

REQUEST FOR PROPOSALS



Board of Revenue Sindh

**CONSULTANCY FOR CUSTOMIZED SOFTWARE DEVELOPMENT
ALONG WITH SUPPLY, INSTALLATION & COMMISSIONING OF
RELEVANT HARDWARE, SOFTWARES & NETWORKING
INCLUDING SUPPORT & MAINTENANCE SERVICES FOR
AUTOMATION OF STAMPS AND REGISTRATION PROCESSES AND
MICROFILMING UNIT FOR ONE CENTER AT HYDERABAD**

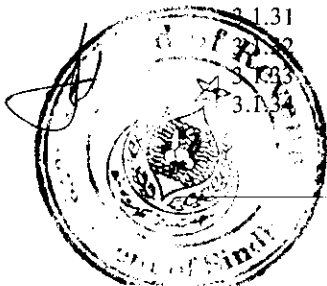
February 2014





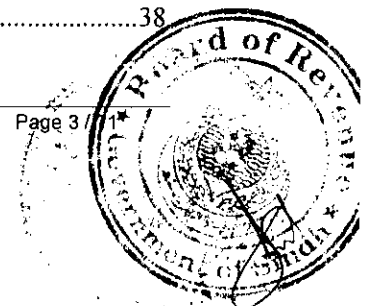
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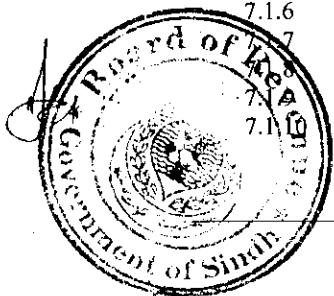


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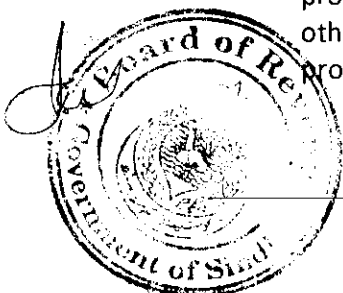
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1. RFP INFORMATION

- 1.1 This Request for Proposal (RFP) is being issued for the project, **“CONSULTANCY FOR CUSTOMIZED SOFTWARE DEVELOPMENT ALONG WITH SUPPLY, INSTALLATION & COMMISSIONING OF RELEVANT HARDWARE, SOFTWARES & NETWORKING INCLUDING SUPPORT & MAINTENANCE SERVICES FOR AUTOMATION FOR STAMPS AND REGISTRATION PROCESSES AND MICROFILMING UNIT FOR ONE CENTER AT HYDERABAD”**
- 1.2 The Purchaser invites sealed bids from Bidders for the implementation of the project, including delivery, installation, commissioning, integration, implementation, training, warranty and technical support as specified in the RFP.
- 1.3 Bidding documents may be purchased at the address given at the bottom of this page and upon payment of a non-refundable fee of Pak Rupees 2,000/- in the form of Pay Order. Document may be downloaded from the website of SPPRA or Procuring Agency, in such case bidder shall attach Pay of Pak Rupees 2,000/- in favour of Project Director, PMU, Board of Revenue ; at time of submission (as a fee of bidding document)
- 1.4 Bids shall be valid for a period of 90 days after Bid closing and must be accompanied by security of 2% of the total quoted bid price, and shall be delivered to the address given at the bottom of the page on or before the last date of bid submission mentioned in Table 1 at 3:00 pm and the technical bids would be opened on the same day at 3:30 pm in the presence of the bidders who wish to attend. Late bids would be rejected.
- 1.5 The RFP is issued in strict compliance with Sindh Public Procurement Rules 2010 and bids would be accepted under the recommended QCBS Method under Sindh Public Procurement Rules 2010.
- 1.6 Bidders may obtain further information from the Purchaser during normal working hours at the address given below and submit queries via letter or fax to the Point of Contact listed in para. 1.9.
- 1.7 All bids must be accompanied by a bid bond, in the form of a Bank Guarantee (from a Scheduled Bank in Pakistan), Demand Draft/Pay Order, of not less than two per cent (2%) of the bid price. Company/Personal Cheques or Insurance Guarantee are NOT acceptable forms of bid bond. The bid bonds must be valid for 28 days beyond the Bid Validity period.
- 1.8 The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements.





1.9 The point of Contact for all correspondence is:

PROJECT DIRECTOR (PMU)
BOARD OF REVENUE SINDH
1ST FLOOR ST-04, PROJECT MANAGEMENT UNIT,
ADJACENT ZIAUDDIN HOSPITAL, CLIFTON BLOCK 6, KARACHI
PH: 021-99251367/8
FAX: 021-99251373

2 RFP TERMINOLOGY

- 2.1. "RFP" or "Request for Proposal" means this document and the Bid Response Forms;
- 2.2. "Bidder" means a company or consortia of companies / firms (not exceeding four) that has been invited to submit and intends to submit a proposal in response to this RFP;
- 2.3. "Purchaser" means Board of Revenue Department, Government of Sindh;
- 2.4. "Consultant" means the successful bidder to this Request for Proposal who enters into a written Contract with the Purchaser;
- 2.5. "Contract" means written agreement resulting from this Request for Proposal executed by the Purchaser and the Consultant.

3 RFP GUIDELINES

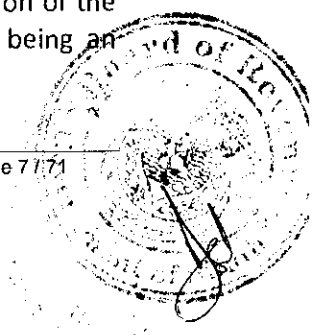
General

3.1.1 INITIATIVE OF E-GOVERNANCE IN REVENUE PROCESSES

The Purchaser is the main body managing land ownership and related revenue management for Government of Sindh, which has been entrusted with

- Land Utilization
- Land Revenue Administration
- Management of ownership/land title deeds
- Land Surveys and Records of Rights, including restriction over Transfer of Titles,
- Laws regarding Land Tenure, relations between Landlords and Tenants, etc.
- Registration of deeds and documents along with collection of stamps and other duties on registration and transfer of properties.

The manual system of record keeping and Revenue transactions was marred with inaccuracies, distortions and fraudulent entries thus hampering smooth dispensation of the Government's work and provide desirable level of customer/public satisfaction being an efficient source of public service delivery.





The situation therefore necessitated that the entire record and business processes of the Board of Revenue be computerized to bring it in conformity with the international best practices. Under the overall vision of E-Government the Government of Sindh has initiated its efforts at various levels for quality services and increasing working efficiency.

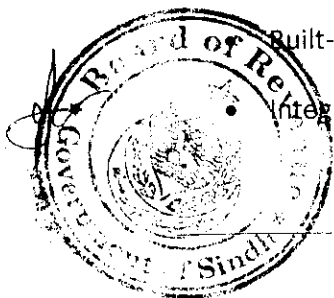
The Schemes of Land Administration & Revenue Management Information System (LARMIS), Geographical Information System (GIS) for LARMIS and Automation of Stamps and Registration are accordingly being implemented in the Board of Revenue Sindh for development of computerized digital database of property records of the Board of Revenue and automation of related business processes for improving the service delivery to general public. The core objective of these Schemes is also the provision of one window operation for which integration of these Schemes is crucially important.

The concept of Automation of Stamps and Registration for the Province of Sindh is envisaged to include:

- Automation of District Account / Treasury Offices / Sub –Treasury offices (for supply of stamps & forecasting of stamps), Sub- Registrar Offices, Taluka Offices and upgrade Microfilming Units (convert sequential Access to Random Access) etc.
- Integrate / linkup all offices with Automation Stamps & Registration Unit, Hyderabad and mirrored Data Center at Karachi.
- Establishment of Secure interoffice network (LAN or other solution which is support to the system positively), so that data transfer / communicate is fast and accurate, secure accordingly.
- Preserve / store the property documents & record (Form VII, Sale certificate etc.) by scanning of document placed for registration at Sub-Registrar Office, parallel to the Microfilming unit cataloguing the record by adopting new technology tool / devices instead of using old Microfilming methodology.
- Implementation of digital technology in Microfilming Unit, for quick search, accurate & transparent retrieval and multiple low cost backups(e.g. CD,s and other random access storage devices etc.) as well as in different format e.g. PDF, DOC etc.
- Linkage with NADRA database by provision of Helpdesk facility for individual verification through thumb at time of document Registration. This facility will be available to Board of Revenue, Registration Offices from the main BOR offices in Karachi and Hyderabad.
- Web-based Tracking System.

Built-in security features.

Integration with LARMIS.



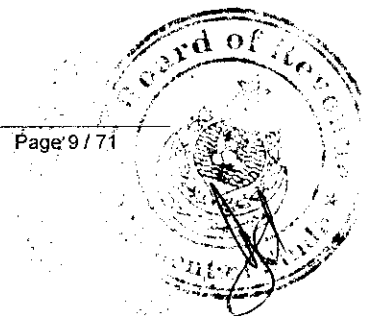


- Integration with Bank(s) by setting up a online payment gateway and a bank branch based payment system
- ✚ The first objective of this Automation program is to facilitate smooth and seamless transactions and authentic title deeds to prevent undue litigation.
- ✚ Second to computerize the Registration & Stamp collection procedures to make better and transparent revenue generation of the stamps & Registration.
- ✚ Third, because of integrated model, connectivity is to be developed between projects i.e. LARMIS, Geo-Database and Registration wing for having optimum level of transparency and provision of hassle free services to the general public.

3.1.2 SCOPE OF BID

However, in order to start the project as a grand scheme at the Provincial level, it was considered to be important to create a prototype (or a functional model) so that the same can be replicated at the provincial level after proper testing and learning lessons from it. Thus a pilot project for implementation of the automation of stamps and registration in one Sub-Registrar Office in Hyderabad on turnkey basis along with development of effective system of preservation of record of registered deeds and documents including conversion of the microfilmed record in digitized format in Hyderabad and integration of the system with LARMIS Service Centre Hyderabad is accordingly planned to be outsourced to some capable consultancy firm or consortia of firms to undertake the following tasks:

1. Supply, Setup, Customization & Implementation of:
 - a. message based middleware integration platform
 - b. multichannel alert notification system
 - c. PKI and digital signature
 - d. module for complete Registration Process
 - e. module for payments and receipts of registration fee, stamps, CVT and other taxes
 - f. module for payment system and reconciliation process
 - g. fully automated and Integrated bio-metric personnel identification via NADRA and recording process in the database inbuilt as part of the registration software application system
 - h. real-time Stamp Generation
 - i. real-time Content Generation
2. Supply, installation & commissioning of related hardware
3. Setting up local area network and Power environment at sub-registrar office
4. Establishing secure fault tolerant connectivity with Data Center and LARMIS Service Center at Hyderabad
5. Integration with LARMIS & GIS applications
6. Setting up online payment gateway
7. Setup up of applications, roles, privileges and jurisdictions for registrar and management users





8. Development of effective system of preservation of record of registered deeds and documents including conversion of the microfilmed record in digitized format in Micro-filming Unit Hyderabad
9. User Manuals & Training of users
10. Provide operational support of the system for one year

The Bidder will be required to conduct a Detailed Requirements Analysis task during the first two weeks of the project and will submit a detailed SRS Document along with detailed document of all deliverable and related delivery schedules. After the approval of SRS, over all deliverables and related delivery schedule by the Purchaser the Consultant will implement the Components mentioned listed above and provide Maintenance and Operations Support for a period of twelve (12) months after successful implementation of complete assignment.

The successful bidder shall:

- perform on the scope of work detailed in Section 6
- provide warranty, support and maintenance for a period of one (1) years strictly adhering to the requirements elaborated in section 0;
- provide operations support for a period of twelve (12) months as elaborated in section 0;
- provide user training as elaborated in section 0;
- provide documentation as required in section 0;

The entire project should be completed in four (04) months (excluding the warranty & support) after the award of the contract. The Bidder shall submit detailed Project Plan satisfying the Purchaser that they can deliver the project in four (04) months

NOTE: Failing to comply or deviation from any of the above would result in **rejection** of the bid.

3.1.3 Mode of Bidding

- 3.1.3.1 The firm or company (Bidder) must be an entity incorporated under the laws of Pakistan.
- 3.1.3.2 A Bidder must submit an original proposal substantially responsive to the Technical Specifications included in the Bidding Documents.
- 3.1.3.3 Provision for price escalation adjustment included in a bid shall not be taken into consideration.
- 3.1.3.4 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 award of Contract, without thereby incurring any liability to the affected Bidder(s) of any obligation to inform the affected Bidder(s) on the grounds for Purchaser's action.





3.1.4 Procurement Schedule

The procurement schedule for this project is as follows:

Procurement Milestone	Date
Pre-Bid Meeting	March 3 rd , 2014
Proposal Submission Deadline	March 10 th , 2014

Table 1: Procurement Schedule

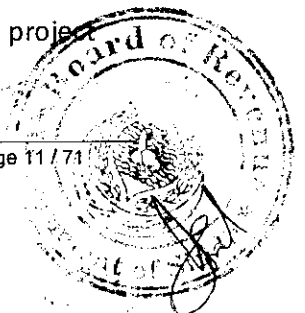
Note: The Purchaser reserves the right to adjust this schedule as necessary.

3.1.5 Eligible Bidders

- 3.1.5.1 This bidding process is open to all eligible firms / consortia of firms subject to the conditions given below.
- 3.1.5.2 The Bidder shall furnish, as part of its bid documents establishing the Bidder's eligibility to bid and its qualifications to perform the Contract if its bid is accepted.
- 3.1.5.3 The bidder should have officially purchased the bidding documents as detailed in para. 1.3, evident by submission of bid purchase receipt or should have submitted the pay order of its cost with the bid.
- 3.1.5.4 The documentary, evidence of the Bidder's eligibility to bid shall establish to Purchaser's satisfaction that the Bidder, at the time of submission of its bid, is a association of persons, company or corporation.
- 3.1.5.5 Purchaser reserves the right to depute two professionals for studying and evaluating the facilities of similar nature to those being proposed under this RFP. These facilities should be the one, which are considered as most representatives of their relevant capabilities and performance by the vendor, to highlight the technical issues involved.
- 3.1.5.6 Bidders shall provide such evidence of their continued eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

3.1.6 Mandatory Qualifications of the Bidder

- 3.1.6.1 By submission of documentary evidence in its bid, the Bidder must establish to the Purchaser's satisfaction:
 - 1. that it has the required experience and technical know-how for the project scope of work; and





2. that it has financial capability to perform the Contract.

3.1.6.2 By submission of documentary evidence in its bid, the Bidder MUST establish to the Purchaser's satisfaction:

1. that it must be incorporated with SECP at least seven (07) years ago;
2. that the bidder should have at least five (05) years of domain experience;
3. that it is properly registered with FBR for Income Tax and Sales Tax;
4. that the bidder should have registered with any of Software Board in Pakistan.

