REQUEST FOR PROPOSALS

"CONSULTANCY SERVICES FOR DATABASE MANAGEMENT AND ADVANCED INTEGRATED SYSTEM MANAGEMENT SERVICES OF BUSINESS OPERATIONS UNDER LAND ADMINISTRATION AND REVENUE MANAGEMENT INFORMATION SYSTEM (LARMIS)"

Project Management Unit, Reforms Wing and Special Cell Board of Revenue, Government of Sindh
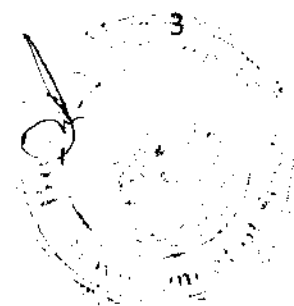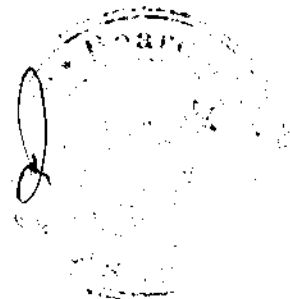
June 2015

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SECTION VI -EVALUATION FORMS

Invitation for Bids (IFB)

Issuing date of the IFB: June, 2015

Name of Country: Islamic Republic of Pakistan

Name of Project: Land Administration and Revenue Management Information System

Description: "CONSULTANCY SERVICES FOR DATABASE MANAGEMENT AND ADVANCED INTEGRATED SYSTEM MANAGEMENT SERVICES OF BUSINESS OPERATIONS UNDER LAND ADMINISTRATION AND REVENUE MANAGEMENT INFORMATION SYSTEM (LARMIS)"

IFB Title: "CONSULTANCY SERVICES FOR DATABASE MANAGEMENT AND ADVANCED INTEGRATED SYSTEM MANAGEMENT SERVICES OF BUSINESS OPERATIONS UNDER LAND ADMINISTRATION AND REVENUE MANAGEMENT INFORMATION SYSTEM (LARMIS)"

1. This Request for Proposal (RFP) is being issued for the project, **"CONSULTANCY SERVICES FOR DATABASE MANAGEMENT AND ADVANCED INTEGRATED SYSTEM MANAGEMENT SERVICES OF BUSINESS OPERATIONS UNDER LAND ADMINISTRATION AND REVENUE MANAGEMENT INFORMATION SYSTEM (LARMIS)"**

2. The Purchaser invites sealed bids from interested bidders for the consultancy services as specified in the RFP.

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.

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 5.1 (Table 1) in presence of the bidders who wish to attend. Late bids would be rejected.

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.

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 9.

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 is NOT acceptable forms of bid security. The bid security must be valid for 28 days beyond the Bid Validity period.

8. Attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software(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.

9. The point of contact for all correspondence is:

   Project Director
   LARMIS
   Reforms Wing & Special Cell
   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

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RFP Terminology

"RFP" or "Request for Proposals" means this document and the Bid Response Forms;

"Bidder" means a company that has been invited to submit and intends to submit a proposal in response to this RFP;

"Purchaser" means the Project Director LARMIS, Board of Revenue, Government of Sindh;

"Consultant" means the successful bidder to this RFP who enters into a written Contract with the Purchaser;

"Contract" means written agreement resulting from this RFP executed by the Purchaser and the Consultant.

Section I - Instruction to Bidders (ITB)

1 General

1. Scope of Bid and Bidding Process

1.1 The Board of Revenue of Government of Sindh, invites bids for the **"Consultancy Services for Database Management and Advanced Integrated System Management Services of Business Operations under Land Administration And Revenue Management Information System (LARMIS)"** as specified in greater detail in these Bidding Documents.

2. Mode of Bidding

2.1 The firm or consortium of the firms (bidder) must be an entity incorporated in Pakistan under the Companies Ordinance 1984.

2.2 A Bidder must submit an original proposal substantially responsive to the Technical Specifications included in the Bidding Documents.

2.3 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.

2.4 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. Eligible Bidders

3.1 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 Sindh Revenue Board 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.

3.2 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.

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

3.4 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.

4. Eligible Goods and Services

4.1 For the purposes of these Bidding Documents, the Information System means all:

(a) the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to supply and install under the Contract, plus all associated documentation, and all other materials and goods to be supplied, installed, integrated, and made operational (collectively called "the Goods" in some clauses of the ITB); and

(b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Bidder and as specified in the Contract.

4.2 For purposes of this clause, the nationality of the Bidder is distinct from the country in which the Information System and its goods components are produced or from which the related services are supplied.

5. Procurement Schedule

5.1 The procurement schedule for this project is as follows:

Table 1 – Procurement Schedule

Procurement Milestone	Date
Release of RFP to Bidders	From 23rd June 2015 from the office of Project Director PMU, or can also be downloaded from the websites of SPPRA & PMU

Pre-bid Meeting Questions / Dead line for seeking Clarifications (if any) submitted by prospective Bidders	Friday 3rd July 2015 at 12:00 PM
Pre-Bid Meeting date, time and venue	Thursday 2nd July 2015 at 12:00 pm at Conference Room, Revenue House, ST-4, Block 6, Clifton, Karachi
Proposal Submission Deadline	Wednesday 8th July 2015 till 2:00 pm at Office of Project Director (LARMIS), Revenue House, ST-4, Block 6, Clifton, Karachi
Technical Bid opening date, time and venue	Wednesday at 2:30 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

6. Cost of Bidding

6.1 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.

2 Bidding Documents

7. Content of Bidding Documents

7.1 The contents of the Bidding Documents are listed below and should be read in conjunction with any addenda issued in accordance with ITB Clause 11:

Section I	Instructions to Bidders (ITB)
Section II	General Conditions of Contract (GCC)
Section III	Special Conditions of Contract (SCC)
Section IV	Technical Requirements (including Implementation Schedule)
Section V	Bid Response Forms
Section VI	Evaluation Forms

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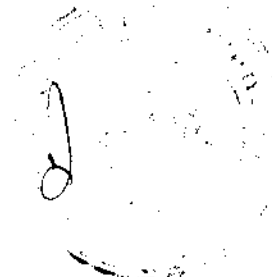
8. Clarification of Bidding Documents and Pre-bid Meeting

8.1 A prospective Bidder requiring any clarification upon the RFP may notify the Project Director LARMIS 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 LARMIS 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 ITB Clause 5. 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 ITB Clause 5. Copies of the Project Director LARMIS 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 hoisted on the website of the Purchaser i.e. www.borsindh.gov.pk and www.sindhlarmis.gos.pk

8.2 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 ITB Clause 5.

8.3 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 ITB Clause 5. 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 hoisted on the website of Purchaser for those interested bidders who could not attend the pre-bid meeting.

8.4 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;

8.5 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.

9. Amendment of Bidding Documents

9.1 At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents. Later amendments on the same subject modify or replace earlier ones.

9.2 Amendments will be provided in the form of Addenda to the Bidding Documents, which will be sent in writing to all prospective Bidders that received the Bidding Documents from the Purchaser. Addenda will be binding on Bidders. Bidders are required to immediately acknowledge receipt of any such Addenda. It will be assumed that the amendments contained in such Addenda will have been taken into account by the Bidder in its bid.

9.3 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids, in which case, the Purchaser will notify all Bidders in writing of the extended deadline.

3 Preparation of Bids

10. Language of Bid

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

11. Documents Comprising the Bid

11.1 The bid submitted by the Bidder shall comprise:

(a) Relevant documents / Proofs supporting qualification of bidder in Eligibility Criteria with respect to requirements mentioned in ITB Clause 3.1;

(b) Relevant documents / Proofs supporting qualification of bidder in Eligibility Criteria with respect to requirements mentioned in section 22.5 (Table 2), 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;

(c) Response to the technical requirements as described in

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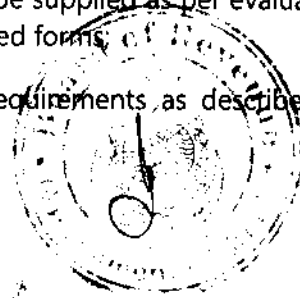
Section IV of this RFP;

(d) A Bid Form duly completed and signed by a person or persons duly authorized to bind the Bidder to the Contract;

(e) 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;

(f) Bid security/Bid Security in the form of a Bank Guarantee or Bank Draft/Pay Order should be submitted;

(g) A duly notarized, written power of attorney authorizing lead bidder to bid on behalf of consortium partners, if applicable;

(h) A list of all deviations and justifications for the deviation to the required technical features specified in the Technical Requirements;

(i) 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 in section 1.3 of Section V.

(j) A duly notarized Integrity Pact on Rs. 100/- stamp paper – as per the specimen supplied at Section 1.4 of Section V;

12. Bid Prices

12.1 Prices must be quoted, strictly using the format mentioned in Schedule of Requirements of this RFP in section 26.1 of ITB. Bidders may be required to provide a breakdown of any composite or lump-sum items included in the Price Schedules.

12.2 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.

12.3 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.

