



POLICE DEPARTMENT
GOVERNMENT OF SINDH

www.sindhpolice.gov.pk

No. 425 /DIT/CPO/2017

Dated: 06.02.2017

To,

The Director of Information
(Advertisement) Public Relation Department,
Government of Sindh,
Block-96, Sindh Secretariat, Karachi.

Subject: TENDER NOTICE FOR PUBLICATION.

Reference to IGP / Sindh order's No. 022-028, dated: 06-01-2017, please herewith draft of tender notice (seven copies) for publication in the leading newspapers simultaneously on latest by 08th & 09th February, 2017 positively: -

1. One Daily English
2. One Daily Urdu
3. One Daily Sindhi

2. One copy each of the Newspapers containing the advertisement in question may please be sent to this department for further action in the matter.

(TABASUM ABBASI)

Director I.T CPO, Sindh Police
Secretary Purchase Committee

Copy submitted to the following for information and necessary action please: -

1. The Inspector General of Police, Sindh, Karachi.
2. The Addl: IGP / Traffic Sindh, Karachi.
3. The Secretary to Government of Sindh, Information Technology Department, Karachi (alongwith soft copy of tender notice for placing on website of Government of Sindh www.sindh.gov.pk.)
4. The AIGP/Logistics CPO Sindh, Karachi.
5. The Manager (Assessment) Government of Sindh, Sindh Public Procurement Regulatory Authority Barrack No. 8, Sindh Secretariat No. 4-A, Court Road Karachi.
6. Home Department, Government of Sindh, Karachi.
7. Webmaster I.T Branch CPO Sindh Karachi (alongwith copy of draft tender notice for placing on website of Sindh Police Department www.sindhpolice.gov.pk.)
8. Master file.



**POLICE DEPARTMENT
GOVERNMENT OF SINDH**

www.sindhpolice.gov.pk

TENDER NOTICE

Sealed tenders are invited in accordance with the Sindh Public Procurement Rules, 2010 from contractors/contracting firms for following works of the Police Department.

S #	SCOPE OF THE WORK	EARNEST MONEY	TENDER FEE	DURATION OF COMPLETION WORK
1.	Maintenance, Support for Customized Software of Driving License Branch Sindh	2.0 % of Total Bid	Rs. 1,000/-	Yearly Contract

TERMS & CONDITIONS:

- i. Contractors/Contracting Firms should be registered (FBR) Income Tax, Sales Tax and Sindh Revenue Board (NTN and STN registration certificates will be required).
- ii. Contractors/Contracting Firms are advised to quote rates on Unit basis.
- iii. The contractors/contracting firms will be required to show evidence of experience, capability in respect of personnel/machinery, financial position etc (Profile of the Firm).
- iv. Contractors/Contracting Firms black listed by Government Departments or agency will not be allowed to participate in the tender/bid (participating contractors/contracting firms will be required to submit affidavit to the effect that they are not black listed), for any Government Department.
- v. Only bids offered on the prescribed Tender Form issued by this department shall be accepted. However, additional sheets may be attached, if required.
- vi. Conditional tender / application will not be entertained.
- vii. Validity of bid/offer shall be at least 90 days from the date of opening of tender.
- viii. The competent authority reserves the right to reject all or any tender/bid subject to and in accordance with the relevant provisions of the Sindh Public Procurement Rules, 2010 and conditions contained in Tender Documents.

INFORMATION & PROCEDURE:

1. Complete set of bidding documents containing the scope of work and relevant details along-with other technical details can be obtained by the interested Contractors/Contracting Firms from the office of the Information Technology Branch, Ground Floor Block-B, Central Police office, I.I Chundrigar Road, Karachi, Ph: 021-99212082, from publication of NIT till 02-03-2017 during working hours on payment of tender fee (non refundable). Method of Procurement will be single stage two envelope.

2. The bid in accordance with single stage two envelope procedure (Technical bid and financial bid sealed in separate envelopes and both envelopes sealed in a single envelope) should be submitted upto 2nd March 2017 @ 02:00 P.M, and Bids will be opened by the Departmental Procurement Committee on same date at 02:30 P.M in the presence of duly authorized representatives (who may like to be present) of Contractors/Contracting firms participating in the tender/bid.
3. Any other information relating to this tender/bid or detail of work or any further clarification can be obtained from the Information Technology Branch, Ground Floor Block-B, Central Police office, I.I Chundrigar Road, Karachi, Ph: 021-99212082, during office hours before opening of tender.
4. The Contractors/Contracting Firms are advised in their own interest to fully understand scope of work and technical details. They may also visit the site to asses themselves any additional/incidental work (availability of electricity, water or any other item) which may come up before or during execution of the work of this tender for the reason that no extra cost will borne out by Police Department for such eventualities nor any extension in time will be provided on such pretext.