3.1.6.3 By submission of documentary evidence in its bid, the Bidder, or in case of a joint bid, any of the partners, has not been blacklisted by any government or public sector organization.

3.1.6.4 Failure to comply with or satisfy any of the above clauses in 3.1.5.1 and 3.1.5.3 would result in disqualification and rejection of bid.

3.1.7 Joint Ventures

3.1.7.1 Bidders may submit bids as a Joint Venture based on specialization as software solution provider, hardware, networking, Data Entry (microfilm data conversion), Training. The main bidder would be the software solution provider along with overall project management and shall be appointed as a lead bidder who shall be solely responsible for end to end delivery of the entire project.

3.1.8 Cost of Bidding

3.1.8.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and the Purchaser will in no case be responsible or liable for those costs.

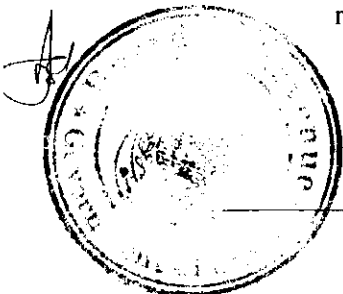
The Bidding Documents

3.1.9 Content of Bidding Documents

3.1.9.1 The contents of the Bidding Documents should be read in conjunction with any addenda issued.

3.1.9.2 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP. Failure to furnish all information required by the RFP or to submit a bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of its bid.

3.1.9.3 The Invitation for Bids does not form an official part of this RFP and is included for reference only. In case of inconsistencies, the latter shall prevail.





3.1.10 Clarification of RFP and Pre-Bid Meeting

3.1.10.1 An interested bidder, may request for clarification of contents of the bidding document in writing, and procuring agency shall respond to such queries in writing within three calendar days, provided they are received at least five calendar days prior to the date of opening of bid;

3.1.10.2 A pre-bid meeting will be held at 3:00 pm on the date mentioned in Table 1. The pre-bid meeting will be held at the premises of the Purchaser in Karachi, to answer any queries that potential bidders may have. All queries relating to RFP should be faxed or mailed to Project Director one day prior to the Pre-Bid Meeting. Any clarification to the RFP will be sent to all prospective Bidders in writing by the Project Director as Addenda.

Preparation of Bids

3.1.11 Language of Bid

3.1.11.1 The bid prepared by the Bidder, and all correspondence and documents related to the bid, shall be written in the English language.

3.1.12 Documents Comprising the Bid

3.1.12.1 The bid submitted by the Bidder shall comprise the following:

1. Eligibility Criteria forms duly filled out with all the relevant details;
2. Financial information of the bidder;
3. Documents establishing firms eligibility and qualification, such as year of incorporation, list of partners/directors, statement of experience, key personnel, details of relevant projects etc.;
4. Response to the technical requirements as described in the RFP;
5. Details of Software Architecture proposed to be implemented by the bidder;
6. a Bid Form duly completed and signed by a person or persons duly authorized to bind the Bidder to the Contract;
7. all Price Schedules duly completed in accordance with this RFP and signed by a person or persons duly authorized to bind the Bidder to the Contract;
8. bid bond in the form of a Bank Guarantee or Bank Draft/Pay Order should be submitted;
9. a duly notarized, written power of attorney;





10. a list of all deviations and justifications for the deviation to the required technical features specified in the Technical Requirements;
11. an undertaking that the Bidder, or in case of a joint bid, any of the partners, has not been blacklisted by any government or public sector organization – as per the specimen supplied as Section 7.1.3;
12. a duly notarized Integrity Pact on Rs. 100/- stamp paper – as per the specimen supplied as Section 7.1.4; and
13. Manufacturers' authorization to supply the equipment to the Purchaser.

3.1.12.2 Bidders are reminded that their bids may be considered as non-responsive if material deviations are taken.

3.1.13 Bid Prices

3.1.13.1 Prices must be quoted, strictly using the format mentioned in BoQ of this RFP. Bidders may be required to provide a breakdown of any composite or lump-sum items included in the Price Schedules.

3.1.13.2 These prices must include all incidental costs associated with the provision of the service, such as travel, subsistence, office support, communications, printing of materials, etc., and all taxes, levies, duties and fees imposed on the Bidder, its Sub-Consultants, or employees on account of such services in the Purchaser's country or in any other country.

3.1.13.3 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.

3.1.13.4 Escalation on account of currency devaluation may be allowed at the sole discretion of the Purchaser.

3.1.13.5 All prices should include turn-key installation and commissioning, warranty, support and maintenance as well as Operations Support for a period of one (1) year as well as the required user training.

3.1.13.6 All bids should be submitted to include prices of equipment and material on DDP – Delivered Duty Paid basis ("DDP" to be understood as defined in "Incoterms 2010 – ICC Official Rules for the Interpretation of Trade Terms").

3.1.13.7 Bid Price shall include stamp duty charges @ 0.30% of the total value of Contract.

3.1.14 Bid Currencies

3.1.14.1 All prices shall be quoted in Pakistan Rupees.





3.1.15 Documents Establishing the Conformity of Proposed Solution to Bidding Documents

3.1.15.1 The Bidder shall furnish, as part of its bid, documents establishing the conformity to the Bidding Documents of the proposed solution that the Bidder proposes to supply and install under the Contract.

3.1.15.2 The bidder shall complete the entire project in six (04) months from the date of signing of the Contract and shall submit a detailed proposed schedule of work.

3.1.15.3 Bids for sub-systems or portions or part-solutions of the solution shall not be accepted.

3.1.15.4 The documentary evidence of conformity of the proposed solution to the Bidding Documents shall be in the form of written descriptions, literature, diagrams, certifications, and client references, including:

1. a detailed description of the essential technical and performance characteristics of each component making up the proposed solution;
2. detailed drawings, design parameters, design calculations, put-up sheets and outputs of any tools used for capacity planning and designing of the entire solution;
3. An item-by-item commentary on the Purchaser's Technical Requirements, demonstrating the substantial responsiveness of the proposed solution offered to those requirements. In demonstrating responsiveness, 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 catalogues, technical specifications, or other pre-printed materials submitted with the bid, the item-by-item commentary shall prevail;
4. Data Sheets of all equipment and software supplied;
5. a Preliminary Project Plan as required by the Purchaser and stated in the RFP; and,
6. An Implementation Plan for the implementation services as required by the Purchaser and stated in the RFP. The Implementation Plan must be at a level of details to demonstrate the understanding of the Bidder with respect to the scope of implementation services of the project.
7. a written confirmation that the Bidder shall accept responsibility for the successful integration and inter-operability of all components of the proposed as required by the Bidding Documents.

3.3.5.5 Bids submitted without a satisfactory Project Plan and Implementation Plan may be rejected.





3.1.16. Compliance Statement

3.1.16.1 Compliance Statement is to be submitted as per Performa supplied in the RFP.

3.1.17. Bid Validity and Security

3.1.17.1 A bid security will be required. The amount of bid security required is two per cent (2%) of the Total Bid Price. This bid security is to be submitted in the form of Bank Guarantee or Demand Draft or Pay Order in favour of Purchaser. The Bid security shall be in Pak Rupees & from a scheduled bank in Pakistan.

3.1.17.2 The bid validity period shall be Ninety (90) days after the deadline for bid submission.

3.1.17.3 In exceptional circumstances, Purchaser may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax). The bid security provided shall also be suitably extended. A Bidder granting the request will not be required nor permitted to modify its bid.

3.1.17.4 Bid security must be valid twenty-eight (28) days after the end of the bid validity period. Accordingly, a bid with a bid security that expires before twenty-eight (28) days after the end of the bid validity period shall be rejected as non-responsive.

3.1.17.5 Un-successful Bidder's bid security will be discharged/returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid security validity prescribed by the Purchaser.

3.1.17.6 The successful Bidder will be required to keep his bid security valid till the agreement is signed with the Purchaser for the execution of the project.

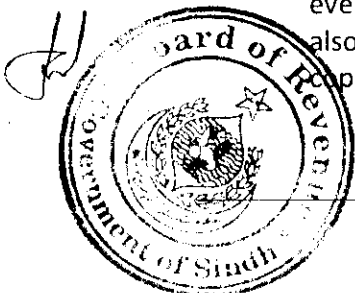
3.1.17.7 The bid security may be forfeited; if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.

3.1.17.8 In the case of successful Bidder, if the Bidder fails to sign the Contract in accordance with relevant clauses, the bid security will be forfeited.

3.1.18. Format and Signing of Bid

3.1.18.1 Separate technical and financial bids shall be submitted.

3.1.18.2 The Bidder shall prepare one original and one (01) copy of the bid, clearly marking each one as "TECHNICAL BID - ORIGINAL", "FINANCIAL BID - ORIGINAL", "TECHNICAL BID - COPY," " FINANCIAL BID - COPY," etc., as appropriate. In the event of any discrepancy between them, the original shall govern. The bidder shall also provide one soft copy (and one back up copy) of TECHNICAL BID and one soft copy (and one back up copy) of FINANCIAL BID on a CD.





3.1.18.3 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed and stamped by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The person or persons signing the bid shall initial all pages of the bid, except for un-amended printed literature.

3.1.18.4 The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

3.1.18.5 Any mention on Bid Price in the Technical Bid would result in disqualification.

Submission of Bids

3.1.19 Deadline for Submission of Bids

3.1.19.1 Bids must be received by the Purchaser at the address specified in the RFP no later than 3:00 PM on the date mentioned in Table 1.

3.1.19.2 The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the RFP, in which case all rights and obligations of the Purchaser and Bidders will thereafter be subject to the deadline as extended.

3.1.19.3 The TECHNICAL and FINANCIAL bids, separately sealed shall be addressed and delivered to the Purchaser at the following address:-

PROJECT DIRECTOR (PMU)
BOARD OF REVENUE SINDH
1ST Floor ST-04, Project Management Unit,
Adjacent Dr. Ziauddin Hospital, Clifton Block 6, Karachi

3.1.20 Late Bids

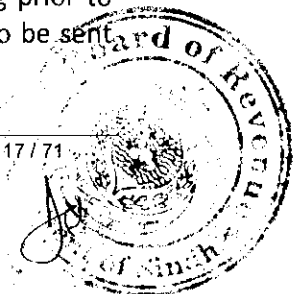
3.1.20.1 Any bid received by the Purchaser after the bid submission deadline prescribed by the Purchaser on clause 3.4.1.1 will be rejected and returned unopened to the Bidder.

3.1.21 Modification and Withdrawal of Bids

3.1.21.1 Modifications to the bid will not be accepted.

3.1.21.2 The Bidder may withdraw its bid after submission, provided that written notice of the withdrawal is received by the Purchaser prior to the deadline prescribed for bid submission.

3.1.21.3 A Bidder wishing to withdraw its bid shall notify the Purchaser in writing prior to the deadline prescribed for bid submission. A withdrawal notice may also be sent





by electronic mail or facsimile, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids. The notice of withdrawal shall be addressed to the Purchaser at the address stated for bid submission. Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a validly submitted bid.

3.1.21.4 No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder's bid security.

3.1.22 Sealing and Marking of Bids

3.1.22.1 The Bidder shall seal the original and each copy of the bid in separate envelopes, duly marking the envelopes as "TECHNICAL BID – ORIGINAL" and "TECHNICAL BID - COPY" etc. Similarly the original and copies of the financial bids shall be enclosed in separate envelopes and duly marked. The respective soft copies on CD shall be enclosed in the envelope containing ORIGINAL bids. The envelopes shall then be sealed separately in outer envelopes clearly marked "TECHNICAL BID" and "FINANCIAL BID".

3.1.22.2 The inner and outer envelopes shall be addressed to the Purchaser at the address given in the RFP, bear the Contract/Project name and the bid opening date.

3.1.22.3 The outer envelopes may not have any marking to indicate the identity of the Bidder.

3.1.22.4 The inner envelopes shall also indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared "LATE."

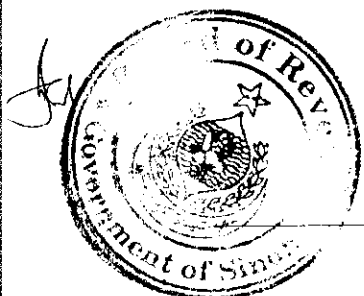
Bid Opening and Evaluation

3.1.23 Opening of Technical Bids by Purchaser

3.1.23.1 The Purchaser will open all technical bids of Bidders who have submitted a bid, in public, in the presence of Bidder's representatives who chose to attend, at 3:30 pm, on the due date mentioned in Table 1 and at the Purchaser's premises in Karachi. Bidder's representatives shall sign a register as proof of their attendance.

3.1.23.2 Bids shall be opened one at a time, reading out: the name of Bidder and any other such details as the Purchaser may consider appropriate.

3.1.23.3 Bids that are received late shall not be accepted and opened, irrespective of the circumstances.





3.1.24 Evaluation of Technical Bids by Purchaser

3.1.24.1 There will be a two-stage technical evaluation. Preliminary evaluation of technical bids will be conducted as per information requested in paragraphs 3.1.4, and 3.1.5.

3.1.24.2 Detailed technical evaluation will be conducted for Bidders who qualify the preliminary evaluation. Non-Confirming bids would be rejected.

3.1.24.3 Purchaser reserves the right to demand that the Consultant arrange an on-site visit to facilities that the Consultant has implemented.

3.1.24.4 The Purchaser's detailed technical evaluation of the responsive bids that have met the mandatory clauses in eligibility criteria will take into account for the next phase of technical evaluation the following factors. The following weights will be used in the technical evaluation of bids:

S. No.	Description	Marks
	<u>Specialization:</u>	150
	Revenue Experts (15 marks each)	30
	Taxation Experts (15 marks each)	30
	Middleware Experts (15 marks each)	45
	Software Integrators (15 marks each)	45
	<u>Experience:</u>	200
	Experience in designing of a public land management system with respect to design, development and implementation	50
	Experience in development of a taxation model in Pakistan	50
	Projects undertaken delivering Message Based Middleware Applications	50
	Experience of working on payment gateways / payment systems	50
	<u>Financial Capability:</u>	150
	Minimum Turnover for each of last three fiscal years	
	a. At least Rs. 500 Million -	150
	b. At least Rs. 300 Million -	100
	c. Less than Rs. 200 Million -	75
	<u>Understanding of the Assignment:</u>	200
	Bidder must establish through submitted documents, software architecture and write-ups that it has an understanding of project requirements and shall submit its detailed design for the subject	



	project. The submitted material would be evaluated for Bidder's understanding of the project.	
	<p>Proposed Methodology: Bidder must submit a detailed project plan and methodology meeting the Purchaser's requirements. The submitted plan would be evaluated for Bidder's understanding of the project. The entire technical solution would be evaluated for compliance with the specifications provided in the BoQ. The offered solution would be evaluated against the requirements and points would be awarded subjectively based on the submitted material.</p>	150
	<p>Quality Management: ISO 9000 / ISO 27001 or equivalent</p> <p>Certified Professionals in following areas as part of regular company paid staff:</p> <p>Project Management (PMP): Atleast One (1)</p> <p>Software Professional: Atleast Four (4)</p> <p>Hardware Engineers: Atleast Two (2)</p> <p>Networking Engineers: Atleast One (1)</p>	<p>150</p> <p>50</p> <p>10</p> <p>60</p> <p>20</p> <p>10</p>

Table 2: Technical Evaluation Criteria

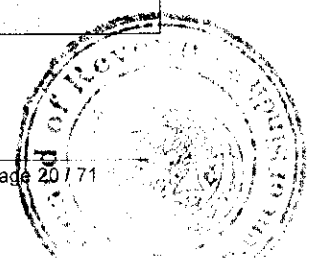
3.1.25 Opening of Financial Bids by Purchaser

3.1.25.1 The Purchaser will open only those financial bids who have met the mandatory eligibility criteria in technical evaluation specified in para. 3.1.4 and 3.1.5 and scored at least 70% in the technical evaluation criteria detailed in Table 2.

