shall navigate the user to Consultation management page (Redirection to section 5.1.4)
- Clicking on comments metrics shall navigate the user to the Comment management page. (Redirection to section 5.1.5)

5.1.3 User Management

User management option shall not be available with Moderator. Various rights available to Administrators are as shown in the below table:

Feature	Super Admin	Focal Point	Agency Coordinator	Agency Moderator
Add/Edit/Delete Focal Point	Yes	No	No	No
Add/Edit/Delete Agency Coordinator	Yes	Yes	No	No

Add/Edit/Delete Agency Moderator	Yes	Yes	Yes	No

Note: Super Admins shall create Focal point users and assign them to an agency. Focal point users can in turn create and assign Agency Coordinators and Moderators.

5.1.4 Consultation Management

Consultations shall be listed in a list format while providing options for view/edit/new comments. Clicking on the consultation opens the consultation on a new page. Option to Add Consultation should be provided above the listing section.

View/Add/Edit Consultation

The Agency Coordinator and Agency moderator shall be able to Add/Edit a consultation. While adding/editing a consultation, below details need to be entered by Administrators:

- Type of Consultation (Invite only consultation, General consultation, Inter-Ministerial). Mandatory Selection of the type, will show/hide further input fields on the form*****. mandatory
- Select the type of Government proposal (Law, Bylaw, Policy, Strategy, Decisions, Instructions, RIA, Other) Mandatory
- Sectors this consultation is affecting. (This parameter will form the 'Trending Sectors' section on the homepage) mandatory

*****In case Administrator selects **"Open to all"** consultation type, below details should be entered:

- Title of Consultation (Mandatory)
- Timeframe (start date, end date). (Mandatory)
- Objective of the Consultation
- Summary of the consultation, explaining
    - Problem trying to be addressed
    - How the consultation addresses the problem
    - Alternatives considered
    - Expected impact
    - Affected stakeholders
- Supporting attachments if any (Optional)
- Full legal text of the consultation to be uploaded in the specified manner to be published as a HTML page (Mandatory)
- Medium of response (Plain text, Q&A, multiple choice) (Mandatory)
    - In case of Q&A and multiple choice, Admin shall be able to create a questionnaire
- Offline consultation
    - Title of offline consultation
    - Current status of the offline consultation
    - Agenda of the consultation
    - Date Time
    - Venue details
- Links to similar consultations (Consultation Lookup option shall be provided) (Optional)
- Agency proposing consultation (Auto populated in case of Regulator or Moderator)

(Mandatory)
- Contact Information (Mandatory)

*****In case Administrator selects **"Private Consultation"** type; in addition to the above-mentioned parameters the Agency Moderator has to enter Target users Email (Option to import email addresses via excel sheet, option to select other Agencies/Ministries, option to enter email addresses manually) (Optional)

- Target users Email (Option to import email addresses via excel sheet, option to select other Agencies/Ministries, option to enter email addresses manually) (Optional)

*****In case Agency Moderator selects **"Inter-government"** consultation type then he/she will select from the list of Agencies (The mail will go to all stakeholders of the agency- Focal point, Agency Coordinator and Agency Moderator for their comments) or enter email ids manually.

Action items available to the Administrators while adding/editing a Consultation are as below:

- Push notification: Send push notification to a group of email ids. Automated mailer notification to be sent to the list of email ids
- Add Guidance Information about how to provide "better", "effective" or "actionable" comments.
- Extend the consultation period
- Reason for Extension (available only when extension of consultation period is requested)
- Save consultation
- Reset page to clear all inputs
- Cancel

All Consultation details will be uploaded mandatorily in Arabic. Users will have an option to upload the details in English. System will prompt the User about the same on completion of the form and when the submit button is clicked.

5.1.5 Comment Management

When administrators click on New Comments, a comment management section shall be displayed with below options

- Reply to comments on consultation
- Provision to feature (like) comments that add value to the consultation
- Provision to pin/highlight comments that will be seen on top
- Mark and delete offensive comments from the frontend but will remain in records at the backend.
- Define spam prevention mechanisms

5.1.6 Inter-government Consultations

List of inter-government consultations will be listed in the portal.

Clicking on the list will navigate the user to the consultation details page.

5.1.7 Agencies

List of all agencies under the portal. Super Admin will have the option to Add/Edit and Disable an

Agency. Details displayed against an agency are as below:

- Agency Name
- Agency Contact details
- Agency website
- Google map location of agency office
- Created date
- Number of consultations published

5.1.8 Guides & Tutorials

A tutorial section for the Admin users on how to effectively use and manage the portal. Guides would change depending on the type of users.

5.2 RIA Unit User Panel

A dashboard section for RIA unit users shall allow users to oversee the consultation process and ensure adherence of the process by various stakeholders:

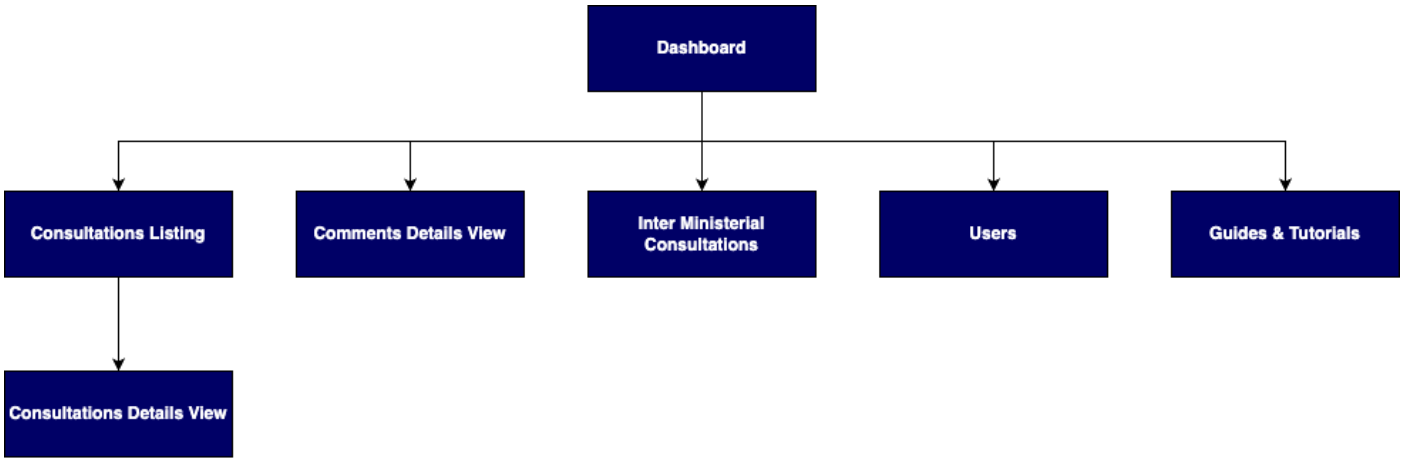

Figure 8: RIA Unit user flow

5.2.1 Login Page

Login page allows users to login to the specific dashboard. RIA unit users will have to enter username and password.