(TABASUM ABBASI)

Director I.T CPO, Sindh Police
Secretary Purchase Committee



OFFICE OF THE
INSPECTOR GENERAL OF POLICE
SINDH, KARACHI.

No. 036-041 /2017
Dated: 06.01.2017

ORDER

Subject: COMMITTEE FOR SERVICE LEVEL AGREEMENT FOR NEW DRIVING LICENSE BRANCH OF KARACHI

With the approval of Competent Authority, the following Committee is hereby constituted to decide/finalize Contract Terms/SLA for Operation & Maintenance of Driving License for Sindh Police, Karachi during current financial year 2016-17 in accordance with SPPRA Rules 2010.

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

Terms of Reference are:-

- To approve the specifications
- Approval of bidding document before issuance of tender.
- Short listing of firms in accordance with the evaluation criteria mentioned in the bidding document.
- Evaluation of technical and financial proposal
- Finalization and recommendation of successful bidder on the basis of the evaluation criteria mentioned at (iii) above.

(MUNIR AHMED SHAIKH), PPM, PSP
DIG Headquarters,
for Inspector General of Police,
Sindh, Karachi.

Copy to the following for information:-

- The Secretary Information Technology Department, Govt. of Sindh Karachi.
- The Secretary Home Department, Govt. of Sindh Karachi.
- The DIGP IT Sindh.
- The DIGP DL, Sindh.
- The Chief of CPLC Karachi.
- The AIGP Logistics, CPO Sindh Karachi.
- PS to IGP Sindh.
- PS to DIGP H.Qtrs, Sindh, Karachi.

(MUNIR AHMED SHAIKH), PPM, PSP
DIG Headquarters,
for Inspector General of Police,
Sindh, Karachi.


Handwritten notes:
SPPA/IGB
Proposed link
Follow up
in I.T
M.L. 248
CPO
DIGP/IT (cont)
083
10-01-2017
Karachi



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

ANNUAL PROCUREMENT PLAN
(WORKS, GOODS & SERVICE)
Financial year: 2016-2017

S. #	Description of Procurement	Quantity (where applicable)	Estimated Unit Cost (where applicable)	Estimated Total Cost	Funds allocated	Source of Funds (ADP/Non ADP)	Proposed Procurement Method	Timing of Procurements				Remarks
								1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
01	Maintenance, Support for Customized Software of Driving License Branch Sindh	Service	N/A	Rs. 3.5 Million	Approved	Non ADP	Single Stage Two Envelope			✓		


TABASUM ABBASI
Director I.T CPO, Sindh Police
Secretary



REQUEST FOR PROPOSAL

For



Maintenance, Support for Customized Software

January 2017

Handwritten signatures:
D. K. Khan
M. F.
Khan



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1 RFP INFORMATION

This Request for Proposal (RFP) is being issued for the project, "**Maintenance, Support for Customized Software**" Deployed at Sindh Driving License Karachi"

- 1.1 The Purchaser invites sealed bids from Bidders to hire a firm to provide Maintenance support of current for current customized software of driving license as specified in the RFP.
- 1.2 Bidding documents may be purchased at the address given at the bottom of this page and upon payment of a non-refundable fee of Pak Rupees 1000/- in the form of Pay Order. Document may be downloaded from the website of SPPRA or Procuring Agency, in such case bidder shall attach Pay of Pak Rupees 1,000/- in favour of DIG I.T Sindh Police Karachi; at time of submission (as a fee of bidding document)
- 1.3 Bids shall be valid for a period of 90 days after Bid closing and must be accompanied by security of 2% of the total quoted bid price, and shall be delivered to the address given at the bottom of the page on or before the last date of bid submission mentioned in Table 1 at 3:00 pm and the technical bids would be opened on the same day at 3:30 pm in the presence of the bidders who wish to attend. Late bids would be rejected.
- 1.4 The RFP is issued in strict compliance with Sindh Public Procurement Rules 2010 and bids would be accepted under the recommended QCBS Method under Sindh Public Procurement Rules 2010.
- 1.5 Bidders may obtain further information from the Purchaser during normal working hours at the address given below and submit queries via letter or fax to the Point of Contact listed in para. 1.7
- 1.6 All bids must be accompanied by a bid bond, in the form of a Bank Guarantee (from a Scheduled Bank in Pakistan), Demand Draft/Pay Order, of not less than two per cent (2%) of the bid price. Company/Personal Cheques or Insurance Guarantee are NOT

2 RFP TERMS

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acceptable forms of bid bond. The bid bonds must be valid for 28 days beyond the Bid Validity period.

1.7 The point of Contact for all correspondence is:

Director I.T Sindh Police.