3.1.25.2 Financial Bids shall be opened one at a time, reading out, the name of the Bidder; the bid price; the presence or absence of a bid security; the presence or absence of requisite powers of attorney; and any other such details as the Purchaser may consider appropriate, in the presence of qualified bidders' representatives who choose to attend, at the time, on the date and at the place, communicated to qualified bidders well in advance. Bidders' representatives shall sign a register as proof of their attendance.

3.1.25.3 Financial Bids of Bidders who have not scored the requisite 70% in technical evaluation would not be opened and shall not be considered for further evaluation, irrespective of the circumstances.

3.1.26 Clarification of Bids





3.1.26.1 During the bid evaluation, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

3.1.27 Preliminary Examination of Financial Bids

3.1.27.1 The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

3.1.27.2 Arithmetical errors shall be subject to rectification by the Purchaser. If a Bidder does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

3.1.27.3 The Purchaser may waive any minor informality, nonconformity, or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

3.1.27.4 Prior to the detailed evaluation, the Purchaser will determine whether each bid is of acceptable quality, is complete, and is substantially responsive. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications without material deviations, exceptions, objections, conditions, or reservations. A material deviation, exception, objection, conditionality, or reservation is one:

1. that limits in any substantial way the scope, quality, or performance of the proposed solution; or
2. that limits, in any substantial way that is inconsistent with the RFP, the Purchaser's rights or the successful Bidder's obligations under the Contract; and
3. that the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.

3.1.27.5 If a bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the nonconformity. The Purchaser's determination of bid responsiveness will be based on the contents of the bid itself and any written clarifications submitted by the Bidder.





3.1.28 Evaluation and Comparison of Financial Bids

3.1.28.1 Bidders who have been technically qualified on the basis of the technical evaluation shall be eligible for a detailed evaluation.

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

3.1.28.3 Technical Bid Score will get a weightage of 80% and Commercial Bid Score will get a weightage of 20% in Award Decision.

3.1.28.4 The total bid score would be determined as follows:

$$Score_i = \left(\frac{Cost_{lowest}}{Cost_i} \right) \times 20\% + \left(\frac{Technical_Score_i}{Technical_Score_{highest}} \right) \times 80\%$$

where:

Score_i = Evaluated Score of Bidder i

Cost_i = Evaluated Bid Price of Bidder i

Cost_{lowest} = Lowest Evaluated Bid Price amongst all Responsive Bids

Technical_Score_i = Technical Score of Bidder i

Technical_Score_{highest} = Highest Technical Score amongst all Bids

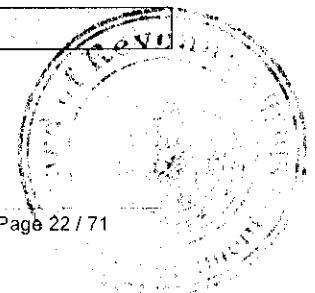
3.1.28.5 The bidder securing highest evaluated score will be considered the Best Evaluated Bid or the Lowest Evaluated Bid.

3.1.29 Contacting the Purchaser

3.1.29.1 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 bid, it should do so in writing to the Point of Contact mentioned in clause 1.9

3.1.29.2 If a Bidder tries to directly influence the Purchaser or interfere in the bid evaluation process or influence the Contract Award Decision, its bid will be rejected and the Bidder may be blacklisted and barred for participating in future Government of Sindh tenders.

Post Evaluation and Award of Contract





3.1.30 Post Evaluation

3.1.30.1 The Purchaser will determine at its own cost and to its satisfaction whether the Bidder that is selected as having submitted the Lowest Evaluated Bid is qualified to perform the Contract satisfactorily.

3.1.30.2 The Purchaser will evaluate the Bidder's financial, technical, design, integration, customization, production, management, and support capabilities and an examination of the documentary evidence of the Bidder's qualifications, as well as other information the Purchaser deems necessary and appropriate. This may include visits or interviews with the Bidder's clients referenced in its bids, site inspections, and any other measures.

3.1.30.3 An affirmative post-evaluated determination will be a prerequisite for award of the Contract to the evaluated Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Purchaser will proceed to the next Lowest Evaluated Bidder to make a similar determination of that Bidder's capabilities to perform satisfactorily.

3.1.31 Award Criteria

3.1.31.1 The Purchaser will evaluate and award the Contract to the Bidder whose bid has been determined to be substantially responsive and the Best Evaluated Bid, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

3.1.32 Purchaser's Right to Accept Any Bid and to Reject Any or All Bids

3.1.32.1 The Purchaser reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.

3.1.33 Notification of Award

3.1.33.1 Prior to the expiration of the period of bid validity, the Purchaser will notify the successful Bidder in writing by registered letter that its bid has been accepted.

3.1.33.2 The notification of award will constitute the formation of the Contract.

3.1.33.3 Upon the successful Bidder's furnishing of the signed Contract Form and a performance security, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security.





3.1.34. Signing of Contract

3.1.34.1 At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the Purchaser will send the Bidder the Contract Form, incorporating all agreements between the parties.

3.1.34.2 As soon as practically possible, but no more than seven (7) calendar days following receipt of the Contract Form, the successful Bidder shall sign and date the Contract Form and return it to the Purchaser.

3.1.34.3 The Purchaser and successful Bidder may also agree to meet to finalize the Contract Agreement.

4 TERMS AND CONDITIONS

Inspection and Tests

4.1.1 Right to Inspect

4.1.1.1 Purchaser or its representative shall have the right to inspect and/or to test the goods to confirm their conformity to the Contract specifications. The conditions of the Contract and /or the Technical Specifications shall specify what inspections and tests Purchaser requires and where they are to be conducted. Purchaser shall notify the Consultant in writing of the identity of any representatives entrusted for this purpose.

4.1.1.2 Should any inspected or tested goods fail to conform to the specifications, Purchaser may reject them and the Consultant shall either replace the rejected goods or make alterations necessary to meet specification requirements free of cost to Purchaser.

4.1.1.3 Purchaser's right to inspect, test and where necessary, reject the goods after arrival in Pakistan shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by Purchaser or its representative prior to the good's shipment from the country of origin.





4.1.2 Acceptance Testing

- 4.1.2.1 The Consultant shall offer the systems for provisional acceptance testing as soon as the works are ready for commissioning. The Consultant shall provide the supervisory personnel and equipment necessary to make proof of performance test as required in the specifications and as approved by Purchaser.
- 4.1.2.2 Failure to meet such tests or any test required by Purchaser to show compliance with the specifications shall be sufficient cause for rejection and such test or tests shall be repeated after modifications or replacements as deemed necessary by Purchaser.
- 4.1.2.3 If performance is found to be marginal or that the results of any phase of the tests are inconclusive, further testing shall be performed as required by Purchaser. Any such re-work or re-testing shall be at the cost of Consultant.

4.1.3 Acceptance Testing Requirements

- 4.1.3.1 Acceptance testing of the equipment, apparatus, Hardware and Software tools as well as software etc. shall be done by Purchaser under supervision of the Consultant. The Consultant will supply the necessary testing equipment/ gear at his cost.
- 4.1.3.2 Within fifteen (15) calendar days of signing the Contract, the Consultant shall submit a detailed Acceptance Test Plan to Purchaser for approval. The Acceptance Test Plan shall at a minimum define test environment, test methodology, test equipment and tools, and test procedures including test cases and scenarios. Purchaser and or Program Consultant shall have the right to modify and change the Acceptance Test Plan. The Parties agree that the approved Acceptance Test Plan shall be incorporated as part of this Contract through amendment provision of this Contract.
- 4.1.3.3 At least ten (10) calendar days before offering the systems for acceptance testing the Consultant shall finalize the Acceptance Test Plan incorporating any changes since the prior approved Acceptance Test Plan. Purchaser may approve the changes as proposed, or after such modifications as are deemed necessary for proof of performance.
- 4.1.3.4 Upon satisfactory conduct and successful completion of the acceptance tests proving that the systems are ready for commissioning and their performance complies with the specifications laid down in the bidding documents, and that the training has been completed as required from the Consultant, Purchaser shall provide the Consultant with an Acceptance Certificate.
- 4.1.3.5 The mere conduct and completion of acceptance tests shall not constitute acceptance of the systems and issuance of Acceptance Certificate. If any part of the acceptance tests fails or performance is found to be marginal or that the results of any phase of the tests are inconclusive, further testing shall be performed as required by Purchaser. Any such re-work or re-testing shall be at the cost of the Consultant.





4.1.4 Removal of Defects

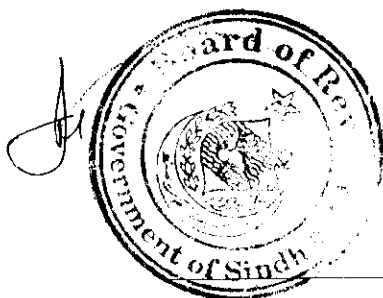
- 4.1.4.1 The Consultant shall make good with all possible speed all defects arising from defective design, material or workmanship or from any act of omission of the Consultant and those which may develop under the condition provided for by the Consultant and under proper use of the plant or any portion at his own expense.
- 4.1.4.2 In the event of stores being found defective in the light of above clause, the Consultant shall replace the defective stores free of cost at consignee's end within forty-five (45) days from the date of reporting of the defect, failing which the cost of the same will be refunded by the Consultant to the Purchaser.

Payment Terms

- 4.1.4.3 The payment terms shall be as follows:

S. No.	Payment Milestone Description
1	20% of component cost as mobilization advance against Advance Payment Bank Guarantee.
2	10% of component cost after Approval of SRS (complete software along with indexing utility) and Design Document for the complete system.
Software	
1	40% of component cost on successful UAT.
2	20% of component cost on successful deployment of software at designated site(s)
3	20% after integration with LARMIS, GIS, Bank & others.
4	10% of component cost after successful support period.
Hardware	
1	40% of hardware cost on inspection of equipment.
2	40% of hardware cost on installation & commissioning of hardware
3	10% of component cost after successful warranty / support period.
Connectivity	
1	80% of the connectivity cost on successful data connectivity.
2	10% of component cost after successful warranty / support period.
Conversion & Indexing Microfilmed Deeds	
1	To be paid as per record converted and indexed (as per actual work done)

Table 3: Payment Terms





- 4.1.4.4 The Advance Payment Guarantee shall be valid for a period of six (6) months and shall be renewed upon Purchaser's request as needed. The Advance Payment Guarantee may be reduced proportionately upon delivery of hardware/software components. The Advance Payment Guarantee shall become null and void and shall be surrendered by Purchaser to the Bidder/Consultant upon issuance of Acceptance Certificate.
- 4.1.4.5 The Performance Guarantee shall be valid for a period of twelve (12) months. The Performance Guarantee may be reduced proportionately on a quarterly basis and shall become null and void and shall be surrendered by Purchaser to the Bidder/Consultant upon completion of one year after issuance of Acceptance Certificate.
- 4.1.4.6 The Advance Payment Guarantee and Performance Guarantee shall be issued by a scheduled bank in Pakistan acceptable to the Purchaser.
- 4.1.4.7 The payments shall be processed upon presentation of the following documents by the Bidder/Consultant:
- a) Commercial invoice issued by the Bidder/Consultant
 - b) Delivery Note/User Acceptance Certificate duly countersigned by Purchaser or authorized representative
 - c) Any other documents stipulated in the Contract
 - d) Sales Tax Paid Invoice where applicable
 - e) Customs Clearance/Duty Paid Documents where applicable
- 4.1.4.8 Payments shall be made promptly by Purchaser within thirty (30) days of submission of an invoice/claim by the Consultant supported with necessary documents.
- 4.1.4.9 All payment will be made in Pakistan Rupees.
- 4.1.4.10 Partial delivery and partial payments against partial delivery as per BOQ would be allowed.
- 4.1.4.11 The type, method and conditions of payment to be made to the Consultant under his Contract shall be specific in the Contract. The Consultant's request's for payment shall be made to Purchaser in writing, accompanied by an invoice describing, as appropriate, the goods delivered and services performed, duly verified by the Project Director of Purchaser or his designated representative(s) and fulfilment of other obligations stipulated in the Contract. Purchaser or any other designated office shall pay the invoice.
- 4.1.4.12 The total amount to be paid to the successful Consultant shall be the Contract price adjusted to give effect to such additions there to and deductions there from as are provided under the conditions of Contract.





Withholding Tax

4.1.4.13 The Bidders are hereby informed that the Purchaser shall deduct tax as prescribed under the tax laws of Pakistan, from all payments for services rendered by any Bidder who signs a Contract with the Purchaser.

Support and Warranties

4.1.4.14 The Bidders should mention the warranties they propose for products and services to be rendered.

4.1.4.15 The Bidder shall provide warranty, support and maintenance as stipulated in section 0.

4.1.4.16 The Bidder shall include the cost of any spares that the Bidder would require the Purchaser to buy in order to meet the desired SLA in the bid price. A detailed list of all such spares including part numbers, description and quantities should be provided.

Governing Law

4.1.4.17 This RFP and any Contract executed pursuant to this RFP shall be governed by and construed in accordance with the laws of Pakistan. The Government of Pakistan and all Bidders responding to this RFP and parties to any Contract executed pursuant to this RFP shall submit to the exclusive jurisdiction of the Pakistani Courts.

Consultant's Negligence

4.1.4.18 The Consultant shall indemnify Purchaser in respect of all injury or damage to any person or to any property and against all actions, suits, claims, demands, charges and expenses arising in connection herewith which shall be occasioned by the negligence or breach of statutory duty of the Consultant, any sub-Consultant before whole of the project has been finally accepted.

