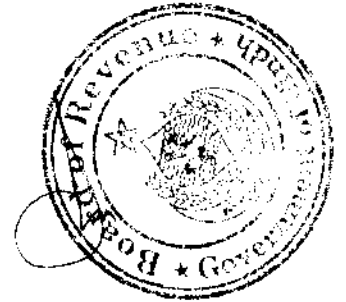# REQUEST FOR PROPOSAL

"DEVELOPMENT OF CUSTOMIZED SOFTWARE FOR ENHANCEMENT OF SCANNING & PRESERVATION SYSTEM OF REGISTERED DEEDS IN SINDH"

May, 2015

**PROJECT OF AUTOMATION OF STAMPS & REGISTRATION
REFORMS WING & SPECIAL CELL
BOARD OF REVENUE, GOVERNMENT OF SINDH**

CONTENTS

DEFINITIONS

In this Contract, the following terms shall be interpreted as indicated:

"Bid" means a tender, or an offer by a person, consultant, firm, company or an organization expressing willingness to undertake a specified task at a price, in response to an invitation by a Procuring Agency.

"Bidding Documents" means all documents provided to the interested bidders to facilitate them in preparation of their bids in uniform manner.

"Bidding Process" means the procurement procedure under which sealed bids are invited, received, opened, examined and evaluated for the purpose of awarding a contract.

"Contract" means an agreement enforceable by law and includes General and Special Conditions, Specifications, Drawings and Bill of Quantities

"Contractor" means a person, firm, company or organization that undertakes to execute works including services related thereto, other than consulting services, incidental to or required for the contract being undertaken for the works;

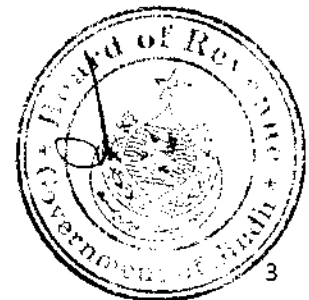"Government" means the Government of Sindh.

"Procuring Agency" means, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh.

"Supplier" means a person, firm, company or an organization that undertakes to supply goods and services related thereto, other than consulting services, required for the contract.

"Services" means any object of procurement other than goods or works, and includes consultancy services;

"Response Time" means, the period starting from the first date of issuance of bidding documents up to last date of issuance of bidding documents."

"Lowest Evaluated Bid" means a bid most closely conforming to evaluation criteria and other conditions specified in the bidding document, having lowest evaluated cost;


3

INVITATION TO BID

The Government of Sindh intends to bring transparency, efficiency and improvement in public service delivery through the use of modern technology interventions and e-Governance. Project of Automation of Stamps & Registration in Sindh is accordingly approved and included in the current year ADP which is designed to serve the following core objectives:

- To simplify the Registration procedures through re-engineering of the processes to maximize public facility through minimal visits or waiting time.
- To reduce revenue leakage through introduction of electronic issuance of stamps under an automated system on paper having robust security features to replace adhesive stamps which will do away with the stamp tampering.
- To give legal sanctity to the re-engineered procedures of Stamps and Registration through amendments in existing laws & rules in consultation with the Legal Consultant.
- To create awareness among the user/public about the automated system of registration and stamps through media consultancy
- To provide mechanism for Registration of documents in one single day through introduction of electronic stamping & registration of document at one place to enhance both public facility and to minimize discretionary powers and to eliminate corruption and malpractices.
- To avoid undue delays in service delivery through re-engineering of the existing processes
- To enhance the existing IT capacity of all Sub-Registrar, Stamp/Treasury Offices, Microfilming Units to bring these offices in conformity with the modern state of the art technology as well as in compatibility with the LARMIS (Central land record database) system.
- To centralize record keeping of the entire registered record of the Province through establishment of a Disaster Recovery Center (Backup data center) as well as enhancement of the existing Data Center equipped with modern technology.
- Replacement of Microfilming (obsolete) technology with cutting-edge digital technology of scanning/scanners for preservation of official copy of record duly indexed for easy and quick retrieval
- Conversion of microfilmed historical data into Digitization with proper index
- Adopting International best practices, the goals have been set to bring value proposition to the stakeholders and have been succinctly articulated as under:
- Public to get easy access to relevant records, get their grievances redressed effectively, and get their property registered;
- Registration and Stamps Department to ensure proactive and effective compliance of relevant laws and corporate governance. Employees enabled to deliver best services.

Other objectives and benefits of the system envisaged also include:
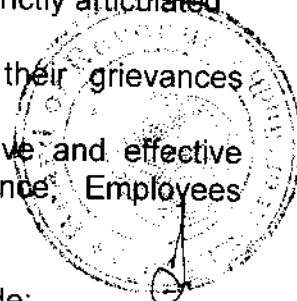
- To provide user friendly, efficient and transparent system
- To provide honest valuation for the system
- To enhance the speed, reliability and consistency of the system
- To automate the back-office functions
- To create a system that enables setting quality and time lines for all registration services
- To smoothen the Citizen–Government Interface

Major targets for achieving these objectives include copying and preservation of documents of registered deeds through an efficient and cost effective method and hence cutting edge scanning & indexing technology is being implemented to replace the obsolete microfilming technology. The system being implemented for scanning and preservation require enhancement to regulate the process with addition of following features:

a) Development of Inventory Control and Management System
b) Development of Face-sheet
c) Development of Software for the Issuance of True Copy of Registered Deeds
d) Development of Customized Biometric Time Attendance System
e) Development of Integrated SMS Management System
f) Development of User Management System
g) Development of Log Management and Information System
h) Development of Repository Module
i) Development of Customized Digital Dashboard
j) Development of Customized Search Engine

Services of an I.T Firm / consortia of firms / organizations with domain knowledge, understanding and proven record in software development are required for development of these modules.

Reforms Wing & Special Cell, Board of Revenue, Government of Sindh herein after referred to as Purchaser), therefore invites sealed bids from eligible bidders for "DEVELOPMENT OF CUSTOMIZED SOFTWARE FOR ENHANCEMENT OF SCANNING & PRESERVATION SYSTEM OF REGISTERED DEEDS IN SINDH" under the ADP Project of Automation of Stamps & Registration in all Districts of Sindh.

1. Tender Bids in sealed envelope are required under the Single Stage Two Envelope method of procurement as prescribed in the Sindh Public Procurement Rules 2010. Interested I.T firms having valid registration under Income Tax, Sales Tax & Provincial Sales Tax (PST) and also registered with the relevant Software bodies such as PASHA are eligible to participate.