Central Police Office I.I Chundrigar Road, Karachi

PH: 021- 99212082

FAX: 021- 99212070

Email: ditcpo@gmail.com

2. RFP TERMINOLOGY

- 2.1. "RFP" or "Request for Proposal" means this document and the Bid Response Forms;
- 2.2. "Bidder" means a company that has been invited to submit and intends to submit a proposal in response to this RFP;
- 2.3. "Purchaser" means Sindh Police;
- 2.4. "Consultant" means the successful bidder to this Request for Proposal who enters into a written Contract with the Purchaser;
- 2.5. "Contract" means written agreement resulting from this Request for Proposal executed by the Purchaser and the Consultant

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K. M. F. Khan



3 BID DATA SHEET

SR. NO	DESCRIPTION	DETAILS
01	Procuring Agency	Sindh Police (SP)
02	Mode of Tendering	Request for Proposal
03	Website	www.sindhpolice.com.pk
04	Tender Subject	Maintenance & Support for Customized Software
05	Method of Procurement	Single stage two envelope method of procurement would be followed as per the details mentioned in SPP Rules 2010 for the said method
06	Source of Funds	Sindh Police
07	Address	Office of Assistant Inspector General of Police, Admin Sindh, Central Police Office, Karachi.
08	Language	English
09	Taxes	The quoted price shall be inclusive of all taxes and incidental services
10	Price	The price shall be fixed
11	Earnest Money	2.% of the Bid Price
12	Bid Validity	90 Days after the submission of the proposal
13	Method of Submission	Two original envelopes marked Technical Proposal and Financial Proposals respectively and one copy of both (Technical and Financial) proposals.
14	Date of Pre Bid Meeting	13 th Feb 2017
15	Last Date for Collection of Bidding Documents	20 th Feb 2017
16	Last Date for Submission of Tender Documents	21 st Feb 2017



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GENERAL

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REP GUIDELINES

GENERAL

1.1 SCOPE OF BID

The Purchaser is on behalf of DIG L&T Karachi who is sole responsible of providing Driving Licenses to citizens of Karachi and has been entrusted with

- Provide Driving Licenses to qualified drivers
- Medical Screening of citizen
- Impart public awareness about traffic rules & regulations
- Collect revenue of license fee through Pakistan Post office
- Collect fee of Medical, Cards Lamination, NADRA Verification etc.

A customized software was deployed at Clifton, Nazimabad & Korangi Branch consisting of the following modules:

- Applicant Profile Module
- Driving License Fee Module
- Medical Screening Module
- Payment Challan & Receipt Module
- Approval Module
- International Driving License Module
- Learning License Module
- Learner License Endorsement Module
- Permanent New License Module
- Permanent License Renewal Module
- Permanent License Endorsement Module
- Arm Forces License Module
- Booklet License Conversion Module
- Printing Module

This build up software is the sole property of the purchaser 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 purchaser.

Amir
R. M. F.
hella
P. K. A.



APPLICANT'S PROFILE MODULE:

This module hold the information about all applicants, which includes his/her own credentials but also family information. This is a core module of the application.

DRIVING LICENSE FEE MODULE:

Driving License Module is responsible for keeping the fee structures and suggest the applied fee of licenses to the applicant. This module also integrated with Post Office for receipts of payments and keeping history of Payment Challan.

APPROVAL MODULE:

This module consist of work flow management to make sure authorized power users to use the approvals/disapprovals.

INTERNATIONAL DRIVING LICENSE PERMIT MODULE.

This is a separate Module for issuance of International Driving Permit to the applicants who comply the requirements of obtaining international driving permits.

LICENSE RENEWAL MODULE.

This module deals with Renewal of Licenses for all categories.

ENDORSEMENT MODULE.

This module deals with endorsement of categories on existing licenses.

ARM FORCES DRIVING LICENSE MODULE.

This module have different set of procedures, which are design especially for Army.

BOOKLET LICENSE CONVERSION MODULE

This module deals for issuance of card driving licenses following procedures.

QUEUE MANAGEMENT MODULE

The Queue module.
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The Queue Management Module is a customized non-sequential queue management module.

The need of a service level agreement is necessitated to make sure smooth running of the system. The concept of engaging a vendor to provide services include:

- Provide Technical support, debugging of software, maintenance of databases, for Sindh Driving License Software.

4.1.2 MODE OF BIDDING

- 4.1.2.1 The bidder must be an entity incorporated under the laws of Pakistan.
- 4.1.2.2 A Bidder must submit an original proposal substantially responsive to the Technical Specifications included in the Bidding Documents.
- 4.1.2.3 Provision for price escalation adjustment included in a bid shall not be taken into consideration.
- 4.1.2.4 Purchaser reserves the right to accept or reject any bid and to annul the bidding process and reject all bids, at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder(s) of any obligation to inform the affected Bidder(s) on the grounds for Purchaser's action.

