

Bidding Document

For

“SUPPLY OF SOFTWARE ITEMS”.

SINDH HEALTH DEPARTMENT

GOVERNMENT OF SINDH

PART ONE (FIXED)

- Instructions to Bidders (ITB)
- General Conditions of Contract (GCC)

RECEIPT

Issued to M/s. _____

Rs. _____ (Non-Refundable Non-Transferable)

Pay order / Demand Draft No. _____ Date _____

SECTION OFFICER (PM&I)
Sindh Health Department
Government of Sindh

Table of Contents - Part One

PART ONE - SECTION I.....

INSTRUCTIONS TO BIDDERS.....

TABLE OF CLAUSES.....

PART ONE - SECTION II.

GENERAL CONDITIONS OF CONTRACT.....

TABLE OF CLAUSES.....

NOTES ON THE INSTRUCTIONS TO BIDDERS.....

NOTES ON THE GENERAL CONDITIONS OF CONTRACT.....

Part One - Section I.

Instructions to Bidders

Table of Clauses

A. INTRODUCTION.....	
1. SOURCE OF FUNDS.....	
2. ELIGIBLE BIDDERS.....	
3. ELIGIBLE GOODS AND SERVICES.....	
4. COST OF BIDDING.....	
B. THE BIDDING DOCUMENTS.....	
5. CONTENT OF BIDDING DOCUMENTS.....	
6. CLARIFICATION OF BIDDING DOCUMENTS.....	
7. AMENDMENT OF BIDDING DOCUMENTS.....	
C. PREPARATION OF BIDS.....	
8. LANGUAGE OF BID.....	
9. DOCUMENTS COMPRISING THE BID.....	
10. BID FORM.....	
11. BID PRICES.....	
12. BID CURRENCIES.....	
13. DOCUMENTS ESTABLISHING BIDDER'S ELIGIBILITY AND QUALIFICATION.....	
14. DOCUMENTS ESTABLISHING GOODS' ELIGIBILITY AND CONFORMITY TO BIDDING DOCUMENTS.....	
15. BID SECURITY.....	
16. PERIOD OF VALIDITY OF BIDS.....	
17. FORMAT AND SIGNING OF BID.....	
D. SUBMISSION OF BIDS.....	
18. SEALING AND MARKING OF BIDS.....	
19. DEADLINE FOR SUBMISSION OF BIDS.....	
20. LATE BIDS.....	
21. MODIFICATION AND WITHDRAWAL OF BIDS.....	
E. OPENING AND EVALUATION OF BIDS.....	
22. OPENING OF BIDS BY THE PROCURING AGENCY.....	
23. CLARIFICATION OF BIDS.....	
24. PRELIMINARY EXAMINATION.....	
25. EVALUATION AND COMPARISON OF BIDS.....	
26. CONTACTING THE PROCURING AGENCY.....	
F. AWARD OF CONTRACT.....	
27. POST-QUALIFICATION.....	
28. AWARD CRITERIA.....	
29. PROCURING AGENCY'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD.....	
30. PROCURING AGENCY'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS.....	
31. NOTIFICATION OF AWARD.....	
32. SIGNING OF CONTRACT.....	
33. PERFORMANCE SECURITY.....	
34. CORRUPT OR FRAUDULENT PRACTICES.....	

Instructions to Bidders

A. Introduction

1. Source of Funds

1.1 The Procuring agency has received /applied for loan/grantfederal/provincial/local government funds from the source(s) indicated in the bidding data in various currencies towards the cost of the project /schemes specified in the bidding data and it is intended that part of the proceeds of this loan/grant/funds/ will be applied to eligible payments under the contract for which these bidding documents are issued.

1.2 Payment by the Fund will be made only at the request of the Procuring agency and upon approval by the Government of Sindh, and in case of a project will be subject in all respect to the terms and conditions of the agreement. The Project Agreement prohibits a withdrawal from the allocated fund account for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import, to the knowledge of the Federal Government/ Sindh Government, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Procuring agency shall derive any rights from the Project Agreement or have any claim to the allocated fund proceeds.

