



POLICE DEPARTMENT
GOVERNMENT OF SINDH
www.sindhpolice.gov.pk

No. 984-88/DIT/CPO/TND/2017,

Dated: 03 .04.2017


To,

✓ The Director,
Admn: & Finance, SPPRA,
Government of Sindh,
Block No.8, Sindh Secretarial No. 4A,
Court Road, Karachi.

Subject:- **BID EVALUATION REPORT (SPPRA S.No. 10075/ ID # 500/2017)**

Please find enclosed following documents regarding Tender of Procurement of Maintenance, Support for Customized Software of Driving License Branches of Sindh Police, during the financial year 2016-2017, to place on Website of www.sppra.gov.pk.

1. Copies of Tender Notices.
2. Minutes of Meeting (Technical).
3. Minutes of Meeting (Financial).
4. Attendance of Bidder (Financial).
5. Attendance of Committee (Financial).
6. Technical Evaluation Report.
7. Bid Evaluation Report.


(TABASUM ABBASI)
Director
Information Technology
CPO, Sindh Police
Secretary

Copy to the following:-

1. PS to IGP Sindh, Karachi.
2. DIGP/ I.T CPO Sindh, Karachi.
3. DIGP Traffic License & Training Branch, Karachi.
4. Webmaster I.T Branch CPO Sindh Karachi, for placing the same on website of Sindh Police.

2906
DATE: 03-04-17

MINUTES OF THE PROCUREMENT COMMITTEE'S MEETING CONVENED ON 02.03.2017 @ 1430 HOURS IN I.T.BRANCH, GROUND FLOOR, CPO SINDH KARACHI FOR THE OPENING OF TECHNICAL PROPOSAL FOR PROCUREMENT OF MAINTENANCE,SUPPORT FOR CUSTOMIZED SOFTWARE OF DRIVING LICENSE BRANCHES OF SINDH POLICE, DURING THE FINANCIAL YEAR 2016-2017.

The following Officers have attended the meeting:-

- | | |
|---|-------------|
| 1. DIGP I.T Sindh, Karachi | (Chairman) |
| 2. DIGP Traffic License & Training, Karachi | (Member) |
| 3. AIGP Logistics Sindh, Karachi | (Member) |
| 4. Director, I.T CPO, Karachi | (Secretary) |
| 5. Asstt: Chief CPLC, Karachi | (Member) |
| 6. Rep: of Home Department, Government of Sindh | (Member) |
| 7. Rep: of I.T Department, Government of Sindh | (Member) |

2 In response to Tender Notice floated in the press on 11.02.2017 regarding Procurement of Maintenance, Support for Customized software of Driving License Branch for Sindh Police, the following four firms obtained the tender documents:-

1. M/s Info Access
2. M/s Quick Marketing Service
3. M/s Trade & Projects
4. M/s Computer Research Pvt Ltd.

3. Out of above four firms only three firms submitted their technical and financial proposal separately on the due date and time.

1. M/s Info Access
2. M/s Quick Marketing Service
3. M/s Trade & Projects

4. The technical bids were opened in presence of the Purchase Committee and the representatives of the participating bidders.

5. After the opening of Technical Proposals the Procurement Committee was of the view that demonstration of all quoted services is necessary to be witnessed for evaluation purposes. The firm which will not give the demo should be marked as fail in evaluation report. The demo date will be communicated to all firms in writing providing sufficient time.




(KHALID KHOSO)
Rep. of I.T Deptt: Govt of Sindh
(Member)




(AAMIR HASSAN)
Assistant Chief CPLC, Karachi
(Member)




(SUHAIL ANJUM JAFRI)
Rep. of Home Deptt: Govt of Sindh
(Member)


(TABUSSUM ABBASI)
Director I.T CPO, Karachi
(Secretary)


(QAMER RAZA JISKANI),PSP
AIGP Logistic CPO, Karachi
(Member)


(MAZHER NAWAZ SHAIKH),PSP
DIGP Traffic L&T, Karachi
(Member)


(SULTAN ALI KHOWAJA),PSP
DIGP I.T Sindh, Karachi
(Chairman)

MINUTES OF THE PROCUREMENT COMMITTEE'S MEETING CONVENED ON 13.03.2017 @ 1200 HOURS IN OFFICE OF DIGP/ I.T, CPO SINDH KARACHI FOR THE TECHNICAL EVALUATION OF THE PROPOSALS FOR PROCUREMENT OF MAINTENANCE,SUPPORT FOR CUSTOMIZED SOFTWARE OF DRIVING LICENSE BRANCHES OF SINDH POLICE, DURING THE FINANCIAL YEAR 2016-2017.

The following Officers have attended the meeting:-

- | | |
|---|-------------|
| 1. DIGP I.T, CPO Sindh, Karachi | (Chairman) |
| 2. DIGP Traffic License & Training, Karachi | (Member) |
| 3. AIGP Logistics, CPO Sindh Karachi | (Member) |
| 4. Director, I.T, CPO Karachi | (Secretary) |
| 5. Rep. of CPLC, Karachi | (Member) |
| 6. Rep: of Home Deptt: Govt of Sindh | (Member) |
| 7. Rep: of I.T Department, Govt of Sindh | (Member) |

2. On 09.03.2017 at 12:00 noon, the following 03 firms were invited for demonstration for the evaluation of

Technical proposal on the due date and time.


1. M/s Info Access
2. M/s Quick Marketing Service
3. M/S Trade & Projects


3. The firm's were requested for presentation/demonstration on their submitted proposal for their technical evaluation on the due date and time.


4. In response only one firm M/s Info Access gave presentation to the technical evaluation Committee, where as the other 02 firm's i.e (1) M/s Quick Marketing Service (2) M/s Trade & Projects requested for extension in date for presentation.


5. In order to give fair chance and healthy competition the purchase extended the Presentation/Demo till dated 13.03.2017 @ 1200 hrs for the above 2 firm's, along with the clear instructions to bring all relevant documents with them required for evaluation purpose, but they failed to participate on the extended date.

6. The Committee evaluated the bids and in result only 01 bider M/s Info Access was technically qualified and the Purchase Committee recommended to open the financial bids on 20.03.2017.

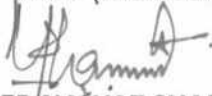

(SUMIR MURAD SHAH)
Rep. of I.T Deptt: Govt of
Sindh (Member)

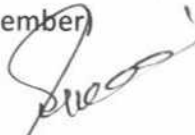

(AAMIR HASSAN)
Rep. of CPLC, Karachi
(Member)


(SUHAIL ANJUM JAFRI)
Rep. of Home Deptt: Govt of
Sindh (Member)


(TABUSUM ABBASI)
Director I.T, CPO Karachi
(Secretary)


(QAMER RAZA JISKANI)PSP
AIGP Logitic CPO Karachi
(Member)


(MAZHER NAWAZ SHAIKH), PSP
DIGP Traffic, L&T Karachi
(Member)


(SULTAN ALI KHUWAJA), PSP
DIGP/ I.T Sindh Karachi
(Chairman)

MINUTES OF THE PROCUREMENT COMMITTEE'S MEETING CONVENED ON 20.03.2017 @ 1130 HOURS IN OFFICE OF DIGP/ I.T, CPO SINDH KARACHI FOR THE OPENING OF TECHNICAL PROPOSAL FOR PROCUREMENT OF MAINTENANCE,SUPPORT FOR CUSTOMIZED SOFTWARE OF DRIVING LICENSE BRANCHES OF SINDH POLICE, DURING THE FINANCIAL YEAR 2016-2017.