4.1.3 PROCUREMENT SCHEDULE

The procurement schedule for this project is as follows:

Procurement Milestone	Date
Pre-Bid Meeting	13 th Feb 2017

[Handwritten signatures and initials]



Proposal Submission Deadline	21 st Feb 2017
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Table 1: Procurement Schedule

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

4.1.4 ELIGIBLE BIDDERS

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



4.15 MANDATORY QUALIFICATIONS OF THE BIDDER

- 4.15.1 Company should be ISO 9001-2015 certified.
- 4.15.2 By submission of documentary evidence in its bid, the Bidder has not been blacklisted by any government or public sector organization.
- 4.15.3 Evidence of Public app on Google Store for a Government Entity (Letter by competent authority for publishing app on Google store)
- 4.15.4 Bidder should be an experience firm in designing of a driving license system with respect to design, development and implementation (Certificate must be attached)
- 4.15.5 Bidder should be registered with FBR, SRB & GST and must be a registered firm (provide relevant certificates)
- 4.15.6 Failure to comply with or satisfy any of the above clauses would result in disqualification and rejection of bid.

4.16 COST OF BIDDING

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

THE BIDDING DOCUMENTS

4.17 CONTENT OF BIDDING DOCUMENTS

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

Handwritten signatures and initials:
Javed
M.P.
Halla!
P lead



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

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

4.1.8 CLARIFICATION OF RFP AND PRE-BID MEETING

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

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

PREPARATION OF BIDS

4.1.9 LANGUAGE OF BID

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

4.1.10 DOCUMENTS COMPRISING THE BID

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

1. Eligibility Criteria forms duly filled out with all the relevant details;



2. Financial inf

3. Documents
incorporatio
of relevant p

4. Response to

5. A Bid Form
the Bidder to

6. all Price Sch
or persons d

7. bid bond in
submitted;

8. a duly notar

9. a list of all
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4.1.10.2 Bidders ar
deviations



2. Financial information of the bidder;
3. Documents establishing firm's eligibility and qualification, such as year of incorporation, list of partners/directors, statement of experience, key personnel, details of relevant projects etc.;
4. Response to the technical requirements as described in the RFP;
5. A Bid Form duly completed and signed by a person or persons duly authorized to bind the Bidder to the Contract;
6. 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;
7. bid bond in the form of a Bank Guarantee or Bank Draft/Pay Order should be submitted;
8. a duly notarized, written power of attorney;
9. a list of all deviations and justifications for the deviation to the required technical features specified in the Technical Requirements;
10. an undertaking that the Bidder has not been blacklisted by any government or public sector organization – as per the specimen supplied as Section 6.1.2;
11. a duly notarized Integrity Pact on Rs. 100/- stamp paper – as per the specimen supplied as Section 6.1.3; and
12. Bidders are reminded that their bids may be considered as non-responsive if material deviations are taken.

Handwritten signatures and initials:
Jivai
R. M.
R. M.
R. M.



4.1.11 BID PRICES

- 4.1.11.1 Prices must be quoted, strictly using the format mentioned in BOQ of this RFP. Bidders may be required to provide a breakdown of any composite or lump sum items included in the Price Schedules.
- 4.1.11.2 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.
- 4.1.11.3 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to increases on any account. Bids submitted that are subject to price adjustment will be rejected.
- 4.1.11.4 Escalation because of currency devaluation may be allowed at the sole discretion of the Purchaser.
- 4.1.11.5 All prices should include turnkeyservice level agreement for support & maintenance as well as Operations Support for a period of one (1) year.
- 4.1.11.6 Bid Price shall include stamp duty charges @ 0.30% of the total value of Contract.

4.1.12 BID CURRENCIES

- 4.1.12.1 All prices shall be quoted in Pakistan Rupees.



COMPLIANCE STATEMENT

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

BID VALIDITY AND SECURITY

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

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

4.1.14.3 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

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

4.1.14.5 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.

4.1.14.6 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.

4.1.14.7 In case of successful bidder, if the Bidder fails to sign a contract in accordance with relevant clauses, the bid security will be forfeited.

Handwritten signatures and initials:
A large signature at the top right.
A circular stamp containing the word "DRIVER" and other illegible text.
The name "Khalid" written below the stamp.
The name "Javed" written at the bottom left of the signature area.



4.1.15 FORMAT AND SIGNING OF BID

4.1.15.1 Separate technical and financial bids shall be submitted.

The Bidder shall prepare one original and clearly marking each one as "TECHNICAL BID" "FINANCIAL BID" - " and both Technical & Financial Bid should be sealed in cover enveloped marking "BID FOR MAINTENANCE, SUPPORT FOR CUSTOMIZED SOFTWARE OF SINDH DRIVING LICENSE" etc., as appropriate.