2. Eligible Bidders

2.1 This Invitation for Bids is open to all suppliers from eligible source as defined in the SPP Rules, 2010 and its Bidding Documents except as provided hereinafter.

2.2 Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring agency to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under this Invitation for Bids.

2.3 Government-owned enterprises in the Province of Sindh may participate only if they are legally and financially autonomous, if they operate under commercial law, and if they are not a dependent agency of the Government of Sindh.

2.4 Bidders shall not be eligible to bid if they are under a declaration of ineligibility for corrupt and fraudulent practices issued by the any government organization in accordance with sub clause 34.1

3. Eligible Goods and Services

3.1 All goods and related services to be supplied under the contract shall have their origin in eligible source countries, defined in the SPP Rules 2010 and its Bidding Documents, and all expenditures made under the contract will be limited to such goods and services.

3.2 For purposes of this clause, “origin” means the place where the goods are mined, grown, or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

3.3 The origin of goods and services is distinct from the nationality of the Bidder.

4. Cost of Bidding

4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring agency named in the Bid Data Sheet, hereinafter referred to as “the Procuring agency,” will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5. Content of Bidding Documents

B. The Bidding Documents

5.1 The bidding documents include:

- (a) Instructions to Bidders (ITB)
- (b) Bid Data Sheet
- (c) General Conditions of Contract (GCC)
- (d) Special Conditions of Contract (SCC)
- (e) Schedule of Requirements
- (f) Technical Specifications
- (g) Bid Form and Price Schedules
- (h) Bid Security Form
- (i) Contract Form
- (j) Performance Security Form
- (k) Manufacturer’s Authorization Form

5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in the rejection of its bid.

6. Clarification of Bidding Documents

7. Amendment of Bidding Documents

6.1 A interested Bidder requiring any clarification of the bidding documents may notify the Procuring agency in writing. The Procuring agency will respond in writing to any request for clarification of the bidding documents which it receives no later than three working days prior to the deadline for the submission of bids prescribed in the Bid Data Sheet. Written copies of the Procuring agency's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all interested bidders that have received the bidding documents.

7.1 At any time prior to the deadline for submission of bids, the Procuring agency, for any reason, whether at its own initiative or in response to a clarification requested by a interested Bidder, may modify the bidding documents by amendment.

8. Language of Bid

7.2 All interested bidders that have received the bidding documents will be notified of the amendment in writing, and will be binding on them.

7.3 In order to allow interested bidders reasonable time in which to take the amendment into account in preparing their bids, the Procuring agency, at its discretion, may extend the deadline for the submission of bids.

9. Documents Comprising the Bid

C. Preparation of Bids

8.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring agency shall be written in the language specified in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the Bid Data Sheet, in which case, for purposes of interpretation of the Bid, the translation shall govern.

9.1 The bid prepared by the Bidder shall comprise the following components:

- (a) a Bid Form and a Price Schedule completed in accordance with ITB Clauses 10, 11, and 12;
- (b) documentary evidence established in accordance with ITB

Clause 13 that the Bidder is eligible to bid and is qualified to perform the contract if its bid is accepted;

(c) documentary evidence established in accordance with ITB Clause 14 that the goods and ancillary services to be supplied by the Bidder are eligible goods and services and conform to the bidding documents; and

(d) bid security furnished in accordance with ITB Clause 15.

10. Bid Form

10.1 The Bidder shall complete the Bid Form and the appropriate Price Schedule furnished in the bidding documents, indicating the goods to be supplied, a brief description of the goods, their country of origin, quantity, and prices.

11. Bid Prices

11.1 The Bidder shall indicate on the appropriate Price Schedule the unit prices (where applicable) and total bid price of the goods it proposes to supply under the contract.

11.2 Prices indicated on the Price Schedule shall be delivered duty paid (DDP) prices. The price of other (incidental) services, if any, listed in the Bid Data Sheet will be entered separately.