Forgot password option should be provided. On click of forgot password, an automated email shall be generated and sent to coordinator user's email id with a password reset link.

Constraints:

User session should auto log off in case of no activity for 30 minutes.

5.2.2 Dashboard

Dashboard page shall be the default page for the RIA unit users. Page will enable user to monitor the consultation performance by the all the agencies:

- Number of visitors in last 1 week and Year to date
- Number of comments in last 1 week and Year to date
- Number of active consultations
- Number of active consultations managed (Year to date)
- Number of consultations closing in next 7 (customizable) days
- Number of consultations open for comments
- Number of consultations where comments have not been addressed for more than 7 days
- Graph of Agency wise consultations with an option to download
- Graph of Agency wise comments with an option to download
- Number of onboarded agencies

5.2.3 Consultation List

Consultations shall be listed in a list format while providing options for reviewing consultations. Clicking on the consultation opens the consultation on a new page.

Option to search consultations along with an Agency filter will be provided.

Consultations Details

RIA unit users shall be able to view details of the consultation in a read only format.

Consultation details visible to the user is as below:

- Type of Consultation (Invite only private consultation, General consultation, Inter-Ministerial)
- Type of Government proposal (Law, Bylaw, Policy, Strategy, Decisions, Instructions, RIA, Other)
- Sectors the consultation is affecting
- Title of Consultation
- Timeframe (start date, end date)
- Objective of the Consultation
- Summary of the consultation
    - Problem trying to be addressed
    - How the consultation addresses the problem

    - Alternatives considered
    - Expected impact
    - Affected stakeholders
- Supporting attachments if any
- Full legal text of the consultation
- Medium of response (Plain text, Q&A, multiple choice)
- Offline consultation details
    - Title of offline consultation
    - Current status of the offline consultation
    - Agenda of the consultation
    - Date Time
    - Venue details
- Links to similar consultations (Consultation Lookup option shall be provided)
- Contact Information (Mandatory)

Action items available to the RIA unit users are as below:

- Cancel

5.2.4 Comment Management

When RIA unit users click Comment management section, he / she will be able to view all comments linked to all consultations published by the Agency:

- View all comments and replies on the consultation

5.2.5 Inter-Ministerial Consultations

List of inter-ministerial consultations will be listed in the portal.

Clicking on the list will navigate the RIA unit user to the consultations details page.

5.2.6 Users

List of all Focal point users, coordinators and moderators will be listed. Details listed for all the users would be as below:

- User Name
- Created date
- Role
- Assigned Agency

5.3 Focal Point Panel

A dashboard section for Focal point shall allow users to manage the functioning of the Agency consultations. Flow of Admin portal for Focal point users is as defined below:

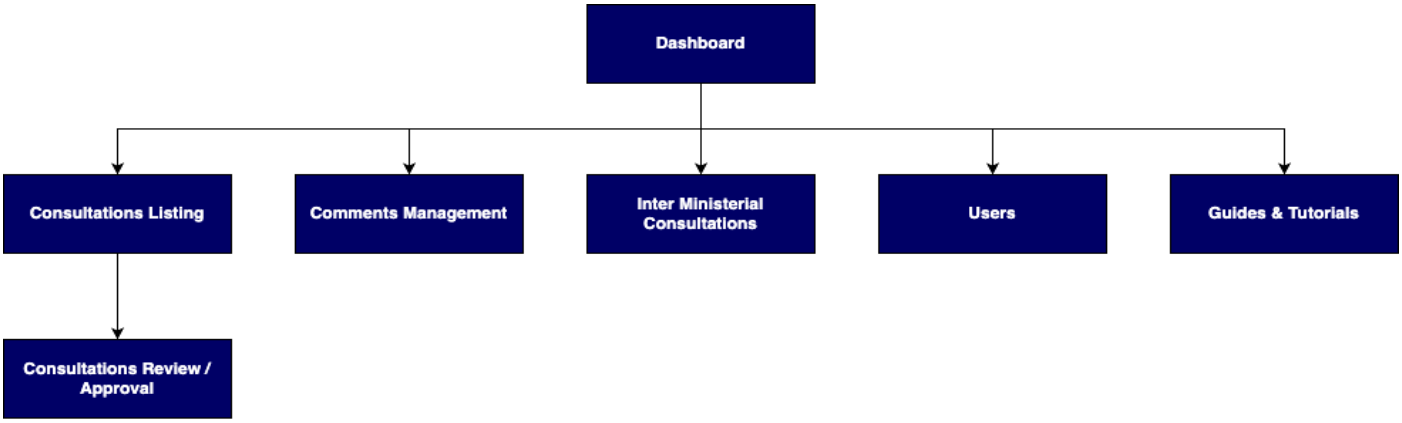

Figure 9: Focal Point Panel user flow

5.3.1 Login Page

Login page allows users to login to the specific dashboard. Focal point users will have to enter username and password.

Forgot password option should be provided. On click of forgot password, an automated email shall be generated and sent to coordinator user's email id with a password reset link.

Constraints:

User session should auto log off in case of no activity for 30 minutes.

5.3.2 Dashboard

Dashboard page shall be the default page for the focal point user. Page will enable focal point user to monitor the consultation performance by the Agency:

- Number of consultations pending approval from Focal Point
- Number of views on published consultations by the assigned agency in the last 1 week
- Number of comments on published consultations by the assigned agency in the last 1 week
- Number of agency-published consultations closing in next 7 (customizable) days
- Number of agency-published consultations open for comments
- Graph of views on published consultations by the assigned agency (X Axis - days, Y Axis - Number of views)
- Graph of comments on published consultations by the assigned agency (X Axis - days, Y Axis - Number of comments)

An option to view all consultations and view all comments to be provided.

Constraints:

- Clicking on consultations metrics shall navigate the user to Consultation management page
- Clicking on comments metrics shall navigate the user to the Comment management page

5.3.3 Consultation Management

Consultations shall be listed in a list format while providing options for reviewing consultations. Clicking on the consultation opens the consultation on a new page.

Note: A focal point user shall be able to only review consultations assigned to the Agency.