The original 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.

4.1.15.2 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.

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

SUBMISSION OF BIDS

4.1.16 DEADLINE FOR SUBMISSION OF BIDS

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

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



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4.1.19 SEALING AND MARKING OF BIDS

The Bidder shall seal the original in separate envelopes, duly marking the envelopes as "TECHNICAL BID" etc and sealed in a cover enveloped marked as "BID FOR MAINTENANCE, SUPPORT FOR CUSTOMIZED SOFTWARE OF SINDH DRIVING LICENSE" and address to

DIG IT
SINDH POLICE
CENTRAL POLICE OFFICE
I.I CHUNDRIGAR ROAD KARACHI

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

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

BID OPENING AND EVALUATION

4.1.20. OPENING OF TECHNICAL BIDS BY PURCHASER

- 4.1.20.1 The Purchaser will open all technical bids of Bidders who have submitted a bid, in public, in the presence of Bidder's representatives who chose to attend, at 3:30 pm, on the due date mentioned in Table 1 and at the Purchaser's premises in Karachi. Bidder's representatives shall sign a register as proof of their attendance.
- 4.1.20.2 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.
- 4.1.20.3 Bids that are received late shall not be accepted and opened, irrespective of the circumstances.



4.1.2.1 EVALUATION OF TECHNICAL BIDS BY PURCHASER

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

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

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

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

Evaluation Criteria	Documentary Evidence Attached	Marks
Section 1 Company Profile		
1.1	Years of Establishment of firm duly registered with the company ordinance 1984, Chamber of Commerce	The documentary evidence / proof should be attached in the Technical bid for verification
		Max Marks = 50 5 Years or more = 50 2-4 Years = 40 1 Year = 10
1.2	Financial Strength of the Firm	Turnover of business (PKR in Millions)
		Max Marks = 50 10 Million or more = 50 5 - 9 Million = 40 4 - 8 Million = 30 Less than 4 Million = 10
Section 2 Financial Capability		

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2.1	Average annual turnover of the firm for the last 2 years	a) Annual Audit Report b) Registration Evidence	Max Marks = 50 Above 10 Million = 50 Above 5 – 10 Million = 40 Less than 5 Million = 10
2.2	No. of Projects completed	a) Work Orders b) LOA c) Related documents for verification	Max Marks = 50 More than 5 = 50 3 – 5 Projects = 40 1 – 2 Projects = 30
Section 3 Specialization			
3.1	Expertise for Software Consultancy Services	Documentary evidence will be submitted for verification	Max Marks = 150
3.1.1	Database Expert		1=10 2=20
3.1.2	Software Consultant		1=50 2=100
3.1.3	No. of Software Integrators (10 Marks for Each Integrator)		1=10 2=10 3=30
Section 4 Relevant Experience			
4.1	Experience in designing of driving license system with respect to design, development and implementation OR Similar Projects for Public Sector (50 Points for each project)		150 Marks DL System Project =150 Other Similar nature Project 1 = 50 2 =100 3=150



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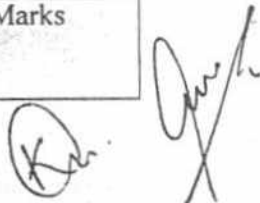
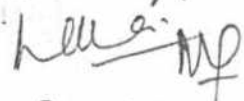

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4.2	Project of a Mobile Public App of reputed firm/ organization		1=50 2=100 3=150 Marks
Section 5 Understanding of the Assignment			
5.1	Bidder must establish through submitted documents, software architecture and write-ups that it has an understanding of project requirements and shall submit its detailed design for the subject project. The submitted material would be evaluated for Bidder's understanding of the project.		Not Satisfactory = 0 Marks Excellent = 100 Good = 75 Average = 50
Section 6 Proposed Methodology			
6.1	Bidder must submit a detailed support program and its methodology meeting the Purchaser's requirements. The submitted plan would be evaluated for Bidder's understanding of the project. The entire technical support services would be evaluated for compliance with the requirements provided in the BOQ. The offered services would be evaluated against the requirements and points would be awarded subjectively based on the submitted material.		Not Satisfactory = 0 Marks Excellent = 100 Good = 50 Average = 25
Section 7 Quality Management			
7.1	The firm must have the following ISO Certifications		Max Marks = 150 Marks
7.1.1	ISO 9001-2015 / ISO 27001 or equivalent	Documentary evidence will be required	50 Marks
7.1.2	Debugging of Software Test	Physical test of firm on the source code	Successful = 50 Marks Partial = 10



			Fail = 0
7.1.3	Debugging of Database Test	Physical test of firm on the source code	Successful = 50 Marks Partial = 10 Fail = 0

4.1.22 OPENING OF FINANCIAL BIDS BY PURCHASER

4.1.22.1 The Purchaser will open only those financial bids who have met the mandatory eligibility criteria in technical evaluation specified in para 3.1.4 and 3.1.5 and scored at least 80% in the technical evaluation criteria detailed in Table 2.