The following Officers have attended the meeting:-

- | | |
|---|-------------|
| 1. DIGP I.T, CPO Sindh, Karachi | (Chairman) |
| 2. DIGP Traffic License & Training, Karachi | (Member) |
| 3. AIGP Logistics, CPO Sindh Karachi | (Member) |
| 4. Director, I.T, CPO Karachi | (Secretary) |
| 5. Rep: of CPLC, Karachi | (Member) |
| 6. Rep: of Home Deptt: Govt of Sindh | (Member) |
| 7. Rep: of I.T Department, Govt of Sindh | (Member) |

2. **Agenda :-**

- (i) To open the financial bids of technically qualified bidders.
(ii) To evaluate the bids for final Acceptation/ Rejection in accordance with the SPPRA rule 48.

Discussion /Decisions:-

- (i) After discussion in the light of SPPRA Rules, the financial bids of only technically qualified bidders were opened.
(ii) Bids of technically disqualified bidders were returned sealed to the concerned bidders.
(iii) It was discussed that the rates quoted cannot be compared from open market as it is for the Driving License Branches.
(iv) The Committee reviewed the previous software SLA'S and found the rates reasonable with all component/services quoted as per the RFP documents.

3. Final bid evaluation results are as under:-

S. No	Name of Firm	Result	Rate Quoted	Final Evaluation (Accepted/Reject)	Remarks
01	M/s Info Access Karachi	Qualified	35,000,00/-	Accepted	In accordance with the Rule 48 of SPPRA 2010 (Amended 2013)

(JAHANZAIB MEMON)
Rep. of I.T Deptt: Govt of Sindh (Member)

(TABUSUM ABBASI)
Director I.T, CPO Karachi (Secretary)

(AAMIR HASSAN)
Rep. of CPLC, Karachi (Member)

(QAMER RAZA JISKANI)PSP
AIGP Logistic CPO Karachi (Member)

(SULTAN ALI KHUWAJA), PSP
DIGP/I.T Sindh Karachi (Chairman)

(SUHAIL ANJUM JAFRI)
Rep. of Home Deptt: Govt of Sindh (Member)

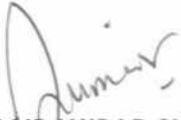
(MAZHER NAWAZ SHAIKH), PSP
DIGP Traffic, L&T Karachi (Member)




Technical Evaluation Sheet DLS Support & Maintenance For Customized Software.


Evaluation Criteria.		Marks.	Infoaccess.	Trade & Project.	Quick Marketing Service.	
Section 1:	Company Profile. 100 Marks.	1.1 Years of Establishment.	50	10	50	50
		1.2 Financial Strength.	50	40	00	00
Section 2:	Financial Capability. 100 Marks.	2.1 Annual Turnover 2 years.	50	50	00	00
		2.2 No of projects.	50	50	50	00
Section 3:	Specialization. 150 Marks.	3.1 Database Experts.	20	20	20	00
		3.2 Software's Experts.	100	100	100	00
		3.3 Software's Integrators.	30	30	30	00
Section 4:	Relevant Experience. 300 Marks.	4.1 Experience in Driving License or other similar projects.	150	150	50	00
		4.2 Project of Mobile App.	150	50	50	00
Section 5:	Understanding of the Assignment. 100 Marks.	100	100	00	00	
Section 6:	Proposed Methodology. 100 Marks.	100	100	00	00	
Section 7:	Quality Management. 150 Marks.	7.1 ISO Certificates.	50	50	00	00
		7.2 Debugging of Software Test.	50	50	00	00
		7.3 Debugging of Database Test.	50	50	00	00
Total Marks.		1000	850	350	50	
Status.		Qualified.	Qualified.	Disqualified.	Disqualified.	

Remarks.	Technically compliant with all requirements.	<ul style="list-style-type: none"> For Section 1 & 7.1 & 7.2 no documents provided Absent for Demonstration for marks Section 5, 6 & 7.2 & 7.3 	<ul style="list-style-type: none"> Only FBR certificate provided. & no other documents provided. Absent for Demonstration for marks of Section 5, 6 & 7.2 & 7.3
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(SUMAIR MURAD SHAH)
Rep. of I.T Dept. Govt of Sindh
(Member)


(AAMIR HASAN)
Member CPLC, Karachi
(Member)


(SUHAIL ANJUM JAFRI)
Rep. of Home Dept. Govt of Sindh
(Member)


(TABASSUM ABBASI)
Director I.T CPO, Karachi
(Secretary)


(QAMAR RAZA JISKANI), PSP
AIGP Logistic CPO Karachi.
(Member)


(MAZHAR NAWAZ SHAIKH), PSP
DIGP Traffic L & T Karachi.
(Member)


(SULTAN ALI KHOWAJA), PSP
DIGP I.T Sindh Karachi
(Chairman)

**COMPRATIVE STATEMENT OF MAINTENANCE, SUPPORT FOR CUSTOMIZED
SOFTWARE OF DRIVING LICENSE BRANCHS OF SINDH POLICE.**

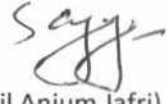
S.No	Name of Firm	Result	Rate Quoted	Final Evaluation (Accepted/Rejected)	Remarks
1.	M/s Info Access	Qualified	35,000,00/-	Accepted	In accordance of SPPRA Rule 48 of 2010(Amended 2013)



(Eng: Jehanzeb Memon)
Rep. of I.T Deptt: Govt of Sindh
(Member)



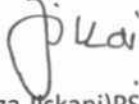
(Aamir Hassan)
Rep. of CPLC, Karachi
(Member)



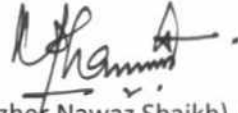
(Suhail Anjum Jafri)
Rep. of Home Deptt: Govt of
Sindh (Member)



(Tabusum Abbasi)
Director I.T, CPO Karachi
(Secretary)



(Qamar Raza Jiskani)PSP
AIGP Logitic CPO Karachi
(Member)

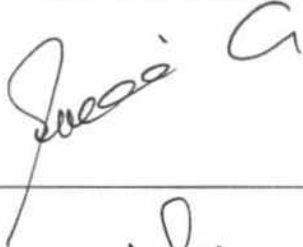



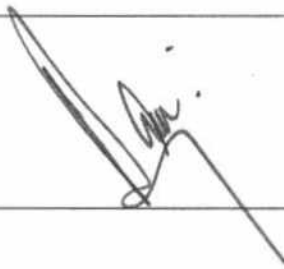




(Mazher Nawaz Shaikh), PSP
DIGP Traffic, L&T Karachi
(Member)