2. The bidder applying for bids should submit two separate envelopes containing the technical & financial proposal

3. The bidder must quote for the complete solution. The uncompleted bids will be rejected as non-responsive.

4. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

5. Interested eligible bidders may obtain further information on the bid and collect the bidding documents from the office of Project Director Automation of Stamps & Registration, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi, Tel: +92-21-99251372 / Fax: +92-21-35305586 from the date of advertisement during office Hours, i.e. from 9:00 am to 5:00 pm on payment of document fee of Rs. 2,000/- in the form of Pay order/Demand Draft in favour of Project Director Automation of Stamps & Registration, Board of Revenue, Sindh. The biding document can also be downloaded from the website of SPPRA or the website of the Board of Revenue Sindh, i.e. www.borsindh.gov.pk or www.sindhlarmis.gos.pk, in which case document fee may be submitted alongwith the bid. Only the bids submitted with the document fee or proof of payment thereof will be considered as eligible for participating in the bidding process.

6. All bids must be accompanied by an earnest money/bid security of two percent (2%) of total bid amount, in the form of 'pay order', 'demand draft' or 'bank guarantee' in the name of Project Director Automation of Stamps & Registration, Board of Revenue, Sindh, and must be accompanied with the bid in a separate sealed envelope marked as "Earnest Money/Bid Security". Bid without earnest money/bid security of required amount and prescribed form shall be rejected.

7. Reforms Wing & Special Cell, Board of Revenue, Government of Sindh will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

8. The Bid prices and rates are fixed during currency of contract and under no circumstance shall any contractor be entitled to claim enhanced rates for any item in this contract.

9. The Procuring Agency shall have right of rejecting all or any of the tenders as per Sindh Public Procurement Rules 2010.

10. All quoted prices must include all applicable taxes, such as General Sales Tax, Income Tax, Provincial Sales Tax and/or etc. If not specifically mentioned in the bid, then it will be presumed that the prices include all the taxes. Purchaser will not be responsible and would not pay any additional amount in case of changing in tax rate by the Government of Sindh or Government of Pakistan.
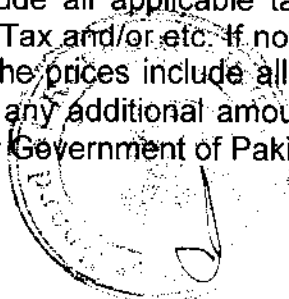
11. Rights and obligations of the procuring agency and the consultant shall be governed by General and Special conditions of contract signed between the procuring agency and the consultant.

12. Execution/installation of all the components of the bid may be at Purchaser's or any remote offices located at other areas or as per the decision of Purchaser at the time of deployment.

13. The following shall result in blacklisting of suppliers, contractors, or consultants, individually or collectively as part of consortium:
(a) conviction for fraud, corruption, criminal misappropriation, theft, forgery, bribery or any other criminal offence;
(b) involvement in corrupt and fraudulent practices while obtaining or attempting to obtain a procurement contract;
(c) final decision by a court or tribunal of competent jurisdiction that the contractor or supplier is guilty of tax evasion;
(d) willful failure to perform in accordance with the terms of one or more than one contract;
(e) failure to remedy underperforming contracts, as identified by the procuring agency, where underperforming is due to the fault of the contractor, supplier or consultant.

14. Failure to complete the contract within the stipulated time period will invoke penalty of 0.025% of the total cost per day. In addition to that, Performance Guarantee (CDR) amount will be forfeited and the company will not be allowed to participate in future tenders as well.

15. An interested bidder, who has obtained bidding documents, 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.

-sd/-
Project Director
Automation of Stamps &
Registration
Board of Revenue
Government of Sindh

General Terms & Conditions

- Bids not confirming to the terms, conditions and specifications stipulated in this RFP will be rejected.

- Reforms Wing & Special Cell, Board of Revenue, Government of Sindh invites this tender under **single stage - two envelope procedure, under SPPR 2010.**

- Proposal after due date and time will not be accepted for any reason. Proposals must not be sent by Facsimile or e-mail. Such submissions will not be accepted for any reason.

- Proposal after due date and time will not be accepted for any reason. Proposals must not be sent by Facsimile or e-mail. Such submissions will not be accepted for any reason.

- Bid / Proposal shall comprise one single envelope containing the technical & financial proposal and required information mentioned below:
    - (i) Relevant experience;
    - (ii) Turn-over of at least last three years;
    - (iii) Registration with Income Tax, Sales Tax & Provincial Sales Tax (SRB);
    - (iv) Bid Security;
    - (v) Document Fee / Tender Fee (Non-Refundable);
    - (vi) Affidavit that the firm is not blacklisted; &
    - (vii) Any other information as required unde3r the Evaluation Criteria of this bidding document;

- The bidder must bid for the complete package. Bidding for individual items will be rejected as non-responsive.

- All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

(i) Bid Security & Performance Security
- All bids must be accompanied by an earnest money/bid security of two percent (2%) of total bid amount, in the form of 'pay order', 'demand draft' or 'bank guarantee' in the name of Project Director Automation of Stamps & Registration, Board of Revenue, Sindh, and must be accompanied with the bid in a separate sealed envelope marked as "Earnest Money/Bid Security". Bid without earnest money/bid security of required amount and prescribed form shall be rejected.

- The bid security of the unsuccessful bidder will be released by PMU Automation of Stamps & Registration, Board of Revenue Sindh after award of work or after expiry of bid validity period whereas the bid security money of successful bidder will be released after the submission of performance security equivalent to 5% of contract price.

8

- The performance security of the successful bidder will be released after issuance of successful completion certificate by the Project Management Unit Automation of Stamps & Registration, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh.

- All/any terms and conditions not specified here shall be dealt with reference to pertinent SPPRA Rules 2010.

(ii) Validity of the proposal

- All proposal and price shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.

(iii) Currency

- All currency in the proposal shall be quoted in Pakistani Rupees (PKR). The Bid prices and rates are fixed during currency of contract and under no circumstance shall any contractor be entitled to claim enhanced rates for any item in this contract.

(iv) Withholding Tax, Sales Tax and other Taxes

- The responding organization is hereby informed that the Government shall deduct tax at the rate prescribed under the Tax laws of Pakistan, from all payments for supplies and services rendered by any responding organization who signs a contract with the Government. The responding organization will be responsible for all taxes on transactions and/or income, which may be levied by Government. If responding organization is exempted from any specific taxes, then it is requested to provide the relevant documents with the proposal.

(v) OEM relationships

- The support and Maintenance should be supplied through verifiable distribution channel in Pakistan.