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

4.1.22.3 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.

4.1.23 CLARIFICATION OF BIDS

4.1.23.1 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.

4.1.24 PRELIMINARY EXAMINATION OF FINANCIAL BIDS

4.1.24.1 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.

4.1.24.2 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.

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

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

4.1.24.4 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.

(Handwritten signature)
K. Singh
MP
T



4.1.25 CONTACTING THE PURCHASER

4.1.25.1 From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the bid, it should do so in writing to the Point of Contact mentioned in clause 1.8

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

Post Evaluation and Award of Contract

4.1.26 POST EVALUATION

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

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

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



AWARD CRITERIA

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

PURCHASER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

4.128.1 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.

NOTIFICATION OF AWARD

4.129.1 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.

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

4.129.3 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.

Handwritten signatures and initials:
A circular stamp containing a checkmark.
A signature that appears to be "J. Singh".
The name "Kullar" written in cursive.
The name "J. Singh" written in cursive below "Kullar".
A small mark resembling the number "2" to the left of the signatures.



4.1.30 SIGNING OF CONTRACT

4.1.30.1 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.

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

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

5 TERMS AND CONDITIONS

PAYMENT TERMS

5.1.1.1 The payment terms shall be as follows:

S. No.	Payment Milestone Description
1	This will be an yearly contract payable in quarterly instalments Each Instalment will be payable to contractor at the start of each calendar period.

Table 2: Payment Terms

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

- a) Agreement with D.I.G L&T Karachi with Scope and BOQ Defined in this tender.



5.1.1.3 Payments shall be made promptly by Purchaser within thirty (30) days of submission of an invoice/claim by the Consultant supported with necessary documents.

5.1.1.4 All payment will be made in Pakistan Rupees.

WITHHOLDING TAX

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

GOVERNING LAW

5.1.1.6 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.

DELAYS IN PERFORMANCE

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

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

[Handwritten signatures and initials]



CONSULTANT'S DEFAULT

5.1.1.9 If the Consultant neglects to perform the Contract with due diligence and expedition or refuses/or neglects to comply with any reasonable orders given to him in writing by Purchaser or any of his authorized representative in connection with the performance of the Contract or shall contravene the provision of the Contract, Purchaser may give notice in writing to the Consultant to make good the failure, neglect or contravention complained of.

5.1.1.10 Should the Consultant fail to comply with the said notice, with a reasonable time from the date of service thereof, it shall be lawful for Purchaser to terminate forthwith the Contract by notice in writing to the Consultant without prejudice to any rights which may have accrued under the Contract to either party prior to such termination

5.1.1.11 The Consultant shall submit the following reports to Purchaser on a quarterly basis, which should be submitted as a supporting document for recurring payment claims;

- a) Routine visit report
- b) Fault calls reports.
- c) Rectification Report.

5.1.1.12 In case the Consultant fails to comply with the committed SLA, it would be entirely the Purchaser's prerogative to impose penalties at 0.5% per day of the cost of the services & to forfeiture of the remaining amount of Performance Guarantee, whichever is more and claim the amount against the Performance Guarantee.

OPERATIONS SUPPORT

5.1.1.13 The Consultant shall be responsible for Operations Support of the whole system at Driving Licenses Branches i.e Clifton, Nizamabad & Korangilocations, as per the following requirements:

- a) The Consultant shall completely operate the system for one (1) year from the date of signing of the SLA contract.



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

FORCE MAJEURE

5.1.1.14 If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such Force Majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for no longer period and such cause shall as far as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure. The terms "Force Majeure" as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions (to be supported by a letter from the relevant Authority and verified by the Diplomatic Mission in Pakistan), Government actions/restrictions due to economic and financial hardships, change of priorities and any other causes similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome. The terms of this Contract shall be extended for such period as may be necessary to complete

[Handwritten signatures and initials]



the work, which might have been accomplished, but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 4 (four) months from performing or accepting performance, the party concerned shall have the right to terminate this Contract immediately giving notice with full particulars for such Force Majeure in writing to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement.

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

6 CONDITIONS OF CONTRACT

APPLICABLE LAWS

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

TAXES AND DUTIES

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

STAMP DUTY



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

CONTRACT LANGUAGE

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

DOCUMENTATION

Provision and formulation of full system documentation along with source documentations in standard certified English format.