Consultations Review

Focal point users shall be able to view details of the consultation and share review feedback with the Agency coordinators and moderators to make changes to the consultation.

Consultation details visible to the user is as below:

- Type of Consultation (Invite only private consultation, General consultation, Inter-Ministerial)
- Type of Government proposal (Law, Bylaw, Policy, Strategy, Decisions, Instructions, RIA, Other)
- Sectors the consultation is affecting
- Title of Consultation
- Timeframe (start date, end date)
- Objective of the Consultation
- Summary of the consultation
    - Problem trying to be addressed
    - How the consultation addresses the problem
    - Alternatives considered
    - Expected impact
    - Affected stakeholders
- Supporting attachments if any
- Full legal text of the consultation
- Medium of response (Plain text, Q&A, multiple choice)
- Offline consultation details
    - Title of offline consultation
    - Current status of the offline consultation
    - Agenda of the consultation
    - Date Time
    - Venue details
- Links to similar consultations (Consultation Lookup option shall be provided)
- Contact Information (Mandatory)

Action items available to the Focal point users are as below:

- Share review comments
- Approve and publish consultation
- Cancel

5.3.4 Comment Management

When Focal point users click Comment management section, he / she will be able to view all comments linked to all consultations published by the Agency:

- View all comments and replies on the consultation
- Pin comments that will be seen on top
- Define spam prevention mechanisms

5.3.5 Inter-Ministerial Consultations

List of inter-ministerial consultations will be listed in the portal.

Clicking on the list will navigate the focal point user to the consultations details page.

5.3.6 Users

List of all coordinators and moderators under the Agency will be listed. Focal point user will be able to add / edit / disable access to the coordinators and moderators:

- User Name
- Created date
- Role

5.3.7 Guides & Tutorials

A tutorial section for the Focal point users on how to effectively review and manage the consultation process for the Agency on the portal.

5.4 Agency Coordinator Panel

A dashboard section for Agency Coordinator shall allow users to add/update/moderate Consultation specific content on the portal and add moderators under the agency. Flow of Admin portal for Agency coordinators is as defined below:

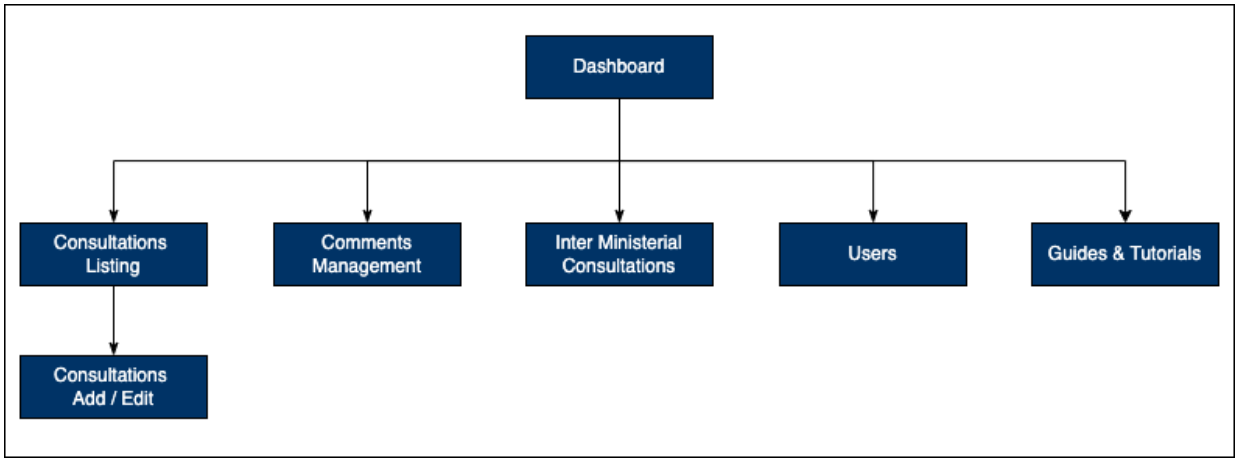

Figure 10: Agency Coordinator Panel user flow

5.4.1 Login Page

Login page allows users to login to the specific dashboard. Coordinators will have to enter username and password.

Forgot password option should be provided. On click of forgot password, an automated email shall be generated and sent to coordinator user's email id with a password reset link.

Constraints:

User session should auto log off in case of no activity for 30 minutes.

5.4.2 Dashboard

Dashboard page shall be the default page for the coordinator user. Page will enable coordinator to monitor the consultation performance by the Agency:

- Number of views on published consultations by the assigned agency in the last 1 week
- Number of comments on published consultations by the assigned agency in the last 1 week
- Number of agency-published consultations closing in next 7 (customizable) days
- Number of agency-published consultations open for comments
- Graph of views on published consultations by the assigned agency (X Axis - days, Y Axis - Number of views)
- Graph of comments on published consultations by the assigned agency (X Axis - days, Y Axis - Number of comments)

An option to view all consultations and view all comments to be provided.

Constraints:

- Clicking on consultations metrics shall navigate the user to Consultation management page
- Clicking on comments metrics shall navigate the user to the Comment management page

5.4.3 Consultation Management

Consultations shall be listed in a list format while providing options for view/edit/new comments. Clicking on the consultation opens the consultation on a new page. Option to Add Consultation should be provided above the listing section.

Note: A coordinator shall be able to only view consultations assigned to the Agency.

View/Add/Edit Consultation

Agency coordinator shall be able to Add/Edit a consultation. While adding/editing a consultation, below details need to be entered by Coordinators:

- Type of Consultation (Private consultation, General consultation, Inter-Ministerial) mandatory. Selection of the type here will show/hide further input fields on the form*****. mandatory
- Select the type of Government proposal (Law, Bylaw, Policy, Strategy, Decisions, Instructions, RIA, Other) Mandatory
- Sectors this consultation is affecting. (This parameter will form the 'Trending Sectors' section on the homepage) mandatory

*****In case Coordinators selects "Open to all" consultation, below details should be entered:

- Title of Consultation (Mandatory)
- Timeframe (start date, end date). (Mandatory)
- Objective of the Consultation
- Summary of the consultation, explaining
    - Problem trying to be addressed
    - How the consultation addresses the problem
    - Alternatives considered
    - Expected impact
    - Affected stakeholders
- Sectors affected by the Consultation
- Supporting attachments if any (Optional)
- Full legal text of the consultation to be uploaded in the specified manner to be published as a HTML page (Mandatory)
- Medium of response (Plain text, Q&A, multiple choice) (Mandatory)
    - In case of Q&A and multiple choice, Coordinators shall be able to create a questionnaire
- Offline consultation
    - Title of offline consultation
    - Current status of the offline consultation
    - Agenda of the consultation
    - Date Time
    - Venue details
- Links to similar consultations (Consultation Lookup option shall be provided) (Optional)
- Agency proposing consultation (Auto populated in case of Regulator or Moderator) (Mandatory)
- Contact Information (Mandatory)