11.3 The Bidder's separation of price components in accordance with ITB Clause 11.2 above will be solely for the purpose of facilitating the comparison of bids by the Procuring agency and will not in any way limit the Procuring agency's right to contract on any of the terms offered.

11.5 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to variation on any account, unless otherwise specified in the Bid Data Sheet. A bid submitted with an adjustable price quotation will be treated as nonresponsive and will be rejected, pursuant to ITB Clause 24. If, however, in accordance with the Bid Data Sheet, prices quoted by the Bidder shall be subject to adjustment during the performance of the contract, a bid submitted with a fixed price quotation will not be rejected, but the price adjustment would be treated as zero.

12. Bid Currencies

12.1 Prices shall be quoted in Pak Rupees unless otherwise specified in the Bid Data Sheet.

**13. Documents
Establishing
Bidder's
Eligibility and
Qualification**

13.1 Pursuant to ITB Clause 9, 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

13.2 The documentary evidence of the Bidder's eligibility to bid shall establish to the Procuring agency's satisfaction that the Bidder, at the time of submission of its bid, is from an eligible country as defined under ITB Clause 2.

13.3 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Procuring agency's satisfaction:

(a) that, in the case of a Bidder offering to supply goods under the contract which the Bidder did not manufacture or otherwise produce, the Bidder has been duly authorized by the goods' Manufacturer or producer to supply the goods in the Procuring agency's country;

(b) that the Bidder has the financial, technical, and production capability necessary to perform the contract;

(c) that, in the case of a Bidder not doing business within the Procuring agency's country, the Bidder is or will be (if awarded the contract) represented by an Agent in that country equipped, and able to carry out the Supplier's maintenance, repair, and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications; and

(d) that the Bidder meets the qualification criteria listed in the Bid Data Sheet.

**14. Documents
Establishing Goods'
Eligibility and
Conformity to
Bidding Documents**

14.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the bidding documents of all goods and services which the Bidder proposes to supply under the contract.

14.2 The documentary evidence of the eligibility of the goods and services shall consist of a statement in the Price Schedule of the country of origin of the goods and services offered which shall be confirmed by a certificate of origin issued at the time of shipment.

14.3 The documentary evidence of conformity of the goods and services to the bidding documents may be in the form of literature, drawings, and data, and shall consist of:

(a) a detailed description of the essential technical and performance characteristics of the goods;

(b) a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the goods for a period to be specified in the Bid Data Sheet, following commencement of the use of the goods by the Procuring agency; and

(c) an item-by-item commentary on the Procuring agency's Technical Specifications demonstrating substantial responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

14.4 For purposes of the commentary to be furnished pursuant to ITB Clause 14.3(c) above, the Bidder shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Procuring agency in its Technical Specifications, are intended to be descriptive only and not restrictive. The Bidder may substitute alternative standards, brand names, and/or catalogue numbers in its bid, provided that it demonstrates to the Procuring agency's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

15. Bid Security

15.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, a bid security in the amount specified in the Bid Data Sheet.

15.2 The bid security is required to protect the Procuring agency against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to ITB Clause 15.7.

15.3 The bid security shall be in Pak. Rupees and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring agency's country, in the form provided in the bidding documents or another form acceptable to the Procuring agency and valid for ninety (90) days beyond the validity of the bid; or

(b) irrevocable encashable on-demand Bank call-deposit.

15.4 Any bid not secured in accordance with ITB Clauses 15.1 and 15.3 will be rejected by the Procuring agency as nonresponsive, pursuant to ITB Clause 24.

15.5 Unsuccessful bidders' bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by the Procuring agency pursuant to ITB Clause 16.

15.6 The successful Bidder's bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 32, and furnishing the performance security, pursuant to ITB Clause 33.

15.7 The bid security may be forfeited:

(a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or

(b) in the case of a successful Bidder, if the Bidder fails:

(i) to sign the contract in accordance with ITB Clause 32; **or**

(ii) to furnish performance security in accordance with

ITB Clause 33.