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

13. Bid Currencies

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

14. Documents Establishing the Conformity of Proposed Solution to Bidding Documents

14.1 Bidders are reminded that their bids may be considered as non-responsive if material deviations are taken. Conformity check list to be provided with documents establishing conformity to the proposed solution.

14.2 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.

14.3 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:

(a)   Software Design Document

(b)   Entity Relationship Diagram of Database

(c)   A Preliminary Project Plan as required by the Purchaser and stated in the RFP;

(d)   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.

(e)   A written confirmation that the Bidder shall accept responsibility for the successful integration of the proposed solution as required by the Bidding Documents.

(f)   Methodology with innovation in project execution and soundness thereof.

(g)   Proof of the equipment or authorized partner or having authority letter of the principal whose equipment to be used.

14.4 Bids submitted without a Project Plan and Implementation Methodology shall be rejected. Moreover, the bids should cover complete solution. If a bid covers only part or a/few module(s) of the solution, it shall be termed as non-responsive and shall be rejected thereof.

15. Bid Validity and Security

15.1 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
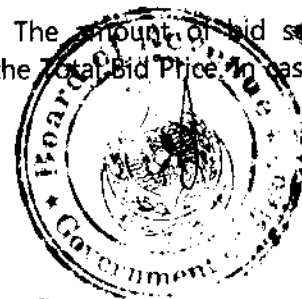
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Bidder submitting an original bid and an alternative bid, the bid security will be two per cent (2%) of the Total Bid Price of the higher bid. This bid security is to be submitted in the form of Bank Guarantee or Demand Draft or Pay Order in favour of Purchaser. The Bid security shall be in Pak Rupees & from a scheduled bank in Pakistan.

15.2 The bid validity period shall be 90 days after the deadline for bid submission.

15.3 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.

15.4 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.

15.5 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.

15.6 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.

16. Format and Signing of Bid

16.1 Separate technical and financial bids shall be submitted.

16.2 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.

16.3 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.

16.4 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.

4 Submission of Bid

17. Sealing and Marking of Bids

17.1 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".

17.2 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.

17.3 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."

17.4 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.

17.5 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.

18. Deadline for Submission of Bids

18.1 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 ITB Clause 5.1.

18.2 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.

18.3 The TECHNICAL and FINANCIAL bids, separately sealed shall be addressed and delivered to the Purchaser.

19. Late Bids

19.1 Any bid received by the Purchaser after the bid submission deadline prescribed by the Purchaser in the procurement schedule at ITB Clause 5.1; will be rejected and returned unopened to the Bidder.
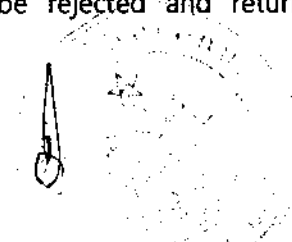
20. Modification and Withdrawal of Bids

20.1 Modifications to the bid will not be accepted.

20.2 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.

20.3 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.

20.4 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.

5 Bid Opening and Evaluation

21. Opening of Technical Bids by Purchaser

21.1 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 ITB Clause 5.1. Bidder's representatives shall sign a register as proof of their attendance.

21.2 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.

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

22. Evaluation of Technical Bids by Purchaser

22.1 The evaluation would be based on "Quality and Cost Based Selection Method" as defined in Sindh Public Procurement Rules, 2010.

22.2 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.

22.3 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.

22.4 The technical evaluation would access the capabilities of the Bidder

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and the submitted bids in the categories specified in the evaluation criteria of this RFP document.

22.5 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:

Table 2 – Technical Evaluation Criteria

TECHNICAL PROPOSAL EVALUATION CRITERIA

Technical Bids which score at least 80% 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 Registration Certificate)
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: MBA Degree holder: 3 = 15 marks Finance Professional: 3 = 15 marks Project Management Professional: 2 = 10 marks Software Engineers: 3 = 15 marks Database Administrator: 3 = 15 marks Network Administrator: 3 = 15 marks System Administrator: 3 = 15 marks (Marks will be awarded proportionately to the max. of marks mentioned against each category) (Attach CVs & authenticated Payroll)
A3	Annual Turnover in IT Projects during last 3 years	50	Bidder having average annual turnover in IT Projects during last 3 years (a) Rs. 500 Million or more - 50 Marks (b) Rs. 250 Million or more - 25 Marks (No marks will be awarded for less than 250 Million, max. marks 50) (Attach audited financial statements for last three (03) years)
B	Relevant Experience (400)		
B1	Experience of the bidder in scanning &	75	Experience of the bidder in scanning data of at least 10 million pages

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	digitization		(25 marks for each project to the max. of 75) (Attach letter of award/contract & completion certificate)
B2	Experience of the Bidders in large scale indexing / data entry / data cleansing	75	Experience of the bidder in large scale indexing / data entry (25 marks for each project to the max. of 75) (Attach letter of award/contract & completion certificate)
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 letter of award/contract & completion certificate)
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 of the Sindh Province (25 marks for each project to the max. of 75) (Attach letter of award/contract & completion certificate)
B5	Experience of the Bidders in multilingual software development	50	Experience of the bidder for multilingual software development (50 marks for one project) (Attach letter of award/contract & completion certificate)
B6	Experience of the Bidders in multilingual data entry	50	Experience of the bidder for multilingual data entry (50 marks for one project) (Attach letter of award/contract & completion certificate)
C	Specialization (100)		
C1	Professionals / Technical team	100	Bidder's dedicated team for this assignment having following qualifications: Project Management Professional: 2 = 10 marks Data Centre Infrastructure Specialist: 2 = 10 Software Engineers: 4 = 20 marks Database Administrator: 3 = 15 marks Network Administrator: 3 = 15 marks System Administrator: 3 = 15 marks Domain Experts: 3 = 15 marks (Marks will be awarded proportionately to the max. of marks mentioned against each category) (Attach authenticated degree/certificate of each team member)

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D	Quality Management (100)		
D1	ISO 9001 & ISO 27001 or equivalent	50	Bidders shall attach relevant certification(s)
D2	CMMI certification or equivalent	50	Bidders shall attach relevant certification(s)
E	Understanding of Assignment (100)		
E1	Relevant Laws	20	To demonstrate knowledge of relevant laws
E2	Industry standards / best practices for Scanning & Indexing	20	To demonstrate knowledge of industry standard or best practices for scanning & indexing
E3	e- Governance Solutions	20	To demonstrate knowledge of delivering effective e-Governance solutions
E4	Managed Services	40	To demonstrate knowledge of industry standard or best practices in managed service delivery
F	Proposed Methodology (100)		
F1	Innovativeness	50	Methodology proposed by the consultants shall be evaluated for its innovativeness and would be graded subjectively (Bidder is required to submit detailed material in proposal alongwith copy of presentation/illustrative material in soft form)
F2	Soundness	50	Bidder should demonstrate its proficiency for this assignment. Bidder to show knowledge & dedicated (management & technical) staff for execution of this assignment. (Bidder is required to submit detailed material in proposal alongwith copy of presentation/illustrative material in soft form)
	Total Marks	**1000**	

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

23. Opening of Financial Bids by Purchaser

23.1 The Purchaser will open all financial bids of bidders who have qualified the eligibility criteria and scored at least **80%** 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.

23.2 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.

23.3 Financial Bids of Bidders who have not scored the requisite 80% in technical evaluation would not be opened and shall not be

considered for further evaluation, irrespective of the circumstances.

24.

Clarificatio n of Bids

24.1 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.

25.

Preliminary Examinatio n of Financial Bids

25.1 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.

25.2 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.

25.3 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.

25.4 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:

(a) that limits in any substantial way the scope, quality, or performance of the proposed solution; or

(b) 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

(c) that the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.

25.5 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.

26. Financial Bids

26.1

S. No	Deliverable	Unit	Total Cost (including Taxes)
1	Development of Data Management Software	1 job	
2	Scanning, Indexing and Data Entry of Missing Records	1.5 million (approx.)	
3	Cleansing and streamlining of already entered Data	4.2 million (approx.)	
4	Printing of Record (1 set)	2 million (approx.)	
5	Printing of Record (3 set)	5.5 million (approx.)	
6	Scanning & Attachment of corrected entries	3 million (approx.)	
7	Enhancement / Additional Features of Fully Functional LARMIS	1 job	
8	Network Connectivity from Data Center to Disaster Recovery Center	DC to DRC	
9	Network Connectivity from Data Center to 27 PSC	DC to 27 PSC	
10	Managed Services for Complete LARMIS (DC)	1 job	
11	Managed Services for Complete LARMIS (DRC)	1 job	
12	Managed Services for Complete LARMIS (PSC)	27 jobs	
	Total		

Must be furnished as per template titled 'Financial Proposal'

27. Evaluation and Comparison of Financial Bids

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

27.2 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.

27.3 Technical Bid Score will get a weightage of 80% and Financial Bid

Score will get a weightage of 20% in Award Decision.

27.4 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

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

28. Contacting the Purchaser

28.1 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 IFB clause 9

28.2 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.

6 Award Criteria

29. Award Criteria

29.1 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.

