

REQUEST FOR PROPOSAL



**e-Governance Consultancy Services for Business Process
Re-Engineering Study and Implementation Support for the
Project of Automation of Stamps & Registration in Sindh**

June 2015

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





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1 REQUEST FOR PROPOSALS (RFP)

- 1.1 This Request for Proposal (RFP) is being issued for the project, **“e-Governance Consultancy Services for Business Process Re-Engineering Study and Implementation Support for the Project of Automation of Stamps & Registration”** in Sindh.
- 1.2 The Purchaser invites sealed bids from interested bidders for the consultancy services as specified in the RFP.
- 1.3 Bidding documents (and additional copies) may be purchased at the address given at the bottom of this page upon payment of a non-refundable fee of Pak Rupees 2,000/- in the form of Pay Order.
- 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 may be delivered to the address given at the bottom of the page as per procurement schedule at section 3.1.8 in 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 and evaluated under the recommended Quality and Cost Based Selection Method.
- 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 security, in the form of a Bank Guarantee (from a Scheduled Bank in Pakistan), Demand Draft/Pay Order, of not less than two percent (2%) of the bid price. Company/Personal Cheques or Insurance Guarantee are NOT acceptable forms of bid security. The bid security must be valid for 28 days beyond the Bid Validity period.
- 1.8 Attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all deliverable(s) to be used would be either covered by a valid license or will be 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
Automation of Stamps & Registration
Board of Revenue, Government of Sindh
1st Floor, ST-4
Adjacent Ziauddin Hospital
Clifton Block 6,
Karachi
Phone: +92 21 99251367
Fax: +92 21 35824065





2 RFP TERMINOLOGY

- 2.1. "RFP" or "Request for Proposals" means this document and the Bid Response Forms;
- 2.2. "Bidder" means a company that has been invited to submit and intends to submit a proposal in response to this RFP;
- 2.3. "Purchaser" means the Project Director Automation of Stamps & Registration, Board of Revenue, Government of Sindh;
- 2.4. "Consultant" means the successful bidder to this RFP who enters into a written Contract with the Purchaser;
- 2.5. "Contract" means written agreement resulting from this RFP executed by the Purchaser and the Consultant.

3 RFP GUIDELINES

3.1 Objectives of the Assignment

Government of Sindh is pursuing wide ranging e-governance reforms to bring about effective and good governance. As a part of its multi-pronged reform approach, the Board of Revenue Sindh has initiated the project for automation of Registration and Stamps in Sindh to facilitate common man, prevent process related fraudulent practices and leakage of government revenues.

In the present system, the process of registration of properties, deeds and documents requiring compulsory or optional registration as specified in Section 17 & Section 18 of the Registration Act, 1908 is carried out through manual system of record keeping. The process is lengthy, arcane and time consuming requiring multiple visits and verification of titles and payments of fees, duties and taxes. Moreover, the process is extremely hectic, lacks transparency and people try to save their time and to avoid hassle through the use of various middle men which results in increase in the cost of transaction. In addition to being time consuming, some of the other major issues in the existing system included security threats despite the security paper and possible revenue leakage due to under valuation of the transactional costs. In the current system, there is high administration cost.

Traditionally, stamp duty is collected by the Government through the sale of Stamp Papers and adhesive stamps having different denominations under the Stamp Act 1899. In Karachi, Stamp papers are issued by Stamps Office situated in City Courts Karachi as well as by the licensed Stamp Vendors. In rest of the province, the District Treasury Offices and Stamps Vendors issue the stamps depending upon pecuniary limit of the transaction. These papers are available either through licensed stamp vendors or through the district treasury offices depending upon the nature and type of the transaction being executed. There are two types of stamp papers; Judicial and Non-Judicial. Judicial stamp paper is used in relation to the





administration of justice in courts whereas non-judicial stamp paper is used on documents related to the transfer of property, commercial and financial agreements etc. The non-judicial stamp papers and adhesive stamps worth Rs 1,000 or more are referred to as high-value stamp papers and are only issued by the Treasury Offices of the District in all Sindh except Karachi where the Treasury does not issue the stamps and these Stamp Papers are issued by the Stamps Office at City Courts Karachi. Almost 95% of revenue under stamp duty is collected from these high value Non-Judicial stamp papers. These papers are widely used in recording the statements of agreement / deeds or the statements deeds related to property sale / purchase. The statements recorded on these papers are used as a proof of transactions and has a historic and cultural value for the citizen. Section 3 of the Stamp Act, 1899 defines the instruments chargeable with stamp duty. All the instruments chargeable with stamp duty are contained in Schedule 1 of the Stamp Act and are chargeable with the duty of the amount indicated in the schedule as the proper duty thereof respectively.

In current system of issuance of stamp papers, the procedure of high value non-judicial stamp papers begins with entering particulars of transaction under head of account on a prescribed Challan Form. The amount of the stamp duty to be paid depends upon the total value of transaction being executed between two or more parties. The treasury officer keeping in view the transaction details enters the relevant Bank Account No, verifies the calculation and hands over the Challan Form to the citizen. The citizen deposits the stamp fee either in the State Bank or National Bank. The original Challan after submission of payment is handed over to treasury officials. Scroll/ Payment Information are received by the Treasury Office in 24 to 48 hours. The buyer or his agent receives the stamp paper after two to three days from the treasury office.

The denomination of the high value stamp papers available now-a-days is from Rs 1,000 to Rs 25,000 and adhesive stamps upto Rs. 10,000 only. In the current system, there is no process available for the verification of the stamp paper being genuine or fake; even the stamp paper is a security paper and has many security features along with a unique number but in the absence of central database; can't be verified. Moreover, the process is extremely hectic and time consuming; people try to save their time and to avoid hassle through the use of various middle men which results in increase in the cost of transaction besides excess stamp duty payment due to denomination constraints. In addition to being time consuming, some of the other major issues in the existing system included security threats despite the security paper and possible revenue leakage due to under valuation of the transactional costs and fake stamp papers. In the current system there is high administration and inventory cost including printing, stocking, security, safekeeping, distribution and difficulties of accounting/ reconciliation in a manual system.

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 optimize public facility through minimal visits and less waiting times.
- To reduce revenue leakage through introduction of electronic issuance of stamps by an automated system having robust security features to replace adhesive stamps and secure stamp paper which will certainly curb forgery & counterfeiting malpractices.
- To give legal sanctity to the re-engineered procedures of stamps and registration through amendments in the existing laws and rules in consultation with the legal consultant.
- To create awareness among the users/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 and registration of documents at one place to enhance both public facility and to minimize discretionary powers and to eliminate corruption through malpractices.
- To avoid undue delays in service delivery through re-engineering of 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 Management Information System).
- To centralize record keeping of the entire registered record of the province through establishment of a disaster recovery center (back up 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 records 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 Stamp department to ensure proactive and effective compliance of relevant laws and corporate governance i.e. enablement of employees to deliver best services.

In addition to the objectives already defined above, following objectives and benefits of the system are envisaged:

- To provide user-friendly, efficient and transparent system
- To provide honest evaluation for the system
- To enhance the speed, reliability and consistency of the system
- To automate the back office functions
- To create a system that would enable setting quality and timelines for all registration services
- To smooth the citizen-government interface

3.1.1.1 Planned e-Governance Interventions





In the proposed system, there will also be no more multiple visits of the citizens to Sub-Registrar Offices and no more additional fees of agents. The system of registration will be simple and maximum of the processes will be automated. The web based system would provide necessary templates of all nature and type of instruments and would also provide facility of online calculation of fees and taxes payable for registration thereof. The credentials will be verified online from NADRA database (in real time) of the all parties under transaction along with person's biometric. The system integrated with centralized database of Land Records established under LARMIS and other land governing agencies will provide online verification of titles. A secure system of payment of registration fee, CVT and other taxes would be established for which the financial model of the system would provide necessary integration with allied financial institutions to avoid leakages. The message alert tracking system will keep the parties aware about the status of their transactions.