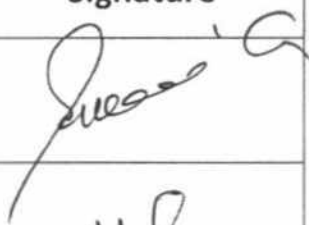
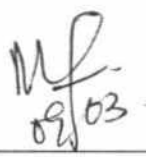


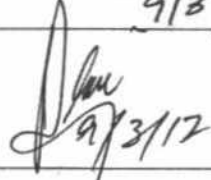
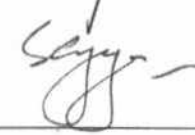
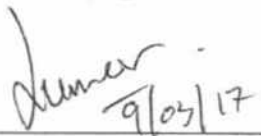


(Sultan Ali Khuwaja), PSP
DIGP/ I.T Sindh Karachi
(Chairman)

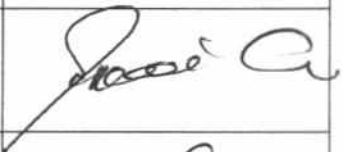
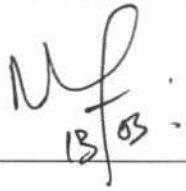
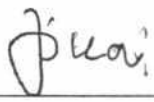


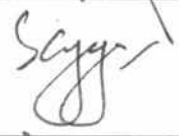

**Attendance Of Procurement Committee for the Procurement Maintenance,
Support For Customized Software Of Driving License Branches Sindh of
Sindh Police During The Financial Year 2016-17 On 02-03-2017.**

S#	Name of Officers	Signature
01	Sultan Ali Khawaja, PSP DIGP/ I.T CPO Sindh Karachi. (Chairman)	
02	Mazher Nawaz Shaikh, PSP DIGP Traffic License & Training Karachi (Member)	
03	Qamar Raza Jiskani, PSP AIGP Logistic Sindh, CPO Karachi (Member)	
04	Tabasum Abbasi Director, I.T CPO, Sindh Karachi (Secretary)	
05	Asstt: Chief CPLC Karachi (Member)	
06	<i>Sohail Anjum Jaffri</i> Rep. of Home Department Govt of Sindh (Member)	
07	<i>Khalid Khoso</i> Rep. of I.T Department Govt of Sindh (Member)	

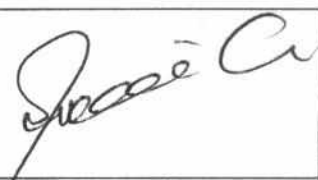
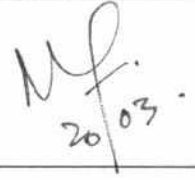
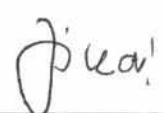




**Attendance of Procurement Committee for the Procurement
Maintenance, Support for Customized Software of Driving License
Branches of Sindh Police During the Financial Year 2016-17
on 09-03 -2017@ 1200 Hrs (Presentation/Demo)**

S.#	Name of Officers		Signature
1	Sultan Ali Khawaja, PSP DIGP/ I.T CPO Sindh Karachi	Chairman	
2	Mazhar Nawaz Shaikh, PSP DIGP Traffic License & Training Karachi	Member	
3	Qamar Raza Jiskani, PSP AIGP Logistic Sindh, Karachi	Member	
4	Tabasum Abbasi Director I.T CPO, Karachi	Secretary	
5	Aamir Hussain Asst. Chief CPLC (Head of Task force) Karachi	Member	
6	Sohail Anjum Jaffri Rep. of Home Department Govt. of Sindh	Member	
7	Sumair Murad Shah Vedio Conference Engineer Rep. of I.T Department Govt of Sindh	Member	



**Attendance of Procurement Committee for the Procurement
Maintenance, Support for Customized Software of Driving License
Branches of Sindh Police During the Financial Year 2016-17
on 13-03 -2017@ 1200 Hrs (Presentation/Demo)**

S.#	Name of Officers		Signature
1	Sultan Ali Khawaja, PSP DIGP/ I.T CPO Sindh Karachi	Chairman	
2	Mazhar Nawaz Shaikh, PSP DIGP Traffic License & Training Karachi	Member	
3	Qamar Raza Jiskani, PSP AIGP Logistic Sindh, Karachi	Member	
4	Tabasum Abbasi Director I.T CPO, Karachi	Secretary	
5	Aamir Hassain Asstt: Chief CPLC Karachi	Member	
6	Sohail Anjum Jaffri Rep. of Home Department Govt. of Sindh	Member	
7	Sumair Murad Shah Video Conference Engineer Rep. of I.T Department Govt of Sindh	Member	

**Committee for the Procurement Maintenance, Support for Customized
Software of Driving License Branches of Sindh Police During the
Financial Year 2016-17
on 20-03 -2017@ 1130 Hrs**

S.#	Name of Officers		Signature
1	Sultan Ali Khawaja, PSP DIGP/ I.T CPO Sindh Karachi	Chairman	
2	Mazhar Nawaz Shaikh, PSP DIGP Traffic License & Training Karachi	Member	
3	Qamar Raza Jiskani, PSP AIGP Logistic Sindh, Karachi	Member	
4	Tabasum Abbasi Director I.T CPO, Karachi	Secretary	
5	Aamir Hassan Member CPLC Karachi	Member	
6	Sohail Anjum Jaffri Rep. of Home Department Govt. of Sindh	Member	
7	JAHANZEB MEMON Sumair Murad Shah Video Conference Engineer Rep. of I.T Department Govt of Sindh	Member	


ATTENDANCE SHEET OF BIDDERS FOR THE MAINTENANCE,
SUPPORT FOR CUSTOMIZED SOFTWARE OF DRIVING LICENSE
BRANCHES SINDH OF SINDH POLICE DURING THE FINANCIAL YEAR
2016-17, ON 02.03.2017 @ 1430 HOURS

S. No	Name of Firm	Name of Representative	Cell No.	Signature
01	M/s Computer Research Pvt Ltd			
02	M/s Info Access	Sohail Tareen	0322-8273367	
03	M/s Trade & Projects			
04	Quick Marketing Service	SHABIR	0304-2113489	

**ATTENDANCE SHEET OF BIDDERS FOR THE MAINTENANCE,SUPPORT FOR
CUSTOMIZED SOFTWARE OF DRIVING LICENSE BRANCHES OF SINDH POLICE
DURING THE FINANCIAL YEAR 2016-17 ON 09.03.2017 @ 1200 HRS
(PRESENTATION/DEMO)**

S. No	Name of Firm	Name of Representative	Cell No	Signature
01	M/S Info Access	Sohail Tareen	0322-8273367	
02	M/S Trade & Project			
03	M/S Quick Marketing Services			

**ATTENDANCE SHEET OF BIDDERS FOR THE MAINTENANCE,SUPPORT FOR
CUSTOMIZED SOFTWARE OF DRIVING LICENSE BRANCHES OF SINDH POLICE
DURING THE FINANCIAL YEAR 2016-17
ON 20.03.2017 @ 1130 HRS**