30. Purchaser's Right to Accept and/or Reject

30.1 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.

31. Notification of Award

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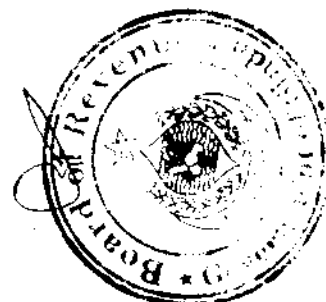
registered letter that its bid has been accepted.

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

31.3 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.

32. Signing of Contract

32.1 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.

32.2 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.

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

33. Performance Security

33.1 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.

33.2 The Bank Guarantee for performance security shall be issued by a scheduled bank in Pakistan acceptable to the Purchaser.

33.3 Failure of the successful bidder to comply with the requirement of ITB Clause 33.1 and 33.2 shall constitute sufficient grounds for the annulment of the award of contract to the successful Bidder and forfeiture of the Bid Security.

Section II - General Conditions of Contract (GCC)

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

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.

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.

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 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.
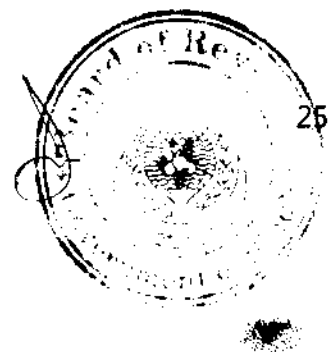
5 Notices

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.

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.

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.

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.

9 Modifications / Amendments 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.

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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.

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.

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.

13 Obligations of the Consultant

The Consultant shall conform in all respects with the provisions of all Federal, Provincial and Local Laws, Regulations and any other Laws for the time being in force in Pakistan including all regulations or by-laws of any local or other duly constituted authority within Pakistan which may be applicable to the performance of th
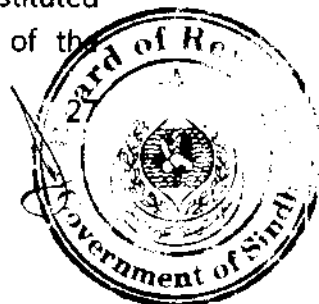
Contract and the rules and regulations of public bodies and companies whose property or rights are affected or may be affected in any way by the works (hereinafter referred to as "State laws") and shall give all notices and pay all fines required to be given or paid thereby and shall keep Purchaser indemnified against all penalties of every kind for breach of any of the same. For the term of the Contract, as far as reasonably practicable and without liability on its part, Purchaser shall provide such information as may be required by the Consultant.

14 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.

15 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:

- 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.

16 Contract Amendments

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

17 **Execution of Contract**

Execution of the Contract shall be made by the Consultant within the one year (extendable) 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.

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Section III - Special Conditions of Contract (SCC)

1. Payment

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

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.

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.

1.4 Payment Schedule

Table 3 – Payment Schedule

S. No	Deliverable / Milestone	% of Total Bid Value
1	Approval of SRS of Indexing & Data Entry / Cleansing Software	20% of Data Entry / Cleansing Software
2	Successful UAT of Indexing & Data Entry / Cleansing Software	80% of Data Entry / Cleansing Software
3	Approval of SRS & SDS Document for enhancement of Enhancement / Additional Features of Fully Functional LARMIS	20% of Fully Functional LARMIS
4	Successful UAT of Enhancement / Additional Features of Fully Functional LARMIS	80% of Fully Functional LARMIS
5	Scanning & Indexing of Missing Records	As per actual work done
6	Data Cleansing & Streamlining of already entered data	As per actual work done
7	Data Entry	As per actual work done
8	Printing (1 set)	As per actual work done

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9	Scanning & Attachment of record - corrected by District Administration	As per actual work done
10	Printing (3 set)	As per actual work done
11	Network Connectivity from Data Center to Disaster Recovery Center	Per month as per actual work done
12	IT related Technical Management Services for Service Centers (in all 27 Districts)	Per month as per actual work done
13	Network Connectivity from Data Center to 27 PSC	Per month as per actual work done
14	Managed Services for Complete LARMIS (DC)	Per month as per actual work done
15	Managed Services for Complete LARMIS (DRC)	Per month as per actual work done
16	Managed Services for Complete LARMIS (PSC)	Per month as per actual work done

Note: All payment will be made after verification of the work done. Payment will be made on verification of actual work done as per standards and certification of technical / inspection committee.

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

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.

1.7 All payment will be made in Pakistan Rupees.

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.

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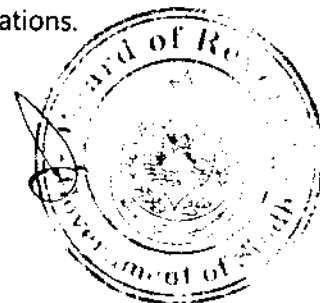
1.9 The total amount to be paid to the successful Consultant shall be the Contract price adjusted to give effect to such additions there to and deductions there from as are provided under the conditions of Contract.

2. Ownership

2.1 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.

3. Governing Law

3.1 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.

4. Consultant's Negligence

4.1 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. Delays in Performance

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

5.2 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.

6. Consultant's Default

6.1 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.

6.2 Should the Consultant fail to comply with the said notice, with a reasonable time from the date of service thereof, it shall be

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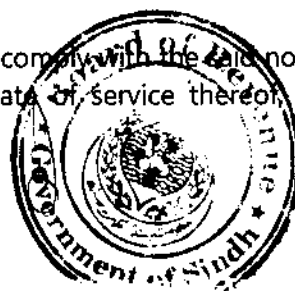
lawful for Purchaser by notice in writing to the Consultant.

6.3 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.

7. Termination of Contract for Default

7.1 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;

(a)   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;

(b)   If the Consultant fails to perform any other obligation under the Contract; or

(c)   If there is evidence that the Consultant has supplied services evading Sales Tax, due Customs Duties and any other levies; or

(d)   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.

7.2 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.

8. Termination of Contract for Insolvency

8.1 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.

9. Liquidated Damages

9.1 If Consultant fails to deliver any or all of the goods or perform

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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.

9.2 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.

10. Amicable Settlement

10.1 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.

10.2 The Contract will be construed under and governed by THE LAWS OF THE ISLAMIC REPUBLIC OF PAKISTAN.

10.3 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.

10.4 The arbitration shall be conducted in accordance with the rules of procedure set forth in the Pakistan Arbitration Act 1940 subsequently amended.

10.5 The arbitration of the majority of the arbitrators shall be final and binding on both parties.

11. Force Majeure

11.1 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

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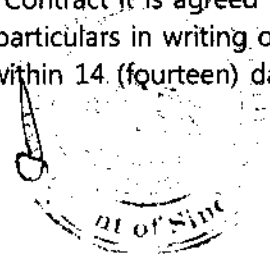
occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for no longer period and such cause shall as far as possible be removed with all reasonable speed. Neither party 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.

11.2 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.

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Section IV - Technical Requirements

1 Introduction

1.1 Background

The Project Management Unit (PMU) under Reforms Wing and Special Cell, Board of Revenue, Sindh, intends to hire consultancy services of a reputed firm, through National competitive bidding, under Sindh Public Procurement Rules, 2010, for development of a comprehensive land records automation system. The management contract includes cleansing & streamlining of electronic Data, Scanning, Indexing & Data Entry of missing records, Data transfer, Reports. The contractor will be responsible for operations and manageability of the complete Land Administration and Revenue Management Information System into a state of the art Web based on-line accessible system. In addition to the complete operation of the LARMIS system all the operations will be managed by the consultant. The consultant's staff must be well versed with the prevalent revenue record maintenance system in BOR Sindh.

The proposed project in this revised PC-1 also includes establishment of a Special Purpose Vehicle (SPV) which would negotiate with BOR to acquire rights of exclusive access to the database on established terms and conditions and assist in providing quality service delivery to the public through data accessibility.

1.2 Project Objectives

The Government of Sindh has launched a project for establishment of Computerization & Establishment of Land Administration & Revenue Management Information System (LARMIS) with the objective to modernize the system of maintenance of Land Revenue Records of the Province. It aims at providing wider range of public services in a more efficient, transparent and secure manner.
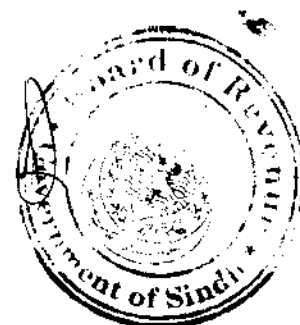
1.3 Scope of Work

- Development of Data Management Software
- Scanning, Indexing and Data Entry of Missing Records
- Cleansing and streamlining of already entered Data
- Printing of Cleaned Record for field verification (2 cycles)
- Scanning & Attachment of corrected entries
- Enhancement / Additional Features of Fully Functional LARMIS
- Network Connectivity
- Training
- System Maintenance and Technical Support for Complete LARMIS

The data would be scrutinized and verified by the staff of the BOR, before finally uploading on the Data Storage System. The District Administration shall examine the printout of electronically data entered and compare it with the actual registers. Consultant will ensure that any errors or omissions are rectified which were identified by the District Administration. Once this validation process is completed the Deputy Commissioner of respective district will place its authentication seal on the data and the data will become part of the operational LARIMS software.