- The responding organization (RO) or one of the Joint Bidding Company to be authorized Partner/ Reseller, OF THE ORIGINAL MANUFACTURER.

(vi) Compliance to Specifications

- The Responding Organization (RO) to provide information as per (Compliance sheet). RO may not propose any kind of refurbished equipment / Hardware / components in their technical proposals.

(vii) Financial Capabilities

- The RO(s) shall describe the financial position of its organization. Income Statement or Report should be included in the detailed Technical proposal.

(viii) Penalty Clause

- It is utmost importance that schedule to tender should be filled in very carefully and the instructions set forth above, scrupulously complied with failing which the offer will be ignored. In case of non-completion of supplies and services within stipulated period Earnest Money will be forfeited in favor of the Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, Karachi. Besides liquidated damages of 0.025% per day of the contract price per day will be deducted for delayed delivery of goods and services.

(ix) Support Capabilities

Responding organization should indicate the support capabilities for the provided equipment and hardware in the following format:

Item	Action Item	Maximum Response Time
Software Support & Maintenance	Troubleshooting/Tune-up	1 Working Day
	Re-Configuration/Installation	3 Working Days

The technical offer must be submitted (in duplicate) with the following documents

1. Company Profile with complete address, telephone No. Fax. No. and e-mail address and contact person.

2. Letter or Agreement of Authorized Partner from the principal or Distributor of this region to install, integrate and operate such systems.

3. Partnership / Reseller letter or agreement copy which authorize Bidder to sell or market the proposed software products in Pakistan.

4. Document Fee and Bid Security of the specified form and amount as per RFP.

5. Bid must be signed, named and stamped by the authorized person of the firm along with authorization letter

6. Authenticated Financial Statements of last three years should also be submitted with Technical Proposals

7. Valid NTN, GST, PST, Professional Tax and any other valid Tax Registration Certificate required by law in force.

8. In case of joint venture, names, company profiles, NTN, GST, PST Registration Certificates and authorization letter of the JV Partner on Stamp Paper of the prescribed denomination to bid on its behalf duly attested by the authorized Oath Commissioner / Notary Public shall be required.

9. Details of Installed Infrastructure if available at Bidder's office for Online Backup support.

10
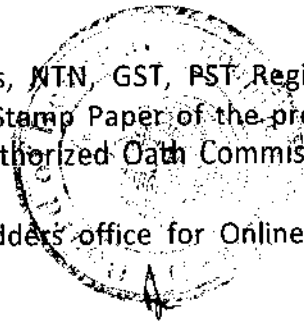
10. Hot Spare or Back-up Units Details (for this Project).

11. Drawings, operational manuals and brochures of the products and services offered.

12. Complete schedule of development, deployment, testing and commissioning is to be provided.

13. Ability to provide after sales support.

Selection Criteria

Single stage two-envelop procedure will be used for the final selection of the vendor. Bid / Proposal shall comprise two envelopes containing the technical & financial proposals separately and required information mentioned in General Terms & Conditions. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

Instructions for Responding Organizations

Communication

Enquiries regarding this RFP shall be submitted in writing/email to:
Project Director, Automation of Stamps & Registration, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi, Tel: +92-21-99251372 / Fax: +92-21-35305586.

Mode of Delivery and Address

Proposal should be submitted on or before Thursday June 4th 2015 at **02:00 PM** at the address given below:
Project Director, Automation of Stamps & Registration, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi.
Tel: +92-21-99251372 / Fax: +92-21-99251373.

Proposals shall be delivered by hand or courier so as to reach the address given above by the last date indicated for submission. **PROPOSALS RECEIVED BY FAX OR EMAIL SHALL NOT BE ACCEPTED.**

Submission of Proposal

The bidder must bid for the complete solution of all required modules. Bidding for individual items from the package will be rejected as non-responsive. Proposals can be submitted on or before **Thursday June 4th 2015 2015** at **02:00 PM** at the office of Project Director, Automation of Stamps & Registration, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi, Tel: +92-21-99251372 / Fax: +92-21-35305586. Bid / Proposal shall comprise one single envelope containing the technical & financial proposal and required information mentioned in General Terms &
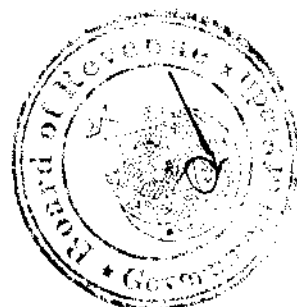
Conditions. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

The Bank Draft for Bid Bond to be enclosed in a separate envelope, labeled as "Bank Draft/Earnest Money (Bid Bond)", and which should be sealed. Proof of Sales Tax, NTN & SNTN numbers should also be provided. (Please provide photocopies of all relevant documents).

Opening of Proposals

The technical proposals submitted against the subject RFP will be opened by the Procurement Committee of PMU, Board of Revenue, Sindh on **Thursday June 4th 2015 at 02:30 PM** in the Committee room of PMU, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, adjacent Dr. Ziauddin Hospital, Clifton, Karachi, Tel: +92-21-99251372 / Fax: +92-21-35305586 in presence of all the bidders, or their representatives, who may choose to be present.

1.   Bid shall comprise a two separate envelopes.

2.   Each envelope shall contain separately the financial proposal and the technical proposal;

3.   Envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion;

4.   Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened; envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency without being opened.

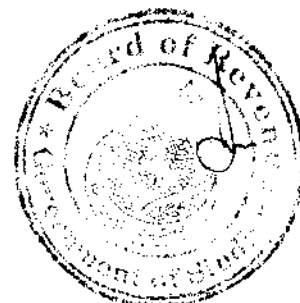## Evaluation and Comparison of Technical and Financial Bids

Bid / Proposal shall comprise two separate envelopes containing the technical & financial proposal and required information mentioned in General Terms & Conditions. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of bidding document.

Basis of Evaluation and Comparison of Bid

The bidders meeting the following technical criteria will be eligible for consideration of financial bid against the tender. The financial bids of only those bidders will be considered who pass the technical evaluation criteria.