16.Period of Validity of Bids

16.1 Bids shall remain valid for the period specified in the Bid Data Sheet after the date of bid opening prescribed by the Procuring agency, pursuant to ITB Clause 19. A bid valid for a shorter period shall be rejected by the Procuring agency as nonresponsive.

16.2 In exceptional circumstances, the Procuring agency 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. The bid security provided under ITB Clause 15 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.

17.Format and Signing of Bid

17.1 The Bidder shall prepare an original copy of the bid indicated in the Bid Data Sheet, clearly marked "ORIGINAL BID" as appropriate.

17.2 The original copy of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a

person or persons duly authorized to bind the Bidder to the contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.

17.3 Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

17.4 The Bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to this Bid, and to contract execution if the Bidder is awarded the contract.

D. Submission of Bids

18. Sealing and Marking of Bids

18.1 The Bidder shall seal the original bid in separate envelopes, duly marking the envelopes as "ORIGINAL". The envelopes shall then be sealed in an outer envelope.

18.2 The inner and outer envelopes shall:

(a) be addressed to the Procuring agency at the address given in the Bid Data Sheet; and

(b) bear the Project name indicated in the Bid Data Sheet, the Invitation for Bids (IFB) title and number indicated in the Bid Data Sheet, and a statement: "DO NOT OPEN BEFORE," to be completed with the time and the date specified in the Bid Data Sheet, pursuant to ITB Clause 2.2.

18.3 The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

18.4 If the outer envelope is not sealed and marked as required by ITB Clause 18.2, the Procuring agency will assume no responsibility for the bid's misplacement or premature opening.

19. Deadline for Submission of Bids

19.1 Bids must be received by the Procuring agency at the address specified under ITB Clause 18.2 no later than the time and date specified in the Bid Data Sheet.

19.2 The Procuring agency may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 7, in which case all rights and obligations of the Procuring agency and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

20.Late Bids

20.1 Any bid received by the Procuring agency after the deadline for submission of bids prescribed by the Procuring agency pursuant to ITB Clause 19 will be rejected and returned unopened to the Bidder.

21.Modification and Withdrawal of Bids

21.1 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Procuring agency prior to the deadline prescribed for submission of bids.

21.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of ITB Clause 18. by a signed confirmation copy, postmarked not later than the deadline for submission of bids.

21.3 No bid may be modified after the deadline for submission of bids.

21.4 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security, pursuant to the ITB Clause 15.7.

E. Opening and Evaluation of Bids**22.Opening of Bids by the Procuring agency**

22.1 The Procuring agency will open all bids in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the Bid Data Sheet. The bidders' representatives who are present shall sign a register evidencing their attendance.

22.2 The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite bid security and such other details as the Procuring agency, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder pursuant to ITB Clause 20.

22.3 Bids (and modifications sent pursuant to ITB Clause 21.2) that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

22.4 The Procuring agency will prepare minutes of the bid opening.

23. Clarification of Bids

23.1 During evaluation of the bids, the Procuring agency 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 prices or substance of the bid shall be sought, offered, or permitted.

24. Preliminary Examination

24.1 The Procuring agency 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.

24.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Supplier does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

24.3 The Procuring agency may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

24.4 Prior to the detailed evaluation, pursuant to ITB Clause 25 the Procuring agency will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, **such as** those concerning Bid Security (ITB Clause 15), Applicable Law (GCC Clause 30), and Taxes and Duties (GCC Clause 32), will be deemed to be a material deviation. The Procuring agency's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

25.Evaluation and Comparison of Bids

24.5 If a bid is not substantially responsive, it will be rejected by the Procuring agency and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

25.1 The Procuring agency will evaluate and compare the bids which have been determined to be substantially responsive, pursuant to ITB Clause 24.

25.2 The Procuring agency's evaluation of a bid will be on delivered duty paid (DDP) price inclusive of prevailing duties and will exclude any allowance for price adjustment during the period of execution of the contract, if provided in the bid.