2 Functional and Non-Functional Requirements

- Development of Data Management Software
- Scanning, Indexing and Data Entry of Missing Records
- Cleansing and streamlining of already entered Data
- Printing of Cleaned Record for field verification (2 cycles)
- Scanning & Attachment of corrected entries
- Enhancement / Additional Features of Fully Functional LARMIS
    - Database Design Upgrade
    - Front End Application
    - Central Processing System
    - Management Information System
    - Management of https://www.sindhzameen.gos.pk/LARMIS
- Network Connectivity
- Training
- System Maintenance and Technical Support for Complete LARMIS

2.1 Development of Data Management Software

2.1.1 Indexing Module

Software should be a powerful, all-in-one, easy-to-use, batch-oriented document indexing application capable of high-speed OCR with real-time image display, indexing, and bar code assignment. It should be designed for as less complex application and makes it easy for anyone to quickly convert, index and export documents for fast and easy retrieval. Technology should be built into the - application to ensure optimal image quality, reduce errors and exceptions, and improve system effectiveness. The application should be capable to export captured images and data to a wide variety of backend systems.

2.1.2 Entry / Cleansing Module

Data Entry / Cleansing System Repository or Library should be used to centrally manage a pre-defined vocabulary ensuring that documents are entered / cleaned in a meaningful way when added or checked into the software. Building and managing this controlled vocabulary is essential in the process.

Data Entry fields may be created and associated with different types of documents using Document Classes. It is these metadata fields that users will use when indexing a document they are adding or checking into the system.
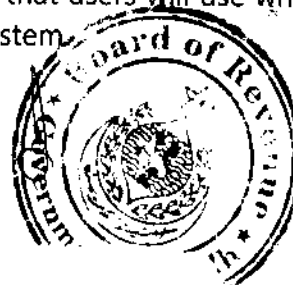
2.1.3 Diagnostic Tool

The Diagnostic Tool should designed to assist in identifying & troubleshooting the issues such as anomalies in data entry, slow performance, memory leaks or fragmentation, and crashes in any user-mode process. The tool includes built-in analysis rules focused on already entered data.

Above modules shall be developed at least with following features:

- User Management / Access Control
- Entity Recognition
- Expert Search
- Document Previews in Search Results
- Dynamic Navigation Enhancements
- Logs & Audits
- Deprecated Features
- Version Control Management
- Markup and Annotation attachment
- Powerful Information Capture
- Intuitive and User Friendly Interface
- Optimized for High Performance
- Scalable and Extendable
- Integration with other Systems

2.2 Cleansing and streamlining of already entered Data

- The successful bidder shall design, plan and execute data cleansing of the 4.2 million entries (approx.) through the data entry exercise.
- Board of Revenue Sindh shall provide the data at the central data center and provide understanding of the data structure.
- The data cleansing activity shall be focused on identification of current owners, associated land area share and total land area
- The successful bidder shall be required to analyze the existing data and chart out characteristics that detect anomalies in existing data
- The successful bidder shall be required to develop customized software tools to detect problematic data, segregate type of problem and update the data through targeted data entry.
- The cleansing tools shall be developed and deployed on open architecture platforms.

2.3 Scanning, Indexing and Data Entry of Missing Records

Data entry of the 1.5 million (approx.) missing records shall be performed after the scanning & indexing of the record identified as missing. Board of Revenue Sindh
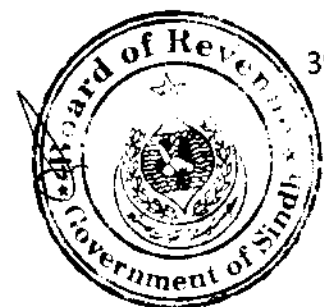
shall provide the registers to the successful bidder for scanning & indexing. The scanning & indexing shall be performed in the following steps:

2.3.1 Scanning and Indexing

- The forms will be pre-scanned manually, for identification of incomplete information. The parameters for which will be decided in consultation with PMU, Board of Revenue Sindh.
- Forms that fail to complete the pre-scan criteria shall be returned to Board of Revenue Sindh for update.
- All forms will be scanned through a digital scanner for scanning.
- Resolution, dpi and bit depth shall be controlled by the scanning software and should be configurable.
- The indexing system shall be able to associate basic information with the image being scanned.
- The scanning and indexing software shall have the ability to detect and automatically read one dimensional barcode from the form being scanned. The system should also provide option to rectify the barcode result before being saved to the database.

2.3.2 Data Entry

- The scanned images shall be passed through a double data entry, double quality check and examiner system.
- The form is expected to have up to 15 fields out of which 5 may have multiple entries.
- The fields shall be entered in Sindhi language and numbers / dates.
- The desktop based application should be able to display the scanned form to be entered and focus / zoom to the area on the form which is being data entered for efficiency.
- A single database shall be used where entries from data entry operators, quality check operators and examiners will be saved.
- The data entry system shall work in the following workflow:

Table 4 – Workflow for Double Data Entry
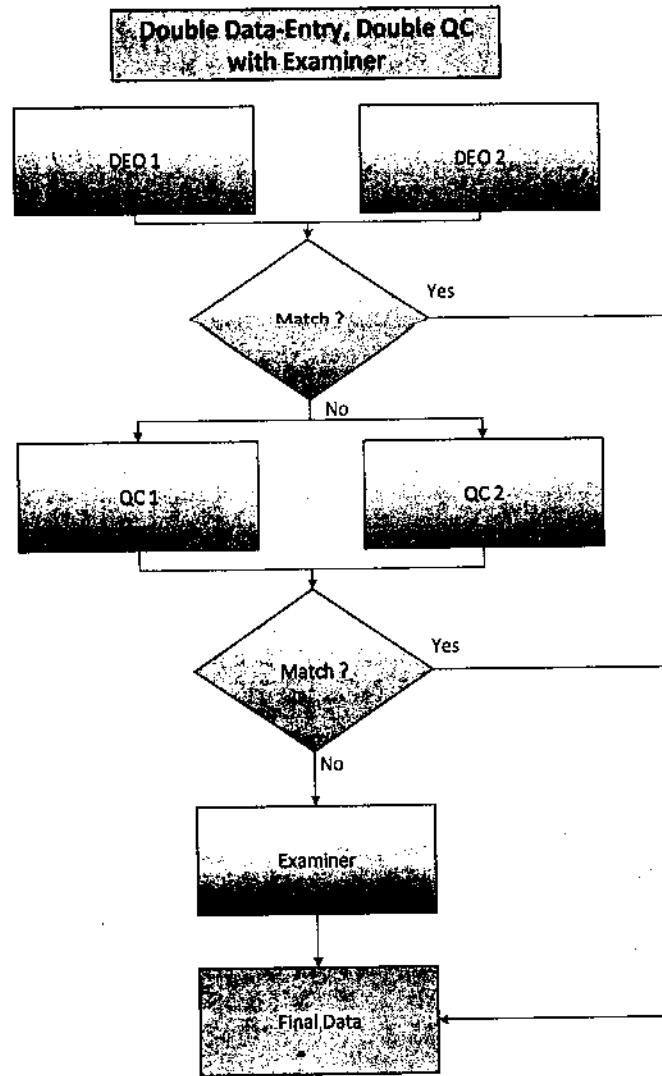
- The system shall allow accurate order of fields and provide the ability to work completely with keyboard to ensure efficiency and user friendly interfaces.
- All records will be loaded automatically through a queue based system. The system shall feed records to the users without having to know if it is first entry or the second.
- After saving the second entry, the system shall automatically match the each entry and set the next stage for the record.
- The system shall log all user activity including the time it took for each application to be processed.

2.3.3 Data Transfer

- All completed records shall be transferred to a central repository
- The successful bidder shall develop special data transfer tools for secure transfer of data over the WAN (wide area network)

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- Data to be transferred shall be encrypted using Public key cryptography
- On reception end, the transferred records will be decrypted and the loaded into the central database.
- The complete activity will be controlled by the data transfer tool which shall work automatically and without any human intervention.

2.3.4 Reports

- Customized and real-time reports shall be made available to Board of Revenue Sindh.
- Performance and quality reports shall be prepared as per the requirements of Board of Revenue Sindh.
- Up to 10 customized reports may be prepared by the bidder.
- The bidder shall provide a comprehensive Dash Board based reporting tool that will show various key statistics regarding the Land Registration and ownerships.
- The bidder shall also provide functionality for dynamic reporting where dynamic reports shall be generated based on select/unselect of different options.
- The bidder shall provide static reports whose formats and frequencies shall be as per agreement with the client.
- The bidder shall provide functionality to set reports automatic generation frequencies (selectable TOD/Days of week/months etc) and auto-emailing to configured email addresses.
- Reports data will be exportable to CSV/Excel formats as well as PDF format.
- Reports generation capability shall be governed by profiles where specific parts of reports may be shown based on profile.