The proposed system of e-stamping system is proposed to prevent paper and process related fraudulent practices, leakage of government revenues, and store information in electronic form and build a central database to make ease of the verification process. There will be no more multiple visits of the citizen to pay the stamp duty; in new system the electronic stamp papers will be issued through online or through any designated branch of a schedule bank or any authorized agent. The value of stamp duty will be calculated on the basis of data provided by the buyer and DC valuation tables built into the system. The credentials verified online from NADRA database (in real time) of the all parties under transaction and person by whom stamps papers are being purchased will be fed into the system along with their person's biometric. The system would provide security features such as bar codes and unique I.D's to the system generated certificate of E-Stamps for keeping track thereof and ease out its verification through the system enabled features.

To meet the above targets, Services of an I.T Firm / consortia of firms / organizations with domain knowledge, understanding and proven record in system design of an efficient Revenue Generating business model and its deployment both at national and international level and catering to internationally recognized IT standards given hereunder are required under the Project of Automation of Stamps and Registration in Sindh for business process reengineering study and implementation support for the project of Automation of Stamps & Registration in Sindh.

3.1.2 Indicative Scope of the Assignment

3.1.3 Business Process Re-Engineering (BPR)

The Successful Bidder shall carry out analysis and redesign of workflows within and between enterprises in order to optimize end-to-end processes and automate non-value-added tasks to enable the Department to improve its operational performance, monitoring and evaluation capability, and to achieve responsive, effective, and accountable governance.





The consultant should propose its team which should be based in Karachi for effective liaisoning with Board of Revenue Sindh. The consultant will study in detail the as is model of Stamps & Registration covering all aspects of the system.

A joint team comprising of resources from the Consultant and the Purchaser shall visit developed countries where such a system has been implemented and shall study the system.

In light of the carried out above studies consultant will submit two or three to-be models (covering financial model for the sustainability of the project) with re-engineered processes to Project Director (ASR) and will finalize the re-engineered to-be model with Project Director and his project team.

After the finalizing the re-engineered to-be model consultant shall design architecture and monitor the development and implementation of the proposed system. The scope of BPR shall cover all aspects of the system.

3.1.4 Software Design and Technology

The Successful Bidder shall design the system based on the guidelines as are described under this section.

3.1.4.1 System Architecture

The Successful Bidder after carrying out system study, shall design the system architecture. It is expected that Successful Bidder would add more value to our solution by incorporating suggestions and recommendations, which will address Performance, High Availability, Security, Scalability, Manageability and Data Integrity.

3.1.4.2 Audit Trails and Time Series data

The audit trail feature would be available in the system proposed by the Successful Bidder, which will inform when and who has created or modified the data. The system should also be able to capture and preserve time series data so that certain information is not lost with passage of time and repeated updating.

3.1.4.3 Platform and Technology

- The proposed system should be developed in an n-tier architecture, Service Oriented Architecture (SOA) enabled.
- The application should be web-enabled developed in a centralized architecture. The application should have features to work in close / intranet environment with appropriate built-in facility to replicate and store data at centralized database and should have capability to be accessed through internet in secure way.
- The necessary inputs and the possible outputs that could be generated from the system should strictly conform to international Standards.





- The reporting will have to be done graphically as well as in text/tabular form. The report generation in the proposed system would have two categories, the standard reports and ad hoc reports. The standard reports will be designed and uploaded during the implementation and for ad hoc reports; the system will have a customized Query Builder feature.

In case the Successful Bidder chooses to propose any third-party tool(s) for the solution for tuning performance, adding security features, or rapid application development, or any specific add-in software package required for analysis and processing data, full justifications and cost must be provided in the proposal.

3.1.4.4 Security Feature

The software must have standard security features inbuilt so that the software has all the checks and balances to ensure integrity of data and the software does not have any flaws or bugs which inadvertently or by design, permit the users to tamper, alter or modify any data without the appropriate permissions. The Successful Bidder should ensure the confidentiality, integrity and availability of data. At the same time, the Successful Bidder should ensure that the system is not vulnerable to threats such as unauthorized modification/ alteration, repudiation of origin, denial of receipt, delay and denial of service.

The software should provide highest degree of security in the architecture. The Successful Bidder must suggest a suitable security components required in software. In case of any failure, the Successful Bidder shall be liable for penalty. The following are some of the security issues, but not limited to, which must be addressed in the proposal.

- High level of robustness and integrity of critical IT infrastructure and systems.
- IT controls to protect customer information from unauthorized access or disclosure.
- Technology risk management;
- Data center protection and controls and combating cyber threats (we can only provide consultancy on selection of appropriate tools).
- The system would ensure that the users follow login procedures.
- All the servers should be physically located at some place where the access will be limited only to a few concerned people/system administrators.
- The access to the database should be based on the role of the user in the organization.
- A proper audit (trail) must be built within the proposed system.

Overall the Application must conform to the security features of international standards.





3.1.4.5 Security Parameter:

- Injection
 - Cross Site Scripting (XSS)
 - Failure to Restrict URL Access
 - Insufficient Transport Layer Protection
 - Insecure Direct Object References
 - Cross Site request Forgery
 - Invalidated Redirects and Forwards
 - Broken Authentication and Session Management
 - Security Misconfiguration
 - Insecure Cryptographic Storage
-
- Security goals. Understand what you are securing and make sure that you can describe it.
 - Security risks. Understand your application's vulnerabilities. You must also understand the significance of potential threats as they relate to your business.
 - Authentication. This is the process of accepting credentials from a user and validating those credentials against a designated authority. The user's (or potentially an application's or computer's) identity is referred to as a security principal. The client must provide credentials to allow the server to verify the identity of the principal. After the identity is known, the application can authorize the principal to access resources on the system. Various criteria, which help you choose the appropriate authentication mechanism, are presented in the next section of this document.
 - Authorization. This is the process of determining whether the proven identity is allowed to access a specific resource.
 - Securing data transmission. By encrypting your data as it crosses the network, you can ensure that it cannot be viewed or tampered with while in transit. You must consider the degree to which your data needs to be secured while in transit.
 - Impersonation. This mechanism allows a server process to run using the security credentials of the client. When the server is impersonating the client, any operations performed by the server are performed using the client's credentials. Impersonation does not allow the server to access remote resources on behalf of the client. This requires delegation.
 - Delegation. Like impersonation, delegation allows a server process to run using the security credentials of the client. However, delegation is more powerful and allows the server process to make calls to other computers while acting as the client.
 - Operating system security. This refers to the establishment of appropriate Access Control Lists (ACLs), and network security to prevent intruders from accessing secured resources. You must set the appropriate ACLs on the appropriate resources to allow access by only the relevant principals.
 - Securing physical access. This refers to locating your server computer in a secure room. You should not overlook this fundamental issue.
 - Code access security. This allows code to be trusted to varying degrees depending upon where it has come from and from other aspects of the





code's identity. You should be aware of how to create your own access permissions.

3.1.4.6 Scope exclusion

The Successful Bidder's / Consultant's scope is limited to providing assistance to the department in identification and drafting the procedural and statutory changes. The actual process of changes to procedural/ statutory provision is outside the scope of work for this assignment.

3.1.4.7 Project Location

Since the project requires regular interaction with the officers of this Project Management Unit, it is essential that the Successful Bidder set up a project office at Karachi with the required number of resources. It is also required that the consultant appoint a Project Leader, with sufficient experience in e-Governance projects to lead the team on-site and provide overall guidance to the team and consultancy to the Board of Revenue Sindh.

