



Consultancy Ref No: 105/WRAP/North/24-25

# **RFP FOR CONSULTANCY SERVICES WWF-PAKISTAN**

## **SUBJECT:**

**HOSTING & MAINTENANCE SUPPORT OF VFM SOFTWARE  
DEVELOPED FOR WRAP PROJECT**

Application Submission: Application Submission: Interested consultants should submit the Proposal on the Application Form Available Online or can access through the following Link:

<https://forms.gle/HD8x6J1EoQUyByXx6>

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## 1) INTRODUCTION & BACKGROUND

Contract type:	Consultancy and Services
Duration of assignment:	1/5/2025 – 31/3/2028
Type:	Individual/Firm

### **Background of Project & Assignment:**

WWF-Pakistan with the financial support of FCDO, implementing a project titled, “Scaling up nature-based solutions for improving integrated water resources management and enhanced Water security in Pakistan”. The project aims to pilot Nature-based Solutions (NBS) at selected locations in the districts of Khyber Pakhtunkhwa including Abbottabad, Haripur, Mansehra, and Kohistan, similarly in several districts of Gilgit-Baltistan in partnership with relevant stakeholders. Water management for improving the health of natural ecosystems, better water resource management, and livelihood improvement will be outcomes of the project interventions.

One of the essential metrics in project Management is Value for Money (VfM), ensuring that resources are utilized to their fullest potential. The VfM software has been developed on principles of economy, efficiency, effectiveness, and equity, providing a systematic approach to evaluating costs and benefits.

### **Some of critical future of VFM software:**

WWF Pakistan has developed a browser based software portal for automatic computation, analysis and reporting of “Value for Money” in respect of WRAP Project covering the process life cycle. The system has been implemented in 16 districts covering the areas of Gilgit Baltistan, Khyber Pakhtunkhwa & Punjab. The system has the following major features:

- a) Online Data Entry/ Collection from various sources and its automatic integration with the backend of the portal in real-time.
- b) Automatic assessment of the Value for Money (VfM) of WRAP project aligned with the requirements of FCDO.
- c) Integration of VFM framework into an automated, web-based assessment tool.
- d) Scalable and secure web application using REACT-TS, NODE-JS & MSSQL Database, TELCO Integration & E-Mail Server Congiration.
- e) All communications with external applications/databases through APIs
- f) Complex functionalities and logic like multi-criteria decision analysis (MCDA), risk assessment modules, and scenario simulations.
- g) Economic, Demographic, etc. parameter management
- h) Role Based Access Control
- i) Parametric Dynamic Reporting System
- j) Comprehensive Real Time Dashboard
- k) Integrated with E-Mail and SMS in real time
- l) Configurable data tables, roles, views & components
- m) Downloadable Reports and Analytical Charts
- n) Role, User, and Jurisdiction Level Management
- o) Database Backup Management

## 2) GENERAL CONDITIONS

- 1) The WWF-PAKISTAN reserves the right to reject or accept any proposal. The WWF-PAKISTAN reserves the right to proceed with the implementation of any Service, in whole or in part, as described in the Proposal.
- 2) The WWF-PAKISTAN reserves the right to engage in discussions with any BIDDER/consultant to clarify responses or discuss certain issues with regards to the proposal or services requested. The WWF-PAKISTAN has no obligation to notify the other BIDDERS/consultants of the discussions, clarifications, or other information provided by a BIDDER/consultant. Any additional information required for the preparation of the BID shall be distributed to all participants at the same time.
- 3) The WWF-PAKISTAN reserves the right to award the proposal based on experience, qualification, completion date, service cost and other criteria, and not necessarily the lowest cost.
- 4) Based on the RFP BID the WWF-PAKISTAN is entitled to change/replace or omit any clause/part of the preliminary defined scope of services of the proposal. The WWF-PAKISTAN shall conduct negotiations with WWF to achieve full compliance with the requirements.
- 5) The WWF-PAKISTAN reserves the right in the event the successful CONSULTANT fails to comply with the terms and conditions as listed, to cancel this contract and award it to another CONSULTANT without penalty or action against the WWF-PAKISTAN. The RFP does not constitute an agreement or order.
- 6) The RFP is not a binding agreement between the parties, submission of a proposal or response by a proponent is voluntary.
- 7) By submitting a bid, the BIDDER/Consultant is deemed to have acknowledged all of the undertakings, specifications, terms and conditions, WWF Fraud and Corruption Prevention and Investigation Policy, and WWF's Environment Social & Safeguard for consultant agreement and to be bound by them if the BID is accepted. All expenses incurred by the Bidder in connection with the preparation of its proposal are to be borne by the RFP participant, and the WWF-PAKISTAN shall not incur any obligation whatsoever toward the Bidder regardless of whether such bid is accepted or rejected.