2.4 Printing of Record for field verification (2 cycles)

1. Consultant shall print all registers, which were never being sent before for field verification, and send it to District Administration for first cycle of verification.

2. The District Administration shall examine the printout of electronically data entered and compare it with the actual registers. Consultant will ensure that any errors or omissions are rectified which were identified by the District Administration.

3. Second cycle will be the Call of Objection; consultant should print 3 copies of finalized record and send it for Call of objection to District Administration. All registers entire Sindh record (including cleaned and already entered data) for Call of Objection.

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4. Once this validation process is completed the Deputy Commissioner of respective district will place its authentication seal on the data and the data will become part of the operational LARIMS software.

5. All the logistics / travelling expense to sending to & collecting back the record from District Administration will be the responsibility of consultant

2.5 Scanning & Attachment of corrected entries

1. Consultant shall scan all the singed, corrected and finalized copies of prints which has been returned back by District Administration and attached it with their respective entries to maintain the traceability in change or verification/validation of record.

2. In addition to above, Consultant has to scan 3 million pages (approx.) of printouts of already entered data and attached with their respective entries to maintain the traceability.

2.6 Enhancement / Additional Features of Fully Functional LARMIS

The Land Record Management Information System will be upgraded as per the following requirements.

2.6.1 Database Design Upgrade

The successful bidder shall design and deploy an upgraded database design to cater for the following functional requirements.

2.6.2 Front End Application

The front-end application shall be deployed at the facilitation centers being developed by Board of Revenue Sindh. The application shall connect with the central processing system hosted at the central data center.

The application will be responsible for providing the following functional features at the centers:

- True copy of Revenue Record;
- Issuance of Sales Certificate / Solvency Certificate etc. to land owner holding legal title over property;
- Mutation of Records:
  - On basis of Registered Deed;
    - Sale Deed
    - Conveyance Deed

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- Mortgage / Redemption Deed
- Lease Deed
  - Sort Term / Long Tern Lease
  - Sub Lease Deed
- Gift Deed
  o On basis of Foti Khata
  o On basis of Mortgage / Redemption of Mortgage;
  o On basis of Civil Court Decree / Court Orders;
  o By allotment of lease short term / long term;
  o By Partition / Sub-division
- T.O. Form
- Revenue Court Deed
- Partition
- Gath Wadh Form
- Court Surety
- Layout Planning
- Issuance of Electronic Passbook for Agricultural Credit Facilities;
- Updating of Survey Record by mode of partition / sub-division
- Generation of Reports for planning purpose etc. Call for Objections (after finalization and publishing of land record, objections may be received as part of the process. The front-end application shall be able to log these objections electronically and forward them to the central processing system)
- Updating Missing records (in the event a record is not available in the system and is missed during the data entry phase, an applicant can claim updating the missing record. The system should be able to capture this application and forward it to the central processing system)
- Rejection handling (all applications received at the center are passed through an approval system. In case of rejections, the system should provide a comprehensive rejection handling system)

The application shall have the following functional features:

- CNIC verification and biometric verification of all applicants
- Integration with NADRA through the central site
- Verification of Land record information during application procedure with the central site.
- Integration with e-payment solutions through the central site
- Role based user administration
- Data transfer (encrypted) to central serve

Each application shall have the following components and process flow, which shall be completed before it, is transferred to the central processing system.

2.6.3 Central Processing System

- The central processing system shall complete the following functional requirements
- Receive data from the front-end applications and decrypt it.
- Load decrypted data into the central server for further processing.
- Validate data requirements before processing them
- Develop and deploy services for integration with front-end application.
- Integrate with "Registration System" for receipt of applications for mutation.

2.6.4 Management Information System

A customized web based application shall be developed for the following requirements:

- Multi-tier Dashboard
- Analytical Reports
- Statistical Reports
- Management Information Reports
- Application Tracking
- Progress Reports
- Verification System

2.6.5 Management of https://www.sindhzameen.gos.pk/

https://www.sindhzameen.gos.pk/ is an interactive multilingual (Urdu, Sindhi and English) GIS capable Web Portal. The consultant shall manage the web portal with secure / public access.

2.7 Network Connectivity

2.7.1 Introduction

The Customer through this RFP intends to acquire point to point DSL connectivity on all feasible locations. The Bidder shall propose required service which can satisfy the customer requirements. The scope of work includes delivery, installation, commissioning, testing and operations for Point-2-Point 1 Mbps CIR on upload and 1 Mops CIR on download DSL connectivity from remote sites to Board of Revenue Sindh Site called "Central Site" here. It also includes IPSEC VPN VPN Tunnel requirements for remote sites.

The connectivity shall be between 27 sites (on in each district) to the central site in Karachi and between the central site to the disaster recovery site, total 29 locations. List with addresses of all sites is as follows:

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- Badin
- Dadu
- Ghotki
- Hyderabad
- Jacobabad
- Jamshoro
- Karachi (East)
- Karachi (West)
- Karachi (South)
- Karachi (Central)
- Malir
- Kashmore
- Khairpur
- Larkana
- Matiari
- Mirpurkhas
- Naushahro Firoze
- Shaheed Benazirabad
- Kambar @ Shahdadkot
- Sanghar
- Shikarpur
- Sukkur
- Tando Allahyar
- Tando Muhammad Khan
- Tharparkar
- Thatta
- Umerkot

2.7.2 TERMS & CONDITIONS

i. Bidder shall provide following information with the proposal:
   a. Name, Address and Legal Status of the Company.
   b. Details (Clients/Address) of similar assignments.
ii. Detail of company profile and experience /projects completed so far.
iii. In case of Joint Venture (JV)/Consortium, evidence of relationship between the partners must be provided
iv. Companies must provide Coverage Maps and Monitoring System for all proposed services.
v. The bid must be accompanied by the following :
   a. An item wise bid mentioning the unit price and total price
   b. Specifications of item along with technical broachers or datasheets
vi. Quoted prices must include connectivity from remote sites mentioned in Section 2.7.1 above to Central Site (Data Center at Karachi and Disaster Recovery Center at Hyderabad)
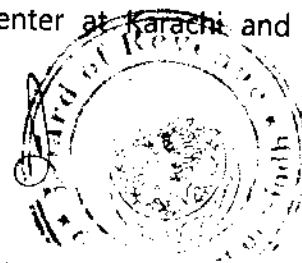
vii. Bidder shall mention installation time for all sites
viii. Bidder shall provide site survey mentioning the feasibility of sites.
ix. Central backhaul link charges must be included in remote site connectivity charges.
x. CIR bandwidth should be 1 Mbps from each remote site to Central Site and aggregated backhaul link should be cumulative of all remote sites bandwidth at all times.
xi. Bidder shall establish backhaul link with Central Site
xii. Bidder shall comply all requirements of IPSEC VPN VPN Tunnels mentioned in this RFP.
xiii. Bidder shall perform relocation of site whenever required without any further charges paid by the Customer.
xiv. Bidder shall repair/replace equipment in case of any fault without any further charges paid by the Customer.
xv. Ethernet handoff at remote and central site

2.7.3 Technical Specifications

i. Bidder must provide P2P DSL connectivity with 1 Mbps CIR upload and 1 Mbps CIR download from each remote site mentioned in 2.7.1 above to Central Site (Data Center Karachi and Disaster Recovery Center Hyderabad)over private IPs.
ii. CIR bandwidth should be 1 Mbps on upload and 1 Mbps on download
iii. Vendor must provide the coverage maps
iv. Vendor must provide support infrastructure
v. Vendor must provide Centralized Network Management System access to view and monitor sites status, bandwidth graphs, availability, response time, packet losses etc of all Sites.
vi. 24X7X365 remote and onsite support with single POC
vii. Bidder must ensure that there is no internet access on remote site.
viii. Bidder must repair/replace equipment in case of any device provided is faulty without any further charges paid by Customer.
ix. Bidder shall establish backhaul link to connect operator network with Central Site over Backhaul link.
x. Bidder shall comply requirements of IPSEC VPN mentioned in this RFP.

2.7.4 IPSEC VPN Tunneling Between Remote And Central Site

Bidder shall provide IPSEC VPN Secure tunneling mechanism from all remote sites to central site. BOR Sindh has already installed Firewalls for this purpose at central site and remote sites however it shall remain the responsibility of vendor to make these firewalls usable and operational for all remote sites to provide IPSEC VPN VPN tunnels. Following points must be complied for this part of RFP:

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i. Each site shall be provided with IPSEC VPN secure tunnel.
ii. BOR Sindh has already installed Firewalls at remote and central sites so Bidder shall perform survey at site and verify that existing firewalls are fully licensed/operational to cater all remote sites. If any part/license is missing then Bidder shall quote and install missing License/Part to make firewalls fully operational to meet encryption requirement.
iii. Bidder shall install and configure central and remote site's firewalls for IPSEC VPN tunnels.
iv. Bidder shall provide technical support for these firewalls.