*****In case Coordinators selects "Private" consultation type in addition to the above-mentioned parameters the Agency Moderator has to enter Target users Email (Option to import email

addresses via excel sheet, option to select other Agencies/Ministries, option to enter email addresses manually) (Optional)

Action items available to the Agency coordinators while adding/editing a Consultation are as below:

- Add Guidance Information about how to provide "better", "effective" or "actionable" comments
- Save consultation
- Extend the consultation period
- Reason for Extension (available only when extension of consultation period is requested)
- Reset page to clear all inputs
- Cancel

Note: An already published consultation can be edited and amended which will now update the type of consultation as "Policy Issues". This action can be performed only by Agency Coordinator.

5.4.4 Comment Management

When coordinators click Comment management section, he / she will be able to view all comments linked to all consultations published by the Agency:

- Reply to comments on consultation
- Provision to feature (like) comments that add value to the consultation
- Provision to pin comments that will be seen on top
- Mark and delete offensive comments from the frontend but will remain in records at the backend.
- Define spam prevention mechanisms

5.4.5 Inter-Ministerial Consultations

List of inter-ministerial consultations will be listed in the portal.

Clicking on the list will navigate the user to the consultations details page.

5.4.6 Users

List of all coordinators and moderators under the Agency will be listed. Coordinators will be able to add / edit / disable access to the moderators:

- User Name
- Created date
- Role

5.4.7 Guides & Tutorials

A tutorial section for the Coordinators on how to effectively use and manage the Agency on the portal.

5.5 Agency Moderator Panel

A dashboard section for Agency Moderator shall allow users to add/update/moderate Consultation specific content on the portal and add moderators under the agency. Flow of Admin portal for Agency Moderator is as defined below:

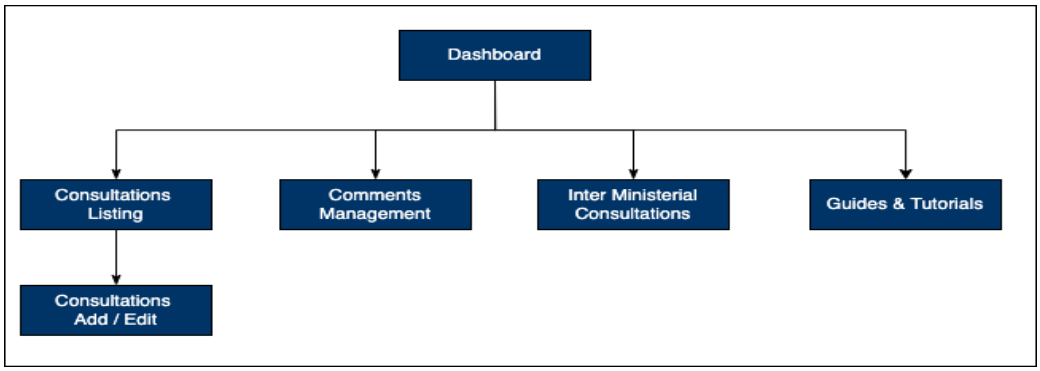

Figure 11: Agency Moderator Panel user flow

Agency moderators shall be able to view all data pertaining to the allocated Agency only.

5.5.1 Login Page

Login page allows users to login to the specific dashboard. Moderators will have to enter username and password.

Forgot password option should be provided. On click of forgot password, an automated email shall be generated and sent to the moderator user's email id with a password reset link.

Constraints:

User session should auto log off in case of no activity for 30 minutes.

5.5.2 Dashboard

Dashboard page shall be the default page for the moderator user. Page will enable moderator to monitor the consultation performance under the Agency:

- Number of views on published consultations by the assigned agency in the last 1 week
- Number of comments on published consultations by the assigned agency in the last 1 week
- Number of agency-published consultations closing in next 7 (customizable) days
- Number of agency-published consultations open for comments
- Graph of views on published consultations by the assigned agency (X Axis - days, Y Axis - Number of views)
- Graph of comments on published consultations by the assigned agency (X Axis - days, Y Axis - Number of comments)

An option to view all consultations and view all comments to be provided.

Constraints:

- Clicking on consultations metrics shall navigate the user to Consultation management page
- Clicking on comments metrics shall navigate the user to the Comment management page

5.5.3 Consultation Management

Consultations shall be listed in a list format while providing options for view/edit/new comments. Clicking on the consultation opens the consultation on a new page. Option to Add Consultation should be provided above the listing section.

Note: A moderator shall be able to only view consultations assigned to the Agency.

View/Add/Edit Consultation

Agency moderators shall be able to Add/Edit a consultation. While adding/editing a consultation, below details need to be entered by Moderators:

- Type of Consultation (Private consultation, General consultation, Inter-Ministerial). Mandatory. Selection of the type here will show/hide further input fields on the form*****. mandatory
- Select the type of Government proposal (Law, Bylaw, Policy, Strategy, Decisions, Instructions, RIA, Other) Mandatory
- Sectors this consultation is affecting. (This parameter will form the 'Trending Sectors' section on the homepage) mandatory

*****In case Coordinators selects "Open to all" consultation, below details should be entered:

- Title of Consultation (Mandatory)
- Timeframe (start date, end date) (Mandatory)
- Objective of the Consultation
- Summary of the consultation, explaining
    - Problem trying to be addressed
    - How the consultation addresses the problem
    - Alternatives considered
    - Expected impact
    - Affected stakeholders
- Sectors affected by the Consultation
- Supporting attachments if any (Optional)
- Full legal text of the consultation to be uploaded in the specified manner to be published as a HTML page (Mandatory)
- Medium of response (Plain text, Q&A, multiple choice) (Mandatory)
    - In case of Q&A and multiple choice, Moderator shall be able to create a questionnaire
- Offline consultation
    - Title of offline consultation
    - Current status of the offline consultation
    - Agenda of the consultation
    - Date Time
    - Venue details
- Links to similar consultations (Consultation Lookup option shall be provided) (Optional)
- Agency proposing consultation (Auto populated in case of Regulator or Moderator) (Mandatory)
- Contact Information (Mandatory)

*****In case Coordinators selects "Closed" category in addition to the above-mentioned parameters the Agency Moderator has to enter Target users Email (Option to import email addresses via excel sheet, option to select other Agencies/Ministries, option to enter email addresses manually) (Optional)

Action items available to the Agency Moderators while adding/editing a Consultation are as below:

- Add Guidance Information about how to provide "better", "effective" or "actionable"

comments
- Save consultation
- Extend the consultation period
- Reason for Extension (available only when extension of consultation period is requested)
- Reset page to clear all inputs
- Cancel

5.5.4 Comment Management

When Moderators click Comment management section, he / she will be able to view all comments linked to all consultations published by the Agency:

- Reply to comments on consultation
- Provision to feature (like) comments that add value to the consultation
- Provision to pin comments that will be seen on top
- Mark and delete offensive comments from the frontend but will remain in records at the backend.
- Define spam prevention mechanisms

5.5.5 Inter-Ministerial Consultations

List of inter-ministerial consultations will be listed in the portal.