S. No	Name of Firm	e-mail Add	Name of Representative	Cell No	Signature
01	M/S Info Access	Sohail.Tareen @ Info-XS.com	Sohail Tareen	0322-827326	
02	M/s Quick Marketing Services				
03	M/s Trade & Project Pvt Ltd				

**ATTENDANCE SHEET OF BIDDERS FOR THE MAINTENANCE,SUPPORT FOR
CUSTOMIZED SOFTWARE OF DRIVING LICENSE BRANCHES OF SINDH POLICE
DURING THE FINANCIAL YEAR 2016-17 ON 13.03.2017 @ 1200 HRS
(PRESENTATION/DEMO)**


S. No	Name of Firm	Name of Representative	Cell No	Signature
01	M/S Trade & Project			<i>Not attended</i>
02	M/S Quick Marketing Services			<i>Not attended</i>


BID EVALUATION REPORT

1	Name of Procuring Agency	Sindh Police.
2	Tender Reference No.	INF-KRY No. 636/17
3	Tender Description/Name of work/Item	Maintenance , Support for Customized Software of Driving License Branch of Sindh Police
4	Method of Procurement	Single Stage Two Envelope Procedure
5	Tender Published (Print & Electronic Media (SPPRA ID No.& News Papers names with dates)	SPPRA ID Sr # 10075 ID 500/2017 Express Tribune, Jang and Sindh Yar dt:11.02.2017
6	Total Bid documents Sold	04
7	Total Bids Received	03
8	Technical Bid Opening date: (If applicable)	02-03-2017
9	No. of Bid technically qualified (If applicable).	01
10	Bid(s) Rejected.	02
11	Financial Bid Opening date.	20-03-2017

Bid Evaluation Report:

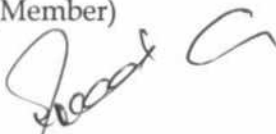
S #	Name of Firm or Bidder	Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost	Reasons for acceptance/rejection	Remarks
0	1	2	3	4	5	6
1	M/s Info Access	Rs.35,000,00	1 st	AS per estimated cost	Accepted	In accordance with the Rule 48 of SPPRA 2010 (Amended 2013)
2	M/s Quick Marketing Services	-	-	-	Rejected	Not participated in the Presentation/Demonstration
3	M/s Trade & Project	-	-	-	Rejected	Not participated in the Presentation/Demonstration


(JAHANZAI B MEMON)
Rep. of I.T Deptt: Govt of Sindh (Member)

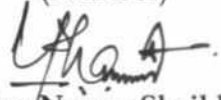

(Tabasum Abbasi)
Director I.T, CPO Karachi
(Secretary)


(AAMIR HASSAN)
Rep. CPLC, Karachi
(Member)


(Qamar Raza Jiskani)PSP
AIGP Logitic CPO Karachi
(Member)


(Sultan Ali Khuwaja), PSP
DIGP/ I.T Sindh Karachi
(Chairman)


(SUHAIL ANJUM JAFRI)
Rep. of Home Deptt: Govt of Sindh
(Member)


(Mazher Nawaz Shaikh), PSP
DIGP Traffic, L&T Karachi
(Member)

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF WORKS, SERVICES & GOODS

- 1) NAME OF THE ORGANIZATION / DEPTT. M/s Info Access
- 2) PROVINCIAL / LOCAL GOVT./ OTHER Government of Sindh
- 3) TITLE OF CONTRACT Maintenance, Support for Customized Software of Driving License Branch of Sindh Police
- 4) TENDER NUMBER 31628
- 5) BRIEF DESCRIPTION OF CONTRACT Scope of work attached as Flag-A
- 6) FORUM THAT APPROVED THE SCHEME Regular Budget
- 7) TENDER ESTIMATED VALUE Rs. 3.5 Million
- 8) ENGINEER'S ESTIMATE (For civil works only) N/A
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) Yearly Service Contract
- 10) TENDER OPENED ON (DATE & TIME) 02.03.2017
- 11) NUMBER OF TENDER DOCUMENTS SOLD (Attach list of buyers) 04
- 12) NUMBER OF BIDS RECEIVED 03
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 03
- 14) BID EVALUATION REPORT (Enclose a copy) (Copy Enclosed)
M/s Info Access
M-21, Decent Tower, Block 15,
Gulistan-e-Jouhar, Karachi
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s Info Access
M-21, Decent Tower, Block 15,
Gulistan-e-Jouhar, Karachi
- 16) CONTRACT AWARD PRICE Rs. 3,500,000/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT (i.e. 1st, 2nd, 3rd EVALUATION BID). 1st
- 18) METHOD OF PROCUREMENT USED : - (Tick one)
- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE Domestic/ Local
- b) SINGLE STAGE – TWO ENVELOPE PROCEDURE
- c) TWO STAGE BIDDING PROCEDURE
- d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE

PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED i.e. EMERGENCY, DIRECT CONTRACTING ETC. WITH BRIEF REASONS:

31) ANY COMPLAINTS RECEIVED
(If yes, result thereof)

Yes	
No	No

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE / DOCUMENTS
(If yes, give details)

Yes	
No	✓

33) WAS THE EXTENSION MADE IN RESPONSE TIME?
(If yes, give reasons)

Yes	
No	No

34) DEVIATION FROM QUALIFICATION CRITERIA
(If yes, give detailed reasons.)

Yes	
No	✓

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT BLACK LISTED?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes, enclose a copy)

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	✓

Signature & Official Stamp of
Authorized Officer

M. Dilshad
Director CPO
Karachi

FOR OFFICE USE ONLY

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi

Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

Print

Save

Reset

LIST OF BUYERS FOR THE PROJECT OF MAINTENANCE,
SUPPORT FOR CUSTOMIZED SOFTWARE OF DRIVING
LICENSE BRANCH OF SINDH POLICE

S.#	Name of Buyer
1	M/s Info Access
2	M/s Quick Marketing Service
3	M/s Trade & Projects
4	M/s Computer Research Pvt Ltd



(TABASUM ABBASI)
Director Information Technology
CPO, Sindh Police



ditcpo@gmail.com
office: 021-99212082

OFFICE OF THE DIRECTOR
INFORMATION & TECHNOLOGY
SINDH POLICE KARACHI

No. 1251 /DIT/CPO/2017
Dated: 05 .05 .2017

To

M/s Info Access
M-21, Decent Tower, Block 15,
Gulistan-e-Jouhar, Karachi

WORK ORDER

Subject: - MAINTENANCE SUPPORT FOR CUSTOMIZED SOFTWARE OF DRIVING LICENSE BRANCH SINDH

This is to inform you that your Quotation/Bid amounting to Rs. 3,500,000/- (*Rupees three million five hundred thousands only*) for "Maintenance Support for Customized Software of Driving License Branch Sindh" to your Company M/s Info Access (Pvt.) Ltd has been accepted by the competent authority by IGP Sindh, Karachi.

2. It is requested to please under take the said work/services indicated in the contract agreement for the period of one year.