3.1.5 Proposed System Functional Requirements

The Successful Bidder shall define the Functional Requirements for the following:

- System Study and Business Process Re-engineering.
- Automation of Registration and Stamps offices of Board of Revenue in the Province of Sindh.
- Automation of the process of Stamps through the generation of e-Stamps and credit of its payment through secure method.
- Automation of the process of Registration of Deeds and Documents by online verification of titles and Biometric verification of parties to the contract.
- Linking up of all automated offices with Central Database, Karachi and mirrored Data Centre at Hyderabad.
- Establishment of secure interoffice network so that data transfer is fast and accurate.
- Record keeping of Property documents & records/commencement of scanning & indexing process for document placed for registration at Sub-Registrar office in supersession of microfilming by adapting new technological of scanning instead of using old Microfilming technology.
- Conversion of entire microfilmed data to digital and ensuring its access throughout the Province by storing it in the Data Center & providing its access through a robust network.
- Addition of Data Extraction and MIS capability based on the data record at the central computers in Karachi and Hyderabad so that management queries and data analysis can be performed.
- Linkage creation between computerized Land Records (LARMIS), GIS and Stamps and Registration functions to create an integrated and efficient Database. This may also include creation of linkages with other entities like NADRA and our principal financial institute (if required).
- Creation of interactive/multipurpose web-portals for tracking payments & information retrieval.





3.1.6 Deliverables of the Assignment

3.1.6.1 Key Tasks

The consultant will deploy its following team members based in Karachi:

- a) Project Management Professional: 2
- b) Data Centre Infrastructure Specialist: 2
- c) Software Engineers: 4
- d) Database Administrator: 3
- e) Network Administrator: 3
- f) System Administrator: 3
- g) Domain Experts for Stamps & Registration: 3

The deliverables required under the assignment are specified below:

Phase I: Assessment

1. Study of the present structure, processes and services covering all aspects of Stamps & Registration.
2. Study of the existing back-end processes in the Department [at Stamps Offices, Sub-Registrar Offices and Custom Offices, treasuries & etc.]
3. Study tour of Consultant & 5 members of Project Team of (ASR) for analysis of at least three world best success models of automation of Registration and Stamps, one in each of Asia, Australia & Europe regions.
4. Identify the key Processes for Business Process Reengineering (BPR) and E-Enablement after a study of successful implementation of such a system in a developed country by a combined team of Bidder and Purchaser.
5. The Successful Bidder shall thus assist BOR Sindh in formulating an RFP document for the development of envisaged Customized Software Application.

Phase II: Design

1. Design of the re-engineered processes (for the prioritized services/ functions) to make effective use of IT for improving efficiency of the system.
2. Identify the needs and requirement of the interfacing with other institutions.
3. Identify the MIS requirements of the system and design the same.





4. Identify workflows and prepare Functional & System Requirement for e-Enablement of Reengineered Business Processes of automation of stamps and registration.
5. Assist the B.O.R Sindh in identification of regulatory/statutory changes and help the Directorate in drafting the changes.
6. To prepare a Functional & System Requirement Specification (FSRS) report – based on existing requirements of the Department and involved functionaries, the functional and system requirements, the “To-Be” Process flows for e-enabling the services identified in the first phase.
7. Oversee and Monitor the Development of Solution based on the Functional & System Requirement Specifications (FSRS) and design. To suggest Database and Application security and controls.
8. Preparation of RFP to select Software Development Consultant.

Phase III: Monitoring of the Development

1. Preparation of the Solution Architecture Report.
2. Monitoring of the Development of dynamic Portal for Web based monitoring of performance of offices.
3. Preparation of the Functional & System Specification Requirements (FSRS) document for the Re-engineered Business Processes of the System.
4. Conduct Training Need Assessment (TNA) for the Change in Business Processes
5. Prepare a Change Management and Communication Strategies.
6. Suggest hardware requirements jointly with the Development team which will be procured directly by the tendering authority through appropriate means and assist the tenderer in finalizing the following:
 - a. Hardware / software (system / license Software) / networking requirements (including Bill of Quantities (BoQ) and specification of Hardware etc)
 - b. Information security requirements
 - c. Suggest secure and reliable network feature

Phase IV: Monitoring of Application Software Testing , Quality Assurance and UAT

1. Overseeing Quality Assurance with respect to proposed design.
2. To approve the testing approach and plan.
3. Assist the BOR in User Acceptance Testing.

Phase V: Monitoring & Evaluation

Monitoring & Evaluation of Development, Testing, Implementation and Maintenance of the software application and database as per the Functional &





System Requirement Specification of the Reengineered processes as per the following:

1. Overseeing Installation and Configuration of the application.
2. Overseeing Installation/integration of Operating System, Database, Application Server etc.
3. To ensure that the software design and implementation takes care of necessary security aspects such as data safety, access controls, integrity, back up measures and disaster recovery.
4. The Consultant is expected to overall monitor all changes in business requirement in the application during the term of the project if any such changes arise. The Successful Bidder is expected to capture all the business requirements at the time of SRS study.
5. Monitoring and Overseeing Implementation and roll out of the solution at all the implementation locations.

Phase VI: Training

1. Explained under 3.1.5.

Phase VII: Post deployment Support

1. The Successful Bidder is required to depute adequate personnel to oversee the post deployment support of one year by the vendor and advise the BOR in such matters during this time period.

3.1.7 Training

3.1.7.1 Training Plan

The bidder is required to submit a training plan that shall ensure adequate transfer of knowledge and skills required for correctly operating the project independently from the vendor. The bidder is to provide a proposal that shall have the training designed into three major stages:

Pre-installation Training – This shall cater for the Board of Revenue Sindh Technical staff i.e. System administration & specialized equipment

Installation Training – This shall also address the Board of Revenue Sindh Technical staff i.e. System administration & specialized equipment

Post-Installation Training – This shall address the Board of Revenue Sindh Management, Technical staff, general users and system operators

Training Delivery

The training on the system will be provided as follows:





- (i) Participants must at the end of the course be able to train other users in the standard use of the system.
- (ii) The training should be planned so that there is minimum disruption of work.
- (iii) Training should be comprehensive.
- (iv) Training should be scheduled with the availability of equipment to allow staff to put their newly acquired skills into practice.

The following information should also be provided by the bidder:

- i. Cost of training
- ii. Number of training sessions required
- iii. Duration of each training session
- iv. Target participants and pre-requisite qualifications

3.1.8 Project Implementation Schedule

3.1.8.1 The bidder shall furnish this section employing sound Project Management Methodologies and Implementation Techniques based on the best practices and as per the requirements and based on the results of studies carried out. Bidders are suggested to present a plan with modular implementation approach suitable for this project.

3.1.9 Mode of Bidding

- 3.1.9.1 The firm or consortium of the firms (bidder) must be an entity incorporated in Pakistan under the Companies Ordinance 1984.
- 3.1.9.2 A Bidder must submit an original proposal substantially responsive to the Technical Specifications included in the Bidding Documents.
- 3.1.9.3 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 acceptance of a bid or proposal, without thereby incurring any liability to the affected Bidder(s) by promptly intimating all bidders and returning the bid security of all bidders and if requested communicating the grounds of cancellation to the requesting bidders without an obligation to justify such grounds.
- 3.1.9.4 Purchaser reserves the right at the time of award of Contract after design review in consultation with the successful bidder to increase or decrease the scope of services specified in the RFP in accordance with Sindh Public Procurement Rules 2010.

3.1.10 Procurement Schedule

The procurement schedule for this project is as follows:

Procurement Milestone	Date
Release of RFP to Bidders	From Tuesday 9 th June 2015 from office of Procuring Agency or can also be downloaded from websites of BOR (www.borsindh.gov.pk) & SPPRA (www.pprasindh.gov.pk).



Pre-bid Meeting Questions / Deadline for seeking Clarifications (if any) submitted by prospective Bidders	Tuesday 16 th June 2015
Pre-Bid Meeting date, time and venue	Wednesday 17 th June 2015 at 03:00 pm at Conference Room, Revenue House, ST-4, Block 6, Clifton, Karachi
Proposal Submission Deadline	Wednesday 24 th June 2015 till 02:00 pm at Office of Project Director (Automation of Stamps & Registration), Revenue House, ST-4, Block 6, Clifton, Karachi
Technical Bid opening date, time and venue	Wednesday 24 th June 2015 till 02:30 pm at Conference Room, Revenue House, ST-4, Block 6, Clifton, Karachi
Presentation	Date & time will be communicated to all bidders after submission. Presentation will be held at Conference Room, Revenue House, ST-4, Block 6, Clifton, Karachi

Table 1: Procurement Schedule

Note: The Purchaser reserves the right to adjust this schedule as necessary in accordance with SPPR 2010.