Delays in Performance

4.1.4.19 Delivery of the goods shall be made by the Consultant in accordance with the time schedule specified in the Contract.

4.1.4.20 Delay by the Consultant in performance of its delivery/project completion obligations shall render the Consultant liable to any or all of the penalties including but not limited to liquidate damages, the Consultant shall promptly notify Purchaser in writing of the fact of the delay, its likely duration and its causes(s). As soon as practicable after receipt of the Consultant's notice, Purchaser shall evaluate the situation and may at its discretion extend the Consultant's time for performance in which case the extension shall be ratified by the parties by amendment of the Contract.

Consultant's Default





- 4.1.4.21 If the Consultant neglects to perform the Contract with due diligence and expedition or refuses/or neglects to comply with any reasonable orders given to him in writing by Purchaser or any of his authorized representative in connection with the performance of the Contract or shall contravene the provision of the Contract, Purchaser may give notice in writing to the Consultant to make good the failure, neglect or contravention complained of.
- 4.1.4.22 Should the Consultant fail to comply with the said notice, with a reasonable time from the date of service thereof, it shall be lawful for Purchaser to terminate forthwith the Contract by notice in writing to the Consultant without prejudice to any rights which may have accrued under the Contract to either party prior to such termination
- 4.1.4.23 If the Consultant fails to complete any of his obligations under the paragraph titled "DEFECTS REMOVAL" within the time granted by Purchaser under "FORCE MAJEURE" and Purchaser shall have suffered any loss from such failure, Purchaser may be entitled to deduct from the Contract price at the rate of up to a half per cent (1/2 %) of the individual delayed part/item/service which cannot in consequence of the said failure be put to the use intended for such work for each week between the time fixed in the Agreement (except as aforesaid) and the actual date of completion, subject to a maximum deduction of 5% of the value of the Contract.

Warranty, Support and Maintenance

- 4.1.4.24 The Consultant shall warrant that the goods supplied under the Contract are new, unused, of the most recent or current models and incorporate all the latest improvements in design and materials unless provided otherwise in the Contract.
- 4.1.4.25 The Consultant shall further warrant that all goods supplied under this Contract shall have no defect arising from design, material or workmanship or from any act or omission of the Consultant that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
- 4.1.4.26 This warranty shall remain valid for a period of one (1) year from the date of delivery for each component (unless specifically mentioned otherwise in the BoQ) stipulated in the Bidding Documents.
- 4.1.4.27 Purchaser shall promptly notify the Consultant in writing of any claims arising under this warranty.
- 4.1.4.28 Upon receipt of such notice, the Consultant, with all reasonable speed replace the defective goods or part thereof, without any costs to Purchaser including the cost of inland delivery of the repaired replace goods or parts from the port of entry to final destination.
- 4.1.4.29 If the Consultant, having been notified, fails to remedy the defect(s) within a reasonable period, Purchaser may proceed to take such remedial actions as may be





necessary, at the Consultant's risk and expense and without prejudice to any other rights which Purchaser may have accrued or will accrue to Purchaser against the Consultant under the Contract.

4.1.4.30 The Consultant has to offer on line registration (where applicable) of the supplied products and related items from the manufacturer/principal to Purchaser and similarly will ensure that all the back to back arrangements are reflection of the SLA signed with the Purchaser. The warranty and maintenance should also be registered from the manufacturer or principal and demonstrated as such to the Purchaser.

4.1.4.31 The Consultant has to offer comprehensive Warranty, Support and Maintenance inclusive of parts for repair and replacement aligned with the desired SLA for a period of one (1) years inclusive of any PM (Preventive Maintenance during warranty) wherever required.

4.1.4.32 The Consultant shall offer maintenance, support with components as well as repair/ replacement under a Support Package as offered by the Principals/OEM that best meets the requirements wherever possible.

4.1.4.33 The repair/replacement shall include the hardware, parts and components maintenance, all software upgrade, patch serving and technical support.

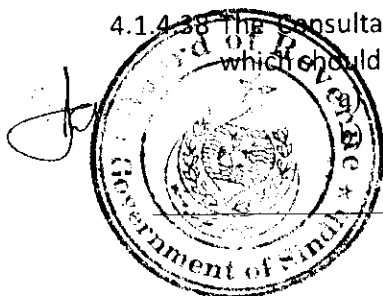
4.1.4.34 The Consultant shall repair or replace hardware component or full equipment within four (4) weeks of the failure if the equipment or part of it to be sent to overseas for maintenance. During this period to fulfil the Contract requirements, the Consultant shall provide backup support to fill the gap due to faulty item(s) to ensure continuity of operations, for which any emergency and temporary adjustment required in the infrastructure will be done by the Consultant.

4.1.4.35 The Consultant shall perform Preventive Maintenance on a quarterly basis or at the manufacturer's recommended frequency for all Project equipment supplied following Manufacturer's recommendations for Preventive Maintenance. Supplying any consumables would however NOT be the Consultant's responsibility and would be chargeable to the Purchaser on "at actual" basis.

4.1.4.36 The Consultant shall maintain an emergency On-call team of skilled technicians / engineers equipped with necessary tools round the clock for the emergency fault calls.

4.1.4.37 The Consultant shall be responsible to maintain a logbook for each incidence recording the work done at each visit and get it verified by the Purchaser. All defects, replacement of parts, work done etc. shall be recorded. The format of logbook will be mutually agreed between Consultant and Purchaser.

4.1.4.38 The Consultant shall submit the following reports to Purchaser on a quarterly basis, which should be submitted as a supporting document for recurring payment claims;
Routine visit report
Fault calls reports.





- c) Rectification Report.
- d) List of replacement / repair of parts.

4.1.4.39 The Consultant shall provide full support during and after the warranty period including the technical support with reporting time, hardware and spare parts as well as components replacement in case of failure and upgrade of new firmware and patches as in Table 4 below.

4.1.4.40 Table 4 below defines the Service Level Agreement (SLA) that the Consultant has to adhere to. The SLA is drafted categorizing the incidents as follows:

- a) Severity 1 (Red) — Operations are "down" due to a very critical or total hardware or its component failure and which has a critical impact to the operations.
- b) Severity 2 (Orange) — Operations of any of the segment are down, severely degraded, or significant aspects of operations are negatively affected by hardware/firmware/software failure or inadequate performance of the products. The setup or its component or the subjected component is running on backup system in a compromised status.
- c) Severity 3 (Green) — Operational performance of the supplied system(s) is compromised while most business operations remain functional. Information or assistance is required with the supplier/manufacturer of product capabilities, installation, or configuration. There is little or no effect on your business operations.

RED (Severity 1)	ORANGE (Severity 2)	GREEN (Severity 3)
<u>Reporting Time:</u> On-Site 24 hours x 7 days	<u>Reporting Time:</u> Within 6 hours 8 hours x 6 days	<u>Reporting Time:</u> Within 24 hours
<ul style="list-style-type: none"> • Analyse, troubleshoot, repair, replace and provision of backup hardware component within 24 hours. • In case of failure of full equipment replacement or provision of backup unit within 24 hours by on site certified engineer. • 24-hour a day local support from supplier and international support from expert technicians via internet or phone/fax till the problem is completely resolved or backup is provided and 	<ul style="list-style-type: none"> • Analyse, troubleshoot, repair, replace and provision of backup hardware component within 48 hours. • In case of full equipment failure replacement or provision of backup unit by certified engineer within one week of the fault reported. • Registered login to online tools in case of severity level. • Claim of Advance replacement from the principal of hardware to be placed for components 	<ul style="list-style-type: none"> • Analyse, troubleshoot, provide technical help on phone or visit the site within 24 hour. • If diagnosed a component or the unit as faulty repair, replace and/or provision of backup hardware component or full equipment within 3 weeks of the fault reported. • All firmware/software updates and upgrades within 3 weeks to fix this issue or on purchaser request





<p>restored.</p> <ul style="list-style-type: none">• Claim of Advance replacement from the principal of hardware to be placed for components or for the whole equipment by an onsite certified engineer.• Technical assistance via manufacturer website or on telephone if supplier is unable to resolve the issue within 24 hours.	<p>or for the whole equipment by an onsite certified engineer.</p> <ul style="list-style-type: none">• Technical assistance via manufacturer website or on telephone if supplier is unable to resolve the issue.	
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Table 4: SLA

4.1.4.41 In case the Consultant fails to comply with the committed SLA, it would be entirely the Purchaser's prerogative to impose penalties upto double of the cost of the faulty equipment & to forfeiture of the remaining amount of Performance Guarantee, whichever is more and claim the amount against the Performance Guarantee.

Operations Support

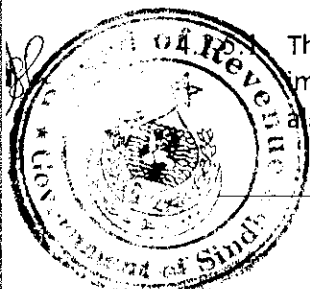
4.1.4.42 The Consultant shall be responsible for Operations Support of the whole system at both locations, as per the following requirements:

- a) The Consultant shall completely operate the system for one (1) year from the date of commissioning of the system
- b) The engineering staff shall provide support for all systems and take care of any faults
- c) A senior Supervisor/Manager shall be available as a single point of contact for the Purchaser's staff
- d) Support staff shall be available such that they are able to provide support at the Customer Facilitation Centres within the same day on working days during working hours.
- e) The Consultant shall clearly indicate in the proposal the number of staff which will be employed by the Consultant to operate the system for one year including their qualifications, roles and responsibilities. All cost associated with system operation shall be separately indicated in the bid. The Consultant shall also clearly indicate the staff or support required from Purchaser for assistance in operation if any.

Training

4.1.5 On Job Training

The Consultant has to offer a comprehensive training program both On-Site during implementation and operation training to Purchaser's professionals and technicians for all of the supplied equipment and shall include implementation, operations,





configuration and field maintenance of the system. The training schedule will be mutually agreed upon. The training should be for up to ten (10) professional.

4.1.5.2 The Consultant shall indicate following in the proposal:

- a) Training Requirements: The Consultant shall recommend the training required for Purchaser's staff for complete operation, and field maintenance of the system. It shall include the list of courses, duration, location of the training centre offering the course, number of trainees for each course and complete cost including boarding and lodging for each course.
- b) Trainees Qualification: The Consultant shall also recommend the prequalification required for each course if any and assist Purchaser in selection of trainees for system operation.
- c) Training Methodology: The Consultant may plan on job training for Purchaser's staff.

Documentation

4.1.5.3 The Consultant shall submit all necessary installation, technical, troubleshooting, maintenance and preventive maintenance manuals, CDs etc. and keep on updating the Purchaser for all related technical updates.

4.1.5.4 The Consultant shall submit two (2) hard copies of SRS, FRS, System Installation and System Configuration Guides and three (3) soft copies in CD.

4.1.5.5 The Consultant shall submit all software CDs/download links, License Keys and Activation Codes for all components to the Purchaser. Please NOTE that all Licenses and Activation codes should be issued by the vendor in the name of Board of Revenue, Government of Sindh.

4.1.5.6 The Consultant shall submit detailed Acceptance Test Plan (ATP) for all components for the project to be accepted by the Purchaser.

4.1.5.7 The Consultant shall develop detailed SOPs (Standard Operating Procedure) for the Purchaser's Operators to follow in order to support and ensure optimal operations of the system.

Termination of Contract

4.1.6 Termination of Contract for Default

4.1.6.1 Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Consultant terminate this Contract in whole or in part;

1. If the Consultant fails to deliver any or all of the goods within the time period's specified in the Contract or any extension thereof granted by Purchaser; or
2. If the Consultant fails to perform any other obligation under the Contract; or





3. If there is evidence that the Consultant has supplied goods or Services evading Sales Tax, due Customs Duties and any other levies; or
4. If the Consultant, in either of the above circumstances, does not cure its failure with in a period of sixty (60) days (or such long period as Purchaser may authorize in writing) after receipt of the default notice from Purchaser.

4.1.6.2 In the event Purchaser terminates the Contract in whole or in part, Purchaser may procure, upon such terms and in such manner as it deems appropriate, goods and services similar to those un-delivered, and the Consultant shall be liable to Purchaser for any excess costs for such similar goods and services. However, the Consultant shall continue performance of the Contract to the extent not terminated.

4.1.7 Termination for Insolvency

4.1.7.1 Without prejudice or affecting of any right action or remedy which has accrued or will accrue there-after to Purchaser, Purchaser may at any time terminate the Contract by giving written notice to the Consultant, without compensation to the Consultant if the Consultant becomes bankrupt or otherwise insolvent.





Liquidated Damages

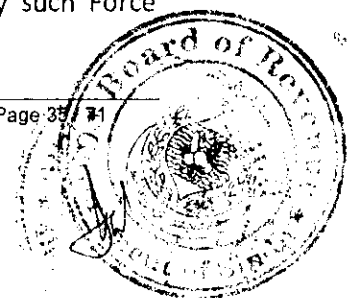
- 4.1.7.2 If Consultant fails to deliver any or all of the goods or perform the services within the time period (s) specified in the Contract, Purchaser shall without prejudice to its other remedies under the Contract, shall have the right to claim liquidated damages and Consultant shall pay to Purchaser as liquidated damages with respect to those delayed goods an amount equal to 0.25% of the value of the goods delayed for each week of delay or part thereof until actual delivery or performance up to a maximum deduction of 5% of the Contract price. Once the maximum is reached, Purchaser may consider Termination of Contract.
- 4.1.7.3 The value of all goods or part supply of goods made which are incomplete and therefore not utilized by Purchaser in its operations shall also be added for the purpose of liquidated damages. Any liquidated damages if not paid in cash by Consultant shall be deducted from the invoice (s) submitted by Consultant. The imposition of liquidated damages upon the Consultant and its payment shall not absolve the Consultant/supplier from its obligations to deliver or from any other liabilities or obligations under the Contract.

Amicable Settlement

- 4.1.7.4 Purchaser and the Consultant shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with Contract.
- 4.1.7.5 The Contract will be construed under and governed by THE LAWS OF THE ISLAMIC REPUBLIC OF PAKISTAN.
- 4.1.7.6 Except as otherwise provided in the Contract, any difference, dispute or question arising out of or with reference to the Contract which cannot be settled amicably shall within (30) thirty days from the date of either party informs the other in writing that such difference, dispute or question exists be referred to arbitration.
- 4.1.7.7 The arbitration shall be conducted in accordance with the rules of procedure set forth in the Pakistan Arbitration Act 1940 subsequently amended.
- 4.1.7.8 The arbitration of the majority of the arbitrators shall be final and binding on both parties.

Force Majeure

- 4.1.7.9 If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such Force Majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force





Force Majeure shall be suspended during the continuance of any inability so caused but for no longer period and such cause shall as far as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure. The terms "Force Majeure" as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions (to be supported by a letter from the relevant Authority and verified by the Diplomatic Mission in Pakistan), Government actions/restrictions due to economic and financial hardships, change of priorities and any other causes similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome. The terms of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 4 (four) months from performing or accepting performance, the party concerned shall have the right to terminate this Contract immediately giving notice with full particulars for such Force Majeure in writing to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement.