(TABASUM ABBASI)
Director
Information Technology
CPO, Sindh Police


BID EVALUATION REPORT

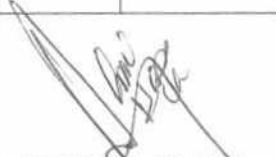
1	Name of Procuring Agency	Sindh Police.
2	Tender Reference No.	INF-KRY No. 636/17
3	Tender Description/Name of work/Item	Maintenance , Support for Customized Software of Driving License Branch of Sindh Police
4	Method of Procurement	Single Stage Two Envelope Procedure
5	Tender Published (Print & Electronic Media (SPPRA ID No.& News Papers names with dates)	SPPRA ID Sr # 10075 ID 500/2017 Express Tribune, Jang and Sindh Yar dt:11.02.2017
6	Total Bid documents Sold	04
7	Total Bids Received	03
8	Technical Bid Opening date: (If applicable)	02-03-2017
9	No. of Bid technically qualified (If applicable).	01
10	Bid(s) Rejected.	02
11	Financial Bid Opening date:	20-03-2017

Bid Evaluation Report:

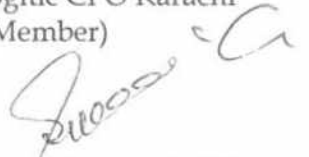
#	Name of Firm or Bidder	Cost offered by the Bidder	Ranking in terms of cost	Comparison with Estimated cost	Reasons for acceptance/rejection	Remarks
0	1	2	3	4	5	6
1	M/s Info Access	Rs.35,000,00	1 st	AS per estimated cost	Accepted	In accordance with the Rule 48 of SPPRA 2010 (Amended 2013)
2	M/s Quick Marketing Services	-	-	-	Rejected	Not participated in the Presentation/Demonstration
3	M/s Trade & Project	-	-	-	Rejected	Not participated in the Presentation/Demonstration


(JAHANZAIB MEMON)
Rep. of I.T Deptt: Govt of Sindh (Member)

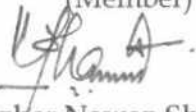

(Tabasum Abbasi)
Director I.T, CPO Karachi
(Secretary)

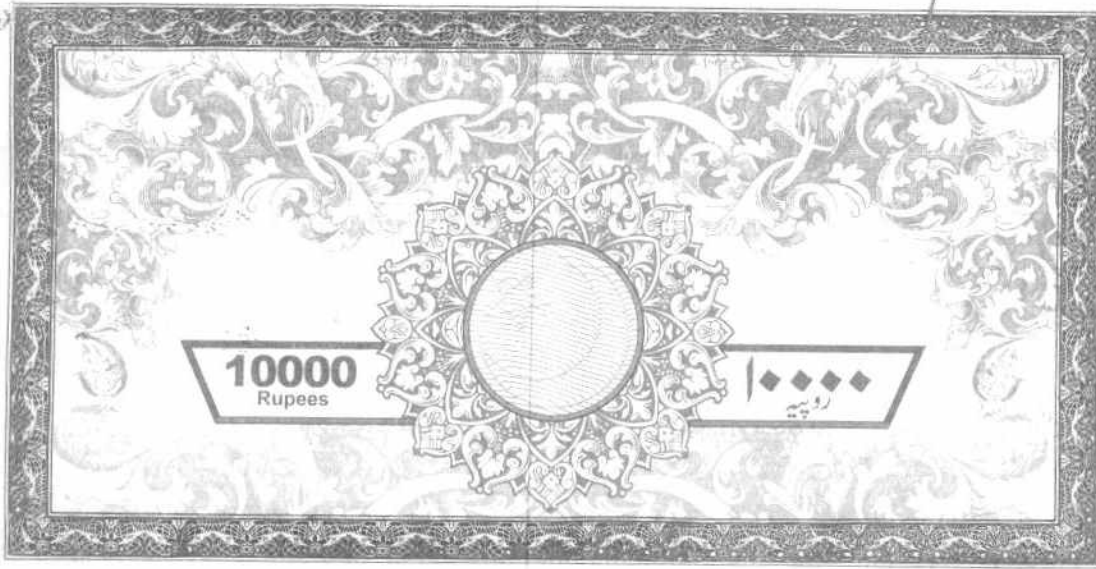

(AAMIR HASSAN)
Rep. CPLC, Karachi
(Member)


(Qamr Raza Jiskani)PSP
AIGP Logitic CPO Karachi
(Member)


(Sultan Ali Khuwaja), PSP
DIGP/ I.T Sindh Karachi
(Chairman)


(SUHAIL ANJUM JAFRI)
Rep. of Home Deptt: Govt of Sindh
(Member)


(Mazher Nawaz Shaikh), PSP
DIGP Traffic, L&T Karachi
(Member)



CAMP OFFICE CITY COURT, KARACHI.

Issued to 1069 Sindh Govt ADI
CNIC No. 15126
Vide D.S.R. No. 3 Dt. 2.5.17
On behalf of official No. 18 SD Dt. 2.5.17
for the purpose of SD
Entry No. 3 Dt. 2.5.17

(RUPEES TEN THOUSAND ONLY)

[Handwritten signature]
Ex. Officer Karachi

CONTRACT AGREEMENT

This Agreement for "Maintenance & Support for Customized Software of Sindh Driving License" for the Project of Sindh Driving License at Karachi on this 02 Day of May 2017

By and Between

Inspector General of Police, Sindh, Central Police Office, I.I. Chundrigar Road, Karachi, hereinafter referred as "BUYER" which expression shall unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns officers delegated to perform functions of procurements for and on behalf of various units of Sindh Police Department of ONE PART.

And

M/s. Info Access, through its duly authorized representative, Sohail Tareen holding CNIC No.42201-8383609-9 having registered office at M-21, Decent Tower, Block 15, Gulistan-e-Jouhar, Karachi & hereinafter referred to as the "SUPPLIER" of the Other Part.

WHEREAS the Sindh Police Department through office of the Deputy Inspector General of Police I.T (CPO) Karachi conducted bidding process for "Maintenance & Support for Customized Software of Sindh Driving License" at total cost of Total Bid Price Pak Rupees. 3,500,000/- (Rupees Thirty Five Hundred thousand) inclusive of all Taxes



[Handwritten signature]

**IMRAN-UDDIN STAMP -VENDOR**

Licence No. 170 Seat No.