Clicking on the list will navigate the user to the consultation details page.

5.5.6 Guides & Tutorials

A tutorial section for the Moderators on how to effectively use and manage the Agency on the portal.

6. Information Security

Winning bidder activities

The winning bidder is required to perform the activities mentioned below to ensure System security:

- Perform scenario-base risk assessment on Data Security level to identify the risks embedded in the proposed solution and provide remediation controls to mitigate them. These controls should be and implemented by the bidder as long as they are in the SoW.

- Develop a detailed backup policy, retention policy, and auditing policy, etc. in alignment with MoDEE policies or regulatory requirements if applicable.
- The proposed system should be able to integrate with file analysis tools seamlessly and with the least security impact on the working environment.
- Appropriately assess, implement, test and deploy information security controls and measures to secure the System considering the following:
    - Controls to enforce separation of duties depending on Need-to-Know and Need-to-Do.
    - Controls to ensure input validation, data processing and output integrity and confidentiality.
    - Controls to ensure secure data at rest, in use and in transit (encryption)
    - Controls to ensure secure messaging according to the WS-Security Standard.
    - Controls to ensure user privacy, including but not limited to, cookies management, users log file and behavior.
    - Controls to ensure secure exception and error management that is both user-friendly and not revealing sensitive and structure data.
    - Controls to ensure secure authentication and identification of the user.
- Design and build secure connections and communication channels to ensure:
    - Secure connections between clients and the System.
    - Secure connections between the System and back-end systems (if any).
    - Secure connection and authentication between the proposed system and other systems. (if any)
    - Internet access should use encrypted communication channels.
- Design and build secure user identification and authentication approach.
- Ensure that Portlets are protected against web application threats, such as dangerous URL and attacks such as cross-site scripting, Session Hijacking. The solution should ensure that it is not vulnerable to common vulnerabilities and latest OWASP Top 10 vulnerabilities.
- Ensure that the final solution include comprehensive audit and log management and reporting tools for all transactions, especially security logs, based on need-to-know and need-to-do basis and having the following criteria:
    - Audit and logging, comply with ISO 27001
    - Audit record should contain the:
        - When: time of event, time of log,
        - Where: application/web service identifier, Window/form/page e.g. entry point URL and HTTP method for a web application, code location.
        - Who: source address and user ID.
        - What: type, severity and description of the event, object.
    - Sensitive data is to be excluded from logs.

- Build security controls in the proposed service/application against Level 1 and applicable Level 2 controls of OWASP Application Security Verification Standard V4.0 (2019)
- Build security controls in the proposed Mobile application against Level 1 and applicable Level 2 controls of OWASP Mobile Application Security Verification Standard V1.2.
- Ensure that all the servers (web , application and database) are Configure using the security best practices
- Conduct vulnerability assessment and penetration test for the solution and the mobile application through a third party(gray box test) (the third party company should be approved by MODEE
- Agree on both "Information Security Policy/ bit.ly/3tcxct1" and " سياسة استخدام موارد تكنولوجيا المعلومات" mentioned in Annex (5.18)

NOTE: MODEE reserves the right to perform their own vulnerability assessment and/or penetration test on the solution and provide the vulnerability reports to the winning bidder to apply appropriate recommendations to ensure system security. Another security test should be conducted to ensure recommendations are reflected

Technical proposal requirements

The bidder is required to provide the following information in the technical proposal in relation to the Information Security:

- List of policies to be developed.
- All proposed security controls and their function in all technical and administrative levels.
- Proposed approach to risk assessment and remediation and control implementation.
- Proposed approach to integrate with file analysis system.
- Proposed approach(s) to ensure security for the following requirements:
    - Separation of duties depending on Need-to-Know and Need-to-Do.
    - Input validation, data processing and output integrity and confidentiality.
    - Secure data at rest, in use and in transit,
    - Secure messaging according to the WS-Security Standard.
    - Ensure user privacy, including but not limited to, cookies management, users log file and behavior.
    - Ensure secure exception and error management that is both user-friendly and not revealing sensitive and structure data.
- Proposed design for secure connections between clients and the System.
- Proposed design for secure connections between the System and back-end systems.
- Proposed secure user identification and authentication approach.
- Proposed design to protect Portlets against web application threats. The solution should ensure that it is not vulnerable to OWASP Top 10 latest vulnerabilities. I.e. design to secure session management; security control such as session time out and secure channel and access to session store should be used.

- Provide ISO 27001 valid certificate of the bidding company (if available).
- provide list of deliverables

Financial proposal requirements

The bidder is required to provide list of all costs associated with the information security of the System in the financial proposal.

Deliverables

The winning bidder is required to provide the deliverables mentioned below:

- Detailed security policy and related procedures encompassing handling the proposed solution and security controls. i.e. backup policy and procedures, auditing policy, etc
- Risk Assessment and treatment reports and implemented controls
- Security Test Results clarifying the elimination of the System from dangerous URL and attacks such as cross-site scripting, Session hijacking. In addition, it is not vulnerable to latest OWASP Top 10 vulnerabilities.
- Audit and log management and reporting tools for all transactions, especially security logs based on need-to-know and need-to-do basis.

7. User Experience Wireframes

https://marvelapp.com/prototype/27e8cb0g/screen/84990031

The above-mentioned URL is for the UX wireframes to be followed by the development team.

8. Website development Guidelines

The development standards and guidelines to be adhered as per the Jordan Government Website Standards v1.0.

A detailed set of guidelines are available to be downloaded from https://www.modee.gov.jo/EN/List/Guidelines_and_Standards

9. Reports

User behavioral and website statistics reports will be available to the Super Admin, Focal point, Agency Coordinator and Agency Moderator Roles. These reports shall be auto generated and sent to predefined email addresses with the help of a cron.

Cron duration and frequency can be decided upfront.