4.1.7.10 If a Force Majeure situation arises, the Consultant shall promptly notify Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by Purchaser in writing, the Consultant shall continue to perform its obligations under the Contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5 CONDITIONS OF CONTRACT

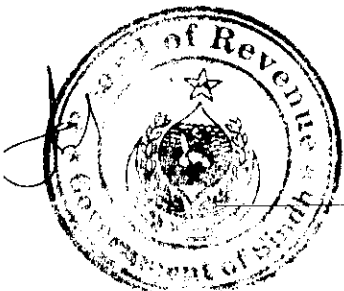
Applicable Laws

The Contract shall be interpreted in accordance with the laws of Pakistan. The Consultant shall respect the provisions contained in applicable statutory notifications.

Export and Import Licenses

The Consultant shall be responsible for obtaining export/import licenses as required.

All shipments, supply of stores are subject to obtaining the necessary export permissions from the country of origin/shipment. The Supplier shall abide by all export regulations. The Supplier will facilitate the process of obtaining the export permissions on behalf of the Purchaser but shall not be responsible for successfully obtaining the requisite permissions.





Taxes and Duties

The Consultant or his agent shall be entirely responsible for all taxes and levies including General Sales Tax (GST), Stamp Duty, Withholding Tax, Custom Duties, license fees, etc. incurred or accrued until the final delivery of the goods and services. However, any taxes and levies imposed after the date of submission of bid would not be the responsibility of the Consultant and would be adjusted for in the Contract Value.

Stamp Duty

The Consultant would be responsible for paying the Stamp Duty in the amount of 0.3% of the Total Value of the Contract at the time of signing the Contract.

Contract Language

The Contract shall be written in the English language. All literature, correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

Notices

Any notice given by one party to the other pursuant to this Contract shall be sent in writing or by fax (copy by email) and confirmed in writing to the address specified for the purpose in the conditions of Contract.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

Correspondence

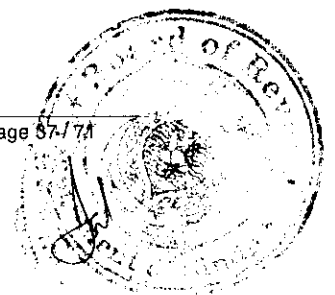
The Consultant shall not indulge into correspondence with unconcerned offices and organizations within or outside Purchaser's domain prior to the award of the Contract or later. The authorized address in this connection is stated in clause 1.9.

Patent Rights

The Consultant shall indemnify Purchaser against all third-party claims of infringement of patent, trade mark industrial design rights arising from use of the goods or any part thereof in Pakistan.

Officials not to Benefit

No official or employee of Purchaser shall be admitted to any share or part of this Contract or to any benefit that may arise there from. The Contract shall be liable for cancellation during any time of execution if such default is reported, detected and noticed.





Modifications/Amendment to Contract

This contract may be modified/ amended to include fresh clause(s) to the mutual agreement by the Supplier and the Purchaser. Such modification shall form an integral part of the Contract.

Standards

The goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications given in the RFP, and when no applicable standards is mentioned, to the authoritative standard appropriate to the good's country or origin and such standards shall be the latest issued by the concerned institution. In case of conflicting specifications appearing in the documents, decision of Purchaser will be final and will hold good.

Confidentiality of Information

The Consultant shall not, without Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specifications, plan, drawing, pattern, sample or information furnished by or on behalf of Purchaser in connection therewith, to any person other than a person employed by the Consultant in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

The Consultant shall not, without Purchaser' prior written consent, make use of any documents or information except for purposes of performing the Contract.

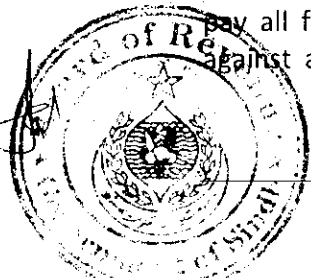
Any documents other than the Contract itself, shall remain the property of Purchaser and shall be returned (in copies) to Purchaser on completion of the Consultant's performance under the Contract if so required by Purchaser.

Quality

The materials and workmanship of the supplies (software and hardware) provided under the Contract must be of the highest quality and free from any defects, which remains the responsibility of vendor/supplier.

Obligations of the Consultant

The Consultant shall conform in all respects with the provisions of all Federal Provincial and Local Laws, Regulations and any other Laws for the time being in force in Pakistan including all regulations or by-laws of any local or other duly constituted authority within Pakistan which may be applicable to the performance of the Contract and the rules and regulations of public bodies and companies whose property or rights are affected or may be affected in any way by the works (hereinafter referred to as "state laws") and shall give all notices and pay all fines required to be given or paid thereby and shall keep Purchaser indemnified against all penalties of every kind for breach of any of the same. For the term of the





Contract, as far as reasonably practicable and without liability on its part, Purchaser shall provide such information as may be required by the Consultant.

Assignment or Sub-Letting

The Consultant shall NOT assign / sublet, in whole or in part, its obligations to perform under this Contract, except with Purchaser's prior written consent.

Contract Amendments

Any variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

Execution of Contract

Execution of the Contract shall be made by the Consultant in accordance with the terms specified by Purchaser in its schedule of requirements and the conditions of Contract, and the goods shall remain at the risk of the Consultant until the system is commissioned into the service.

Insurance

All goods supplied under the Contract shall be fully insured by the Consultant in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery, installation and commissioning in the manner specified in this section on Conditions of Contract. The insurance responsibility of the Consultant would be upto the delivery of goods at Purchaser's stores. At that point the insurance responsibility would be with the Purchaser.

Packing

The Consultant shall provide such packing of the goods as is required to prevent damage or deterioration during transit to their destinations. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and upon storage. Packing case size and weight shall take into consideration, where appropriate, the remoteness of the goods final destination and the absence of heavy handling facilities at all points in transit. The packing shall be as per ISO standards and worthy of transportation by Air/Sea so as to ensure that the consignment is free from loss or damage on arrival at the ultimate destination.

The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract.

Any loss occurred/demurrage paid due to improper packing and/or wrong marking shall be made good by the Supplier free of charge and all the expenses incurred by Purchaser as a result of improper packing or wrong marking shall be recovered from the Consultant.





Transportation

The Consultant is required under the Contract to deliver the goods at site(s) including transportation of the goods until delivery, that is, up to and including the point of installation of equipment, shall be arranged and paid for by the Consultant, and the cost thereof shall be included in the Contract price. In case of "Supply Only" items the responsibility of the Consultant would be to deliver at Project Site and any subsequent transportation for installation and commissioning would be the responsibility of the Purchaser.

Shipping Carrier

Shipment on Carriers of Israeli Origin is Strictly Prohibited. Any such shipments would be rejected.

Despatch/Shipping Instructions

The despatch of the stores would be made under the arrangements of Consultant through a freight forwarder of their choice.

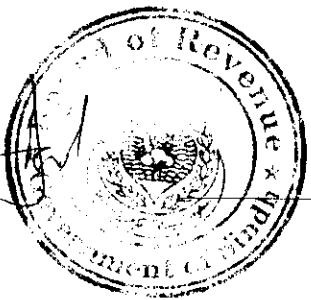
On despatch of consignment, the Consultant will immediately provide the Purchaser by fax the following information:

- i. Contract Number
- ii. Name of Freight Forwarder
- iii. Date/Time of Arrival of the Consignment
- iv. Nomenclature of the Cargo
- v. Quantity of packages and dimensions of cargo

Shipping Documents

In case of imported items, the Consultant shall provide the following shipping documents to the Purchaser within three (3) days of shipment, where applicable:

- a. One (1) set of documents comprising the following:
 - i. Airway Bill/Bill of Lading duly endorsed by L/C opening bank/Consultant (if applicable) in the name of Purchaser. The Consignee or Notify Party in the Airway Bill/Bill of Lading shall be the Purchaser.
 - ii. Invoice
 - iii. Packing List





- iv. Certificate of Origin
 - v. Factory Test/Quality Certificate (where applicable)
- b. Four (4) sets of documents comprising the following:
- i. Copy of Airway Bill/Bill of Lading
 - ii. Copy of Invoice
 - iii. Copy of Packing List
- c. Insurance Declaration Document regarding Safety of Equipment

Price Escalation

Escalation of Prices on account of Currency Devaluation is not admissible.

6 SCOPE OF WORK

A pilot project for implementation of the automation of stamps and registration in one Sub-Registrar Office in Hyderabad along with development of effective system of preservation of record of registered deeds and documents including conversion of the microfilmed record in digitized format along with its indexing in Hyderabad and integration of the system with LARMIS Service Center Hyderabad is accordingly planned to be undertaken.

BOQ Part 1: Detailed Requirements Analysis

The Consultant is required to conduct a Detailed Requirements Analysis task during the first 2 weeks of the project. The objective of this task is to validate the high level requirements stated in this RFP and identify any additional requirements within the scope of work of application systems defined in this RFP. The Consultant shall develop a detailed Requirements Specification Document for all the application systems stipulated in this RFP. The Requirements Specification Document will be submitted for approval of the Purchaser.

BOQ Part 2: Application Systems Architecture and Design

The Consultant is required to develop an Application Systems Architecture and Design during a period of two weeks immediately following the completion of Detailed Requirements Analysis task. The application systems architecture should be based on enterprise architecture supporting transactions, content and GIS via separate databases, the design shall be presented and submitted for approval of the Purchaser.

BOQ Part 3: Software Customization / Implementation Data Center (built on message based middleware)





Owing to the overall objective of the department BOR is not only looking to integrate with LARMIS but built a system with would process 3rd party transaction, local transactions, content transactions apart from posting data to multiple entities and to create a highly secure and fully integrated environment to manage property and other related transaction mandated to the sub-registrar office, The desired solution is to be based on a middleware based core engine exchanging data between standards-based open generic interfaces instead of directly communicating with database and also acts as an integrated processing engine that provides application software integration regardless of the channel in which they originate and be able to interface with multi host systems at multi levels automatically without any human interventions. The following sub tasks need to be implemented / setup, developed / customized

- Message based middleware integration platform
 - This would be the core application development platform providing functional and physical integration of overall solution with all the related internal and external databases and entities involved
- Multichannel alert notification system
 - Alert management system would process multi channel notifications for all the designated related entities and individuals
- Module for complete registration process

The desired software would automated all present registration process and types in an fully automated way, starting form submission request via online and through counters at registrar office via prescribed forms. The application would be processed by the system based on the information provided by the Seller / Buyer with automatic verification, the types of registration would include

Documents of which registration is compulsory:

The following documents shall be registered, if the properties to which they relate is situate in a district in which, and if they have been executed on or after the date on which, Act No. XVI of 1864, or the Registration Act, 1866, or the Registration Act, 1871 or the Registration Act, 1877, or this Act came or comes into force namely:

- (a) instruments of gift of immovable Property ;





(b) other non-testamentary instruments which purport or operate to create, declare, assign, limit, or extinguish, whether present or in future, any right title or interest whether vested or contingent of the value of one hundred rupees and upwards, to or in immovable property; Explanation: in the case of an assignment of a mortgage the consideration for the deed of assignment shall be deemed to be the value for Registration;

(c) non-testamentary instruments (other than the acknowledgement of a receipt or payment made in respect of any transaction to which an instruments registered under clause (a) relates) which acknowledge the receipt or payment of any consideration on account of the creation, declaration assignment limitation or extinction of any such right, title or interest; and

(d) lease of immovable property from year to year, or for any term exceeding one year, or reserving a yearly rent;

(e) non- testamentary instruments transferring or assigning any decree or order of a court or any award when such decree or order or awards purports or operates to create, declare, assign, limit or extinguish, whether in present or in future, any right, title or interest whether vested or contingent, of the value of one hundred rupees and upwards, to or in immovable property : provided that the Provincial Government may, by order published in the official Gazette, exempt from the operation of this sub-section any lease executed in any district, or part of a district, the terms granted by which does not exceed fifty rupees.

(2) Nothing in clauses (b) and (c) of sub-section (1) applies to—

(i) any composition deed ;or





(ii) any instruments relating to shares in a Joint Stock Company, notwithstanding that the assets of such Company consist in whole or in part of immovable property; or

(iii) any debenture issued by any such Company and not creating, declaring, assigning, limiting or extinguishing any right, title or interest, to or in immovable property except in so far as it entitles the holder to the security afforded by a registered instruments whereby the Company has mortgaged, conveyed or otherwise transferred the whole or part of its immovable property or any interest therein to trustees upon trust for the benefit of the holders of such debentures; or

(iv) any endorsement upon or transfer of any debenture issued by any such Company; or

(v) any document not itself creating, declaring, assigning, limit or extinguishing any right, title or interest of the value of one hundred rupees and upwards to or in immovable property, but merely creating a right to obtain another document which will, when executed, create, declare, assign, limit or extinguish any such right, title or interest; or

(vi) any decree or order of a court except a decree or order expressed to be made on a compromise and comprising immovable property other than that which is the subject-matter of the suit or proceedings; or

(vii) any grant of immovable property by the Government; or

(viii) any instrument of partition made by a Revenue Officer ;or

(ix) any other granting a loan or instruments of collateral security granted under the Land Improvement Loans Act, 1883; or





(x) any order granting a loan under the Agriculturists Act, 1958 (Act XVII of 1958) the Agricultural Development Bank Ordinance, 1961 (Ordinance IV of 1961), or under any other law for the time being in force relating to the advancement of loans for agriculture purpose, or any instrument under which a loan is granted by a cooperative society for any such purpose, or any instrument made for securing the repayment of a loan so granted; or

(xi) any endorsement on a mortgage money, and any other receipt for payment of money, and any other receipt for payment of money due under a mortgage; or

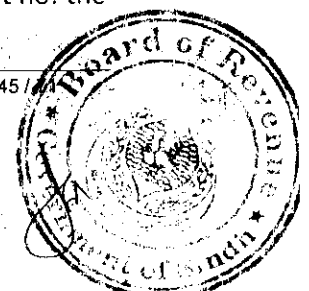
(xii) any certificate of sale granted to the purchaser of any property sold by public auction by a Civil or Revenue Officer, or

(xiii) any counterpart of a lease, where the lease corresponding thereto itself been registered. Explanation: A document purporting or operating to effect a contract for the sale of immovable property shall not be deemed to require or ever to have required registration by reason only of the fact that such document contains a recital of the payment of any earnest-money or of the whole or any part of the purchase-money. Authorities to adopt a son, executed after the first day of January, 1872, and not conferred by a will, shall also be registered.

Documents of which registration is optional.—

Any document not required to be registered under section 17 may also be registered under this Act.