3.1.11 Eligibility Criteria for Bidders

3.1.11.1 The Bidders must comply with the following mandatory requirements:

1. The Bidder must be registered with SECP under the Companies Ordinance 1984;
2. The Bidders must be registered with FBR for Income Tax and Sales Tax and must be on FBR's Active Taxpayers List.
3. The Bidders must be registered with SRB for Provincial Sales Tax.
4. The Bidders must be able to demonstrate that they have expertise in performing the tasks enlisted under scope of work.

3.1.11.2 Bidders may submit bids as a Joint Venture but in such case one bidder shall be appointed as a lead bidder who shall be solely responsible for end to end delivery of the entire project.

3.1.11.3 Bidders or any of its consortium partners must not have been black listed or declared bankrupt by any Government or Financial institution.





- 3.1.11.4 Bidders NOT complying with any of the above eligibility pre-requisites would be disqualified. All documentary evidence must be submitted along with the bids; no document will be acceptable after bid submission.

3.1.12 Cost of Bidding

- 3.1.10.1 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.

3.2 The Bidding Documents

3.2.1 Content of Bidding Documents

- 3.2.1.1 The contents of the Bidding Documents should be read in conjunction with any clarification in RFP.
- 3.2.1.2 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. Moreover, the bid should contain a comprehensive solution catering to the project needs in totality. The Purchaser reserves the rights to reject partial solutions.

3.2.2 Pre-bid Meeting for Clarification on RFP

- 3.2.2.1 A prospective Bidder requiring any clarification upon the RFP may notify the Project Director Automation of Stamps & Registration, Board of Revenue Sindh in writing or by facsimile at the Purchaser's address provided in this RFP. Similarly, if a Bidder feels that any important provision in the documents will be unacceptable such an issue should be raised as soon as possible. The Project Director Automation of Stamps & Registration will respond in writing to any request for clarification of the RFP that it receives no later than the deadline prescribed in the procurement schedule at section 3.1.8. All requests for clarification of the RFP must be notified by a prospective Bidder to the Purchaser no later than the deadline for submission prescribed in the procurement schedule at section 3.1.8. Copies of the Project Director Automation of Stamps & Registration response (including an explanation of the query but not identifying its source) will be sent to all prospective Bidders that have received the RFP and will be hosted on the website of the Purchaser i.e. www.borsindh.gov.pk
- 3.2.2.2 A pre-bid meeting will be held as prescribed by the Purchaser in the procurement schedule included in this RFP. 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 by the deadline specified in the schedule at section 3.1.8.

3.2.2.3 As mentioned in above point, the Purchaser will organize and Bidders may attend a pre-bid meeting. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage, with particular attention to issues related to the Technical Requirements. Bidders are requested, as far as possible, to submit any questions in writing or by electronic mail or facsimile, to reach the Project Director not later than the specified date in the schedule at section 3.1.8. Minutes of the meeting, including the questions raised and responses given, together with any responses prepared after the meeting, will be transmitted without delay to all those who attended the pre-bid meeting and will be hosted on the website of Purchaser for those interested bidders who could not attend the pre-bid meeting.

3.2.3 Clarification if any on RFP

3.2.3.1 An interested bidder, who has obtained bidding documents, may also make any further request for clarification of contents of the bidding document in writing, and procuring agency will 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;

Any clarification in response to a query by any bidder will be communicated to all parties who have obtained the bidding document or participated in pre-bid meeting and will also be uploaded on procuring agency's website.

3.3 Preparation of Bids

3.3.1 Language of Bid

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

3.3.2 Documents Comprising the Bid

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

1. Relevant documents / Proofs supporting qualification of bidder in Eligibility Criteria with respect to requirements mentioned in section 3.1.9.1;
2. Relevant documents / Proofs supporting qualification of bidder in Eligibility Criteria with respect to requirements mentioned in section, such as year of incorporation, list of partners/directors, statement of experience, key personnel, details of relevant successful projects and their completion certificates, team CVs, technical write-ups & etc. to be supplied as per evaluation criteria mentioned in prescribed forms;





3. Response to the technical requirements as described in the RFP;
4. A Bid Form duly completed and signed by a person or persons duly authorized to bind the Bidder to the Contract;
5. 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;
6. Bid security/Bid Security in the form of a Bank Guarantee or Bank Draft/Pay Order should be submitted;
7. A duly notarized, written power of attorney authorizing lead bidder to bid on behalf of consortium partners, if applicable;
8. A list of all deviations and justifications for the deviation to the required technical features specified in the Technical Requirements;
9. An undertaking that the Bidder, or in case of a consortium, any of the partners or has not been blacklisted or declared bankrupt by any government or financial institution as per the specimen supplied as 6.1.3.
10. A duly notarized Integrity Pact on Rs. 100/- stamp paper – as per the specimen supplied; and

3.3.3 Bid Prices

- 3.3.3.1 Prices must be quoted, strictly using the format mentioned in Schedule of Requirements of this RFP in section 3.5.7. Bidders may be required to provide a breakdown of any composite or lump-sum items included in the Price Schedules.
- 3.3.3.2 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.
- 3.3.3.3 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and shall not be subject to increases on any account. Bids submitted that are subject to price adjustment will be rejected.
- 3.3.3.4 Bid Price shall include stamp duty charges @ 0.30% of the total value of Contract.

3.3.4 Bid Currencies

- 3.3.4.1 All prices shall be quoted in Pakistan Rupees inclusive of all taxes, duties and government levies.





3.3.5 Documents Establishing the Conformity of Proposed Solution to Bidding Documents

- 3.3.5.1 Bidders are reminded that their bids may be considered as non-responsive if material deviations are taken. Conformity check list has to be provided with documents establishing conformity to the proposed solution.
- 3.3.5.2 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 implement under the Contract.
- 3.3.5.3 The documentary evidence of conformity of the proposed solution to the Bidding Documents shall be in the form of written descriptions, literature, certifications, and client references, including:
- 1) An Implementation Plan for the implementation of execution 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.
- 3.3.5.4 Bids submitted without a Project Plan and Implementation Methodology shall be rejected.

3.3.6 Bid Validity and Security

- 3.3.6.1 A bid security will be required. The amount of bid security required is two per cent (2%) of the Total Bid Price. In case of a Bidder submitting an original bid and an alternative bid, the bid security will be two per cent (2%) of the Total Bid Price of the higher bid. 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.
- 3.3.6.2 The bid validity period shall be 90 days after the deadline for bid submission.
- 3.3.6.3 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.





- 3.3.6.4 Bid security must be valid for 28 days beyond the validity of the bid. Accordingly, a bid with a bid security that expires prior to 28 days beyond the validity of the bid shall be rejected as non-responsive.
- 3.3.6.5 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.
- 3.3.6.6 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.

3.3.7 Format and Signing of Bid

- 3.3.7.1 Separate technical and financial bids shall be submitted.
- 3.3.7.2 The Bidder shall prepare one original and one 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.
- 3.3.7.3 The original and copy 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.
- 3.3.7.4 The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

3.4 Submission of Bids





3.4.1 Sealing and Marking of Bids

- 3.4.1.1 The Bidder shall seal the original and copy of the bid in separate envelopes, duly marking the envelopes as "TECHNIAL BID – ORIGINAL" and "TECHNICAL BID - COPY" etc. Similarly the original and copy of the financial bids shall be enclosed in separate envelopes and duly marked. The envelopes shall then be sealed separately in outer envelopes clearly marked "TECHNICAL BID" and "FINANCAIL BID".
- 3.4.1.2 The inner and outer envelopes shall be addressed to the Purchaser at the address given in the RFP, bearing the Contract/Project name and the statement "DO NOT OPEN BEFORE the specified proposal opening date & time.
- 3.4.1.3 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."
- 3.4.1.4 The Technical proposal should not contain any financial data or information as this may be construed as an attempt to influence the technical evaluation process and the bid would be rejected.
- 3.4.1.5 The Bid Security should be submitted with the Financial Proposal. A certificate certifying that appropriate Bid Security has been submitted with the Financial Proposal should be included with the Technical Proposal without mentioning the value of the Bid Security.
- 3.4.1.6 In case document fee is not paid a Pay Order for the document fee shall be submitted with the technical proposal. If however, fee is already paid against the purchase of document a copy of the evidence of payment of fee must be submitted with the technical proposal.