S.#	Evaluation Parameter	Marks	Description & Documents Required
1	**Technical Proposal**	**1000**	
1.1	**Company Profile**	**400**	
1.1.1	Years in business [20 marks for each year]	100	5 years in business. (Please provide registration certificate)
1.1.2	Bidder's Certification 50 Marks for each Certification	100	ISO 9000-3 : 1997 "or" Equivalent & ISO 9001: 1994 "or" Equivalent (Please attach valid certificates)

1.1.3	Company Size	100	Bidder must have 50 regular employees on company payroll for last one year. (Please attach authenticated pay roll certificates)
1.1.4	Team Member Certifications [10 marks for each certified professional]	100	Must have at least 2 x System Analyst 2 x Data base Administrator 2 x Web Designer 3 x Software Engineers 1 x Q.A Engineer (Please attach Pay Roll certificates, C.Vs & Authenticated certification documents)
1.2	**Relevant Experience**	**400**	Relevant experience
1.2.1	Project of development of customized Software for any Public Sector organization or a recognized financial Institution [50 marks for each project]	150	The bidder has successfully completed two (03) projects for development of customized software (Please attach successful completion certificate)
1.2.2	Project of development of software of Inventory Log Management for any Public Sector Organization or a recognized financial institution [60 marks for each project]	120	The bidder has successfully completed two (02) projects for development of software for Inventory Log Management in Public Sector Organization or a financial institution in Pakistan (Please attach successful completion certificate)
1.2.3	Project of development of integrated SMS Management System for any Public Sector Organization or a recognized financial institution [65 marks for each project]	130	The bidder has successfully completed two (02) Projects of development of integrated SMS Management System (Please attach successful completion certificate)
1.3	**Financial Capabilities**	**200**	
1.3.1	Financial Capabilities in last 3 years • Annual turn over of more than Rs 30 million in relevant I.T business (100 Marks) • Certified liquid assets of more than 30 Million held by the firm (100 Marks)	200	Provide 3 years audited financial statements
	Total Marks	**1000**	**(Technical Proposal)**

13

	Passing Marks	700	(Technical Proposal)	

Award Criteria

Financial bids of firms who score at least 70% or above on the technical evaluation (as a whole) will be opened. Technically qualified financially lowest Bidder will be awarded the project based on all other compliances to the RFP. The Purchaser reserves the right to accept or reject any bid or reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders.

Preliminary Evaluation Checklist

The Bidder should fill out this Form by providing all the required information and Placing this Form on top of the Technical Proposal. Relevant portions of the Technical Proposal should be referenced in this form. Please note that all required information should be provided on this Form and no document should be attached.

Information Required

a)   General
1   Name of Bidder or Group of companies going into bid.
2   No of Years in business in Pakistan
3   No of Offices locations in Pakistan
4   Annual Turnover (Million Rs.)
5   Value of projects in hand (details may be given)
6   Year of Incorporation
7   Status of the Bidder
- Sole Proprietor
- Partnership Firm
- Private Limited Company
- Public Limited Company
- Entity registered / incorporated outside Pakistan (Give details)
- Other (Please specify)

8   Names of Owner / Partners / Chief Executive / Directors
9   Details of Registered Head Office (Address, Phone, Facsimile, Email and Website information)

b)   Details of total staff employed
1   No of permanent staff employed: Technical /Managerial
2   Cumulative Experience (in years)
3   Total No. of Support professionals in Technical Domain
4   Details of dedicated I.T Professionals team assigned for the undertaking the project.
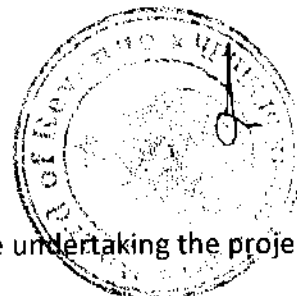
c)   Support Capabilities

1   Experience in Support area
2   No. of Staff employed: (Capable of providing Support)
3   Cumulative Experience (in years)
4   List of Customers of "Support" along with contact details.
5   Development, U.AT and deployment will be the responsibility of the successful Bidder.
6   Bidder should have appropriate mechanism to provide sufficient services.
7.   Bidder to nominate dedicated staff for support during the specified   period   to   be stationed   in B.O.R

d)   Joint Ventures

Bids submitted by a joint venture of two or more companies or partners shall comply with the following requirements:

a)   The Bid, and in case of successful Bid, the Contract form, shall be signed by the lead bidder duly nominated by all the JV partners;

b)   One of the partners shall be authorized to be Incharge; and this authority shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;

c)   The partner Incharge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture;

d)   all partners of the joint venture shall be liable jointly and severally for the executing of the Contract in accordance with the Contract terms, and a relevant statement to this effect shall be included in the authorization mentioned under (b) above as well as in the Bid Form and the Form of Agreement (in case of a successful Bid); and

e)   The JV Agreement for this project entered into by the joint venture partners on stamp paper duly attested by Notary Public shall be submitted with the Bid.

Special Instructions

- Incomplete applications will not be considered.
- Any firm, which furnishes wrong information, will be liable for legal proceeding   and if any contract is awarded, the same will be cancelled.
- Board of Revenue reserves the right to accept or reject any or all proposals without assigning any reason thereof.
- Authority Letter or Agreement from Principal Company or its Distributor for product and vendor authentication.
- The tender must be filled on prescribed forms without any alteration/over writing.
- Conditional tenders/bids will not be acceptable.
- Only companies registered with Sales Tax, Income Tax & Sindh Revenue Board Departments shall be eligible to participate in the tender (proof of registration is required).
- Every page of this tender document should be signed and sealed by the bidder.
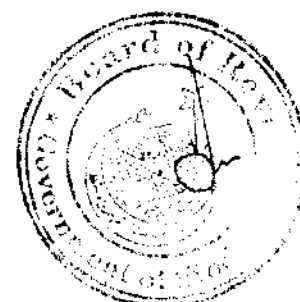
Contacting the Purchaser

Any effort by a bidder to influence the Purchaser in the Purchaser's decisions in respect of bid evaluation or Contract award will result in the rejection of the bidder's bid.

Purchaser's Right to Accept the Bid or Reject the Bid

The Purchaser reserves the right to accept or reject the bid and to annul the bidding process at any time prior to award of Contract, without thereby incurring any liability to the bidder or any obligation to inform the bidder of the grounds for the Purchaser's action as per SPP Rules, 2010.

SCOPE OF WORK

Reforms Wing & Special Cell under its approved Project of Automation of Stamps & Registration, 21 Districts, extension to all Districts in Sindh is actively engaged in development of customized solutions for automation of processes of Registration and Stamps in the Board of Revenue, Government of Sindh through number of project components, aimed at developing the standards and systems of Information & Communication Technology at the international industry levels.

Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, under the said approved Project of Automation of Stamps & Registration, 21 Districts, extension to all Districts in Sindh invites tender through National Competitive Bidding for the software development modules specified hereunder in the schedule of requirements.

Contractor shall be responsible to develop the modules and carry out its User Acceptance Test before deployment of the system. Contractor shall provide on-site training to the staff of PMU Automation of Stamps & Registration, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh and also provide support and maintenance for a period of one year.