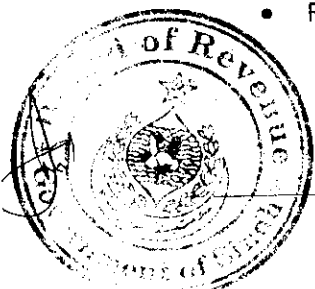
- Module for payments and receipts
 - Once the initial request of the registration type is processed by the system it would automatically calculate all the applicable duties and taxes involved and a receipt would be generated with a unique identification no / receipt no. the





same would be processed and sent to the subscriber via multi channel alert system

- Fully automated and Integrated bio-metric personnel identification via NADRA and recording process in the local database via open generic interfaces inbuilt as part of the registration software application system
 - Once all the dues are paid and the status of dues is updated in the registrar system to Paid against the initial registration request. The actual presentation process would be initiated and bio metric verification of the individual involved would be done
 - The application would acquire and process bio metric impressions via attached scanner and will verify it online via NADRA and in return would generate its picture and related name and CNIC, the same would be stored into registration database of BOR. In case of multiple sellers or buyers the same process would be repeated.
 - the whole transactions would be endorsed by the registrar via digital signatures and his own thumb impression already stored in systems as part of the roles and privileges for security as the time of registrar user creation.
- Real-time judicial / non-judicial stamp generation
 - As part of the manual registration process a stamp duty is applicable to be paid to government of Sindh and the deed is to be generated on stamp duty paid paper as per government prescribed rates. The registrar application at the time of initial processing will generate registration free as part of the overall dues to be paid in a separate head
 - Once the individual verification is completed and endorsed by the registrar, the application would generate the applicable sale deed in prescribed format on a prescribed paper with unique features, bar code and digital signature based stamp in real time
- Real-time content generation and storage in a secure content database



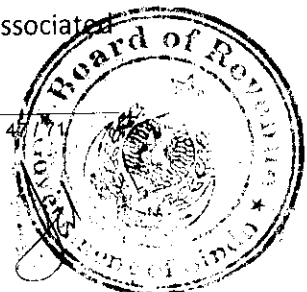


- Once the whole process is completed the system would generate the required deed as a content and would automatically store the document in the related content engine with its pointer and in the associated transactions database
- The content database would be connected to the application via an open generic interface with no direct access in a highly secure environment
- integrated with LARIMS
 - The system needs to in a loosely coupled environment, connected to UI based on transactions defined in the middleware fetching/posting via open generic interfaces posting data in repositories after decrypting on application level in defined and fixed formats
- integrated with GIS
 - The system needs to in a loosely coupled environment, connected to UI based on transactions defined in the middleware fetching/posting via open generic interfaces posting data in repositories after decrypting on application level in defined and fixed formats

The system/ modules are based on unified single sign on with dynamic menu and functionality generation based on authorizations and functional roles of the personnel using the system once the system is based on proper foundations providing real facilitation to in a unified mechanism and system, creating a paperless and human intervention less environment.

BOQ Part 4: Preservation of Microfilmed Record of Hyderabad Center

- The consultant would be responsible for the development of an effective mechanism for the preservation of registered deeds and other related document based records
- The whole preservation process would include, starting from conversion of the microfilmed record of Hyderabad Center into digital format along with indexing and data entry of key primary keys fields for indexing and linkage
- All the record will be stored into the highly secure central content database attached to the middleware and only accessible via open generic interfaces with associated





linkages, keys and related mandatory fields. The content databases would be part of the overall enterprise architecture.

As part of the BOQ part 4, consultant would

- a) Would be responsible for setting up environment for data conversion at a designated place provided by BOR
- b) Would engage agreed number of data entry operators with BOR
- c) Would provide / use specified no of scanner / digital equipment for conversion
- d) Convert document based record into digital format using digital equipment
- e) Store each digitally converted record into content database via a mechanism devised as per BOQ Part 3
- f) Entry of related key fields for indexing and linkages via an interface with secure login mechanism developed as part of the BOQ Part 3.
- g) Verification of the record via an interface with secure login mechanism developed as part of the BOQ Part 3.
- h) All equipment required and related to data conversion and entry would be sole responsibility of the consultant as will be part of the BOQ part 4, and will only be paid on per record converted and saved.

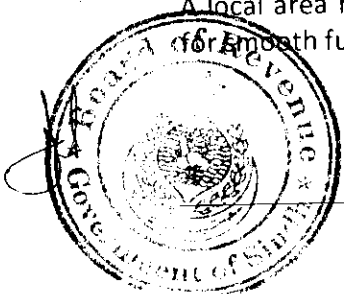
This service will be provided by the consultant and will be billed and paid on the basis of per record converted, stored with data entry of key fields and verified.

BOQ Part 5: Hardware Procurement, Installation & Commissioning (as per Annexure B)

Should include identification of an ordered sequence of operations to be performed when installation and commissioning of proper hardware keeping in view the application requirements based on features and facilities provided in it also with future need assessment of the assignment, detailed list of requirements is attached as annexure B

BOQ Part 6: Setting up local area network and power environment at sub registrar office Annexure "C"

A local area network and proper power environment needs to setup at the registrar office for smooth function of the system, a detailed specifications is attached as annexure C





BOQ Part 7: Software Customization / Implementation at One Registrar Office (built on message based middleware)

After hardware and complete infrastructure setup, the consultant would implement the software in real environment at registrar office including biometric verification in real. This would include fully automated processing of the registrar office functions for day to day business activities linked with BOR Data Center and 3rd parties in real time

BOQ Part 8: Establishing secure fault-tolerant connectivity with data center Annexure "D"

A fault tolerant wide area network needs to be setup with multi-nodes providing automatic switching in case of any failure with redundancy of network, details attached as annexure D

BOQ Part 9: PKI and Digital Signature Implementation

As part of the overall system PKI needs to be implemented with integrated digital signing via customized application to the provided by the consultant

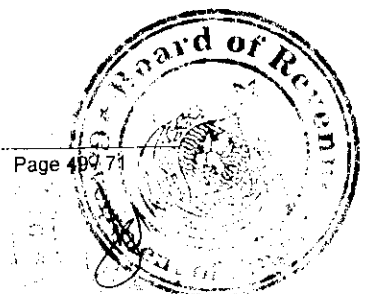
BOQ Part 10: Setting up of a payment Gateway (Online and bank branch based mechanism)

The consultant would setup a payment gateway for processing payments via multiple channels along with bank branch based mechanism. The system should have proper reconciliation and settlement mechanism for every channel based on multiple transactions rates as per payment processor

BOQ Part 11: Implementation of Fully Functional Integrated Solution // Training

Installation and commissioning services ensure that new hardware or software is installed smoothly, efficiently, and with minimal disruption of your existing business operations and should be cost-effectively obtain specialized expertise. Installation and commissioning services should:

- Verify that pre-installation service prerequisites are met
- Schedules delivery of service at a mutually agreeable time
- Installs your product or technology
- Run appropriate tests and diagnostics to ensure that the product has been installed and configured as per industry standards and assignment's expectations/needs
- Provides training on the product and/or technology to the staff





BOQ Part 12: Provide operational support of the system for one year

Complete one year operations support, as part of the whole system implementation, the consultant would be responsible for one year support as a one window operation apart from regular training to the users

PLEASE NOTE: Genuine software licenses authorised by Principal for this project for the Purchaser's organization must be supplied. Any attempt to supply counterfeit, illegal software license will result in Blacklisting of the Bidder.

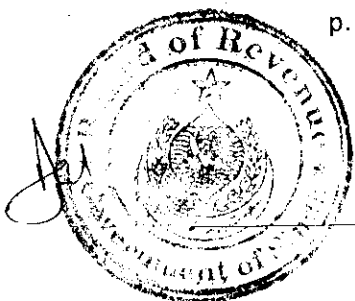
7 BID RESPONSE FORMS

This section provides the instructions, guidelines and the relevant forms/formats for the preparation of proposals for the project "Consultancy for Customized Software Development Along With Supply, Installation & Commissioning Of Relevant Hardware, Software & Networking Including Support & Maintenance Services for Automation of Stamps and Registration Processes and Microfilming Unit for One Center at Hyderabad"; Bidders are recommended to adhere to these instructions, guidelines and forms/formats for preparing their proposals. All other instructions with respect to "Preparation of Bids" are contained in the RFP and should be adhered to accordingly.

Technical Proposal

The technical proposal shall be prepared to include the following sections.

- a. Cover Letter
- b. Affidavit
- c. Integrity Pact
- d. Table of Contents
- e. Executive Summary
- f. Bidder Information
- g. Project References
- h. Proposed Project Team
- i. Implementation Plan
- j. Training Services
- k. Documentation
- l. Warranty, Support and Maintenance Plan
- m. Project Plan
- n. Proposed Solution and Compliance Statement
- o. Compliance Statement
- p. Essentially Required Attachments





7.1.1 Cover Letter

All technical proposals must include a cover letter signed by an individual legally authorized to bind the bidder to both its technical proposal and commercial proposal. The cover letter is not intended to be a summary of the proposal itself. The cover letter must contain the following statements and information:

1. "Proposal and cost schedule shall be valid and binding for Ninety (90) days following proposal due date and will become part of the contract that is negotiated."
2. Company name, address, and telephone number of the firm submitting the proposal.
3. Name, title, address, and telephone number of the person, or persons, to contact who are authorized to represent the firm and to whom correspondence should be directed.
4. Proposals must state the bidder's National Taxpayer Numbers & General Sales Tax.
5. "We have completed and attached the following documents as per the specimen provided:
 - a. Affidavit
 - b. Integrity Pact
6. Please list all addenda received, including date received.

7.1.2 Cover Letter - Specimen

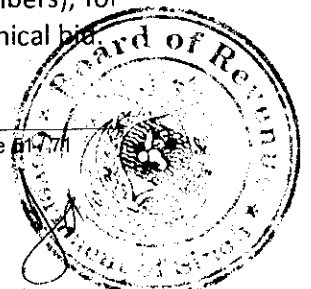
To:

Project Director (PMU)
Board of Revenue Sindh
Karachi.

Subject: Technical Bid

Dear Sir,

Having examined the Bidding Documents for the "Consultancy for Customized Software Development Along With Supply, Installation & Commissioning Of Relevant Hardware, Software & Networking Including Support & Maintenance Services for Automation of Stamps and Registration Processes and Microfilming Unit for One Center at Hyderabad" including the Specifications, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply, deliver, install, test, implement and commission into service in conformity with the said Bidding Documents, including Addenda Nos. (Insert Numbers), for the price submitted in our Financial Bid for the detailed BoQ submitted in our technical bid





We undertake, if our Bid is accepted, to complete delivery, installation and commissioning of all the items as specified in the Contract within (Number) weeks calculated from the signing date of Contract in accordance with the Contract Execution Schedule provided in the Conditions of Contract.

We agree to abide by this Bid for the period of 90 (Ninety) days from the date fixed according to the relevant Clause of the instruction to Bidders, and it shall remain binding upon us and shall be accepted at any time before the expiration of that period or any period for which the bid validity and bid bond validity has been extended.

We hereby appoint the following individual/s as point of contact who is duly authorized to represent our firm:

Name: _____
 Title: _____
 Address: _____
 Phone: _____
 E-Mail: _____

Our NTN Number is _____ and our Sales Tax Registration Number is _____.

We have completed and attached the following documents along with our bid as per the specimen provided:

Affidavit
 Integrity Pact

If our bid is accepted, we undertake and agree as follows:

a. That unless and until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof in your Notification of Award, shall constitute a binding Contract between us as if the Contract has been executed.

To execute the Contract for the supply, installation, implementation, commissioning and completing the obligations under the Contract in accordance with the terms of the Contract form and conditions. The Contract may be altered or added to in such a manner as you require for the purpose of adopting it to the circumstances of this tender.

We will provide an Advance Payment Guarantee and a Performance Security in the form and in the amounts, as agreed in pursuance of this Contract.

We understand that you are not bound to accept the lowest bid or any Bid that you may receive.

Dated this _____ day of _____ 2014.

(_____)

Signatures

(_____)

In the capacity of

Duly authorized to sign bid for and on behalf of (_____)





(COMPANY SEAL)

(_____)

(Signature of Witness)

Witness Address: _____

7.1.3 Specimen of Affidavit

(To be printed on Rs. 100/- Stamp Paper)

From: _____

To: _____

Subject: Affidavit

We, M/S _____ having our office at _____ hereby undertake that as a result of contract between us and your organization for the project "-----," if any conflict / dispute arises regarding the execution of work, we shall not resort to any court of law. The dispute / difference, if any, shall be settled as per relevant clauses of the tender document.

We, M/S _____ further undertake that we are not involved in any litigation and have never been black listed by any organization in Pakistan.

We, M/S _____ hereby certify that all software offered by us in our bid is either covered by a valid license or was produced by us and we understand that violations of Software Copyrights are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in any future government procurements.

We, M/S _____ further certify that all equipment offered by us in our bid is brand new and would be procured through proper channels and we understand that attempts to offer used, re-furbished or grey channel equipment would be considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in any future government procurements.

Authorized Signature

M/S _____

Dated _____

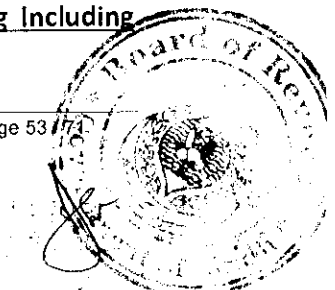
(Company's Seal)

7.1.4 Specimen of Integrity Pact

(To be printed on Rs. 100/- Stamp Paper)

INTEGRITY PACT FOR

Project Name: "Consultancy for Customized Software Development Along With Supply, Installation & Commissioning Of Relevant Hardware, Software & Networking Including





Support & Maintenance Services for Automation of Stamps and Registration Processes and Microfilming Unit for One Center at Hyderabad"

Bid Date: _____

{Name of Bidders} hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative sub division or agency thereof or any other entity owned or controlled by GoS through any corrupt business practice.

Without limiting the generality of the foregoing {Name of Bidders} represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to anyone within or outside Pakistan either associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of a contract, right, interest, privilege, or other obligation or benefit in whatsoever form from Government of Sindh (GoS) that has been expressly declared pursuant hereto.

{Name of Bidders} certify that it has made and will make full disclosure of all agreements and arrangement with all persons in respect of or related to the transaction with GoS and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

{Name of Bidders} accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege, other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoS under any law, contract or other instrument, be voidable at the option of GoS.

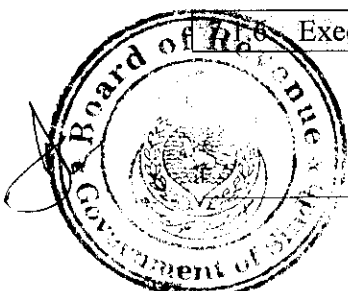
Notwithstanding any right and remedies exercised by GoS in this regard, {Name of Bidders} agrees to indemnify GoS for any loss or damage incurred by it on account of its corrupt business practices, and further pay compensation to GoS in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by {Name of Bidders} as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right interest privilege or other obligation or benefit in whatsoever form GoS.