3.4.2 Deadline for Submission of Bids

- 3.4.2.1 Bids must be received by the Purchaser at the address specified in the RFP no later than the specified proposal submission date & time prescribed in the procurement schedule at section 3.1.8.
- 3.4.2.2 The Purchaser may, at its discretion, extend this deadline for submission of bids in accordance with SPPR 2010, in which case all rights and obligations of the Purchaser and Bidders will thereafter be subject to the deadline as extended.
- 3.4.2.3 The TECHNICAL and FINANCIAL bids, separately sealed shall be addressed and delivered to the Purchaser.

3.4.3 Late Bids





- 3.4.3.1 Any bid received by the Purchaser after the bid submission deadline prescribed by the Purchaser in the procurement schedule at section 3.1.8; will be rejected and returned unopened to the Bidder.

3.4.4 Modification and Withdrawal of Bids

- 3.4.4.1 Modifications to the bid will not be accepted.
- 3.4.4.2 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.
- 3.4.4.3 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.
- 3.4.4.4 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.

3.5 Bid Opening and Evaluation

3.5.1 Opening of Technical Bids by Purchaser

- 3.5.1.1 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, on the date and at the place prescribed in the procurement schedule at section 3.1.8. Bidder's representatives shall sign a register as proof of their attendance.
- 3.5.1.2 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.
- 3.5.1.3 Bids that are received late shall not be accepted and opened, irrespective of the circumstances.

3.5.2 Evaluation of Technical Bids by Purchaser

- 3.5.2.1 The evaluation would be based on "Quality and Cost Based Selection Method" as defined in Sindh Public Procurement Rules, 2010.
- 3.5.2.2 Detailed technical evaluation will be conducted for Bidders who qualify the preliminary evaluation, assessing the relative competence of each company as per evaluation criteria of this RFP document.





3.5.2.3 The Purchaser may invite the Bidders to demonstrate their competence and present their overall solution to the technical evaluation committee after submission of the bids.

3.5.2.4 The technical evaluation would assess the capabilities of the Bidder and the submitted bids in the categories specified in the evaluation criteria of this RFP document.

3.5.2.5 The Purchaser's detailed technical evaluation of the responsive bid will take into account technical factors. The following criteria will be used in the technical evaluation of bids:

TECHNICAL PROPOSAL EVALUATION CRITERIA			
Technical Bids which score at least 70% marks overall would be considered as responsive bid.			
S#	Sections	Points	Criteria
A Organizational Capability (200)			
A1	Years in IT Business	50	Number of years in IT Business (5 point for each year, no marks will be awarded for less than 5 years, max. marks 50) Attach certificate of incorporation
A2	Full time technical staff	100	Bidder having following number of full time technical staff on it payroll for at least 1 year holding following qualifications: a) MBA Degree holder: 3 = 15 marks b) Finance Professional: 3 = 15 marks c) Project Management Professional: 2 = 10 marks d) Software Engineers: 3 = 15 marks e) Database Administrator: 3 = 15 marks f) Network Administrator: 3 = 15 marks g) System Administrator: 3 = 15 marks (Marks will be awarded proportionately to the max. of marks mentioned against each category) Attach CVs and certifications of individuals
A3	Annual Turnover in IT Projects during last 3 years	50	Bidder having average annual turnover in IT Projects during immediate last 3 years (a) Rs. 300 Million or more - 50 Marks (b) Rs. 100 Million or more - 25 Marks (No marks will be awarded for less than 100 Million, max. marks 50) Attach authenticated audited financial statements
B Relevant Experience (300)			
B1	Experience of the bidder in e-Governance Solutions	75	Experience of the bidder in providing end to end e-Governance solutions or Consultancy of e-Governance Solutions (25 marks for each project to the max. of 75) Attach completion certificates
B2	Experience of the Bidders in Solution integration with Government/Semi Govt.	75	Experience of the bidder in integration of the developed solution with Governmental/Semi-Governmental departments and Financial





TECHNICAL PROPOSAL EVALUATION CRITERIA

Technical Bids which score at least 70% marks overall would be considered as responsive bid.

S#	Sections	Points	Criteria
	departments		Institutions. (25 marks for each project to the max. of 75) Attach completion certificates
B3	Experience of the Bidders in software development	75	Experience of the bidder in large scale software development (25 marks for each project to the max. of 75) Attach completion certificates
B4	Experience of the Bidder for IT projects undertaken in same geographical location	75	Experience of the bidder for IT projects undertaken in same geographical area of the Sindh Province (25 marks for each project to the max. of 75) Attach completion certificates
C	Specialization (350)		
C1	Experience of the Bidders in Automated Registration & printing of Secure Documents	150	Experience of the bidder for automation of civil registration projects resulting in printing of Secure Documents undertaken to facilitate masses (50 marks for one project to the max. of 150) Attach completion certificates
C2	Experience of the Bidders in providing a Provincial IT based Solution	50	Experience of the bidder for providing a province wide IT solution (50 marks for one project) Attach completion certificates
C3	Professionals / Technical team	100	Bidder's dedicated team for this assignment having following qualifications: a) Project Management Professional: 2 = 10 marks b) Data Centre Infrastructure Specialist: 2 = 10 c) Software Engineers: 4 = 20 marks d) Database Administrator: 3 = 15 marks e) Network Administrator: 3 = 15 marks f) System Administrator: 3 = 15 marks g) Domain Experts: 3 = 15 marks (Marks will be awarded proportionately to the max. of marks mentioned against each category) Attach completion certificates
D	Proposed Methodology (50)		
D1	Innovativeness	25	Methodology proposed by the consultants shall be evaluated for its innovativeness and would be graded subjectively Attach proper documentation
D2	Soundness	25	Bidder should demonstrate its proficiency for this assignment. Bidder to show knowledge & dedicated (management & technical) staff for execution of this assignment. Attach proper documentation
E	Quality Management (50)		
E1	ISO 9001 & ISO 27001 or equivalent	25	Bidders shall attach relevant certification(s) Attach certificate
E2	CMMI certification	25	Bidders shall attach relevant certification(s)





TECHNICAL PROPOSAL EVALUATION CRITERIA

Technical Bids which score at least 70% marks overall would be considered as responsive bid.

S#	Sections	Points	Criteria
			Attach certificate
F	Understanding of Assignment (100)		
F1	Relevant Laws	20	To demonstrate knowledge of relevant laws
F2	Industry standards / best practices for e-Governance Solutions	20	To demonstrate knowledge of Industry standards / best practices for e-Governance Solutions
F3	IT intervention applicable to process involved in registration of deeds & documents	40	To demonstrate knowledge of IT intervention in registration of deeds & documents
F4	IT intervention applicable to levy & collection of stamp duty over instruments specified in the Stamps Act 1899	20	To demonstrate knowledge of IT intervention applicable to levy & collection of stamp duty over instruments specified in the Stamps Act 1899

Table 2: Technical Evaluation Criteria

Note:

Successful Completion Certificates and CVs should be attached as the proof of claims against evaluation criteria.

3.5.3 Opening of Financial Bids by Purchaser

- 3.5.3.1 The Purchaser will open all financial bids of bidders who have qualified the eligibility criteria and scored at least **70%** in technical evaluation, in public, in the presence of qualified bidders' representatives who choose to attend, at the time, on the date and at the place, it will be communicated to qualified bidders well in time. Bidders' representatives shall sign a register as proof of their attendance.
- 3.5.3.2 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.
- 3.5.3.3 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.

3.5.4 Clarification of Bids

- 3.5.4.1 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.