City Court Karachi (Pakistan)

No. 042913 Date Abdul AzizIssued To With Address Advocate

Through With Address

PURPOSE

Value Rs. Arrested Stamp Vendor Signature

02 MAY 2017

WHEREAS, the DIGP / I.T CPO, Sindh along with the notified committee vide order No. 036-041/2017, dated: 06.01.2017 is entrusted with responsibility of procurement of services during current financial year 2016-2017 as per description and quantity given below:

01. MAIN SCOPE OF WORK

Provide Technical support, debugging of software, maintenance of databases, troubleshooting for Sindh Driving License Software for the following Modules. The appended below scope covering the basic following components/ Modules only: -

S#	Module Description	QTY
1.	Applicant's profile Management Module.	01
2.	Medical Screening Module	01
3.	Payment Challan & Receipts Module.	01
4.	SNAP Module	01
5.	Question Bank (Theory & Road Sign) in English & Urdu	01
6.	Approvals Module	01
7.	Driving Test Module (on Android)	01
8.	Queue Management Module	01
9.	Condonation Module	01
10.	New Learner Driving License Module	01
11.	Learner's Renewal Module	01



12.	Endorsement Learner Module	01
13.	New Permanent Driving License Module	01
14.	Permanent Renewal Module	01
15.	Permanent Endorsement Module	01
16.	Armed Forces License Module	01
17.	Booklet License Conversion Module	01
18.	International Driving Permit Module	01
19.	Public App on Android hosted on Google Play Store	01
20.	Microsoft SQL Server	01

Locations to be cover in this SLA

1. Technical Support of Software for All Branches of Driving license in Sindh.
2. CPO Data Center servers hosting the DLS Application & database

01. TERMS & CONDITIONS

2.1 Agreement Period

This agreement is valid for **12 months** extendable for next year on a yearly period with mutual consent and satisfaction of buyer at maximum 10% increase of the total cost with mutual consent. The renewal of next year service agreement will be done with the mutual consent of both parties on the satisfactory performance of the Supplier during preceding years.

2.2 Agreement Date: This agreement is effective from **Tuesday 2nd May 2017**.

2.3 No change, alteration or modification in the agreement will be admissible until mutually agreed by the authorized representative of both parties i.e. the **"BUYER"** and the **"SUPPLIER"**

2.4 Either Party will have the right to terminate this Agreement by giving the other Party 90 day's written notice in advance. If **"Info Access"** uses its rights under this provision in that case the **Info Access** shall comply with instructions of Buyer in respect of the last date for the Services and till that date **Info Access** shall be responsible to supply the Services till the new resource is hired through competitive bidding. If Buyer Sindh exercises this provision in that case it must provide/cite valid reasons for doing so, SPPRA termination guidelines shall prevail in that scenario.

2.5 The termination of this Agreement for any reason shall not release any party from any obligations which have already accrued prior to such termination, or which, by the terms, are to continue beyond such termination.

2.6 The termination of this agreement shall be without prejudice to any provisions which are to have effect after termination.



- 2.7 The Supplier shall be responsible to provide Support and services throughout Sindh as per the scope of work of this SLA agreement.
- 2.8 Interim Period, The supplier in case of termination or withdrawal of agreement will provide the services to the BUYER till the arrangement of new resources for support and maintenance in the best interest of the government and public services.

02. RESPONSIBILITIES OF SUPPLIER

- 3.1 SUPPORT & MAINTAINENCE of the New DLS software includes troubleshooting & will be the responsibility of the "SUPPLIER". Any other software not installed by the "SUPPLIER" will not be covered in scope of work. Support & Maintenance further includes inspection, Troubleshooting, testing and rectification of errors to minimize failure and downtime or any other item as envisaged in scope of work of the RFP.
- 3.2 Assurance will be provided by the Supplier to the satisfaction of the buyer that trained software engineer will be available offsite/on-call round the clock to perform corrective maintenance. The qualified Resident Engineer will be dedicated for this contract and physically deployed at DL branch Clifton from 9am - 6 pm and round the clock (24/7) available on call and will be able to provide service support when deemed necessary.
- 3.3 The Supplier will do troubleshooting of Software and if any minor modification required by the buyer will be done on timely basis and will be recorded in the technical documentation.
- 3.4 SERVICE to be rendered hereunder shall conform to the highest industry standards.

3.5 Roles & Responsibilities of SUPPLIER

- 3.5.1. Info Access will be responsible to provide service level agreement of Customized Software of Sindh Driving License software in Driving License offices of Sindh with Central Data hosted in Sindh Police Data Centre.
- 3.5.2. Any change in scope will be evaluated and charged separately.
- 3.5.3. Info Access will conduct project activities onsite/offsite as per requirement of the problem. The activities that require onsite presence such as trainings and requirements gathering etc. will be done on site in Karachi only.
- 3.5.4. The Training to the Master Trainers and the Technical Team of Sindh Police IT Department on the software administration.

3.6. Support Methodology

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- 3.6.1. Response time for trouble shooting would be less than 4 hours
- 3.6.2. Info Access has a dedicated Support Help Desk in Karachi i.e 021-3403662 as well as a technical.
- 3.6.3. All tech support calls are logged in the log book/electronically logged. For a complete project monitoring and support activities details.
- 3.6.4. First level of support for all software & database will be provided remotely
- 3.6.5. Second & third level support will be on DLS sites. (Clifton & CPO)
- 3.6.6. Info Access shall deploy at its own cost qualified / certified engineer / manager on permanent basis dedicated to DLS Head quarter i.e. Clifton Driving License Office.
- 3.6.7. In case of disaster situation (e.g. virus attack, immediate patching), Info Access will arrange extra work-force. However supplier will not be responsible for any data /loses.
- 3.6.8. Help Desk Manager responsible to manage Driving License Branches of Sindh support will be based at the following location.

Location	Manager	Timings
Karachi office	1	9:00 am to 6:30 pm (Mon-Sat)
All Other Branches in Sindh	Remotely	9:00 am to 6:30 pm

3.6.9 **Preventive Measures:**

Info Access will conduct quarterly on-site preventive maintenance of databases. This activity will include:

- 3.6.10. Database checking, indexing, performance checking.
- 3.6.11. Project Manager and Support Engineers would be permanent employees of Info Access

3.6.12. **Software Problem Reports**

Any member of the project team may raise Software problem reports. They may relate to any aspect of the software. They must be reviewed by a Project Manager or delegated person before being logged. Examples include:

1. Uncertainty over user of business requirements
2. Alternatives for meeting user or business requirements
3. Disagreement between project team members
4. Schedule/resource problems
5. Changes to project scope



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3.6.13. Software problems and/or issue logged through this procedure may be addressed in a number of ways. Examples include:

1. Reporting of a problem to Info Access technical staff
2. Reporting of a problem to Driving License Sindh Technical Staff
3. Evaluation of options to meet a particular user requirement
4. Change to user procedures or processes
5. Raising of a Request for Change or Inquiry for custom modification, additional training, further analysis etc.
6. Decision for no activity with mutual consent.

3.6.14 The Project Managers will have overall responsibility for ensuring that all Project Problem Reports are reviewed, prioritized, acted upon, monitored and resolved. The Project Manager will be responsible for maintaining the Software Problem Reports' log. Driving License Sindh Department could use the log on an ongoing basis as part of any internal support arrangements.

3.6.15 Each software problem report will contain the following information as a minimum:

1. A unique reference number
2. Problem title
3. Date raised
4. Reported by name
5. Problem description
6. Current status
7. Problem outcome and impact

03. RESPONSIBILITIES OF THE BUYER:

- 4.1 Provision of a landline/telephone facility/ Remote access at their location to troubleshoot software remotely if possible.
- 4.2 Maintenance of electrical infrastructure.
- 4.3 Security of the software by installing firewalls and secure connectivity between Data Center and Branches/ sites to avoid physical damages.
- *4.5.1 Human resource for operation of software at all Locations.
- 4.5 Provision of Computers with recommended specification at the user terminals for efficient functioning of software.