2.8 Training

2.8.1 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 LARMIS independently from the vendor. All the expenses of training including training site & material and boarding & lodging will be the responsibility of the consultant. The bidder is to provide a proposal that shall be required cascade the training into three major stages:

*   Pre-installation Training – This shall cater for the Board of Revenue Sindh Technical staff 125 (approx.)
*   Installation Training – This shall also address the Board of Revenue Sindh Technical staff 125 (approx.)
*   Post-Installation Training – This shall address the Board of Revenue Sindh Management, Technical staff, general users and system operators 135 (approx.)

In addition, the training plan shall include but not limited to:

i. The objective of the course
ii. Whether the course is examinable
iii. The target user
iv. The duration of the training
v. The number of trainees in each course
vi. The personnel requirements on each area to be trained on as follows:
    a. Number of staff
    b. Appropriate pre-requisite qualifications
    c. Area of training

Training should include the following areas:

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    i.   General user training
    ii.   System administration
    iii.   Specialized hardware operations and maintenance
    iv.   Database administration
    v.   Application Software
    vi.   Specialized third party software
    vii.   Security Solution

A major part of all training should be planned at the user's site. Training should include both hands on and classroom training. Technical trainees will be expected to take part in the installation and configuration processes as part of hands on training. Adequate training guides and documentation should be provided to all trainees prior to each training session.

The personnel training must ensure that each specific person can carry out the functions associated with his workstation in the best possible manner. The training must cover all of the functionality of the system from the point of view of the final user, up to the technical support group.

The training should include the following courses:

2.8.1.1 General User Training/Operator

User training program should encompass all the users of the system. The training of the user should cover but not limited to:

    i.   Functionality and foundations of the system.
    ii.   Description of menus and functions.
    iii.   Automatic processes.
    iv.   Control of errors.
    v.   Special processes such as exception management
    vi.   Checking processes.

2.8.1.2 Training of Supervisors

This training program is meant for registration officers and their deputies as supervisors of the registration centers. They are in charge of the equipment care and accounting for all the consumables. They will be responsible for authorizing all the applications from the registration centers to be transmitted to the headquarters. They will also be responsible for generation of reports for their district centers.

2.8.1.3 Training of the Managers

Training for twenty (10) top-level management staff will be required. This should be the first group to be trained and should be given a general overview of the system with emphasis on strengths, challenges of the LARMIS implementation and all information required to manage LARMIS.

Upto 5 Technical Managers may have to travel abroad to have training for specialized equipment training at the principal's premises.

2.8.1.4 Training of the Technical Staff

The bidder shall provide the administrators of the system with specific training for the administration of the system, and this will include, at least, the following:

i.   Overview of the application.
ii. Architecture of the system.
iii. Support used in the development of the user interfaces.
iv. Database administration
v.   Network Management Software
vi. Audits and log trail
vii. Exception processes.
viii. Security software

The training should also cover the following:

i.   Database installation, configuration, Administration and supervision, Backup, restore and recovery, troubleshooting
ii. Server Installation, Configuration, Backup, restore and recovery, troubleshooting
iii. Other system accessories, installation, configuration, maintenance and support, troubleshooting
iv. System integration, LARMIS system architecture and how to integrate third party software
v.   Third party software certification including database, system security and troubleshooting
vi. System security, Installation, configuration, maintenance

2.8.1.5 Training of Trainers

This team is expected to take over all future training, support and maintenance of the entire system. They are required to receive an in-depth exposure to all the features, limitations and capabilities of the system.

2.8.1.6 Specialized Equipment Training

Specialized equipment will include personalization equipment, quality control, uninterrupted power supply system, air-conditioning, standby generators, fire, and any other associated equipment.

Training must be undertaken for technical staff for the full administration, operation and maintenance of the production subsystem. This team is expected to take over all future training of operators and other users of the subsystem and as such should receive an in-depth exposure to all the features, limitations and capability of the system.
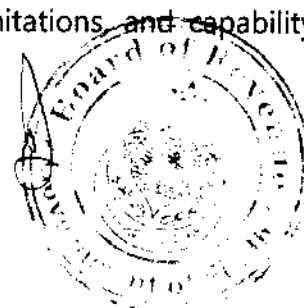
2.8.2 Training Delivery

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

2.9 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

2.10 System Maintenance and Technical Support for Complete LARMIS

The successful bidder shall provide technical support to manage the SLAs for DC and DRC along with for all their operations and sustainability. In addition to this activity the successful bidder will also provide IT related technical support and management for all 27 Service Centers (situated in each district of Sindh Province).

The successful bidder shall provide technical administration resources to manage the data center and all its operations. The task shall include:

- System administration
- Database administration
- Network administration

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- Management of support contracts with third party vendors for all hardware and services

The successful bidder shall allocate four technical resources with the following qualifications at the data center in Revenue House – Board of Revenue.

2.10.1 Database Administrator

- BS/MS degree in Computer Science, Engineering or a related subject
- Minimum 6 year experience in relevant field
- Manage and maintain all aspects of SQL 2008, 2012, and 2014 database servers.
- Design, install, configure, and monitor SQL databases.
- Perform general to advanced database troubleshooting for internal and external SQL database issues
- Write basic to advanced TSQL scripts to manage and maintain databases.
- Knowledge of mirroring, clustering, log shipping, and Always On.
- Assist in developing and enhancing programs to support user requirements
- Preferred Certifications: MCDBA – Microsoft Certified Database Administrator
- Hands on experience on Oracle database 11g / 12C Administration on large scale database
- Hands on experience of SQL Performance Tuning, SQL Script, Partitioning, Enterprise Manager and Data pump Export/Import
- Knowledge of Oracle RAC, Oracle Data Guard, Oracle Golden Gate and Oracle Streams
- Knowledge of Linux Shell Scripting
- Knowledge of Backup Solutions

2.10.2 System Administrator

- BS/MS degree in Computer Science, Engineering or a related subject
- Minimum 6 year experience of working in large mixture of Microsoft Environment, *nix environment, mixture of Linux like Red Hat, Fedora and Centos
- Have strong experience of installing, configuring and maintaining webservers like MS IIS, apache, tomcat and websphere
- Have strong experience of working with different hardware – RISC and Intel
- Have strong shell scripting skills
- Have experience of administrating Microsoft Windows
- Have strong experience of working with different storages and storage managers like IBM, EMC, Oracle Sun/Exadata

2.10.3 Data Center Facility Engineer / NOC Engineer

- BS/MS degree in electrical or electronics engineering

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- Minimum 5 years of relevant experience (experience with power, electrical and mechanical equipment including generators, critical and essential PDU's, UPS, switchgear, chillers, Air handling units, computer grade cooling systems, DC Power Systems, and building monitoring/control systems).
- Data Center Operations Experience.
- Must have the technical knowledge and practical experience of operating, troubleshooting and maintenance of Mission Critical Mechanical and/or Electrical Support Systems.
- Trainings/ certifications
    o Certified Data Center Professional (CDCP)
    o Certified Data Center Specialist (CDCS)
    o Cisco Certified Network Specialist, Data Center (CCNA Data Center)
- Responsibilities
    o Monitor system stability and performance, ensuring 24x7 operations.
    o Troubleshoot and Run Diagnostics, Conduct Preventive Maintenance and Emergency Repairs on Critical Facilities Equipment within the Data Center as specified and on schedule.
    o Participates in the preparation of analyses and reports on the data center infrastructure, develops project plans and conducts briefings and presentations.
    o Manage, negotiate new contracts and on board sub-contractors and vendors.
    o Operate and perform both routine and emergency service on a variety of state of the art critical systems, including but not limited to; medium voltage switchgear, diesel generators, paralleling switchboards, UPS, PDU, mechanical heat rejection systems, computer room air handlers, fire detection/suppression and building monitoring systems.
    o Ensures that operational, maintenance and emergency methods of procedure (MOP's and SOP's) are developed and strictly adhered to.

2.11 System Maintenance and Technical Support

2.11.1 General Requirements

The Bidder should guarantee the system maintenance, support and upgrade during the whole project commissioning phase lifetime.

The Bidder should ensure the maintenance support of all the developed/customized component of the system during one (1) year starting from the day of Final Acceptance of the System.
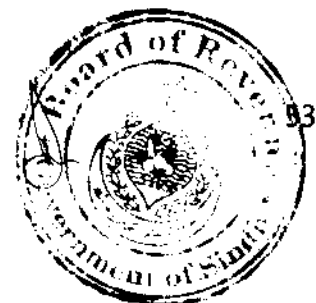
The System support should include the correction of discovered errors and assistance of the Purchaser in the system maintenance. Such support should include on-site support as well as on line support. The bidder shall provide technical support to all customer services centers (one in each district of Sindh, total 27). The technical support shall include troubleshooting of all software related issues.

All hardware failures will be repaired or replaced and the actual cost shall be charged separately by the successful bidder if and when required.

The plan and time schedule for system maintenance and support should be presented by the Bidders as a part of their proposal and quoted separately in the Financial Proposal.

2.11.2 Bidder Support Services

The Bidder must have established procedures to escalate bug-error tickets within its organization. The Bidder must provide fixes/workarounds based on criticality of the problem encountered and appoint a Client Service representative who will serve as a single point of contact for maintenance and other support.

The Bidder must provide such software (an Issue Tracking System) for Purchaser to manage the procedure for incident reporting etc. in the future.