TESTING

The following tests should be conducted for Sindh Driving License Software:

- Load and Stress Testing
- System Testing
- Browser Compatibility Test
- System Integration Test
- Performance Testing with software quality assurance

NOTICES

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

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

INTELLECTUAL PROPERTY RIGHT

Handwritten signatures and initials:
A large signature, possibly "Ansh".
A circled initial "K".
The text "All Right" and "Jihad" written below.



Copying of the software and Materials provided to Purchaser in accordance with the contract do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses and other transfers of Intellectual Property Rights and the warranties set forth in the contract, and for the purchaser to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the system.

Correspondence

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

6.1.1 COVER LETTER

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

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



COVER LETTER - SPECIMEN



To:

Deputy Inspector General of Police
Information & Technology
Central Police Office I.I Chundrigar Road
Karachi.

Subject: Technical Bid

Dear Sir,

Having examined the Bidding Documents for the "BID FOR Maintenance, Support for Customized Software of Sindh Driving License" including the Specifications, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply, deliver, install, test, implement and commission into service in conformity with the said Bidding Documents, including Addenda Nos. (Insert Numbers), for the price submitted in our Financial Bid for the detailed BoQ submitted in our technical bid.

We undertake, if our Bid is accepted, we will deploy our staff to provide support as specified in the Contract within (Number) weeks calculated from the signing date of Contract in accordance with the Contract Execution Schedule provided in the Conditions of Contract.

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

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

Name: _____

Title: _____

Address: _____

(Handwritten signatures and initials)
A circular stamp containing the letter 'K' is visible. There are several handwritten signatures and initials, including one that appears to be 'Javed' and another that looks like 'M'. There is also a signature that looks like 'Khan'.



Phone: _____

E-Mail: _____

Our NTN Number is _____ and our Sales Tax Registration Number is _____ &
Provincial Sales Tax Number is _____

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

Affidavit

Integrity Pact

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

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

To execute the Contract for the support of Driving License Software Sindh and completing the obligations under the Contract in accordance with the terms of the Contract form and conditions. The Contract may be altered or added to in such a manner as you require for the purpose of adopting it to the circumstances of this tender.

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

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

Dated this _____ day of _____ 2017.

(_____)

Signatures

(_____)

In the capacity of



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

(COMPANY SEAL)

(_____)

(Signature of Witness)

Witness Address: _____

Handwritten signatures and initials:
A circled signature: *Kh. [unclear]*
A signature: *[unclear]*
A signature: *[unclear]*
A signature: *[unclear]*
A signature: *[unclear]*



6.1.2 SPECIMEN OF AFFIDAVIT

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

From: _____

To:

Subject: Affidavit

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

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

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

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

Authorized Signature

M/S _____

Dated _____

(Company's Seal)



6.13 SPECIMEN OF INTEGRITY PACT

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

INTEGRITY PACT FOR

Project Name: BID FOR MAINTENANCE, SUPPORT FOR CUSTOMIZED SOFTWARE OF SINDH DRIVING LICENSE

Bid Date: _____

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

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

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

{Name of Bidders} accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege, other obligation or benefit obtained or procured as aforesaid shall

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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 times the sum of any commission, gratification, bribe, finder's fee or kickback given by {Name of Bidders} as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right interest privilege or other obligation or benefit in whatsoever form GoS.

Stamp & Signatures



6.1.4 TABLE OF CONTENTS

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

6.1.5 EXECUTIVE SUMMARY

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

6.1.6 BIDDER INFORMATION

Please provide information about your company using the following format

Name of Company	
Length of time in business (Please attach Certificate of Incorporation/Partnership Registration Certificate/Firm Registration Certificate and NTN Certificate, Provincial Sales Tax)	
Length of time in ICT Systems Integration	
Firm Head Office Address, Telephone Number and Fax Number	
Address, Telephone Number and Fax Number of Branch Office servicing this account (if different from above)	
Number and Locations of Firms Offices	
Turnover for Last Fiscal Year (Please attach the audited financial statements or annual report for your company for the last (2) years.)	

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S. Kullar
P. Kaur



Was the firm profitable in the Last Two Fiscal Years?	
Name of Partners/Directors of the Firm	
Name of Key Management Personnel of the Company (Attach Brief CV's)	
Number of Full Time Relevant Technical Resources. (Please attach detailed CV's/resumes signed by each individual certifying that the individual has been in full time employment of the firm for at least one full year prior to submitting the bid.)	
Number of full time personnel in: •	
Does the firm have Quality Management System implemented and is ISO 9001-2015 or ISO 2700 Certified in its line of business. (Please attach ISO Certificate)	



6.1.7 PROJECT REFERENCES

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

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6.1.8 Proposed Project Team

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

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

S. No.	Staff Member Name	Title	Project Position

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

Bidder name	
Staff member name	
Position in the company	
Education & Certifications	
Project position and responsibilities	



Relevant previous work experience	
Technical skills and qualifications for the project position	

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

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6.1.9 SUPPORT SERVICES

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

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

2. Please complete the following table:

Is help desk support available for your existing Clients?	
When is support available? (indicate XX AM – XX PM, in PST and days of the week)	
Do you provide on-site support?	