25.3 The Procuring agency's evaluation of a bid will take into account, in addition to the bid price quoted in accordance with ITB Clause 11.2, one or more of the following factors as specified in the Bid Data Sheet, and quantified in ITB Clause 25.4:

- (a) incidental costs
- (b) delivery schedule offered in the bid;
- (c) deviations in payment schedule from that specified in the Special Conditions of Contract;
- (d) the cost of components, mandatory spare parts, and service;
- (e) the availability Procuring agency of spare parts and aftersales services for the equipment offered in the bid;
- (f) the projected operating and maintenance costs during the life of the equipment;
- (g) the performance and productivity of the equipment offered; and/or
- (h) other specific criteria indicated in the Bid Data Sheet and/or in the Technical Specifications.

25.4 For factors retained in the Bid Data Sheet pursuant to ITB 25.3, one or more of the following quantification methods will be applied, as detailed in the Bid Data Sheet:

- (a) Incidental costs provided by the bidder will be added by Procuring agency to the delivered duty paid (DDP) price at the final destination.

(b) *Delivery schedule.*

(i) The Procuring agency requires that the goods under the Invitation for Bids shall be delivered at the time specified in the Schedule of Requirements which will be treated as the base, a delivery “adjustment” will be calculated for bids by applying a percentage, specified in the Bid Data Sheet, of the DDP price for each week of delay beyond the base, and this will be added to the bid price for evaluation. No credit shall be given to early delivery.

Or(ii) The goods covered under this invitation are required to be delivered (shipped) within an acceptable range of weeks specified in the Schedule of Requirement. No credit will be given to earlier deliveries, and bids offering delivery beyond this range will be treated as nonresponsive. Within this acceptable range, an adjustment per week, as specified in the Bid Data Sheet, will be added for evaluation to the bid price of bids offering deliveries later than the earliest delivery period specified in the Schedule of Requirements.

Or(iii) The goods covered under this invitation are required to be delivered in partial shipments, as specified in the Schedule of Requirements. Bids offering deliveries earlier or later than the specified deliveries will be adjusted in the evaluation by adding to the bid price a factor equal to a percentage, specified in the Bid Data Sheet, of DDP price per week of variation from the specified delivery schedule.

(c) *Deviation in payment schedule.*

(i) Bidders shall state their bid price for the payment schedule outlined in the SCC. Bids will be evaluated on the basis of this base price. Bidders are, however, permitted to state an alternative payment schedule and indicate the reduction in bid price they wish to offer for such alternative payment schedule. The Procuring agency may consider the alternative payment schedule offered by the selected Bidder.

Or(ii) The SCC stipulates the payment schedule offered by

the Procuring agency. If a bid deviates from the schedule and if such deviation is considered acceptable to the Procuring agency, the bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the bid as compared with those stipulated in this invitation, at the rate per annum specified in the Bid Data Sheet.

(d) *Cost of spare parts.*

(i) The list of items and quantities of major assemblies, components, and selected spare parts, likely to be required during the initial period of operation specified in the Bid Data Sheet, is annexed to the Technical Specifications. The total cost of these items, at the unit prices quoted in each bid, will be added to the bid price.

Or

(ii) The Procuring agency will draw up a list of high-usage and high-value items of components and spare parts, along with estimated quantities of usage in the initial period of operation specified in the Bid Data Sheet. The total cost of these items and quantities will be computed from spare parts unit prices submitted by the Bidder and added to the bid price.

Or

(iii) The Procuring agency will estimate the cost of spare parts usage in the initial period of operation specified in the Bid Data Sheet, based on information furnished by each Bidder, as well as on past experience of the Procuring agency or other procuring agencies in similar situations. Such costs shall be added to the bid price for evaluation.

(e) *Spare parts and after sales service facilities in the Procuring agency's country.*

The cost to the Procuring agency of establishing the minimum service facilities and parts inventories, as outlined in the Bid Data Sheet or elsewhere in the bidding documents, if quoted separately, shall be added to the bid price.