For the detailed list of reports, refer Annexure A.

10. Technical API Structure

Below APIs can be created for the website user interface:

- Get Consultation List
  Description: Retrieves the list of consultations (Filter and sort options will be incorporated with additional request parameters)

  Type: GET

- Get Consultation Details
  Description: Retrieves the consultation details

  Type: GET

Sr. No.	Error Code	Error	Error Description
1	200	OK	Successful requests other than creations and deletions
2	400	Bad Request	Incorrect path format or parameters or request body
3	401	Unauthorised	Similar to forbidden but intended for Authentication
4	403	Forbidden	Not authorised to invoke the operation
5	404	Item Not found	The requested resource was not found.
6	408	Request Timed out	Server timed out for the request. May occur due to slow networks.
7	500	Internal Server Error	The execution of the service failed in some way.

(Note this is an indicative list. It is suggested that most features be created as web services/API for consumption across websites)

11. General Guidelines

Below assumptions were made while documenting:

- Website should be responsive (support for desktop, mobile and tablet) with an overall mobile first approach to design.
- Simple and easy-to-remember URL to be implemented
- Push notification integration to publish/receive notifications on the website.
- All user activities shall be responded to automatically with an acknowledgement email by the system. Body/content of the email notifications will be shared.
- Google Analytics to be integrated to understand website metrics performance.
- Module shall be a responsive website for mobiles, tablets and PC.
- All inputs from End Users will be subject to an authentication process to avoid spams and bots. (Can use ReCAPTCHA v3, two factor authentication methods etc)
- Development and UI design guidelines to be followed as per guidance from Modee.

12. Technical Guidelines

Below best practice guidelines may be considered while developing the application. This will largely enhance performance of the application:

- Sockets can be used to update comments in real time.
- REST API integration with json response.
- Need to compress images if any
- Need to leverage Browser caching
- Need to minify JavaScript, html and CSS files
- Need to add expiry headers
- Need to use zip compression for resources
- Need to eliminate 410 and 404 requests
- Need to minimize request size and use optimized APIs
- Use of a CDN can be explored

NOTE: Priority is to be given to guidelines provided under Jordan Government Website Standards v1.0.

- (https://www.modee.gov.jo/ebv4.0/root_storage/en/eb_list_page/gws_checklist_2019-modee-v6.0-en-1.pdf)
- https://www.modee.gov.jo/EN/List/Guidelines_and_Standards

ANNEXURE A

Below reports would be available to an Admin as User behavior reports:

Sr No.	Description (Individual report for Desktop and Mobile +Tablets)	Explanation on the Report
1	Page Bounce Rate	Number of Users who reach the website and close the tab/page without navigating to the second tab/page
2	Time spent on each page	Average time spent by User on each page of the site
3	Conversion rate of a user from a viewer to someone who commented	Number of unique users who comment on the site versus total number of unique users.
4	Number of consultations commented on	Number of users who commented on X number of consultations, where X will be defined
5	Number of comments responded to	Report on the number of comments that have in turn received comments/responses

Below reports would be available to an Admin user:

Sr No.	Description (Individual report for Desktop and Mobile +Tablets)	Explanation on the Report
1	Consultations added (Current Vs Past Time)	Number of consultations added in a given time period by a regulatory agency.
2	Comments added (Current Vs Past Time)	Number of comments received in a fixed time period.
3	Consultations added by one Agency	Number of consultations published by an agency
4	Consultations with maximum comments	Consultations which receive maximum comments in the given week.
5	Comments without replies by an agency	Number of comments that have had no response from the regulatory agency

6	Number of active users	Number of users using the system at any given point
7	New Users (Current Vs Past Time)	Number of new users that signed up in a fixed period of time. One of the important aspects this will help understand is the various factors for success or failure of a marketing campaign, promotion activity…etc

A report to download all comments in an excel format shall be provided with format as below:

	Consultation Code	**FIN-001**					
	Title	**Title of the consultation**					
	Ministry	**Ministry of Finance**					
Sr. No.	**Comment Code**	**Username**	**User type**	**Comment**	**Comment Reply**	**Comment Reply**	**Date time**
1	1	Dave	Registered	First comment on consultation			01-Sept-2021 11:23 am
2	1.1	John	Registered		First reply to First comment on consultation		01-Sept-2021 11:23 am
3	1.2	Jane	Registered		Second reply to First comment on consultation		01-Sept-2021 11:23 am
4	2	John	Registered	Second comment on consultation			04-Sept-2021 7:02 am
5	2.1	Dave	Registered		First reply to Second comment on consultation		04-Sept-2021 7:02 am
6	2.1.1	John	Registered			First reply to first comment on Second comment on consultation	04-Sept-2021 7:02 am
7	2.2	Jane	Registered		Second reply to Second comment on consultation		04-Sept-2021 7:02 am
8	3	Dave	Registered	Third comment on consultation			04-Sept-2021 7:02 am
9	4	User123	Unregistered	Fourth comment on consultation			04-Sept-2021 7:02 am

Note:

- This list is indicative of the reports that will need to be envisaged while implementing the system. During the UAT/System testing phase of the development more reports will/can be added to the system. As the system will be subject to continuous improvement the reports required to study the various aspects will be defined.
- A list of reports to be created for the role of RIA unit
- Subject to SEO/SEM requirements the system will/might need to generate more reports.

ANNEXURE B

Please find bellow snapshot of portal requirements/Feature.

Inputs for gathering of functional specifications and non-functional requirements for public consultation website

This document provides a list of desired features, functionalities and content that the Notice and Comment website should have.

Glossary:
Static Information - Information uploaded once and will appear as it is without any changes.
Dynamic Info - Information that changes automatically by the system or is manually updated by an administrator
Interaction - An activity that is conducted by a User (Example filling a form, clicking a button to subscribe...etc)

Section A - User Interface

User Role	Page on Portal	Purpose	Description of Content/Action
End-User/Citizen	**General Features**	General	o Have a simple and easy-to-remember url o Portal must be responsive to any channel (desktop, mobile, tablet..etc) o We will need apis for websites, iOS, Android and Hybrid mobile apps o Every regulation added to the system must be tagged with a unique id which will subsequently get saved into the e-registry system
	Home Page (TAB)	Static Information	o Search Bar Free text search by name of regulation/department/industry/status Predict search in dropdown while a user in entering the search Suggest additional words relevant to topics on the site (Eg regulations.gov)
		Dynamic Info	o Search Result page List all regulations relevant to the search parameters with:

			• title of the regulation • brief excerpt from the regulation below as description • Start Date and End Date • Agency Name • Status of the regulation
		Static Information	Show advanced search filters above/beside the search result page • Advanced search - Policy Area/Sector, Department, Status of consultation, Consultation date range of open/close dates, Type of regulation, Industry (impacted industries) • Ability to sort the results by Name/Department/type of regulation draft/start date/end date/status
		Dynamic Info	o Number of regulations open for consultation - On click it will lead to search result page with all open regulations
		Dynamic Info	o Number of regulations that will conclude in the next 1 to 10 days - On click it will lead to search result page with all regulations to be concluded in the next 1 to 10 days
		Dynamic Info	o Total number of regulations - On click it will lead to search result page with all regulations on the site
		Dynamic Info	o Trending Departments depending on the following parameters: Department with most regulations Department with most regulations that have comments Department with regulations that have the earliest dates of closure for comments Department with most subscribers
		Dynamic Info	o Graphical representation of the departments and the number of regulations submitted by them
		Dynamic Info	o List of trending Regulations which will depend on the following factors: ▪ Most recent regulation published on the site ▪ Regulations with a minimum comment count of 10. ▪ Regulations with an impression count of more than 50 in past 10 days. ▪ Regulations on which a comment has been placed most recently will be seen on top. ▪ This section will refresh every 5 minutes.

		Dynamic Info	o Regulations where the consultation is concluding in: ▪ 2/5 Days ▪ 10/15 Days
	About (TAB)	Static Information	o Why are regulations important
		Static Information	o Importance of public consultation in rule making
		Static Information	o Importance of participation
		Static Information	o Purpose of the website
	Forward Planning (TAB)	Static Information	o Brief Description of what Forward planning means
		Static Information	o Default search result of all regulations under forward plans
		Static Information	o Filters provided to search specific regulations similar to advance search option of regulations on the home page
	My Dashboard (TAB)	Static Information	o A non Signed in User will get a sign in/sign up button here with a brief note on the advantages of signing up
		Dynamic Info	o Personalised Dashboard to view: ▪ list of subscribed regulations ▪ Highlights of activities conducted on the subscribed regulations ▪ list of subscribed agencies ▪ Regulations on which a comment has been placed most recently will be seen on top. ▪ Suggested Regulations - Show regulations that are applicable to the Users industry ▪This section will refresh every 5 minutes.
	How to Participate (TAB)	Static Information	o How to Participate ▪ Video/Graphical representation of the process/Steps of participation
		Dynamic Info	o FAQ ▪ All questions to be added for general functioning on the portal ▪ This section will be updated over a period of time as usage related questions are received
		Static Information	o Contact Us

	Other Consultations	Static Information Dynamic Info	o Free-text Search in other consultations o Search Result page List all results relevant to the search parameters with: • title of the topic • brief summarry of the subject • Regulator Name
	Sign Up	Static Information	o Details to be asked Display Name Email ID Password How do you best identify yourself? (Student, Lawyer, Entrepreneur, Organisation Representative, Chamber representative..Etc) *(Optional)* Industries you are interested in? *(Optional)*
	Sign In	Static Information	o Details to be asked Email ID Password
	Regulations Page	Dynamic Info	o A summary of the regulation in plain language, including ▪ Kind of regulation - Law, bylaw, instructions, decision, codes and standards, Forward Planning OR OTHER ▪ Description and purpose of the regulation ▪ Problem trying to be addressed ▪ How the regulation addresses this problem ▪ Alternatives considered ▪ Expected impact ▪ Affected stakeholders/groups ▪ Target groups from which feedback is desired
		Dynamic Info	o Timeframe for the consultation (status/consultation period/deadline to submit comments)
		Dynamic Info	o Full legal text and supporting materials in pdf/doc format (Including RIA when

			available)
		Dynamic Info	o Full legal text in html (maybe in another tab/page)
		Static Information	o Agency proposing the regulation
		Static Information	o Contact information of the agency proposing the information
		Static Information	o Links to related Laws/Regulations
		Interaction	o Text box to provide comments
		Dynamic Info	o General questions that the regulator is interested in getting answer from participants in the format presented by the regulator
		Dynamic Info	o Guidance/info about how to provide “better”, “effective” or “actionable” comments, which will have higher chances to influence the content of the proposed regulation
		Interaction	o Option to register to provide attributed comments
		Interaction	o Option to comment anonymously
		Interaction	o Enable users to provide comments on the entire regulation
		Interaction	o Enable users to provide comments on specific sections of the regulation
		Interaction	o Have a mobile friendly user interface for regulations
		Interaction	o Enable users to share content (including comments) via social media (Facebook, Twitter, etc.)
		Interaction	o Enable users to share content (including comments) via email
		Interaction	o Enable users to share content via WhatsApp (for the mobile friendly user interface)
		Interaction	o Enable users to subscribe to email alerts (by industry or category tag) to be notified every time a new regulation is posted
		Interaction	o Enable users to subscribe to email alerts to be notified everytime any activity occurs on the regulation
		Dynamic Info	o Send proactive status updates to users who have subscribed to regulations. Example last xx days for commenting…etc
		Dynamic Info	o Send users notifications of activity on their comments as default. User can unsubscribe to these notifications.
		Dynamic Info	o Send all subscribed users the summarised response document via email while uploading it to the portal

		Interaction	o Enable users to like comments provided by other
		Interaction	o Enable users to reply to comments
		Interaction	o Enable users to attach files to their comments
		Static Information	o All comments/replies made by end users will initiate an auto-response email to the User thanking him/her for participating in the consultation
		Interaction	o Allow Users to sort comments based on: ▪ Date and time of event ▪ Posted by Regulator ▪ Most liked/disliked Comments ▪ Most viewed comments ▪ Most popular comments (Comments that have receveied most comments from other users) ▪ Featured comment by regulator
		Dynamic Info	o Calendar with offline consultation activities, with the following information: ▪ Name of the consultation activity ▪ Date and time of event ▪ Venue ▪ Target audience ▪ Agenda ▪ Link to livestream
		Dynamic Info	o Minutes of Meetings from offline Consultations
		Dynamic Info	o Highlight key metrics of the regulation (Total number of comments recevied, Number of likes/dislikes, countdown for closure etc)
		Dynamic Info	o Have a FAQ page for a regulation
		Interaction	o Have APIs
		Interaction	o Have RSS feed to share content
		Interaction	o Require authentication process before comments are submitted (to avoid spam/bots- Could be a two factor authentication or Re-Captcha or something similar)
		Dynamic Info	o View the process followed and the history of the regulation