Reforms Wing & Special Cell, Board of Revenue, Government of Sindh through its Project of Automation of Stamps & Registration has right to terminate the contract if vendor will fail in providing satisfactory services in given scheduled time. In addition to that, Performance Security amount will also be forfeited.

Any unforeseen requirement for the implementation and maintenance of the project would be core responsibility of vendor.

SLA or any services agreement, if required, will be signed after implementation according to the satisfactory progress of the vendor and as per criteria of PMU Automation of Stamps & Registration, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh.

SCHEDULE OF REQUIREMENTS
ALONGWITH DETAILED TECHNICAL SPECIFICATION

Enhancement of Scanning & Indexing Modules through Development of following modules:
a) **Development of Inventory Control and Management System**
b) **Development of Face-sheet**
c) **Development of Software for the Issuance of True Copy of Registered Deeds**
d) **Development of Customized Biometric Time Attendance System**
e) **Development of Integrated SMS Management System**
f) **Development of User Management System**

g) Development of Log Management and Information System
h) Development of Repository Module
i) Development of Customized Digital Dashboard
j) Development of Customized Search Engine

Modules Description:

A. Inventory Control and Management System:
Inventory Control and Management System is the main component of the whole solution. All the processes will be catered through this Inventory Control System, comprising following features:
- Keeping information of all receipt and distribution of documents
- Connected with User Management and Biometric Module for the authentication
- Label printing of Barcode and Barcode reading mechanism – Label printing may be in series or singular
- Providing paper-less environment
- Setup based mechanism for all users/ officials and offices
- Auto distribution of documents to concerned users/ officials / offices – based on one time setup
- Providing various reports for MIS
- Export of data into standard formats e.g. pdf and Excel
- Digital Dashboard with graphical presentation of all types of activities and operations and KPI defined by the concerned officials of Board of Revenue, Sindh

B. Development of Face-Sheet
This customized module will contain a web form which will be uploaded on the official web site of Stamps and Registration (e.g. borasr.gos.pk). Applicant will input the required information of his/her transaction as per the requirement of form. Data collected through the face-sheet will be centralized and will be forwarded automatically to concerned Sub Registrar Office.
This module will also be connected with User Management, Log Management, Repository Module and Digital Dashboard

C. Development of Software for the Issuance of True Copy Certificate of Registered Deeds
The objective of this customized web-based software is to provide True Copy Certificate of Registered Deed to applicant with following features:
- To keep information of Applicant including biometrics and Digital Signatures
- Scanning and forwarding of Request to next officer
- All approvals of documents will be based on biometric based verification system

18
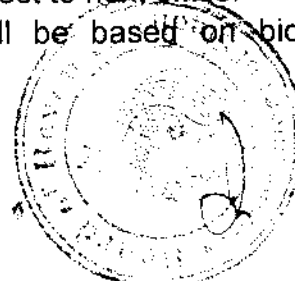
- Required True Copy Certificate will be issued to applicant keeping acknowledgment from Applicant using biometrics
- Module will be connected with User Management, Log Management, Repository Module and Digital Dashboard Modules

D. Development of Customized Biometric Time Attendance System

Customized Biometric Time Attendance System should contain following features:

- Connectivity with Time Attendance Machines on real-time basis which means no external process should be required to pull data into central database
- Time Attendance Machines will be connected to Server with static IP and fingerprint templates and transactions data will be stored in Server as well.
- Customized software should provide all the standard reports e.g. Day In, Day Out, Late comers, Early Departure, Late sitting and etc.
- Export data into standard formats such as Excel and text files

E. Development of Integrated SMS Management system

Integrated SMS Management System should Web Service or API based so that it can be connected to various components of software of the whole solution. Contractor will liable to provide SMS Package for at least 1 year with the provision of Short SMS Code. Code will be provided by the concerned officials of Board of Revenue, Sindh

F. Development of User Management System:

The User Management System should provide functionality to manage users, roles and. It should be reliable, extensible and open for easier integration with existent systems.

UMS should implement user management and authentication, personal profiles management and classification.

UMS should be simple user management system that will provide functionality to manage personal profiles and users. Personal profiles may contain information such as profile identification number, email, first and last name, etc. Personal profiles will be used for personal information such as names, addresses, etc. In order to access personal profile for reading and modification PIN number is used for authentication. User information should contain user identification number, username, password and session for authentication. User information will be used for high-level authentication and privileges definitions. One or more personal profiles may be assigned to a user. In addition there should be user groups for the purpose of group specific privileges and profile roles for application specific need related to the user's role in the system. User may have single or multiple login capability depending on privileges provided by the administrator. Roles/ groups may be like Superuser, Administrator and Guest.

User Management System should be integrated with Microsoft Exchange. Most common tasks, such as creating mailboxes, mail-enabling a group

and accessing common Exchange properties should be shared (import/ export) with Microsoft Exchange.

UMS should take viewing group members to a whole new level with the Group Member Matrix: A fully customizable view capable of showing all members of one or more groups in a clear and easy to understand format.

All the credentials of a user/ group will be stored encrypted in database and the contractor will provide decryption script to Board of Revenue, Sindh.

G. Development of Log Management System and Access Control Mechanism:

Log Management System:

Log Management System should have following characteristics:

Log Management Highlights:

- Collect logs from all log sources, whether Application or databases
- Organize logs in a centralized, scalable, and secure manner
- Enable fast, flexible search into all logs
- Automate log archiving and retrieval for long term retention
- Search and recover archived logs in seconds

Log Analysis Highlights:

- Automate log classification, normalization, aggregation, and correlation
- Identify anomalies in applications, databases, systems, and devices in real time
- Perform advanced filtered and forensic searches across all logs
- Perform trending analysis across millions of logs in a single view
- Apply advanced data mining techniques for investigations or root cause analysis

Event Management Highlights:

- Automate real-time monitoring and alerting
- Flexible role-based alerting
- Automatically prioritize alerts based on asset value of impacted system or application
- Conduct easy forensic search and analysis
- Apply comprehensive incident management
- Provide real-time access to detailed event and log data for rapid response

Reporting Highlights:

20

- Packaged Compliance Reports
- Schedule automated delivery of reports or report packages
- On-the-fly reports based on any search or investigation
- Easily tailor or customize reports based on individual needs
- Virtually unlimited reporting capabilities

Intelligent IT Search:

- User and Host contextualization enables search based upon origin and/or impacted hosts/users
- Launch intelligent searches in real-time (i.e., as logs are being generated)
- Quick Search toolbar available from any user dashboard screen
- Perform one-click correlation from any search
- View millions of logs via 3-D visualization to discover anomalies and analyse trends rapidly

Web Access Control Mechanism:

Access control mechanisms are a necessary and crucial design element to application's security. It would protect front-end and back-end data and system resources by implementing access control restrictions on what users can do, which resources they have access to, and what functions they are allowed to perform on the data. Ideally, an access control scheme should protect against the unauthorized viewing, modification, or copying of data. Additionally, access control mechanisms can also help limit malicious code execution, or unauthorized actions through an attacker exploiting infrastructure dependencies (DNS server, ACE server, etc.).