(f) *Operating and maintenance costs.*

Since the operating and maintenance costs of the goods under procurement form a major part of the life cycle cost of the equipment, these costs will be evaluated in accordance with the criteria specified in the Bid Data Sheet or in the Technical Specifications.

(g) *Performance and productivity of the equipment.*

(i) Bidders shall state the guaranteed performance or efficiency in response to the Technical Specification. For each drop in the performance or efficiency below the norm of 100, an adjustment for an amount specified in the Bid Data Sheet will be added to the bid price, representing the capitalized cost of additional operating costs over the life of the plant, using the methodology specified in the Bid Data Sheet or in the Technical Specifications.

Or

(ii) Goods offered shall have a minimum productivity specified under the relevant provision in the Technical Specifications to be considered responsive. Evaluation shall be based on the cost per unit of the actual productivity of goods offered in the bid, and adjustment will be added to the bid price using the methodology specified in the Bid Data Sheet or in the Technical Specifications.

(h) *Specific additional criteria indicated in the Bid Data Sheet and/or in the Technical Specifications.*

The relevant evaluation method shall be detailed in the Bid Data Sheet and/or in the Technical Specifications.

Alternative

25.4 Merit Point System:

The following merit point system for weighing evaluation factors can be applied if none of the evaluation methods listed in 25.4 above has been retained in the Bid Data Sheet. The number of points allocated to each factor shall be specified in the Bid Data Sheet.

[In the Bid Data Sheet, choose from the range of]

Evaluated price of the goods	60 to 90
Cost of common list spare parts	0 to 20
Technical features, and maintenance and operating costs	0 to 20
Availability of service and spare parts	0 to 20
Standardization	0 to 20
Total	100

The bid scoring the highest number of points will be deemed to be the lowest evaluated bid.

26. Contacting the Procuring agency

26.1 Subject to ITB Clause 23, no Bidder shall contact the Procuring agency on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Procuring agency, it should do so in writing.

26.2 Any effort by a Bidder to influence the Procuring agency in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.

F. Award of Contract

27. Post-qualification

27.1 In the absence of prequalification, the Procuring agency will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB Clause 13.3.

27.2 The determination will take into account the Bidder's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 13.3, as well as such other information as the Procuring agency deems necessary and appropriate.

27.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Procuring agency will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

28. Award Criteria

28.1 Subject to ITB Clause 30, the Procuring agency will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid or on Package basis, provided further that the Bidders

isdetermined to be qualified to perform the contract satisfactorily.

29.Procuring agency’s Right to Vary Quantities at Time of Award

29.1 The Procuring agency reserves the right at the time of contract award to increase or decrease, by the percentage indicated in the Bid Data Sheet, the quantity of goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.

30.Procuring agency’s Right to Accept any Bid and to Reject any or All Bids

30.1 The Procuring agency reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Procuring agency’s action.

31.Notification of Award

31.1 Prior to the expiration of the period of bid validity, the Procuring agency will notify the successful Bidder in writing by registered letter or by cable, to be confirmed in writing by registered letter, that its bid has been accepted.

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

31.3 Upon the successful Bidder’s furnishing of the performance security pursuant to ITB Clause 33, the Procuring agency will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 15.

32.Signing of Contract

32.1 At the same time as the Procuring agency notifies the successful Bidder that its bid has been accepted, the Procuring agency will send the Bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.

32.2 Within thirty (30) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring agency.

33.Performance Security

33.1 Within twenty (20) days of the receipt of notification of award from the Procuring agency, the successful Bidder shall furnish the performance security of ThreePercent (3%) in accordance with the Conditions of Contract, in the Performance Security Form provided in the bidding documents, or in another form acceptable to the Procuring agency.

33.2 Failure of the successful Bidder to comply with the requirement of ITB Clause 32 or ITB Clause 33.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid

security, in which event the Procuring agency may make the award to the next lowest evaluated Bidder or call for new bids.