3.5.5 Preliminary Examination of Financial Bids

- 3.5.5.1 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.
- 3.5.5.2 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.
- 3.5.5.3 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.
- 3.5.5.4 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.
- 3.5.5.5 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.

3.5.6 Compliance Sheet

The bidder has to certify that the proposal submitted is completely compliant on following parameters:

S. No.	Description	Complaint	
		Yes	No
1	Mandatory Requirements		
2	Bid in accordance with RFP		
3	Complete Scope compliance in Technical & Financial Bid		
4	Project Timeline compliance		





5	Payment Schedule compliance		
6	Project Team compliance		

3.5.7 Financial Bids

3.5.7.1 Bidders need to furnish the Financial Bids catering to all the requirements of the system. A specimen is provided below:

S. No.	Description of Assignment	Unit	Cost (in PKR inclusive of taxes)
1	Study Report on Existing System	1 job	
2	Analysis Report on at least three world best success models of automation of Registration and Stamps	1 job	
3	System Design Proposals	1 job	
4	Report on System Architecture for automation of Stamps & Registration (after finalization of System Design)	1 job	
5	Development of RFP for Development of Software	1 job	
6	Development of TNA Report	1 job	
7	Development of Testing Approach & Plan	1 job	
8	Report on vetting of ICT Design (Hardware & Network requirement)	1 job	
9	Monitoring & Submission of Appraisal Reports		
	9.1 Appraisal Report on Software development	1 job	
	9.2 Appraisal Report on UAT	1 job	
	9.3 Appraisal Report on verification of Q.A parameters	1 job	
	9.4 Implementation of Central System	1 job	
	9.5 Deployment at Sub-Registrar & Stamp Offices	1 job	
	Total Cost		

3.5.8 Evaluation and Comparison of Financial Bids

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

3.5.8.2 The Purchaser will evaluate and compare the bids that have been determined to be substantially responsive. Bids which are not substantially responsive and complaint with the requirement on of the RFP shall be rejected.

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

3.5.8.4 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

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

3.5.9 Contacting the Purchaser

- 3.5.9.1 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
- 3.5.9.2 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.

3.6 Award Criteria

- 3.6.1.1 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.

3.6.2 Purchaser's Right to accept any bid and to reject any or all bids

- 3.6.2.1 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 in accordance with Sindh Public Procurement Rules 2010.





3.6.3 Notification of Award

- 3.6.3.1 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.
- 3.6.3.2 The notification of award will constitute the formation of the Contract.
- 3.6.3.3 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.

3.6.4 Signing of Contract

- 3.6.4.1 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.
- 3.6.4.2 As soon as practically possible, but no more than fifteen (15) calendar days following receipt of the Contract Form, the successful Bidder shall sign and date the Contract Form and return it to the Purchaser.
- 3.6.4.3 The Purchaser and successful Bidder may also agree to meet to finalize the Contract Agreement.

3.6.5 Performance Security

- 3.6.5.1 Within fifteen (15) calendar days of the receipt of notification of award from the Purchaser, the successful Bidder shall furnish a performance security in the amount of five per cent (5%) of total contract price in the form of Pay Order or Demand Draft or Bank Guarantee in favour of the Purchaser as per format of the Performance Security Form. Insurance Guarantee or Personal/Company Cheques would NOT be acceptable.
- 3.6.5.2 The Bank Guarantee for performance security shall be issued by a scheduled bank in Pakistan acceptable to the Purchaser.
- 3.6.5.3 Failure of the successful bidder to comply with the requirement of 3.6.5.1 and 3.6.5.2 shall constitute sufficient grounds for the annulment of the award of contract to the successful Bidder and forfeiture of the Bid Security.

4 CONDITIONS OF CONTRACT

These General conditions shall apply in all Contracts made by Purchaser for the procurement of services.

4.1 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.





4.2 Taxes and Duties

The Consultant or his agent shall be entirely responsible for all taxes and levies including Income Tax, General Sales Tax (GST), Provincial Sales Tax (PST), Stamp Duty, Withholding Tax, Custom Duties, license fees, etc. incurred or accrued until the final delivery of the services.

4.3 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.

4.4 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.

4.5 Notices

Any notice given by one party to the other pursuant to this Contract shall be sent in writing or by fax 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.

4.6 Correspondence

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

4.7 Patent Rights

The Consultant 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.

4.8 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.





4.9 Modifications/Amendment to Contract

This contract may be modified/ amended to include fresh clause(s) to the mutual agreement by the Consultant and the Purchaser subject to provision of RFP and SPPRA Rules. Such modification shall form an integral part of the Contract in accordance with SPP Rules 2010.

4.10 Standards

The services provided 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 international industry standards 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.

4.11 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.

4.12 Quality

The services provided under the Contract must be of the highest quality and free from any defects, which remains the responsibility of vendor/supplier.

4.13 Assignment

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

4.14 Change of Order

Purchaser may at any time, by a written order given to the Consultant with mutual consent, make change within the general scope of the Contract in the following:-





1. Addition or Deletion or Change in Scope of Work within provision of SPPRA Rules 2010.

If any such change causes an increase or decrease in the cost of, or the time required for the Consultant's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Consultant for adjustment under this paragraph must be asserted within fifteen days from the date of Consultant's receipt of Purchaser's changed order.

4.15 Contract Amendments

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

4.16 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 items provided by the purchaser and data shall remain at the risk of the Consultant until the system is commissioned into the service.

5 TERMS AND CONDITIONS

5.1.1.1 The Advance Payment Guarantee shall be valid till the expiry of the Contract and would be released upon complete adjustment.

5.1.1.2 The Advance Payment Guarantee should be equal to 20% of the Contract Value and should be issued by a Scheduled Bank in Pakistan.

5.1.1.3 The Advance Payment Guarantee may be reduced proportionately subject to verification of invoice. The Advance Payment Guarantee shall become null and void and shall be surrendered by Purchaser to the Consultant upon issuance of Acceptance Certificate.

5.1.1.4 Payment Schedule:
The bidder may furnish payment schedule as per milestones sample mentioned under 3.5.7.

5.1.1.5 The payments shall be processed upon presentation of the following documents by the Bidder/Consultant:

- a) Commercial invoice issued by the Bidder/Consultant
- b) Verification of actual work done as per standards and certification of technical committee





5.1.1.6 Payments shall be made promptly by Purchaser within thirty (30) days of submission of an invoice/claim by the Consultant supported with necessary documents subject to release of funds from Finance Department.

5.1.1.7 All payment will be made in Pakistan Rupees.

5.1.1.8 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/ Purchaser or his designated representative(s) and fulfilment of other obligations stipulated in the Contract. Purchaser shall pay the invoice after fulfilment of prescribed obligations and verifications.

5.1.1.9 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.

5.2 Ownership

5.2.1.1 The ownership of all products and services rendered under any Contract arising as a result of this RFP will be the property of the Purchaser.

5.3 Governing Law

5.3.1.1 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.

5.4 Consultant's Negligence

5.4.1.1 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, before whole of the project has been finally accepted.

5.5 Delays in Performance

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

5.5.1.2 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 liquidated 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 accordingly.

5.6 Consultant's Default

- 5.6.1.1 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.
- 5.6.1.2 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 by notice in writing to the Consultant.
- 5.6.1.3 If the Consultant fails to complete any of his obligations 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 (0.5%) of that portion of functionality 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 10% of the value of the Contract.

5.7 Training

5.7.1 On Job Training

- 5.7.1.1 The Consultant has to offer a comprehensive technical (local) training of software and database to 5 technical resources and operational training to 40 staff/officers nominated by the Purchaser.