		Static Information	o View the final regulation post consultation and changes made by the regulator as an additional document on regulations/OTHER closed for consultation.
	Other Consultations	Dynamic Info	o Title of the Subject
		Dynamic Info	o Description in HTML Text
		Dynamic Info	o Attachments supporting the subject
		Dynamic Info	o Users can comment in a text box/Reply to other comments
		Dynamic Info	o Users can answer pointed questions posted by the regulator, questionnaire in text/multiple selection etc
		Dynamic Info	o Users can comment on a certain section of the text description
		Dynamic Info	o Users can attach files to their comments
Section B - Admin Interface			
Super Admin and Regulator Admin	**Administration Pages**	Interaction	o Allow creation of different users/roles (admin, regulator, moderator)
		Static Information	o A template to upload content (text) for each consultation, including:
		Interaction	o Select a Category of the upload into Law, bylaw, instructions, decision, codes, standards, Forward Planning and OTHERS
		Interaction	o In case the Regulator selects ''other'' the system will not provide a template. The upload form will consist of a title, description, attachments, questionnaires(if any) and regulator name (Auto Populated from login)
		Interaction	▪ Description and purpose of the regulation
		Interaction	▪ Problem trying to be addressed
		Interaction	▪ How the regulation addresses this problem
		Interaction	▪ Alternatives considered
		Interaction	▪ Expected impact
		Interaction	▪ Affected stakeholders/groups
		Interaction	▪ Target groups from which feedback is desired

		Interaction	▪ Regulator can send push notifications of the regulation uploaded to a pointed list of email ids uploaded
		Interaction	▪ Full text of regulation and supporting material in pdf/doc format (Including RIA when available)
		Interaction	▪ Full legal text in html
		Interaction	▪ Select a method for users to provide comments (Plain Text, Q&A, Multiple choice..etc)
		Interaction	▪ Specific questions that the regulator is interested in getting answers to from the participants. (This can work as guidance to get comments/opinions as well as get comments on specific aspects of the regulation.)
		Interaction	▪ Share information of “offline” consultations - Date, time, location, Agenda…etc
		Interaction	▪ Add attachments (Video links, documents, other web links..etc)
		Interaction	▪ Links to “similar” or related regulations
		Interaction	▪ Links to media articles
		Interaction	▪ Timeframe for the consultation (status/consultation period/deadline to submit comments) (System must suggest on the mandated days based on the kind of regulation selected earlier - Works as a reminder but not mandatory) The filed will be editable by the regulator at all times, in case they need to extend the time.
		Dynamic Info	▪ Agency proposing the regulation (Auto Populated from login)
		Interaction	▪ Contact information of the agency proposing the information (Not to be auto-populated as the regulator needs to be able to add this information manually)
		Dynamic Info	o Guidance/info about how to provide “better”, “effective” or “actionable” comments, which will have higher chances to influence the content of the proposed regulation
		Interaction	o Choose between multiple formats to gather comments (Q&A, Survey, Multiple Choice selection…etc)
		Interaction	o Allow users to upload supporting files for each consultation
		Dynamic Info	o Agency response to comments after consultation individually or upload a document with overall responses
		Dynamic Info	o Agency response to comments during consultation period
		Dynamic Info	o Provide a dashboard with summary statistics and metrics to monitor the website’s activity, including:

			▪ Number of regulations in the system ▪ Number or regulations open for consultation ▪ Trending regulations receiving high number of comments and/or page visits ▪ Number of comments received (average or total) ▪ Number of visits to the site (per day, month, year) ▪ Number of visits to each regulation's profile ▪ Number of visits to each agency's profile
		Interaction	o Have a comment management system that: ▪ Allow admin and moderator users to reply to comments ▪ Give each regulation an ID or reference number ▪ Allow regulator users to reply to comments ▪ Allow admin/moderator/regulator to feature (or upvote) comments that add value to the consultation ▪ Allow admin/moderator/regulator to add tags to each regulation (sectors/ministries/categories) ▪ Asks whether comments are made on a personal capacity or on behalf of an organization ▪ Allow users to assign categories (such as sectors/ministries/etc.) and tags to each consultation ▪ Has space limits for comments ▪ Establishes mechanisms to avoid spam
		Dynamic Info	o Update the status of the Regulation post consultation manually
		Dynamic Info	o Upload the final regulation post the entire life cycle
		Static Information	Based on the category selected whie uploading each regulation will follow a different process which will be indicated on the regulation page as the history of the regulation and the status of the regulation in the overall process. If the admin chose the ''other'' option while uploading there will be no process flow indicated.
		Dynamic Info	The database of regulators will be populated as and when the Super Admin will add a regulator to the system who is eligible for posting regulations/''other consultations'' to the website for consultation

ANNEXURE C

Type of consultations under the portal are defined as:

Type	Description	Recruitments
Private consultation	Consultation that targets specific bodies and institutions, whether governmental (Inter-ministerial), or other bodies such as Chamber of commerce, .	1. Requires identification of the Counsellor. 2. Notify targeted bodies.
General consultation	Submitting consultation in general.	1. It is possible to give the option to show the identity of the counsellor or not (Showing the identity is optional) 2. The ability to assure that the participation is not repeated by the same party (specify whether the same topic was previously discussed? If this is done, the number of times this topic has been raised must be specified)

Various consultation types on the portal are as below:

#	Type	Description	Procedures	Comments
1	General counselling	Render an opinion on a general topic	1. Determining the subject of the consultation by the competent entity. 2. Notifying the Development of institutional performance and policies department 3. To publish the consultation by the liaison officer. 4. Study and analyse the consultation report 5. To publish the result of the consultation	The consultation's subject may be a procedure prior to the issuance of a decision or legislation
2	Opinion poll	Poll citizens' opinions on an issue with or against	1. Determining the subject of the consultation from the competent entity. 2. Notifying the Development of institutional performance and policies department 3. To publish the consultation by the liaison officer. 4. To publish result of the consultation.	The presence of ready-made and standardised models

3	The questionnaire	Determine more than one change on a particular subject and to measure it through a questionnaire	1. Determining the subject of the consultation by the competent entity. 2. Preparation of the questionnaire and its arbitration by the competent entity. 3. Notifying the Development of institutional performance and policies department 4. Publish the survey 5. Analyse the results 6. Publish the results	Include questionnaires periodically conducted by the Institutional Performance Development Unit in the entities, such as: 1. Satisfaction of service recipients and partners 2. Measuring satisfaction with electronic services 3. Satisfaction of the access to information applicants 4. Satisfaction and needs of suppliers and customers And other questionnaires that must be compiled so that we can include them in the portal as ready-made models that can be easily modified by the liaison officer.