34. Corrupt or Fraudulent Practices

34.1 The Government of Sindh requires that Procuring agency's (including beneficiaries of donor agencies' loans), as well as Bidders/Suppliers/Contractors under Government-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the SPPRA, in accordance with the SPP Act, 2010 and Rules made thereunder:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

(i) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

(ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring agency, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial noncompetitive levels and to deprive the Procuring agency of the benefits of free and open competition;

(b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

(c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Government-financed contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a Government-financed contract.

34.2 Furthermore, Bidders shall be aware of the provision stated in sub-clause 5.4 and sub-clause 24.1 of the General Conditions of Contract.

Part One - Section II.

General Conditions of Contract

Table of Clauses

1. DEFINITIONS.....	
2. APPLICATION.....	
3. COUNTRY OF ORIGIN.....	
T.....	
5. USE OF CONTRACT DOCUMENTS AND INFORMATION; INSPECTION AND AUDIT BY THE GOVERNMENT.....	
6. PATENT RIGHTS.....	
7. PERFORMANCE SECURITY.....	
8. INSPECTIONS AND TESTS.....	
9. PACKING.....	
10. DELIVERY AND DOCUMENTS.....	
11. INSURANCE.....	
12. TRANSPORTATION.....	
13. INCIDENTAL SERVICES.....	
14. SPARE PARTS.....	
15. WARRANTY.....	
16. PAYMENT.....	
17. PRICES.....	
18. CHANGE ORDERS.....	
19. CONTRACT AMENDMENTS.....	
20. ASSIGNMENT.....	
21. SUBCONTRACTS.....	
22. DELAYS IN THE SUPPLIER'S PERFORMANCE.....	
23. LIQUIDATED DAMAGES.....	
24. TERMINATION FOR DEFAULT.....	
25. FORCE MAJEURE.....	
26. TERMINATION FOR INSOLVENCY.....	
27. TERMINATION FOR CONVENIENCE.....	
28. RESOLUTION OF DISPUTES.....	
29. GOVERNING LANGUAGE.....	
30. APPLICABLE LAW.....	
31. NOTICES.....	
32. TAXES AND DUTIES.....	

General Conditions of Contract

1. Definitions 1.1 In this Contract, the following terms shall be interpreted as indicated:

(a) “The Contract” means the agreement entered into between the Procuring agency and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

(b) “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.

(c) “The Goods” means all of the equipment, machinery, and/or other materials which the Supplier is required to supply to the Procuring agency under the Contract.

(d) “The Services” means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Supplier covered under the Contract.

(e) “GCC” mean the General Conditions of Contract contained in this section.

(f) “SCC” means the Special Conditions of Contract.

(g) “The Procuring agency” means the organization purchasing the Goods, as named in SCC.

(h) “The Procuring agency’s country” is the country named in SCC.

(i) “The Supplier” means the individual or firm supplying the Goods and Services under this Contract.

(j) “The Project Site,” where applicable, means the place or places named in SCC.

(k) “Day” means calendar day.

2. Application 2.1 These General Conditions shall apply to the extent that they are

not superseded by provisions of other parts of the Contract.

3. Country of Origin

- 3.1 All Goods and Services supplied under the Contract shall have their origin in the countries and territories eligible under the rules and further elaborated in the SCC.
- 3.2 For purposes of this Clause, “origin” means the place where the Goods were mined, grown, or produced, or from which the Services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 3.3 The origin of Goods and Services is distinct from the nationality of the Supplier.

4. The Goods

4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Goods’ country of origin. Such standards shall be the latest issued by the concerned institution.

5. Use of Contract Documents and Information; Inspection and Audit by the Government

5.1 The Supplier shall not, without the Procuring agency’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring agency in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only sofar as may be necessary for purposes of such performance.

5.2 The Supplier shall not, without the Procuring agency’s prior written consent, make use of any document or information enumerated in GCC Clause 5.1 except for purposes of performing the Contract.

5.3 Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of the Procuring agency and shall be returned (all copies) to the Procuring agency on completion of the Supplier’s performance under the Contract if so required by the Procuring agency.