5.8 Project Activity Milestone

S. No.	Milestone	Timeline
1	Existing System Study Report	30 days after signing of contract
2	Analysis Report on at least three world best success models of automation of Registration and Stamps	60 days after signing of contract
3	System Design Proposals	15 days after Milestone no. 2
4	Submission of Report on System Architecture for automation of Stamps & Registration (after finalization of System Design)	15 days after inputs from Project Team (ASR)
5	Preparation of RFP for Development of Software	15 days after





6	TNA Report	Milestone no. 4 15 days after submission of Project Plan from Software Development Consultant
7	Testing Approach & Plan	15 days after submission of Project Plan from Software Development Consultant
8	Vetting of ICT Design (Hardware & Network requirement)	15 days after submission of ICT Design from Software Development Consultant
9	Monitoring & Submission of Appraisal Reports	
9.1	Monitoring of Software Development Submission of Appraisal Report on Software development	As per specified timelines of development
9.2	Final UAT Submission of Appraisal Report on UAT	
9.3	Quality Assurance Submission of Appraisal Report on verification of Q.A parameters (certification by BPR consultant)	As per specified timelines of development
9.4	Implementation of Central System	As per specified timelines of development
9.5	Deployment at Sub-Registrar & Stamp Offices	As per specified timelines of development

5.9 Documentation

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

5.9.1.2 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 Government of Sindh.

5.9.1.3 The Consultant shall submit detailed User Acceptance Test (UAT) Plan for all components for the project.

5.10 Termination of Contract

5.10.1 Termination of Contract for Default





5.10.1.1 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 services within the time period's specified in the Contract or any extension thereof granted by Purchaser;
2. If the Consultant fails to perform any other obligation under the Contract; or
3. If there is evidence that the Consultant has supplied 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 60 days (or such long period as Purchaser may authorize in writing) after receipt of the default notice from Purchaser.

5.10.1.2 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, 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.

5.10.2 Termination for Insolvency

5.10.2.1 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.

5.11 Payment Schedule

S. No.	Milestone	Payment Schedule
1	Submission of Existing System Study Report	100% on successful completion of the task
2	Submission of Analysis Report on at least three world best success models of automation of Registration and Stamps	100% on successful completion of the task
3	Submission of System Design Proposals	100% on successful completion of the task
4	Submission of Report on System Architecture for automation of Stamps & Registration (after finalization of System Design)	100% on successful completion of the task
5	Submission of RFP for Development of Software	100% on successful completion of the task
6	Submission of TNA Report	100% on successful





		completion of the task
7	Submission of Testing Approach & Plan	100% on successful completion of the task
8	Submission of Report on vetting of ICT Design (Hardware & Network requirement)	100% on successful completion of the task
9	Monitoring & Submission of Appraisal Reports	
	9.1 Submission of Appraisal Report on Software development	100% on successful completion of the task
	9.2 Submission of Appraisal Report on UAT	100% on successful completion of the task
	9.3 Submission of Appraisal Report on verification of Q.A parameters	100% on successful completion of the task
	9.4 Implementation of Central System	100% on successful completion of the task
	9.5 Deployment at Sub-Registrar & Stamp Offices	100% on successful completion of the task





5.12 Liquidated Damages

- 5.12.1.1 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 0.5% of the value of the services delayed for each week of delay or part thereof until actual delivery or performance up to a maximum deduction of 10% of the Contract price. Once the maximum is reached, Purchaser may consider Termination of Contract keeping in view the legal rights of the Consultant under the Law of Pakistan.
- 5.12.1.2 The value of all goods or part supply of goods and services 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.

5.13 Amicable Settlement

- 5.13.1.1 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.
- 5.13.1.2 The Contract will be construed under and governed by THE LAWS OF THE ISLAMIC REPUBLIC OF PAKISTAN.
- 5.13.1.3 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.
- 5.13.1.4 The arbitration shall be conducted in accordance with the rules of procedure set forth in the Pakistan Arbitration Act 1940 subsequently amended.
- 5.13.1.5 The arbitration of the majority of the arbitrators shall be final and binding on both parties.

5.14 Force Majeure

- 5.14.1.1 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 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.

- 5.14.1.2 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.

6 BID RESPONSE FORMS

This section provides the instructions, guidelines and the relevant forms/formats for the preparation of proposals for the project, "**e-Governance Consultancy Services for the Business Processes Re-Engineering Study and Implementation Support for the Project of Automation of Stamps and Registration in Sindh**". 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.

6.1 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. Essentially Required Attachments
- p. Filled Evaluation Forms along supporting documents

6.1.1 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 120 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.

6.1.2 Cover Letter - Specimen

To,

The Project Director,
Automation of Stamps & Registration,
Reforms Wing & Special Cell, Board of Revenue, Sindh
1st Floor, ST-4, Adj. Dr. Ziauddin Hospital
Clifton Block 6, Karachi

Subject: TECHNICAL PROPOSAL FOR "e-Governance Consultancy Services for Business Process Re-Engineering Study and Implementation Support for the Project of Automation of Stamps & Registration in Sindh"

Dear Sir,





Having examined the Bidding Documents for the subject Consultancy Services, the receipt of which is hereby duly acknowledged, we the undersigned, offer our services for the said project in conformity with the said Bidding Documents, for the price submitted in our Financial Bid.

We undertake, if our Bid is accepted, to deliver the services as specified in the Contract as per the schedule outlined in RFP Table 1, 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 120 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 security validity has been extended.

We hereby certify that we have submitted a Bid Security in the amount of at least 2% of our bid price along with our Financial Proposal that is valid for _____ days.

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 _____, Sales Tax Registration Number is _____ and Provincial Sales Tax Number is _____.

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

- a. Affidavit
- b. 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.
- b. To execute the Contract for the services 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.
- c. 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.
- d. We understand that you are not bound to accept the lowest bid or any Bid that you may receive.

Dated this _____ day of _____ 2015.





(_____)
Signatures

(_____)
In the capacity of

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

(COMPANY SEAL)

(_____)
(Signature of Witness)

Witness Address: _____





6.1.3 Specimen of Affidavit

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

From: _____

To:
The Project Director,
Automation of Stamps & Registration,
Reforms Wing & Special Cell, Board of Revenue, Sindh
1st Floor, ST-4, Adj. Dr. Ziauddin Hospital
Clifton Block 6, Karachi

SUBJECT: AFFIDAVIT

We, M/s. _____ having our office at _____ hereby undertake that as a result of contract between us and your organization for the "e-Governance Consultancy Services for Business Process Re-Engineering Study and Implementation Support for the Project of Automation of Stamps & Registration in Sindh", 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 the 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.

Authorized Signature
M/S _____

Dated _____

(Company's Seal)





6.1.4 Specimen of Integrity Pact

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

INTEGRITY PACT FOR

Project Name: Business Process Re-Engineering Study and Implementation Support for the Project of Automation of Stamps & Registration in Sindh

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 void ab initio 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





6.1.5 Table of Contents

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

6.1.6 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.

6.1.7 Bidder Information

1. Please provide information about your company using the following format (if bidder is a consortium or joint venture, please provide information for each member company).

Name of parent company	
Length of time in business	
Length of time in business of proposed systems	
Gross revenue for the prior three (3) fiscal years (in PKR)	
Percentage of gross revenue generated by business of proposed systems	
Total number of similar projects	
Number of full time personnel in: <ul style="list-style-type: none">• Project Management (PMP)• Certified Professional for conversion / preservation• Experienced Professional for indexing / data entry• Certified Professional for database• Certified Professional for software	

2. Where is your head office located? Other branch offices?

3. Which office would service this account?

4. Please list all partners/directors of the company.

5. Please list all key management personnel of the company and provide brief CV of each.

6. Please attach the audited financial statements or annual report for your company for the last three (3) years.

7. 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.

8. 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.

6.1.8 Project References

1. Using the format below, please list three (3) projects of similar size and scope executed by the bidder in the last three years. One (1) project must be of similar nature in terms of scope and functionality.

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

2. Use the format below to provide additional information about your firm's recent work experience that you would like the Purchaser to consider in evaluating your proposal. You may provide this information for up to five (5) projects.





Customer/client name	
Reference contact name	
Title	
Phone number	
Mailing address	
Fax number	
Brief Description of Project (please provide scope of work in terms of systems and services delivered)	
Project Team Size	
Budget (cost of services provided)	
Project Duration	
Project Completed within time and budget	

6.1.9 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 who will be assigned to the project. This must include your proposed dedicated relevant experienced team for this project comprising of project manager, technical team for implementation, security, quality assurance, senior domain experts to be stationed in Karachi during execution of the project.