Access Control refers to the much more general way of controlling access to web resources, including restrictions based on things like the time of day, the IP address of the HTTP client browser, the domain of the HTTP client browser, the type of encryption the HTTP client can support, number of times the user has authenticated that day, the possession of any number of types of hardware/software tokens, or any other derived variables that can be extracted or calculated easily.

Mandatory Access Control (MAC) ensures that the enforcement of organizational security policy does not rely on voluntary web application user compliance. MAC secures information by assigning sensitivity labels on information and comparing this to the level of sensitivity a user is operating at. In general, MAC access control mechanisms are more secure than DAC yet have trade-offs in performance and convenience to users. MAC mechanisms assign a

security level to all information, assign a security clearance to each user, and ensure that all users only have access to that data for which they have a clearance. MAC is usually appropriate for extremely secure systems including multilevel secure military applications or mission critical data applications. A MAC access control model often exhibits one or more of the following attributes.

- o Only administrators, not data owners, make changes to a resource's security label.
- o All data is assigned security level that reflects its relative sensitivity, confidentiality, and protection value

- o All users can read from a lower classification than the one they are granted (A "secret" user can read an unclassified document).
- o All users can write to a higher classification (A "secret" user can post information to a Top Secret resource)
- o All users are given read/write access to objects only of the same classification (a "secret" user can only read/write to a secret document).
- o Access is authorized or restricted to objects based on the time of day depending on the labelling on the resource and the user's credentials (driven by policy).
- o Access is authorized or restricted to objects based on the security characteristics of the HTTP client (e.g. SSL bit length, version information, originating IP address or domain, etc.

H. Development of Repository Module:

Repository Module should be integrated with all other components. There should be a harmony in the format of all reports. Cascading Style Sheet should be implemented on reports. Reports may be designed either in any standard report writer or using HTML but it should be rapidly creating flexible, feature-rich, high-fidelity reports and tightly integrate with into web and desktop applications. The provision of export functionality should be available in all reports. Report formats will be finalized with the coordination of concerned officials of Board of Revenue, Sindh. SRS submitted by the contractor will contain format of all reports.

The access to reports will be based on privileges provided/ set by administrator or super-user.

Reports should be improved productivity features allowing high quality viewing, printing and exporting with fewer efforts.

As regards, Reports Management and delivery should have following features:

- **Security**: there should be use of granular object, user and data level security by specifying user access and actions within a particular report.
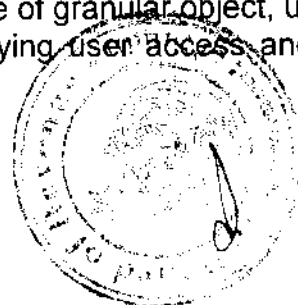
- **Scheduling**: flexible scheduling capabilities should allow ensuring that information can be processed efficiently. Schedule reports should be based on events or at specific times defined in setup and in the format require by the concerned departments of Board of Revenue, Sindh
- **Scalable central architecture**: to support high level reporting, all the reports should be scalable, central architecture. It should include a set of report processing services for speed-of-thought information access.
- **Data binding**: to access with more efficiency, it should be used data binding technique to bind unbound fields at runtime
- **Intelligent Charting**: Provision of intelligent charting should be embedded in reports. Variables should be approximated when any chart is being dropped into section. Charts must be updated whenever new data/ variable would be added.

I. Development of Digital Dashboard and Management Information System:

A digital dashboard should be designed to provide immediate access to intellectual information assets of Board of Revenue, Sindh so that management may able to make faster, more informed decisions. The integrated solution should be helpful to the department for quickly process information that relevant and critical to their particular responsibilities and then focus on details or take action.

Customized digital dashboard collaborated with the all components and analysis tools. It should be a really canonical application that would bring together all accumulated and detailed information in a meaningful way.

All the visualizations should be interactive i.e. provision of hyperlinks for further detail view. It should be a single page application with the provision of printing and saving in all standard formats. All the information should be updated and real-time connectivity with the main database without reasoning of extra load on central database. For better and efficient output, database should be cubed properly in order to get desired information quickly.

The design and Key Performance Indicators (KPI) should be finalized after the detailed coordination and approval of the concerned officials of Board of Revenue, Sindh.

The presentation and visualization of information should be different for each level of user/ group. As every groups will be focused on their own relevant data/ information. Super user may have option to view all the valuable information through the digital dashboard.

J. Development of Customized Search Engine:

Customized Search Engine will be the main component of the overall solution. On the basis of all indexing parameters a web based quick and robust search mechanism should be developed. Searching parameters will
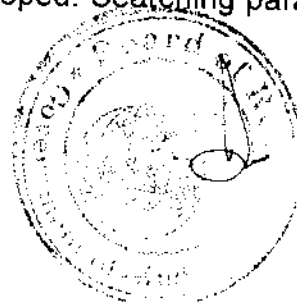
be discussed with the concerned department. The search result will be setup based, while setup based means here that all the fields should have option of visible ON/OFF. All the transactions will be displayed in group by transaction key and each transaction will also have a link of original scanned image and computerized document. There should be options to export the search list into standard format e.g. docx, pdf or excel.

This component will also be interconnected with other components e.g. User Management, Log Management and Access Control System. User may have different options depending on the privileges provided to particular user or group.

All the transactions performed through this component will be logged properly e.g. who is login and from where login (IP based logging), detail of documents viewed and printed.

All the exceptional events should be logged in database e.g. if request is sent to printing but due to any hardware malfunctioning if print process does not complete successfully then it should be logged.

Format of printed reports will be finalized with the approval of the concerned officials of Board of Revenue, Sindh.

Technology Features
1.   The Vendor must describe the technology, type and standards.

Warranty
1.   Describe in detail the warranties provided by the vendor and manufacturer for the software for the proposed equipment which should not be less than one (01) year.

Maintenance and Support
1.   Describe system maintenance options available for a period of one (01) year

Technical Specifications
Note: Vendors should submit their bid with equivalent or higher configuration.