- 4.6 Sindh Driving License will be responsible for providing the required hardware and software infrastructure and will ensure that all necessary hardware and software infrastructure is in place prior to the start of project.
- 4.7 Sindh Driving License will be responsible for SQL Server, Windows, MS Office, and Terminal Access Licenses or any other software recommended by supplier if necessary.
- 4.8 Sindh Driving License will grant Info Access project team reasonable access to all project infrastructure and resources covered in the engagement, both at Sindh Driving License Branches and Sindh CPO Data centre.
- 4.9 Commitment of key stakeholders and suitably skilled staff is required, to work with Info Access consultants on this project as and when needed.
- 4.10 Sindh Driving License will provide the feedback to questions raised by Info Access project team to draft documents submitted for review.
- 4.11 All accessories and peripherals required for making the Software functional will be the responsibility of the "Buyer".

05. INDEMNITY

- 5.1 The buyer shall indemnify the "SUPPLIER" against all damages, liabilities, costs, and expenses (including but not limited to damage to or loss of property or injury to persons which may be suffered or incurred by the "SUPPLIER") arising out of or in connection with any service carried out by the "SUPPLIER" pursuant to the agreement provided that such damages, liabilities, costs and expenses are not caused by the negligence of the "SUPPLIER" or the its representative.
- 5.2 The Source Code shall be the property of the Sindh Police. However, SUPPLIER will maintain the Customized Software and will not misuse or share the source code for any purpose to third party.
- 5.3 **Inspection of the Services:** The Services will be audited by the Officer/ Committee duly notified by the Head of Department to monitor the quality of services as per the scope of work. The payment will be released subject to the satisfactory performance and Performance certificate by the Officer/ Committee.

06. GENERAL PROVISIONS

6.1 Law Governing Contract

This contract, its meaning and its interpretation, and the relation between the parties shall be governed by the applicable laws of the Islamic Republic of Pakistan, which are in force for the time being.

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6.2 Language

This contract has been executed in the English language, which shall be the binding and controlling language for all the matters relating to the meaning or interpretation of this contract.

6.3 Headings

The headings shall not limit or affect the meaning of this contract.

6.4 Notices

Any notice, request or consent required or permission to be given or made pursuant to this contract shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent by registered mail, telex, telegram or facsimile to such party at the following address:

For the Buyer

DIGP I.T
Sindh Police
II Chundrigar Road
Karachi

For the Supplier

Mr. Sohail Tareen
M/s Info Access
M-21, Decent Tower, Block 15,
Gulistan-e-Jouhar, Karachi

6.4.1 Notice will be deemed to be effective as follows:

- (a) In the case of personal delivery or registered mail, on delivery
- (b) In the case of facsimiles / Email, within 24 hours following confirmed transmission

6.4.2 A party may change its address for notice hereunder by giving the other party notice of such change pursuant to this clause.

6.5 Location

The services shall be performed for all locations of Driving License.

6.6 Authorized Representatives

- (i) On behalf of the buyer by the DIGP I.T Sindh.
- (ii) On behalf of the Supplier Mr. Sohail Tareen holding CNIC No.42201-8383609-9 or his nominated person





07. FORCE MAJEURE

7.1 Definition:

- (a) For the purpose of this contract, "Force Majeure" means an event which is beyond the reasonable control of a party, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockdown, or other industrial action (Except where such strike, lockdowns or other industrial actions are within the power of the party invoking Force Majeure to prevent), confiscation or any other action by the government agencies.
- (b) Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a party or such party's Sub-Supplier or agent or employees nor (ii) any event which a diligent party could reasonable have been expected to both (a) take into account at the time of the conclusion of this contract and (b) avoid or overcome in the carrying out of its obligation hereunder.
- (c) Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

7.2 No Breach of contract

The failure of Party to fulfill any of its obligations hereunder shall not be considered to be breach of, or default under this contract insofar as such inability arises from an event of Force Majeure, provided that the party affected by such an event taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this contract.

7.3 Measures to be taken

- (a) A party affected by an event of Force Majeure shall take all reasonable measures to remove such party's inability to fulfill its obligations hereunder with minimum delay.
- (b) A party affected by an event of Force Majeure shall notify the other party of such event as soon as possible, and in any event not later than thirty (30) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal condition as soon as possible.



b

(c) The parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

7.4 Extension of Time

Any period within which a party shall, pursuant to this contract, complete any action or task, shall be extended for a period equal to the time during which such party was unable to perform such action as result of Force Majeure.

7.5 Consultation

Not later than Sixty (60) days after the Supplier, as a result of an event of Force Majeure, have become unable to perform a material portion of the services the parties shall consult with each other with a view on agreeing an appropriate measures to be taken in the circumstances.

7.6 Suspension

The buyer may, by written notice of suspension to the Supplier, hereunder if the Supplier fails to perform any of their obligations under this contract, including the carrying out of the services provided that such notice of suspension (i) shall specify the nature of the failure and (ii) shall request the Supplier to rectify such failure within a period not exceeding thirty (30) days after receipt by the Supplier of such notice of suspension.

08. TERMINATION OF CONTRACT

8.1 Termination

8.1.1 By the Buyer

The buyer may, by not less than Sixty (90) days written notice of termination to the Supplier terminates this contract if:

(a) The Supplier fails to remedy a failure in the performance of their obligation hereunder, as specified in a notice of suspension or within such further period as the buyer may have subsequently approved in writing.

(b) If the Supplier become insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of



debtors or go into liquidation or receivership whether compulsory or voluntary.

- (c) If, as a result of Force Majeure, the Supplier are unable to perform a material portion of the services for a period of not less than Ninety (90) days, or,
- (d) If the buyer, for any valid reason whatsoever, decides to terminate the contract.
- (e) In case of termination, the buyer will release all due payments for the equipment/services delivered or in transit to be delivered in 60 days from the date of termination.

8.1.2 By the Supplier

The Supplier may, by not less than sixty (90) days' notice to the buyer, such notice to be given after the occurrence of any of the events specified in following.

- (a) If the buyer fails to pay any money due to the Supplier pursuant in this contract and not subject to dispute to pursuant to within Thirty (30) days after receiving written notice from the Supplier that such payment is overdue.
- (b) If the buyer is in material breach of its obligation pursuant to this contract and has not remedied the same within forty-five (45) days (or such longer period as the Supplier may have subsequently approved in writing) following the receipt by the buyer of the Supplier notice specification such breach;
- (c) If, as a result of Force Majeure, the Supplier is unable to perform a material portion of the services for a period of not less than sixty (60) days

8.2 Cessation of Rights and Obligations

Upon termination of this contract pursuant to termination clause hereof, or upon expiration of the contract, all rights and obligation of the parties hereunder shall cease except (i) such right and obligation as may have accrued on the date of termination or expiration (ii) the obligation of confidentiality.