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 dedicated relevant experienced team for this project comprising of project manager, technical team for implementation, security, quality assurance, senior domain experts to be stationed in Karachi during execution of the project; should be 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	

6.1.10 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
- Initial configuration where ever required to bring the system up and running

6.1.11 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.)

6.1.12 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		
2		
3		
4		
5		
6		
7		
8		

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 (5 sets) and electronic format (3 sets) on CDs.

S No	DESCRIPTION OF DOCUMENTATION	QTY
1		
2		
3		

6.1.13 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.

6.1.14 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.

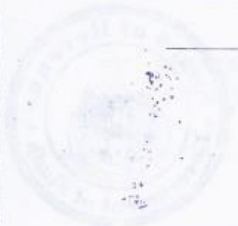
COMMISSIONING PLAN

Use this section to describe the Commissioning plan

6.1.15 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 or purchase invoice for products to be used.
3. Full product support certificate from the software's principal(s).
4. Evidence of reference projects in the form of Customer's Completion Certificates.
5. Descriptive manuals.
6. Draft contract on the basis of 24x7x365 for support and services on yearly basis.
7. Company Registration Documents.





8. Income Tax, Sales Tax & Provincial Sales Tax, Registration Certificates.
9. 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.
10. All required documents as reflected in the RFP.

6.1.16 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.)

6.2 Commercial/Financial Proposal

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

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

6.2.1 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,

The Project Director,
Automation of Stamps & Registration,
Reforms Wing & Special Cell, Board of Revenue, Sindh
1st Floor, ST-4, Adj. Dr. Ziauddin Hospital
Clifton Block 6, Karachi

Subject: "e-Governance Consultancy Services for Business Process Re-Engineering Study and Implementation Support for the Project of Automation of Stamps & Registration in Sindh"

Dear Sir,

Having examined the Bidding Documents for the subject Consultancy Services including the Specifications, the receipt of which is hereby duly acknowledged, we





the undersigned, offer to supply, deliver, install, test, implement and commission into the same 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 the schedule of requirements as specified in the Contract within the period required 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 security 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.
- b. 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.
- c. 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.
- d. We understand that you are not bound to accept the lowest bid or any Bid that you may receive.

Dated this _____ day of _____ 2015.

(_____)

Signatures

(_____)

In the capacity of

Duly authorized to sign bid for and on behalf of (

_____)

(COMPANY SEAL)

(_____)

(Signature of Witness)

Witness Address: _____





6.2.2 Bid Security

- a) A bid security is required to be submitted with the commercial proposal. The amount of bid security required is two percent (2%) of the Total Bid Price. In case of a Bidder submitting an original bid and an alternative bid, the bid security will be two percent (2%) of the Total Bid Price of the higher bid. This bid security is to be submitted in the form of Demand Draft or Pay Order in favour of Purchaser. The Bid security shall be in Pak Rupees & from a scheduled bank in Pakistan.
- b) 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.
- c) 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.
- d) 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.
- e) 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.





7 EVALUATION FORMS

FORM A-1

COMPANY PROFILE
NUMBER OF YEARS IN IT 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): <i>(In case of Joint Venture (JV), please also provide legal name of each partner)</i>
2.	Nature of Business: <i>(Whether the firm is a Corporation, Partnership, Trust etc., show documentary evidence of required nature in business for every year)</i>
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.	<u>NATIONALITY OF OWNERS.</u>
	Name: _____ Country: _____

Note:

Please attach relevant document such as certificate of incorporation / registration





FORM A-2

COMPANY'S PROFILE
DETAILS REGARDING NUMBER OF FULL TIME TECHNICAL STAFF
(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.





FORM A-3

**COMPANY PROFILE
ANNUAL TURNOVER**

Date: -----

(Attach relevant authenticated audited statement)

YEAR	AVERAGE TURNOVER	INCOME TAX PAID	Name alongwith Cost of IT Projects Executed/ Undertaken
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





BOARD OF REVIEW
GOVERNMENT OF SINDH

FORM B-1

GENERAL/SPECIFIC EXPERIENCE
PROJECT OF END TO END E-GOVERNANCE SOLUTIONS OR CONSULTANCY
OF E-GOVERNANCE SOLUTIONS

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





FORM B-2

GENERAL/SPECIFIC EXPERIENCE

INTEGRATION OF THE DEVELOPED SOLUTION WITH GOVERNMENTAL/SEMI-GOVERNMENTAL DEPARTMENTS AND FINANCIAL INSTITUTIONS

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





FORM B-3

GENERAL/SPECIFIC EXPERIENCE
LARGE SCALE SOFTWARE DEVELOPMENT

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



FORM B-4



GENERAL/SPECIFIC EXPERIENCE

PROJECT OF IT PROJECTS UNDERTAKEN IN SAME GEOGRAPHICAL AREA OF THE SINDH PROVINCE

Use a separate sheet for each contract / Consultancy.

1.	Name of Contract:
	Country:
	Proper Location (City / District):
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





FORM C-1

SPECIALIZATION
EXPERIENCE OF THE BIDDER FOR AUTOMATION OF CIVIL
REGISTRATION PROJECTS RESULTING IN PRINTING OF SECURE
DOCUMENTS UNDERTAKEN TO FACILITATE MASSES

Use a separate sheet for each contract / Consultancy.

1.	Name of Contract: Country: Proper Location (City / District):
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





FORM C-2

SPECIALIZATION
EXPERIENCE OF THE BIDDER FOR PROVIDING A PROVINCE WIDE IT
SOLUTION

Use a separate sheet for each contract / Consultancy.

1.	Name of Contract:
	Country:
	Proper Location (City / District):
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





FORM C-3

SPECIALIZATION
DETAILS REGARDING NUMBER OF PROFESSIONALS / TECHNICAL TEAM
(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 document deemed necessary as proof of claims in CVs.





FORM D-1

PROPOSED METHODOLOGY
INNOVATIVENESS

Please provide proposed methodology regarding innovativeness of your organization, working style, plan for this assignment and bid.





FORM D-2

PROPOSED METHODOLOGY
SOUNDNESS

Please provide proposed methodology regarding soundness of this assignment and bid. Bidder to also show dedicated equipment and dedicated (management & technical) staff for execution of this assignment





FORM E-1

QUALITY MANAGEMENT
ISO 9001/27000 or equivalent

(Attach certificate)

S. No.	Description	Year of certification	Date of Expiry





FORM E-2

QUALITY MANAGEMENT
CMMI CERTIFICATION

(Attach certificate)

S. No.	Description	Year of certification	Date of Expiry





FORM F-1

UNDERSTANDING OF ASSIGNMENT
RELEVANT LAWS

Bidder has to demonstrate knowledge of relevant laws

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GENERAL INFORMATION

FORM F-2

UNDERSTANDING OF ASSIGNMENT
INDUSTRY STANDARDS / BEST PRACTICES FOR E-GOVERNANCE SOLUTIONS

Bidder has to demonstrate domain knowledge of Industry standards / best practices for e-Governance Solutions

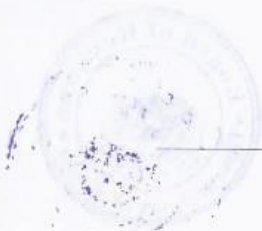




FORM F-3

UNDERSTANDING OF ASSIGNMENT
IT INTERVENTION APPLICABLE TO PROCESS INVOLVED IN REGISTRATION
OF DEEDS & DOCUMENTS

Bidder has to demonstrate knowledge of IT intervention in registration of deeds & documents





FORM F-4

UNDERSTANDING OF ASSIGNMENT
IT INTERVENTION APPLICABLE TO LEVY & COLLECTION OF STAMP DUTY
OVER INSTRUMENTS SPECIFIED IN THE STAMPS ACT 1899

Bidder has to demonstrate knowledge of IT intervention applicable to levy & collection of stamp duty over instruments specified in the Stamps Act 1899.