Stamp & Signatures

7.1.5 Table of Contents

The bidder shall build an appropriate table of contents for the proposal.

Executive Summary



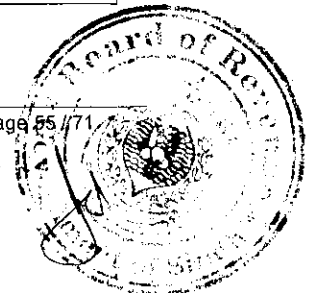


The executive summary should summarize your proposal and your firm's qualifications. Additionally, you may summarize at your discretion to articulate why your firm is pursuing this work and how it is uniquely qualified to perform it. Your proposal summary is not to exceed five (5) pages.

7.1.7 Bidder Information

1. Please provide information about your company using the following format

Name of Company	
Length of time in business (Please attach Certificate of Incorporation/Partnership Registration Certificate/Firm Registration Certificate and NTN Certificate)	
Length of time in ICT Systems Integration (Data Centre) Business	
Firm Head Office Address, Telephone Number and Fax Number	
Address, Telephone Number and Fax Number of Branch Office servicing this account (if different from above)	
Number and Locations of Firms Offices	
Turnover for Last Fiscal Year (Please attach the audited financial statements or annual report for your company for the last three (3) years.)	
Was the firm profitable in the Last Two Fiscal Years?	
Percentage of gross revenue generated by business of proposed systems	
Name of Partners/Directors of the Firm	
Name of Key Management Personnel of the Company (Attach Brief CV's)	
Number of Full Time Relevant Technical Resources. (Please attach detailed CV's/resumes signed by each individual certifying that the individual has been in full time employment of the firm for at least one full year prior to submitting the bid.)	
Number of full time personnel in:	





Does the firm have Quality Management System implemented and is ISO 9001 Certified in its line of business. (Please attach ISO 9001 Certificate)	
Does the firm have an Occupational Health and Safety Management System (OHSMS) in place to protect its workforce during Performance of the Project evident by ISO 18001 or equivalent certification? (Please attach ISO 18001 or equivalent Certificate)	
Does the firm have Information Security Management System in place evident by ISO 27001 or equivalent certification. (Please attach ISO 27001 or equivalent certificate)	

2. Are you bidding sub-Consultants as part of your proposal? If so, please explain why, as well as how you will manage their work – providing a single point of contact and control. If not using sub-Consultants, so state.

3. If the bidder has had a contract terminated for default during the past five years, all such incidents must be described.

Termination for default is defined as notice to stop performance due to the bidder's non-performance or poor performance, and the issue was either (a) not litigated; or (b) litigated and such litigation determined the bidder to be in default.

Submit full details of all terminations for default experienced by the bidder during the past five years, including the other party's name, address, and telephone number. Present the bidder's position on the matter. The Purchaser will evaluate the facts and may, at its sole discretion, reject the bidder's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the bidder.

If no such terminations for default have been experienced by the bidder in the past five years, declare so in writing.

A bidder response that indicates that the requested information will only be provided if and when the bidder is selected as the apparently successful bidder is not acceptable. Restricting the bidder response to include only legal action resulting from terminations for default is not acceptable.

Your response may take as many pages as needed to fully answer the question.





7.1.8 Project References

1. Using the format below, please list at least five (5) projects of similar size and scope executed by the bidder that you would like the Purchaser to consider in evaluating your proposal. Please submit copy of LoI/Contract/Completion Certificate.

Customer/client name	
Reference contact name	
Title	
Phone number	
Mailing address	
Fax number	
Customer Size (number of nodes/users)	
Brief Description of Project (please provide scope of work in terms of functional objective of systems and services delivered)	
Hardware and Software products/components used	
Services Provided	
Project Team Size	
Budget (cost of services provided)	
Project Duration	
Project Completed within time and budget	

7.1.9 Proposed Project Team

1. Please provide a proposed organization chart for the project.

2. Please use the following format to identify all proposed key project staff (including sub-Consultants) who will be assigned to the project. This must include all the Key Positions such as Project Manager, Technical Team Leaders, Design Engineer, Implementation Manager, Training Manager, etc.

S. No.	Staff Member Name	Title	Project Position





3. Using the format below, please provide details for each of the **key project staff members**. At a minimum, "key staff" must include your proposed project manager, implementation manager and technical leads listed in item 2 above.

Bidder name	
Staff member name	
Position in the company	
Education & Certifications	
Project position and responsibilities	
Relevant previous work experience	
Technical skills and qualifications for the project position	

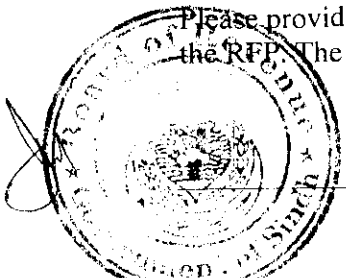
7.1.10 Design Documents

Bidders must submit detailed design documents to include: _____

Please NOTE that bids without satisfactory design documents as required above would be rejected.

7.1.11 Implementation Plan

Please provide an implementation plan for the project to meet the scope of work defined in the RFP. The implementation plan, at a minimum, must address the following:





- Implementation team organization chart
- Implementation team size, roles and responsibilities of each member
- Implementation Planning and Methodology
- Detailed Design
- Implementation of all components

7.1.12 Training Services

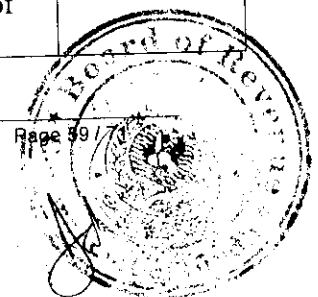
Please provide a comprehensive training plan for the project to meet the requirements specified in the RFP. For each requirement in the RFP, the training plan, at a minimum, should address the following:

- Training approach and methodology
- Training course description, duration and number of trainees
- Training location
- Training aids provisioning (who will be responsible to provide training aids, environment, equipment etc.)

7.1.13 Documentation

Using the format below, please indicate in the right most column whether you will provide the given documents. Self-created documents should be in both paper (5 sets) and electronic format (3 sets) on CDs. Manufacturer supplied documentation in the similar quantity as the items.

S No	DESCRIPTION OF DOCUMENTATION	Yes/No
1	Installations and Commissioning of all components: <ul style="list-style-type: none"> • Full configuration procedures • Cabling diagrams, marked at both the ends & with test results (If applicable) • Configuration of each server/PC/Storage Component along with print outs at the time of commissioning • Configuration of Fire Protection System, BMS, Surveillance and Access Control • Configuration changes detailed procedure • As-Built Drawings 	
2	Installation and Commissioning of UTP and Control Cabling: <ul style="list-style-type: none"> • All cable marking, tagging details along with test results • Entire route maps and layout documentation 	
3	All software CDs/download links, License Keys and Activation Codes for all components to the Purchaser	
4	Operations & Maintenance Manuals	
5	Field Maintenance Manuals	
6	IPL, Illustrated Parts Breakdown Manuals	
7	Acceptance Test Plan (ATP) for all components for the project	
8	Detailed SOPs (Standard Operating Procedure) for the Purchaser's Operators to follow in order to support and ensure optimal operations of the system	





Using the format below, please list all the additional documentation manuals & reference guides that would be provided to meet the requirements stated in the RFP. Documentation would be provided separately into the following broad categories and in both paper and electronic format on CDs/DVDs.

S No	DESCRIPTION OF DOCUMENTATION	QTY
1		
2		
3		
4		
5		
6		
7		
8		
9		
10	Add more lines as needed	

7.1.14 Warranty, Support and Maintenance

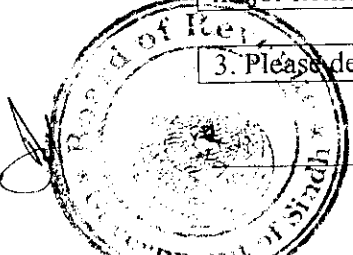
Using the format below, please provide information about warranty and support proposed for the project.

1. Please describe the warranty and support services proposed for the project.

2. Please complete the following table:

Is help desk support available for your existing Clients?	
When is support available? (indicate XX AM – XX PM, in PST and days of the week)	
How are charges for support structured (e.g., flat-fee or per incident) for existing clients? If varies from Client to Client – Propose to Purchaser	
Do you provide on-site support?	
Are hot spares kept on site? If not, where are they kept?	
Generally what levels of spares are available? (please define with reference to major items)	

3. Please describe your problem escalation process, including:





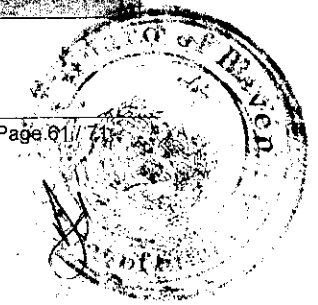
<input type="checkbox"/> Initial problem identification (hand-off from help desk)
<input type="checkbox"/> Triage for priority and severity of problem
<input checked="" type="checkbox"/> Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
<input type="checkbox"/> Final authority regarding conflicts

4. Indicate your response time and goal and also your statistics regarding meeting that goal.
5. Is installation assistance provided for hardware and/or firmware updates?
6. How long will you continue to support the proposed system if upgrades are not implemented? How is this ensured? Attach evidence from the product vendor.
7. How would you support secure remote administration for the proposed system?
9. As an attachment to your proposal, include a copy of your standard warranty, support and maintenance service contract(s) for review.

7.1.15 Project Plan

Please provide a project plan that includes

- A Gantt chart showing duration of the project and all tasks, with estimated beginning and end dates for each.





- A brief description of each task, its dependencies and predecessors.
- A description of each proposed deliverable.

You may include additional items in your project plan to demonstrate your understanding of the project and its implementation. The plan should adhere to the timeline specified in the RFP. If your project plan deviates from that timeline, please include an explanation.

GANTT CHART
Use this section to include your Gantt chart showing project duration with projected start and end dates of all tasks.

TASK DESCRIPTIONS
Use this section to include brief descriptions of all tasks, milestones and associated work products.

DEPENDENCIES
Use this section to include a list of dependencies for each task.

PREDECESSOR
Use this section to list the predecessors for each work breakdown structure of the project.

DELIVERABLES
Use this section to include brief description of all project deliverables.

COMMISSIONING PLAN
Use this section to describe the Commissioning plan.

7.1.16 Essentially Required Attachments

The following attachments are to be included with the proposal.

DESCRIPTION OF ATTACHMENTS
1. Audited reports of last three (3) years of the primary bidder and all sub-Consultants/consortium partners. Bank Statement or other documentary evidence of Liquid Assets.
2. Authorized dealer, distributor, channel partner, etc. certificate for products being proposed.
3. Full product support certificate from the product vendor.





4. Draft contract for warranty (Pricing shall be given with the commercial proposal)
5. Draft contract on the basis of 24x7x365 for support and services on yearly basis
6. Recommended list of spares as per the desired SLA
7. A written confirmation that the bidder shall accept the responsibility for the successful integration and inter-operability of all components of the System as required by the Bidding Documents.
8. All required documents as reflected in the RFP.

7.1.17 Proposed Solution and Compliance Statement

- Using the format below, please present your proposed solution.
1. Please provide an overview of your proposed solution. Highlight all pertinent information and key features in your description.
 2. Provide a compliance statement for requirement of RFP and BoQ. Compliance Statement shall be marked FC = Fully Compliant, PC = Partially Compliant or NC = Non Compliant
 3. Please list the components (hardware components, peripherals, modules, additional plug-ins and software licenses) you are proposing as part of your solution. (Add more lines where necessary.)

S. No.	Description	Quantity/ Licenses	Proposed Solution (Vendor/ Product/Model)	Compliance (FC/PC/NC)	Remarks

Please NOTE: In addition to the documents required above, the Bidder shall submit any documentary evidence it deems necessary to establish the strength of its proposal to the Purchaser.





Commercial Proposal

The technical proposal shall be prepared to include the following sections.

- a. Bid Form
- b. Bid Security
- c. Price Schedules

7.1.18 Bid Form - Specimen

All commercial proposals must include a bid form signed by an individual legally authorized to bind the bidder to both its technical proposal and commercial proposal. Any exceptions to the Terms and Conditions stated in the Bidding Documents should be attached as an attachment to the Bid Form.

To:

Project Director (PMU)
Board of Revenue Sindh
Karachi.

Subject: **Commercial Bid**

Dear Sir,

Having examined the Bidding Documents for the "Consultancy for Customized Software Development Along With Supply, Installation & Commissioning Of Relevant Hardware, Software & Networking Including Support & Maintenance Services for Automation of Stamps and Registration Processes and Microfilming Unit for One Center at Hyderabad" including the Specifications, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply, deliver, install, test, implement and commission into service on Turnkey basis in conformity with the said Bidding Documents, including Addenda Nos. (Insert Numbers), for the sum of (Total Bid Amount in words and figures). And any other sums as may be ascertained in accordance with the Price Schedules attached hereto and made part of this Bid.

We undertake, if our Bid is accepted, to complete delivery, installation and commissioning of all the items as specified in the Contract within (Number) weeks calculated from the signing date of Contract in accordance with the Contract Execution Schedule provided in the Conditions of Contract.

We agree to abide by this Bid for the period of 90 (Ninety) days from the date fixed according to the relevant Clause of the instruction to Bidders, and it shall remain binding upon us and shall be accepted at any time before the expiration of that period or any period for which the bid validity and bid bond validity has been extended.

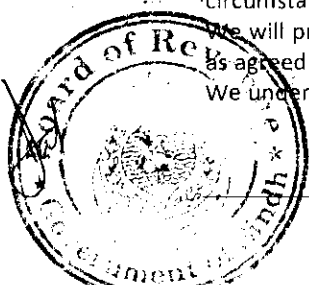
If our bid is accepted, we undertake and agree as follows:

- a. That unless and until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof in your Notification of Award, shall constitute a binding Contract between us as if the Contract has been executed.

To execute the Contract for the supply, installation, implementation, commissioning and completing the obligations under the Contract in accordance with the terms of the Contract form and conditions. The Contract may be altered or added to in such a manner as you require for the purpose of adopting it to the circumstances of this tender.

We will provide an Advance Payment Guarantee and a Performance Security in the form and in the amounts, as agreed in pursuance of this Contract.

We understand that you are not bound to accept the lowest bid or any Bid that you may receive.