## 3) PURPOSE

### a. Objective of the Consultancy:

The objective of this consultancy is hosting and maintenance support of VFM software already developed for WRAP Project web-based, as discussed above to support the project in better coordination and implementation.

## 4 DELIVERABLES

### 1. SCOPE OF SERVICES TO BE PROVIDED BY IT COMPANY

#### i. SOFTWARE MAINTENANCE & SUPPORT SERVICES

- a. System Optimization
- b. System Fine Tuning
- c. Minor Changes in the System
  - i. Reports
  - ii. Input Screens
  - iii. User Interface (UI)
- d. System Configuration
- e. API Maintenance
- f. Ensuring Live Connectivity

#### ii. DATABASE OPTIMIZATION

- a. Database Indexing
- b. Database Backup & Restoration

- c. Maintaining Offsite Backup
- d. Providing Monthly Backup copy to WWF

### **iii. SYSTEM HOSTING SERVICES**

- a. Cloud Server with at least 4-Core Processor, 32-GB RAM, 512-GB Disk Space
- b. SSL Certificate for the Site
- c. Microsoft Windows 2016 or above
- d. Microsoft SQL Server
- e. Public IP
- f. DDoS Protected Internet Bandwidth with Unlimited Data Transfer (2 Mbps)
- g. Domain Name Acquisition & Hosting
- h. System Installation, Configuration, Maintenance & Optimization of all operating software stated at iii(a) to iii(h) above.

### **iv. SMS & E-MAIL INTEGRATION SERVICES**

- a. Integration and Connectivity with TELCOs
- b. Integration and Connectivity with Mail Server

### **v. SYSTEM UPGRADATION SERVICES**

- a. Addition of New Report
  - b. Addition of New Input Screen
  - c. Addition of New API Integration
  - d. Major Changes in a given Module
- 1) The Hosting Services should be provided with in one week of issuance of confirmed work order.
  - 2) 100% Annual Payment will be made upon award of contract
  - 3) The hosting & maintenance support will continue until March 2028, with the initial contract being for one year from the date of signing. The contract may be renewed annually based on mutual agreement on terms and rates, contingent upon satisfactory performance.

## **5) PROJECT/ASSIGNMENT TIMELINES**

The duration for this assignment is up to three years starting from May 2025 and end on March 2028.

## **6) REQUIREMENTS**

### **c) Qualifications/Experience**

- Consultant/individual have Proficiency in programming languages and frameworks relevant to software development (e.g., Java, .NET, Python, SQL, etc.)
- Proven experience of software hosting
- The Firm/ company should be duly registered under relevant tax systems, ensuring full compliance with national and local tax laws.
- The company must comply with applicable data protection laws ,ensuring responsible handling of client and user data in line with legal requirements.
- Experience with system integration and data migration.

## **7) CORRESPONDENCE & SUBMISSION OF PROPOSAL**

Application Submission: Interested consultants should submit the Proposal on Application Form Available Online or can access through following

Link:

1. Application Submission: Application Submission: Interested consultants should submit the Proposal on the Application Form Available Online or can access through the following Link:

<https://forms.gle/HD8x6J1EoQUyByXx6>

2. Interested consultants should submit the Proposal and can send their Queries through Email by attention to the Following:

**To:** Faiza khan ([fakhan@wwf.org.pk](mailto:fakhan@wwf.org.pk))

**Cc:** Muzzammil Ahmed ([mahmed@wwf.org.pk](mailto:mahmed@wwf.org.pk))

3. The RFP submission deadline is mentioned on WWF-Website.

4. Any information and responses to enquiries will be made in writing and distributed by email to all proponents. Inquiries after the foregoing deadline will not receive a response.