3. Please describe your problem escalation process, including:

- Initial problem identification (hand-off from help desk)
- Triage for priority and severity of problem
- Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory
- Final authority regarding conflicts

4. Indicate your response time and goal and also your statistics regarding meeting that goal.



5. How would you support secure remote administration for the system?

9. As an attachment to your proposal, include a copy of your standard warranty, support and maintenance service contract(s) for review.

6.1.10 REQUIRED ATTACHMENTS

The following attachments are to be included with the proposal.

DESCRIPTION OF ATTACHMENTS

1. Audited reports of last three ^{03 Six} (2) years of the bidder
2. All Certificates/proofs pertaining to bidder's qualification
3. All required documents as reflected in the RFP.

6.1.11 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

(K)

E

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Compliant

3. Please list the components (Software licenses and additional plug-ins) you are proposing as part of your solution. (Add more lines where necessary.)

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

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

COMMERCIAL PROPOSAL

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

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



12 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:

DIG IT Sindh Police,
Central Police Office,
I.I Chundrigar Road
Karachi.

Subject: **Commercial Bid**

Dear Sir,

Having examined the Bidding Documents for the "for Maintenance, Support for Customized Software of Sindh Driving License" including the Specifications, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply, deliver, install, test, implement and commission into service on Turnkey basis in conformity with the said Bidding Documents, including Addenda Nos. (Insert Numbers), for the sum of (Total Bid Amount in words and figures). And any other sums as may be ascertained in accordance with the Price Schedules attached hereto and made part of this Bid.

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

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

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

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

To execute the Contract for the supply, installation, implementation, commissioning and completing the obligations under the Contract in accordance with the terms of the Contract form and conditions. The Contract

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Kari
Jikari



may be altered or added to in such a manner as you require for the purpose of adopting it to the circumstances of this tender.

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

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

Dated this _____ day of _____ 2017.

(_____)

Signatures

(_____)

In the capacity of

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

(COMPANY SEAL)

(_____)

(Signature of Witness)

Witness Address: _____

6.1.13 BID SECURITY

1. 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. 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.
2. Bid security must be valid twenty-eight (28) days after the end of the bid validity period. Accordingly, a bid with a bid security that expires before twenty-eight (28) days after the end of the bid validity period shall be rejected as non-responsive.
3. 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.
4. 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.
5. 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.



1.14 PRICE SCHEDULES

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

Price Schedule for Service Level Agreement for Software Support (A)

S#	Module Description	Yearly service cost
1.	Applicant's profile Management Module.	
2.	Medical Screening Module	
3.	Payment Challans & Receipts Module.	
4.	SNAP Module	
5.	Question Bank (Theory & Road Sign) in English & Urdu	
6.	Approvals Module	
7.	Driving Test Module (on Android)	
8.	Queue Management Module	
9.	Condonation Module	
10.	New Learner Driving License Module	
11.	Learner's Renewal Module	
12.	Endorsement Learner Module	
13.	New Permanent Driving License Module	
14.	Permanent Renewal Module	
15.	Permanent Endorsement Module	
16.	Arm Forces License Module	
17.	Booklet License Conversion Module	
18.	International Driving Permit Module	
19.	Public App on Android hosted on Google Play Store	
20.	Microsoft SQL Server	
Total Yearly SLA		

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BOQ Part 1.



S#	Module Description	QTY
1.	Applicant's profile Management Module.	01
2.	Medical Screening Module	01
3.	Payment Challans & 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.	Arm 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

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Amir
MF.
Pleas.

CERTIFICATE

This is to Certify that the RFP Document for Service Level Agreement for New Driving License Branch of Karachi is duly vetted and approved by all committee members and the chairman committee.



(KHALID KHOSO)
V.C Engineer, IS&T Department,
Government of Sindh
(Member)



(SHABBAR MALIK)
Assistant Chief of CPLC, Karachi.
(Member)



(TABASUM ABBASI)
Director I.T, CPO Sindh Karachi.
(Secretary)




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



(SUHAIL ANJUM JAFFERY)
Section Officer (Budget),
Home Dept. , Government of Sindh
(Member)



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



(SULTAN ALI KHAWAJA), PSP
DIGP/Information Technology, Sindh
(Chairman)