	Total Optional Price:				

7.1.21 Total Price Schedules

BOQ Part 1: Detailed Requirements Analysis
BOQ Part 2: Application Systems Architecture and Design
BOQ Part 3: Software Customization / Implementation (built on message based middleware)

Total Costs = _____

BOQ Part 4: Preservation of Microfilmed Record of Hyderabad Center

Per Record Cost= _____

BOQ Part 5: Hardware Procurement, Installation & Commissioning (as per Annexure B)

Total Costs = _____

BOQ Part 6: Setting up local area network and power environment at sub registrar office

Total Costs = _____

BOQ Part 7: Software Customization / Implementation at One Registrar Office (built on message based middleware)

Total Costs = _____

BOQ Part 8: Establishing secure fault tolerant connectivity with data center

Total One time Setup Costs = _____

Monthly Recurring Bandwidth Cost= _____

BOQ Part 9: PKI and Digital Signature Implementation

Total Costs = _____

Yearly Costs= _____

BOQ Part 10: Setting up of a payment Gateway (Online and bank branch based mechanism)

Total Costs = _____





BOQ Part 11: Implementation of Fully Functional Integrated Solution

Total Costs = _____

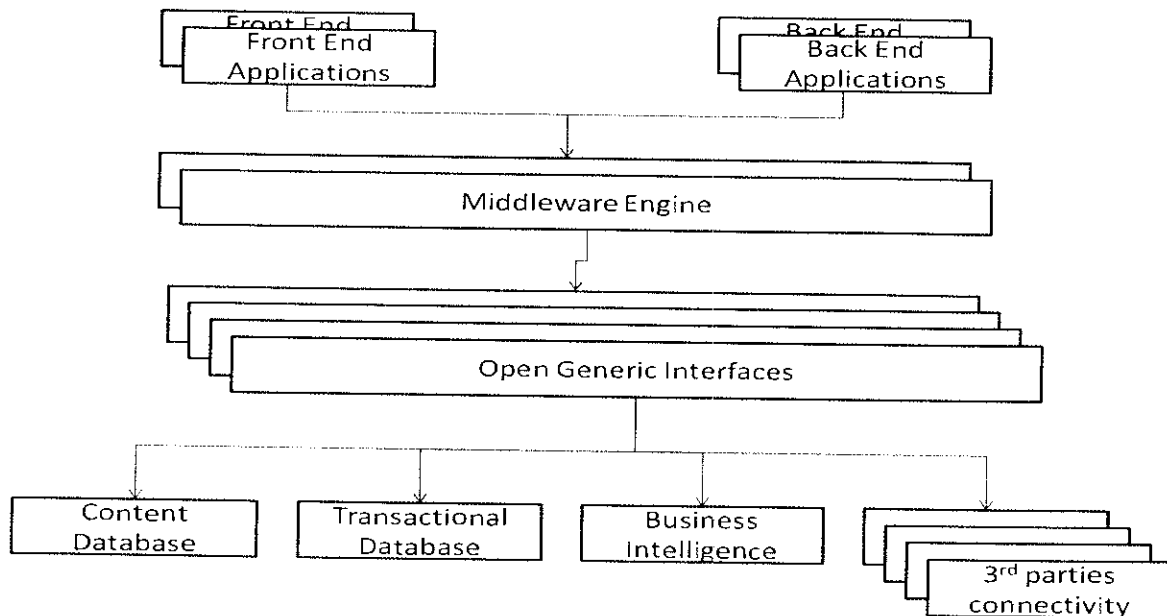
BOQ Part 12: Provide operational support of the system for one year

Total Cost= _____

Proposed Architecture Design Diagram

- The system is to be based on enterprise architecture
- The system architecture should be based on well-defined transactions database, content, GIS or any other related database may it be on any flavor or platform in a highly secure environment
- The system architecture should be able to take on any addition of hardware without

Basic Design Template

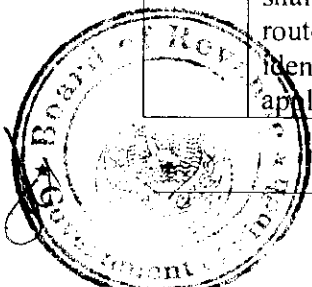




**8 REGISTRAR SYSTEM HARDWARE / SOFTWARE REQUIRED AND TO BE INSTALLED IN BOR
DATA CENTRE ANNEXURE "B"**

- a. 1 x Web Servers
- b. 1x Middleware Servers
- c. 1x Sms / Email Gateway Multi-Channel Alert Server
- d. 1 x Open Generic Interface Server
- e. 1 x payment Gateway Server
- f. 1 x Transaction Database Servers
- g. 1 x Content Management Server
- h. 1 x Domain Controllers
- i. 1 x sever / pc (for open generic interface) for integration with LARMIS
- j. 1 x server / pc (for open generic interface) for integration with GIS

Sno	Description	Qty
	Supply and Installation of Qty: Rack Mount Servers with Dual Intel® Xeon® 4 core, 2.60 GHz Processor (or equivalent), 8 GB RAM, 2 x 2 TB SAS/SATA HDD, 1U or 2U with Redundant Power Supplies, 10/100/1000 Mbps UTP Network Interface. Should come with Microsoft Windows Server 2013.	2
	Supply and Installation of Qty: Rack Mount Servers with Intel® Xeon® 4 core, 2.60 GHz Processor (or equivalent), 8 GB RAM, 2 x 2 TB SAS/SATA HDD, 1U or 2U with Redundant Power Supplies, 10/100/1000 Mbps UTP Network Interface. Should come with Microsoft Windows Server 2013.	2
	Supply and Installation of Qty: Rack Mount Servers with Intel® Xeon® dual core, 2.60 GHz Processor (or equivalent), 4 GB RAM, 2 x 300 GB SAS/SATA HDD, 1U or 2U with Redundant Power Supplies, 10/100/1000 Mbps UTP Network Interface. Should come with Microsoft Windows Server 2013.	4
	Supply of Qty: 2 x Edge Router, Firewall, 16 Port 10/100/1000 Ethernet Switch and VPN appliance with Stateful Firewall, IPSec VPN, IPS, Anti Virus and Web Filtering Capability. The Router shall have at least 4 x Gigabit Ethernet Interface and shall support DSL interfaces. The router shall have 1 Gbps traffic handling capacity. The Firewall shall have 1 Gbps Stateful Firewall capacity. Should support AES256+SHA-1 / 3DES+SHA-1 VPN performance of 300 Mbps. Should support 100,000 concurrent sessions and at least 5,000 new sessions per second. The Firewall shall support at least 4,096 security policies. There shall be no restriction on the number of users. The IPS shall support 200 Mbps traffic The solution shall support virtual routers and VLANs. The solution shall support application identification and classification providing a deep understanding of application behaviors and weaknesses to prevent application borne	1



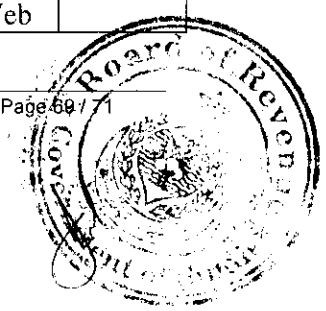


	<p>threats that are difficult to detect and stop. The solution shall provide visibility for application usage and bandwidth, enforcement to block/allow applications, application control and prioritization and protection against DoS, DDos and botnet attacks. The solution shall use protocol and context information and signatures to identify applications and identify applications running on top of or embedded into approved and trusted services and protocols. The solution shall support fine-grained policies including application security, based on user role and identity for all endpoints. It shall inspect HTTP traffic encrypted in SSL on any TCP/UDP port. It shall support IPS, IPsec VPN, NAT, QoS, routing, and switching. It shall support policy based bandwidth management. IPS capability shall provide Worm Mitigation. The switch shall support at least 4 x IEEE 802.3af PoE ports. It shall support cFlow/sFlow or equivalent. The switch shall support IEEE 802.1D MAC Bridges, IEEE 802.1p Priority, IEEE 802.1Q VLANs, IEEE 802.1v VLAN classification by Protocol and Port, IEEE 802.1w Rapid Reconfiguration of Spanning Tree, IEEE 802.3ad Link Aggregation Control Protocol (LACP), IEEE 802.3af Power over Ethernet, IEEE 802.3x Flow Control, IEEE 802.1AB Link Layer Discovery Protocol (LLDP), SNMPv1/v2c/v3, IEEE 802.1X Port Based Network Access Control</p>	1
	Licence Software's	
	The database should initial support 5 concurrent users later to be upgradable parallel processing option in future	1
	Content management server should support 5 concurrent users initially	1
	ActiveXpert SMS / email gateway for multi channel alert generation	1
	Bio-Metric software API for integration with software and web browser support	1

9 REGISTRAR SYSTEM HARDWARE / SOFTWARE REQUIRED AND TO BE INSTALLED IN REGISTRAR OFFICE ANNEXURE "C"

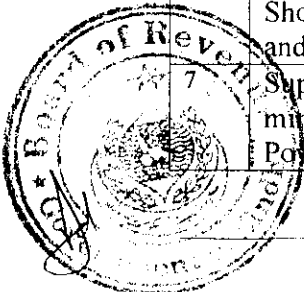
Registrar system hardware /software required at one registrar office location

S.No	Description	Qty
1	Supply and installation of PC with Intel Core i7 Processor (3.06 GHz or higher) (or equivalent), 4GB RAM, 150GB HDD in Small Form Factor with 21" LCD Monitor. USB Keyboard and mouse should be included. MS Windows 8 Professional Operating System shall be pre-installed.	3
2	Supply and Installation of Rack Mount Servers with Intel® Xeon® dual core, 2.60 GHz Processor (or equivalent), 4 GB RAM, 2 PCIe slots, 2 x 300GB SAS/SATA HDD, 1U or 2U with Redundant Power Supplies, 10/100/1000 Mbps UTP Network Interface. Should come with Microsoft Windows Server 2013.	1
3	Supply of Edge Router, Firewall, 16 Port 10/100/1000 Ethernet Switch and VPN appliance with Stateful Firewall, IPsec VPN, IPS, Anti Virus and Web	1





	<p>Filtering Capability. The Router shall have at least 4 x Gigabit Ethernet Interface and shall support DSL interfaces. The router shall have 1 Gbps traffic handling capacity. The Firewall shall have 1 Gbps Stateful Firewall capacity. Should support AES256+SHA-1 / 3DES+SHA-1 VPN performance of 300 Mbps. Should support 100,000 concurrent sessions and at least 5,000 new sessions per second. The Firewall shall support at least 4,096 security policies. There shall be no restriction on the number of users. The IPS shall support 200 Mbps traffic The solution shall support virtual routers and VLANs. The solution shall support application identification and classification providing a deep understanding of application behaviors and weaknesses to prevent application borne threats that are difficult to detect and stop. The solution shall provide visibility for application usage and bandwidth, enforcement to block/allow applications, application control and prioritization and protection against DoS, DDos and botnet attacks. The solution shall use protocol and context information and signatures to identify applications and identify applications running on top of or embedded into approved and trusted services and protocols. The solution shall support fine-grained policies including application security, based on user role and identity for all endpoints. It shall inspect HTTP traffic encrypted in SSL on any TCP/UDP port. It shall support IPS, IPsec VPN, NAT, QoS, routing, and switching. It shall support policy based bandwidth management. IPS capability shall provide Worm Mitigation. The switch shall support at least 4 x IEEE 802.3af PoE ports. It shall support cFlow/sFlow or equivalent. The switch shall support IEEE 802.1D MAC Bridges, IEEE 802.1p Priority, IEEE 802.1Q VLANs, IEEE 802.1v VLAN classification by Protocol and Port, IEEE 802.1w Rapid Reconfiguration of Spanning Tree, IEEE 802.3ad Link Aggregation Control Protocol (LACP), IEEE 802.3af Power over Ethernet, IEEE 802.3x Flow Control, IEEE 802.1AB Link Layer Discovery Protocol (LLDP), SNMPv1/v2c/v3, IEEE 802.1X Port Based Network Access Control.</p>	1
4	<p>Supply of USB Camera with auto-focus lens and at least 1.3 MP Progressive Scan Sensor for Still Image capture. Should have a sensitivity of < 0.5 Lux. Shall be supplied with flexible gooseneck arm for easy camera control/adjustment. Should support USB 2.0 and be compatible with MS Windows 7.</p>	2
5	<p>Supply of FBI P-IV Complaint USB Finger Print Reader with a Pixel resolution of at least 512 dpi and a scan capture area of at least 14 mm width and 18 mm length. Should support 8 bit grey scale (256 levels of grey). Should be compatible with USB 2.0. Should support encrypted fingerprint data, latent print rejection and counterfeit finger rejection capabilities. Should be compatible with MS Windows 8.</p>	2
6	<p>Supply and Installation of Network Enabled Laser Printer, 40 pages per minute print speed and a manufacturer's recommended duty cycle of at least 100,000 pages per month. Should support Legal Size Paper and have a print tray of at least 500 legal size papers. Should have a Ethernet Interface. Should support PCL 6.0. Should be supplied with a supply of toner cartridges and any other consumables for printing 25,000 Legal pages.</p>	2
	<p>Supply of 42U Free Standing Equipment Cabinets – min 750mm Width and min 1m Depth; Carbon Cold Rolled Welded Steel (with Polyester Epoxy Powder Coating) or Anodized Extruded Aluminium Construction with 2,500</p>	1





	lbs. static load rating. EIA Standard 19" Rack Mount Width to include four adjustable #12-24 threaded mounting rails with RMU markings. Should include lockable removable solid metal side panels and dual hinged perforated metal front and rear doors with keyed swing handle latch. Top Panel should be removable and shall include 4 x Fans for Air Flow Management and support top and bottom cable entry. Cabinet should be fully electrically bonded. Cabinet should include vertical cable managers on each side with 3" of cable capacity per side, 2 x Horizontal Cable Managers. Shall include Rack-Mount 0U PDU with Power Monitoring, 230V/50Hz/16A IEC60309 Input, 12 x IEC 60320/C13 Outputs with Ethernet/SNMP Monitoring and Built-In Display for RMS Current Monitoring and fuses/breakers for branch circuit protection together with any mounting accessories to mount PDUs in cabinets.	1
8	Structured cabling and Power Cabling as Required	As required
9	Supply of 6 kVA Dual-Online Rack-Mount UPS with SNMP Support and Batteries for 30 Minute Backup Time	1
10	Generator 8 KVA	

10 WIDE AREA NETWORK ANNEXURE "D"

WAN between BOR Data Center & Registrar Office with Redundancy with 1 Year Service

S.No	Description	Qty
1	2 Mbps Data Connectivity over terrestrial link between the BoR Data Centre at Karachi and Registrar for a period of one year on Redundant Fault Tolerant Network to be provided by reputable Data Network Operators/OFC Network Owners to include the CPE and any other equipment required	1 Year
	Frontend internet Bandwidth for hosting application on Redundant Fault Tolerant Network to be provided by reputable Data Network Operators/OFC Network Owners to include the CPE and any other equipment required	1