8.3 Payment upon termination

Upon termination of this contract hereof, the buyer shall make the following payments to the Supplier:

- (i) For services satisfactorily performed prior to the effective date of termination.

- (ii) Reimbursable expenses pursuant for expenditures actually incurred prior to the date of termination; and
- (iii) Except in the case of termination pursuant to paragraph, reimbursement of any reasonable cost incident to the prompt and orderly termination of the contract.
- (iv) The customer will release all due payments for the equipment/services delivered or in transit to be delivered in 60 days from the date of termination

8.4 Disputes about event of termination

If either party disputes whether an event specified in agreement has occurred such party may, within forty five (45) days after receipt of notice of termination from the other party, refer the matter to arbitration and this contract shall not be terminated on account of such event except or in accordance with the terms of any resulting arbitral award.

09. PAYMENT FOR PROVISION OF SOFTWARE SUPPORT AND SERVICES BY BUYER

- 9.1 The payment for sum charges shall be on advance quarterly basis as per following mechanism:
- 9.2 Payments of the same shall be made within 30 days from the receipt of correct invoice by Deputy Inspector General of Police, I.T, Sindh.
- 9.3 The payment will be processed with the satisfactory / certificate from the end user (DL Branch) for the services rendered for the period of payment claim.

10. CURRENCY OF PAYMENT

The payment will be made in Pakistan Currency (PAK RUPEE).

11. SETTLEMENT OF DISPUTE

- 11.1 Amicable Settlement, The party shall use their best effort to settle amicably all disputes arising out of or in-connection with this contract or the interpretation thereof.

11.2 Any and every dispute, difference or question which may at any time arise between the parties hereto or any person claiming under them, touching or arising out in respect of this agreement or this subject matter thereof including but not limited to its breach, termination or invalidity thereof, **Deputy Inspector General of Police, I.T Sindh and Info Access** shall use their best efforts to settle amicably any claim of controversy, disputes arising out of or in connection with this Agreement or its interpretation between the Parties or any breach thereof. Any dispute between the parties under this Agreement which cannot be settled amicably, satisfactorily by correspondence or by mutual discussion within thirty (30) days after receipt by one party of the other party's request for amicable settlement shall be referred to two (2) Arbitrators for Arbitration one to be appointed by each party. The Arbitration proceedings shall be conducted in accordance with the Arbitration Act, 1940, and any subsequent amendments thereof, by one or more arbitrators appointed in accordance with the said Act and the decision of the Arbitrators shall be final and binding.

11.3 The Arbitrator(s) shall hear each dispute submitted by a party for arbitration. Arbitration proceedings shall be held at Karachi. Until the announcement of the Award each party shall bear their own cost and expenses.

11.4 The language of the arbitration shall be English.

11.5 In the course of arbitration, this Agreement shall be executed continuously by both parties except the matter under arbitration.

12. DELAY IN PERFORMANCE

Liquidity Damages of 0.025% per day up to 10% of the Contract Price will be deducted for Delayed Service.

13. PERFORMANCE SECURITY

The Supplier will provide the respective Performance Security in the sum equivalent to 05% of the Bid Price prior to agreement.

14. PRICES

Price quoted by the supplier shall be fixed during the Supplier's Performance and not subject to variation on any account, unless otherwise specified in the bidding document.



15. COVERAGE OF SERVICES

The Support & services should cover the entire province locations of Driving license as per defined scope of work of this agreement.

16. MISCELLANEOUS

In any arbitration proceeding hereunder:

- (a) Proceedings shall, unless otherwise agreed by the parties, be held in Karachi, Pakistan,
- (b) The English language shall be the official language for all purposes; and
- (c) The decision of the sole arbitrator or majority of the arbitrator (or of the third arbitrator if there is no such majority) shall be final and binding and shall be enforceable in any court of competent jurisdiction, and the parties hereby waive any objections to the claims of immunity in respect of such enforcement.
- (d) Any delay occurred due to any local / state / Federal Government agencies or their departments including any Arm forces or a private company interference or involvement that causes to stop performance Supplier work or making the involvement that causes to stop performing Supplier work or making the progress slow it will not count against Supplier performance or any clause mention in whole contract and it is Sindh Police responsibility to resolved problem with assistance of Supplier.
- (e) Any additional work request by buyer or required by the project which is not part of the agreement has to bear by buyer the expenditure for that through change request procedure.
- (f) At the expiry of the agreement the latest source code (modified till the contract period) installed / maintained under this contract will be handed over to the BUYER as per the Terms and conditions of the RFP.
- (g) At the time of performance audit and inspection the software should be in working condition.
- (h) The Maintenance will be supervised by the buyer to maintain the quality of services for the future payments of services on the basis of satisfactory performance.



- (i) A proper mechanism will be devised for maintenance of the complaint log of the software. .
- (j) The payments will be made on the basis of satisfactory performance certificates from the Supervisory Officer.
- (k) The buyer shall provide a list of focal person(s) who shall coordinate with the Supplier for ongoing service related issues and troubleshooting. The buyer shall further provide a list of supervisory officers to be contacted by Supplier whenever required.
- (l) The Supplier shall be responsible to provide necessary trainings to staff of Supplier whenever required or requested by the buyer throughout the period of service without any cost.
- (m) This build up software is the sole property of the BUYER and is the executive owner of all the documentation, source code formulation, replication, distribution of Sindh Driving Software and its part would not be allowed without consent of the BUYER.
- (n) The Source code and the Technical Documents of the Software are solely property of Sindh Police and will remain under custody of the BUYER.
- (o) Any fault /Software issues related to operating system and Data Center Hardware will be assessed by the Technical Team of IT Department of CPO and will identify the problem.
- (p) The Overall technical Supervision of the Software and Source code will be the responsibility of Sindh Police IT Department.

17. MODIFICATION

Modification of the terms and conditions of this contract, including any modification of the scope of the services, may only be made by written agreement between the parties and shall not be effective until the consent of the Associations has been obtained, However each party shall give due consideration to any proposals for modification proposed by the other party.



IN WITNESS WHEREOF, the parties have executed this agreement on the date set forth above.

For and on behalf of Sindh Police

For and on behalf M/s. Info Access Private Limited

Name: Ms. Tabasum Abbasi

Name: Mr. Sohail Tareen

CNIC No: 41306-0688544-0

CNIC No: 42201-8383609-9

Designation: Director/I.T, Sindh

Designation: Chief Operating Officer

Signature: 

Signature:  

In Witness

In Witness

From Police Department

From Info Access

01.

01.

Name: NASMUS SAQIB

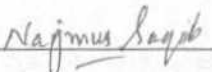
Name: Mohammad Sadiq

CNIC No: 42201-4523952-5

CNIC No: _____

Designation: I/c Admin I, I
Branch CPO

Designation: _____

Signature: 

Signature: _____

02.

02.

Name: Danish Hameed

Name: OSAMA

CNIC No: 42201-1895779-7

CNIC No: _____

Designation: Headcare Officer

Designation: _____

Signature: 

Signature: _____