The Bidder is obliged to provide system support during the warranty period and included in the maintenance agreement after the warranty period. Support should cover system software and data conversion, loading and migration elements

The Bidder must provide selected technical personnel to interface directly with the Purchaser with access to frequently asked questions and associated responses and also provide experienced support team for all aspects of the system and for the duration of the maintenance agreement

The Bidder must demonstrate how upgrades to the proposed IT components would be maintained. Such upgrades must be available within six months of the commercial release of new versions. The Bidder must demonstrate capability to keep product support current.

The Bidder must be prepared to work with Purchaser on the development and agreement of a Service Level Agreement (SLA) that specifies the detailed requirements for the various levels of support and maintenance

Additionally, in responding to the support service requirements, the Bidder must:-

a. Clearly define levels of support for all hardware and system software provided
b. Define the maximum and expected average response times to request for support or maintenance including travel times where applicable;

c. State how problems should be notified to Bidder support staff along with the standard hours around which the support can be expected.

The Bidder will detail any guaranteed response time service, "hot line" service, remote on-line software diagnostics and fault escalation services offered.

2.11.3 Provision of Local Area Support

The Bidder must train the team of Project Management Unit and BOR or other individuals identified by BOR that will provide eventually the first line of support in the course of system implementation and maintenance (after system implementation and acceptance).

The Bidder should set up a local Technical support team. The staff of the local support team would be evaluated

2.11.4 Three-Level Support Regime

The support shall be implemented via three-level support regime:

- 1st level support, by a super-user who can give rapid help to users at BOR and LARMIS front desk who experience a problem with the system. This requires a person who has very good knowledge of the system, who can understand the problem and give advice on what to do.
- 2nd level support by an analyst who can analyze problems that cannot be solved by the experienced user, or analyze the need for improved functionality in depth and prepare related specifications for subsequent changes to the source code;
- 3rd level support by the Bidder who can make changes to the source code for correction of errors and for new functionality

The Bidder shall describe the support organization and the support procedures both at locally-based first-level support and at higher support levels.

2.11.5 Error Handling

During the installation, acceptance and warranty period the Bidder shall provide corrective services.

The Bidder shall present a proposal for error reporting and corrective services, including response times.

2.12 Non-Functional Requirements

1. Application driven Data base replication routines among servers for all identified data elements will be developed, for failsafe operation of the system in times of hardware

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failures like disk crashes and system outages. Data needs to be synchronized as part of the application.

2. Automated Application Software Packaging and Deployment Tool

3. Garbage Cleaning" of unwanted data from backend database must be done automatically at periodic intervals as a back ground process or as an invoked utility.

4. Failsafe shut down and restart of any server any time without affecting other servers and network operation. Any crash of a server machine should not bring down the rest of network/servers operation. Failure of a server must be detected automatically by built-in mechanism. When a server failure is detected, all clients connected to it must be transferred to the server of next higher level, which holds a replicated database.

5. Number of logins from each client machine and client ID with time period/stamping must be logged in. The details of print outs taken must also be logged in as report form. This detail should not be editable.

6. Data entry in all fields will be validated for correctness. Once sufficient number of valid data is keyed into any field, the cursor should automatically move to the next data entry field. Provision will exist to skip non-mandatory fields by Tab Key.

7. System is operable 24 hours x 7 days. Though this is primarily a hardware requirement, the software should support this requirement, wherever feasible through power down mode etc. System uptime shall be 99.99% on servers.

8. All entries into system will be through user input screen provided as part of application software.

9. Only authorized abbreviations will be used in all documents/artifacts and screen layouts.

10. Screen formats/layouts will be uniform in terms of color scheme, fonts, navigability etc. across the entire application. Nastaleeq is mandatory for output documents.

11. Any deletion of database entry should be done after reconfirming the same from the client — e.g. "Do you want to delete this item?" In case of critical data, proper warning about the consequences should be provided. The system should have the feature to mark the deleted record and hide it from the standard GUI for auditing purposes. No record can be deleted from the system.

12. The system performance in terms of response time should not be degraded even when all clients are using the system and accessing the database. Response to any data base access should be less than 12 seconds, worst case, even at peak traffic and database accesses. (This is purely a tentative figure and could be fine-tuned after a few rounds of integrated testing.)

13. Error detection and recovery: System should be able to detect errors and be able to recover from such errors with minimum loss of data.

14. Software should lend itself to easy and effective maintenance. Adaptive, enhancive and corrective maintenance should be possible with least amount of effort.

15. Software constraints: Software constraints (e.g. maximum field length, file size etc.) should be minimal and avoided at best. Where it cannot be avoided it should be user configurable.

16. Recovery from crash: Software programs and data should not be corrupted or lost after system crash and must be recoverable with minimum loss of time. Necessary

procedures should be provided to restore system following a major crash like Disk crash. This would include automatic replication of data across the network.

17. System reconfiguration facility: System should not permit modification of application software or data structure to ensure integrity. The system should have facility of reconfiguration by designated staff to cater for changing requirements, e.g. when some servers have crashed, the clients connected to it must be transferred to nearby server in which replicated data is available.

18. Portability: Application software must be easily portable across later versions of same family of Hardware systems and Operating system (Windows).

19. Report generation: Generation of reports will be in text, processed and formatted as a print out or text file. Generation of reports will be by authorized persons only. It should provide provision to modify formats and screens by the user. Facility for formatting the generated reports, seeing Print-Preview and taking printouts in Portrait/Landscape in A4/A3 size papers should be provided. Also facility for saving the reports and retrieving the same later for reference should be provided.

20. Security aspects:

   o Multi-level database security measures.
   o Dissemination of information on a need to know basis based on role/profile and the corresponding permission.
   o Transmission of data in encrypted form.

21. Usage of unspecified COTS software products as part of Application Software should be avoided.

22. General aspects to be supported:

   o Scalability
   o Availability (24X7
   o Maintainability
   o Portability
   o Configurability
   o Usability
   o Supportability
   o Reliability
   o Reusability
   o Stability

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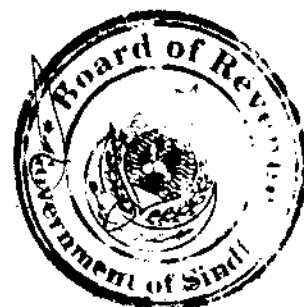
Section V - Bid Response Forms

This section provides the instructions, guidelines and the relevant forms/formats for the preparation of proposals for the project, **"CONSULTANCY SERVICES FOR DATABASE MANAGEMENT AND ADVANCED INTEGRATED SYSTEM MANAGEMENT SERVICES OF BUSINESS OPERATIONS UNDER LAND ADMINISTRATION AND REVENUE MANAGEMENT INFORMATION SYSTEM (LARMIS)"**. 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.

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

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
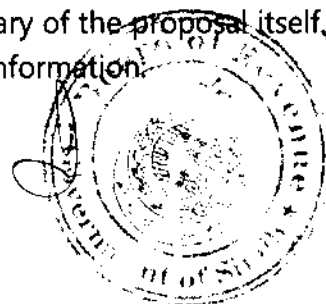
1. "Proposal and cost schedule shall be valid and binding for 120 days following proposal due date and will become part of the contract that is negotiated."
2. Company name, address, and telephone number of the firm submitting the proposal.
3. Name, title, address, and telephone number of the person, 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.

1.2 Specimen of Cover Letter

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

Subject: **TECHNICAL PROPOSAL FOR "CONSULTANCY SERVICES FOR DATABASE MANAGEMENT AND ADVANCED INTEGRATED SYSTEM MANAGEMENT SERVICES OF BUSINESS OPERATIONS UNDER LAND ADMINISTRATION AND REVENUE MANAGEMENT INFORMATION SYSTEM (LARMIS)"**

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.

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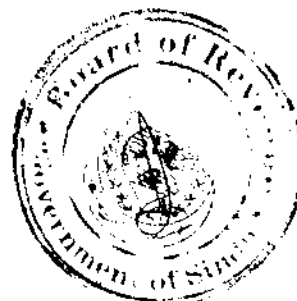
We agree to abide by this Bid for the period of 120 days from the date fixed according to the relevant Clause of the Instruction to Bidders, and it shall remain binding upon us and shall be accepted at any time before the expiration of that period or any period for which the bid validity and bid security 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

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

(COMPANY SEAL)

(_____)

(Signature of Witness)

Witness Address: _____

1.3 Specimen of Affidavit

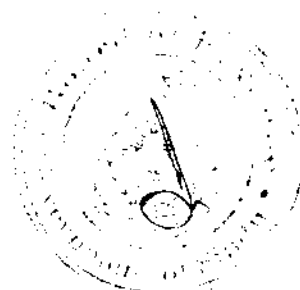*(To be printed on Rs. 100/- Stamp Paper)*

From: _____

_____

_____

To:

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

SUBJECT: <u>AFFIDAVIT</u>

We, M/s. _____ having our office at _____ hereby undertake that as a result of contract between us and your organization for the **"CONSULTANCY SERVICES FOR DATABASE MANAGEMENT AND ADVANCED INTEGRATED SYSTEM MANAGEMENT SERVICES OF BUSINESS OPERATIONS UNDER LAND ADMINISTRATION AND REVENUE MANAGEMENT INFORMATION SYSTEM (LARMIS)"**, 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)

1.4 Specimen of Integrity Pact

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

INTEGRITY PACT FOR

Project Name: "MANAGED SERVICES FOR THE LAND ADMINISTRATION AND REVENUE MANAGEMENT SYSTEM

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 discloser, 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 able 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 time 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 inducting the procurement of any contract, right interest privilege or other obligation or benefit in whatsoever form GOS.