Delivery schedule
The successful bidder would be required to carry out the development and deployment of enhanced scanning & indexing software within a period of 03 months after signing of contract.

PRICE SCHEDULE

The bidders should submit their price bid/financial proposal in the following prescribed format detailing item, its quantity, unit price & total price in accordance with the terms and conditions and provisions of this RFP document.

S.No.	Description of Services	Unit	Total Price
A	Development of Inventory Control and Management System	One Solution	
B	Development of Face-sheet	One Solution	
C	Development of Software for the Issuance of True Copy of Registered Deeds	One Solution	
D	Development of Customized Biometric Time Attendance System	One Solution	
E	Development of Integrated SMS Management System	One Solution	
F	Development of User Management System	One Solution	
G	Development of Log Management and Information System	One Solution	
H	Development of Repository Module	One Solution	
I	Development of Customized Digital Dashboard	One Solution	
J	Development of Customized Search Engine	One Solution	

25

BID FORM

To,

Project Director ASR,
Project Management Unit,
Reforms Wing & Special Cell,
Board of Revenue,
Government of Sindh
Karachi.

Sir,

SUBJECT: **"DEVELOPMENT OF CUSTOMIZED SOFTWARE FOR ENHANCEMENT OF SCANNING & PRESERVATION SYSTEM OF REGISTERED DEEDS IN SINDH" UNDER THE SCHEME "AUTOMATION OF STAMPS & REGISTRATION IN ALL DISTRICTS OF SINDH"**

Having examined the bidding documents, the receipt of which is hereby duly acknowledge, for the above Contract, we, the undersigned, offer to supply, deliver, test and impart training in conformity with the said bidding documents for the Total Bid Price.

Pak Rupees (in figures _____ in words _____)

or such other sums as may be ascertained in accordance with the Price Schedule attached hereto and made part of this bid.

We undertake, if our bid is accepted, to complete the works in accordance with the Contract Execution Schedule.

If our Bid is accepted, we will provide the performance security in the sum equivalent to 5% of the Contract Price for the due performance of the Contract.

We agree to abide by this Bid for the period of ninety (90) days from the date fixed for bid opening of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof in your Notification of Contract Award, shall constitute a binding Contract between us.

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

Dated this------------day of ----------------2015

WITNESS	BIDDER
Signature -----------------------	Signature -----------------------------
Name -------------------------------	Name -----------------------------------
Title ----------------------------	Title -----------------------------------
Address ----------------------	Address -----------------------------

26
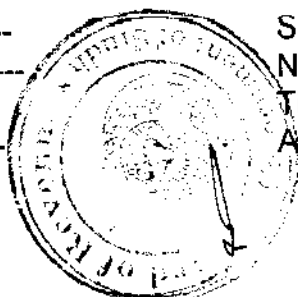
BID SECURITY FORM

WHEREAS _____[Name of Bidder]_____ (hereinafter called "the Bidder" has submitted its bid dated __[date]__ for the "DEVELOPMENT OF CUSTOMIZED SOFTWARE FOR ENHANCEMENT OF SCANNING & PRESERVATION SYSTEM OF REGISTERED DEEDS IN SINDH" UNDER THE SCHEME "AUTOMATION OF STAMPS & REGISTATION", (hereinafter called "the Bid").

KNOW ALL MEN by these presents that we _____[Name of the Bank]_____ of __[Name of Country]__ having our registered office at __[Address of Bank]__ (hereinafter called "the Bank") are bound into the Project Management Unit, Reforms Wing & Special Cell, Board of Revenue, Government of Sindh, Karachi, Pakistan (hereinafter called "the Purchaser") in the sum of ---, for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns, by these presents.

Sealed with the Common Seal of the Bank this--------------day of-------, 2015

THE CONDITIONS of this obligation are:

1.   If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

2.   If the Bidder does not accept the corrections of his Total Bid Price; or

3.   If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity:

(a)   Fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders; or
(b)   Fails or refuses to execute the Contract Form, when requested, or

We undertake to pay to the Purchaser up to the above amount, according to, and upon receipt of, its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both or all the three above stated conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to -------------------------------, the period of bid validity, and any demand in respect thereof should reach the Bank not later than such date.

By___[Bank]____
(Title)
Authorized Representative

27

PERFORMANCE SECURITY FORM

To,
Project Director ASR,
Project Management Unit,
Reforms Wing & Special Cell,
Board of Revenue,
Government of Sindh
Karachi.

WHEREAS _[Name of the Contractor]_ hereinafter called "the Contractor" has undertaken, in pursuance of the bid for **"DEVELOPMENT OF CUSTOMIZED SOFTWARE FOR ENHANCEMENT OF SCANNING & PRESERVATION SYSTEM OF REGISTERED DEEDS IN SINDH"** UNDER THE SCHEME "AUTOMATION OF STAMPS & REGISTATION"_dated_____2015, (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the Contract that the Contractor shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantor and responsible to you, on behalf of the Contractor, up to a total of _____ [Amount of the guarantee in words and figures]_, and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the Contract, and without cavil or argument, any sum or sums as specified by you, within the limits of __[Amount of Guarantee]__ as aforesaid without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____ day of _____, 2015, or twenty-eight (28) days of the issue of the Defects Liability Expiry Certificate, whichever is later.

[NAME OF GUARANTOR]
Signature   _____
Name   _____
Title   _____
Address   _____
             _____
Seal   _____

28
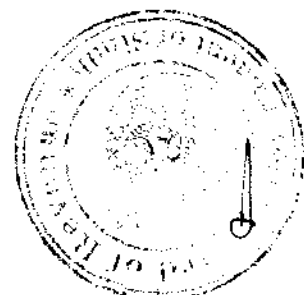
Technical Evaluation Forms

COMPANY PROFILE
NUMBER OF YEARS IN BUSINESS

Date: --------------------

All bidders are requested to complete the information in this form. Nationality information is also to be provided for foreign owners or applicants who are forming part of the Joint Ventures as required under the bye-laws as a Partnership/Joint Venture.

1.	Name of firm or consortium of firm (Legal Name): *(In case of Joint Venture (JV), please also provide legal name of each partner)*
2.	Nature of Business: *(Whether the firm is a Corporation, Partnership, Trust etc., show documentary evidence of required nature in business for every year)*
3.	Head Office Address:
4.	Telephone Fax numbers: E-mail address:
5.	Place of Incorporation/Registration: Year of incorporation/registration:
6.	Applicant's authorized representative: Telephone Fax numbers: E-mail address:
7.	NATIONALITY OF OWNERS.