## 8) FORMAT OF THE PROPOSAL

The BID/RFP submitted by the participant must be structured as per the below provided instructions:

- a. **Application Form available at WWF-Website** - General information about the Bidder, covering, qualification and experience, CV and all related Information.
- b. **Experience:**
  - i. **Description of the complete projects:** the list and general information about the complete projects, description of the role in the project, other accomplishments of the Consultant.
- c. **Proposal outlining scope consultancy service-** Description of scope and working process, stages, deliverables, exclusions, conditions;
- d. **Provide template of already complete similar type of reports-** the WWF-PAKISTAN may request additionally;
- e. **Service Provision Timeline** – Provide Detailed Work Plan as per Deliverable and TORs.
- f. **Financial Proposal-** the prices shall be provided in Pak Rs, the total price shall include all costs related to service provision including applicable taxes.

**Note:**

Templates of all Information is provided on Application form available at WWF-Website. Any Additional Information related to the RFP can be attached along with application Form.

## 9) FINANCIAL PROPOSAL

The proposed prices shall be provided in PKR, the total price shall include all costs related to service provision including all Direct and Indirect taxes, Travel, Boarding & Lodging shall be based on actual receipt up to max Ceiling (If Any).

The consultant will submit the cost of the assignment in a lump sum, including all applicable taxes according to the Government of Pakistan and the Government of KP

**The Payment Term:** shall be defined by the contract to be concluded between WWF -Pakistan and the consultant.

Financial Proposal				
Description	Units	Quantity	Rate	Total Amount
1. Remuneration: • Field • Office	Man Days [MD] / Man Months [MM]			
2. Air Travel				
3. Road Travel				
4. Boarding/Lodging				
5. Others (Please specify) Training Material, Printing, Photocopies, Colour printing, practical demonstration equipments e.g candling				
Grand Total Inclusive of All direct or indirect Taxes and Out of Pocket Expenses				

**Note:**

- If there is not Air, Road Travel/Boarding and Lodging and others then simply Write Not applicable.
- Road travel cost for trainer and trainees will be paid by WWF on actual basis.
- Boarding and lodging cost for trainer and trainees will be paid by WWF on actual basis.

## 10) EVALUATION PROCESS

Applicant's proposal shall be evaluated based on Quality and Cost Based Selection (QCBS) method. Under QCBS both technical and financial proposals shall be evaluated as per following criteria against a maximum score of 100 points.

A) Technical Proposal (70%)

- Detailed of VFM Hosting
- Company's Profile
- Detailed methodology for hosting and maintenance support service of VFM software

B) Financial Proposal (30%)

- Detailed financial proposal which should be inclusive of all applicable taxes and out of pocket expenses. The financial proposal should follow a breakdown structure i.e., specifying cost(s) to each head and subhead
- Company's registration certificate
- NTN detail(s)
- Any legal or technical certification required for the task
- Audited Accounts Report (if available) of last FY

Note: Late/ incomplete submissions will not be accepted. Only three (03) top-ranked firms will be included in

the comparative process

#### 11) DOCUMENTATION AND CONFIDENTIALITY

All documents completed based on requirements of the present RFP shall be the property of the WWF-Pakistan, and shall not without the consent of the WWF-Pakistan be used, reproduced or made available to third parties beyond what is necessary in respect of the fulfilment of the Project. All documents issued and information given to the BIDDER shall be treated as confidential.

#### 12) BUDGET

The allocated budget for VFM hosting is 1,000,000 per year, which includes System Maintenance, Support and Hosting Services covering, upgradation services , with a provision for a 10% increase for each subsequent year.