Stamp & Signatures

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1.5 Table of Contents

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

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.

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: 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.
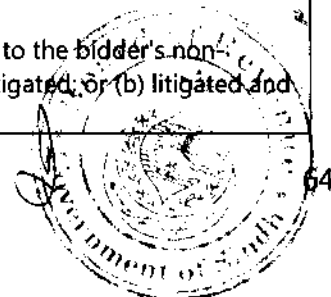
Submit full details of all terminations for default experienced by the bidder during the past five years, including the other party's name, address, and telephone number. Present the bidder's position on the matter. The Purchaser will evaluate the facts and may, at its sole discretion, reject the bidder's 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.

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	

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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	

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	

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:

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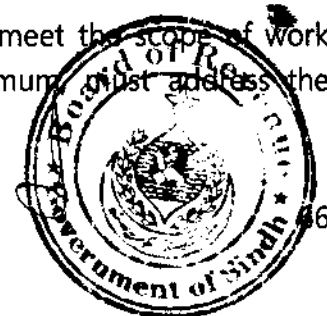
- Implementation team organization chart
- Implementation team size, roles and responsibilities of each member
- Implementation Planning and Methodology
- Detailed Design
- Initial configuration where ever required to bring the system up and running

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.)

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 (5 sets) on CDs.

S No	DESCRIPTION OF DOCUMENTATION	QTY
1		
2		
3		

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1.13 Warranty, Support and Maintenance

[text obscured]

[text obscured] Please describe the warranty and support services proposed for the project [text obscured]

1.14 Project Plan

[text obscured]

GANTT CHART

[text obscured]

TASK DESCRIPTIONS

[text obscured]

DEPENDENCIES

[text obscured]

PREDECESSOR

[text obscured]

DELIVERABLES

[text obscured]

COMISSIONING PLAN

[text obscured]

1.15 Required Attachments

The following attachments are to be included with the proposal.

DESCRIPTION OF ATTACHMENTS
• 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

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Assets.
• Authorized dealer, distributor, channel partner, etc. certificate or purchase invoice for products to be used.
• Full product support certificate from the software's principal(s).
• Evidence of reference projects in the form of Customer's Completion Certificates.
• Descriptive manuals.
• Draft contract on the basis of 24x7x365 for support and services on yearly basis.
• Company Registration Documents.
• Income Tax, Sales Tax & Provincial Sales Tax, Registration Certificates.
• 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.
• All required documents as reflected in the RFP.

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.)

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2 Financial Proposal

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

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

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,
LARMIS,
Reforms Wing & Special Cell, Board of Revenue, Sindh
1st Floor, ST-4, Adj. Dr. Ziauddin Hospital
Clifton Block 6, Karachi

Subject: **"CONSULTANCY SERVICES FOR DATABASE MANAGEMENT AND ADVANCED INTEGRATED SYSTEM MANAGEMENT SERVICES OF BUSINESS OPERATIONS UNDER LAND ADMINISTRATION AND REVENUE MANAGEMENT INFORMATION SYSTEM (LARMIS)"**

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.

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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: _____

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2.2 Bid Security

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.

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.

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.

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.

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.

2.3 Price Schedules

Firm Price for Services Included in the Total Bid Price to be provided as per the following template:

S. No.	Milestone	Unit	Unit Cost	Total Cost
1	LARMIS Software & Database Development	1 solution		
2	Data cleansing	1 solution		
3	Data Entry of remaining data	1 Million		
4	Network connectivity	29 Sites		
5	Managed Services at data center	4 persons		
6	Technical support and maintenance	27 sites		
7	Training	45 Persons		
	Total			

Section VI - Evaluation Forms

1 Form A-1

ORGANIZATIONAL CAPABILITIES

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

Note: Please attach relevant document such as certificate of incorporation / registration

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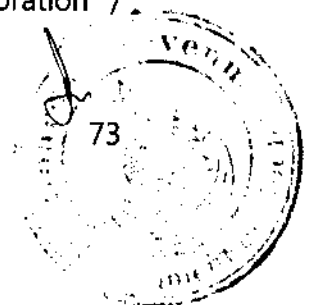
2 Form A-2

ORGANIZATIONAL CAPABILITIES

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.

3 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

4 **Form B-1**

RELEVANT EXPERIENCE

EXPERIENCE OF BIDDER IN SCANNING & DIGITIZATION

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

5 Form B-2

GENERAL/SPECIFIC EXPERIENCE

EXPERIENCE OF BIDDER IN LARGE SCALE INDEXING/DATA ENTRY/DATA CLEANSING

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

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6 Form B-3

GENERAL/SPECIFIC EXPERIENCE

EXPERIENCE OF BIDDER IN 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
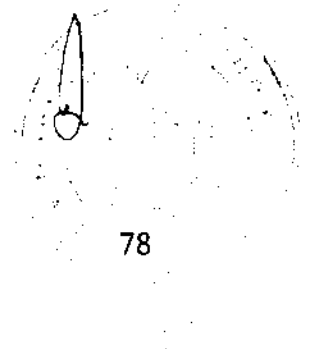
7 Form B-4

GENERAL/SPECIFIC EXPERIENCE

PROJECT OF UNDERTAKEN IN SAME GEOGRAPHICAL LOCATION

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
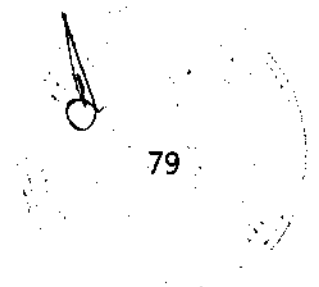
8 Form B-5

RELEVANT EXPERIENCE

EXPERIENCE OF BIDDER IN MULTILINGUAL SOFTWARE DEVELOPMENT

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
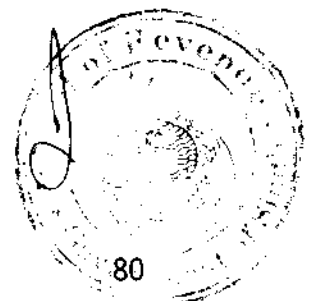
9 **Form B-6**

RELEVANT EXPERIENCE

EXPERIENCE OF BIDDER IN MULTILINGUAL DATA ENTRY

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

10 **Form C-1**

SPECIALIZATION

DETAILS REGARDING PROFESSIONAL/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 deemed necessary as proof of claims in CVs.

11 **Form D-1**

<u>QUALITY MANAGEMENT</u>

ISO 9001 & 27001 or equivalent

(attach certificate)

S. No.	Description	Year of certification	Date of Expiry

12 **Form D-2**

<u>QUALITY MANAGEMENT</u>

CMMI Certification or equivalent

(attach certificate)

S. No.	Description	Year of certification	Date of Expiry

13 Form E-1

<u>**UNDERSTANDING OF ASSIGNMENT**</u>

RELEVANT LAWS

Bidder has to demonstrate knowledge of relevant laws

14 **Form E-2**

<u>UNDERSTANDING OF ASSIGNMENT</u>

Industry Standards/best practices for scanning & indexing

Bidder has to demonstrate domain knowledge of Industry standards /best practices for scanning & indexing.

15 **Form E-3**

<u>**UNDERSTANDING OF ASSIGNMENT**</u>

E-Governance Solutions

Bidder has to demonstrate proper knowledge and understanding of e-Governance Solutions solicited under the RFP schedule of requirements.
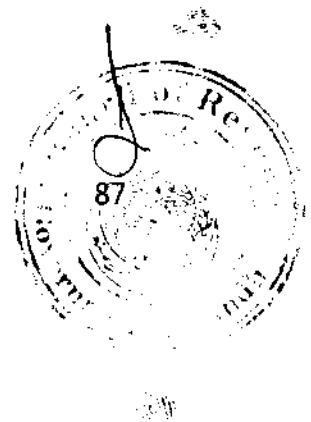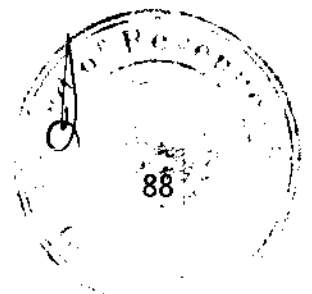
16 Form E-4

UNDERSTANDING OF ASSIGNMENT

Managed Services

Bidder has to demonstrate knowledge and experience of Managed Services for the schedule of requirements mentioned in the RFP document.

17 **Form F-1**

PROPOSED METHODOLOGY

INNOVATIVENESS

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