Name:	Country:

Note:

Please attach relevant document such as certificate of incorporation / registration

29
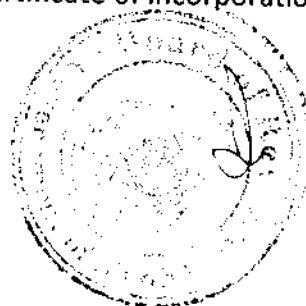
COMPANY PROFILE

BIDDER'S CERTIFICATION

ISO   9000-3 : 1997 "or" Equivalent & ISO 9001: 1994 "or" Equivalent

(Please attach valid certificates)

S. No.	Description	Year of certification	Date of Expiry

COMPANY'S PROFILE

COMPANY SIZE

Regular employees on company payroll for last one year.
(Please attach authenticated pay roll certificates)
(ATTACH SEPARATE SHEET FOR EACH FULL TIME TECHNICAL STAFF)

POSITION			
PERSONNEL INFORMATION	**NAME**		**DATE OF BIRTH**
	PROFESSIONAL QUALIFICATIONS		
	TECHNICAL/PROFESSIONAL CERTIFICATIONS		
EXPERIENCE	**NAME OF EMPLOYER**		
	POSITION	**FROM**	**TO**
PRESENT EMPLOYMENT RECORD	**Job Title:**		
	Period with firm:		
	Telephone:		**Email:**
	NTN:		
	Mail Address:		

Note:

Please attach relevant document such as degree(s), certificate(s) and any other deemed necessary as proof of claims in CVs.

COMPANY'S PROFILE
TEAM MEMBER CERTIFICATIONS
(PLEASE ATTACH PAY ROLL CERTIFICATES, C.VS & AUTHENTICATED CERTIFICATION DOCUMENTS)
(ATTACH SEPARATE SHEET FOR EACH CERTIFIED PROFESSIONAL STAFF)

POSITION			
PERSONNEL INFORMATION	NAME	DATE OF BIRTH	
	PROFESSIONAL QUALIFICATIONS		
	TECHNICAL/PROFESSIONAL CERTIFICATIONS		
EXPERIENCE	NAME OF EMPLOYER		
	POSITION	FROM	TO
PRESENT EMPLOYMENT RECORD	Job Title:		
	Period with firm:		
	Telephone:	Email:	
	NTN:		
	Mail Address:		

Note:

Please attach relevant document such as degree(s), certificate(s) and any other deemed necessary as proof of claims in CVs.

RELEVANT EXPERIENCE
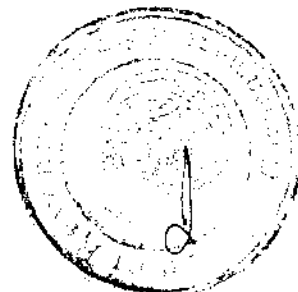## PROJECT OF DEVELOPMENT OF CUSTOMIZED SOFTWARE FOR ANY PUBLIC SECTOR ORGANIZATION OR A RECOGNIZED FINANCIAL INSTITUTION
(Please attach successful completion certificate)

Use a separate sheet for each contract / Consultancy.

1.	Name of Contract:
	Country:
2.	Name of Procuring Agency, Telephone and Fax Number:
3.	Procuring Agency Address:
4.	Nature of works and special features relevant to the contract: :.. ....
5.	Contract Role (Tick One): (a) Sole (b) Sub-partner (c) Partner in a Joint Venture
6.	Value of the total contract (in specified currencies) at completion, or at date of award for current contract: Currency............ Currency.............. Currency......................
7	Equivalent in Pak/ Rs.:
8.	Date of Award:
9.	Date of Completion:
10.	Specified Requirements:

Note:

Please attach relevant document such as completion certificate and any other document deemed necessary as proof of claims

<u>RELEVANT EXPERIENCE</u>
PROJECT OF DEVELOPMENT OF SOFTWARE OF INVENTORY LOG MANAGEMENT FOR ANY PUBLIC SECTOR ORGANIZATION OR A RECOGNIZED FINANCIAL INSTITUTION
(Please attach successful completion certificate)
Use a separate sheet for each contract / Consultancy.

1.	Name of Contract:
	Country:
2.	Name of Procuring Agency, Telephone and Fax Number:
3.	Procuring Agency Address:
4.	Nature of works and special features relevant to the contract: ....
5.	Contract Role (Tick One): (a) Sole (b) Sub-partner (c) Partner in a Joint Venture
6.	Value of the total contract (in specified currencies) at completion, or at date of award for current contract: Currency............. Currency............. Currency.................
7.	Equivalent in Pak/ Rs.:
8.	Date of Award:
9.	Date of Completion:
10.	Specified Requirements:

<u>Note:</u>
Please attach relevant document such as completion certificate and any other document deemed necessary as proof of claims

RELEVANT EXPERIENCE
PROJECT OF DEVELOPMENT OF INTEGRATED SMS MANAGEMENT SYSTEM FOR ANY PUBLIC SECTOR ORGANIZATION OR A RECOGNIZED FINANCIAL INSTITUTION
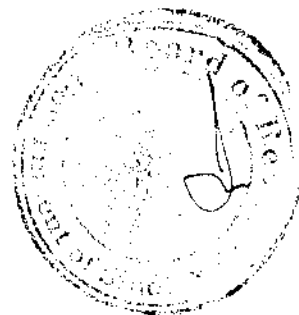(Please attach successful completion certificate)

Use a separate sheet for each contract / Consultancy.

1.	Name of Contract:
	Country:
2.	Name of Procuring Agency, Telephone and Fax Number:
3.	Procuring Agency Address:
4.	Nature of works and special features relevant to the contract: ....
5.	Contract Role (Tick One): (a) Sole (b) Sub-partner (c) Partner in a Joint Venture
6.	Value of the total contract (in specified currencies) at completion, or at date of award for current contract: Currency............. Currency............. Currency......................
7.	Equivalent in Pak/ Rs.:
8.	Date of Award:
9.	Date of Completion:
10.	Specified Requirements:

Note:

Please attach relevant document such as completion certificate and any other document deemed necessary as proof of claims

FINANCIAL CAPABILITIES
ANNUAL TURNOVER
(Attach relevant authenticated audited statement)

Date: --------------------

YEAR	AVERAGE TURNOVER	INCOME TAX PAID	Name alongwith Cost of IT Projects Executed/ Undertaken	Liquid Assets Balance
2013-14				
2012-13				
2011-12				

Note:

Please attach relevant document such as authenticated audited statements and any other document deemed necessary as proof of claims