5.4 The Supplier shall permit the Procuring agency to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the procuring agency, if so required.

6. Patent Rights

6.1 The Supplier shall indemnify the Procuring agency against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Procuring agency's country.

7. Performance Security

7.1 Within twenty (20) days of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring agency the performance security in the amount specified in SCC.

7.2 The proceeds of the performance security shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

7.3 The performance security shall be denominated in the currency of the Contract acceptable to the Procuring agency and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring agency's country, in the form provided in the bidding documents or another form acceptable to the Procuring agency; or

(b) a cashier's or certified check.

7.4 The performance security will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.

8. Inspections and Tests

8.1 The Procuring agency or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Procuring agency. SCC and the Technical Specifications shall specify what inspections and tests the Procuring agency requires and where they are to be conducted. The Procuring agency shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

8.2 The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery, and/or at

the Goods' final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Procuring agency.

8.3 Should any inspected or tested Goods fail to conform to the Specifications, the Procuring agency may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Procuring agency.

8.4 The Procuring agency's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in the Procuring agency's country shall in no way be limited or waived by reason of the Goods having previously been inspected, tested, and passed by the Procuring agency or its representative prior to the Goods' shipment from the country of origin.

8.5 Nothing in GCC Clause 8 shall in any way release the Supplier from any warranty or other obligations under this Contract.

9. Packing

9.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the Procuring agency.

10. Delivery and Documents

10.1 Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in the Schedule of Requirements. The details of shipping and/or other documents to be furnished by the Supplier are specified in SCC.

10.2 Documents to be submitted by the Supplier are specified in SCC.

11. Insurance

11.1 The Goods supplied under the Contract shall be delivered duty paid (DDP) under which risk is transferred to the buyer after having been delivered, hence insurance coverage is sellers responsibility.

12. Transportation

12.1 The Supplier is required under the Contract to transport the Goods to a specified place of destination within the Procuring agency's country, transport to such place of destination in the Procuring agency's country, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier, and related costs shall be included in the Contract Price.

13. Incidental Services

13.1 The Supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) Performance or supervision of on-site assembly and/or start-up of the supplied Goods;
- (b) Furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- (c) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
- (d) Performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and
- (e) Training of the Procuring agency's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods.

13.2 Prices charged by the Supplier for incidental services, if not included in the Contract Price for the Goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged for other parties by the Supplier for similar services.

14. Spare Parts

14.1 As specified in SCC, the Supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Supplier:

(a) such spare parts as the Procuring agency may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under the Contract; and

(b) In the event of termination of production of the spare parts:

(i) Advance notification to the Procuring agency of the pending termination, in sufficient time to permit the Procuring agency to procure needed requirements; and

(ii) Following such termination, furnishing at no cost to the Procuring agency, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the Procuring agency's specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The Procuring agency shall promptly notify the Supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the Supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective Goods or parts thereof, without costs to the Procuring agency.

15.5 If the Supplier, having been notified, fails to remedy the defect(s)

within the period specified in SCC, within a reasonable period, the Procuring agency may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Procuring agency may have against the Supplier under the Contract.

16.Payment

16.1 The method and conditions of payment to be made to the Supplier under this Contract shall be specified in SCC.

16.2 The Supplier's request(s) for payment shall be made to the Procuring agency in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and Services performed, and by documents submitted pursuant to GCC Clause 10, and upon fulfillment of other obligations stipulated in the Contract.

16.3 Payments shall be made promptly by the Procuring agency, but in no case later than sixty (60) days after submission of an invoice or claim by the Supplier.

16.4 The currency of payment is Pak. Rupees.

17.Prices

17.1 Prices charged by the Supplier for Goods delivered and Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in SCC or in the Procuring agency's request for bid validity extension, as the case may be.

18.Change Orders

18.1 The Procuring agency may at any time, by a written order given to the Supplier pursuant to GCC Clause 31, make changes within the general scope of the Contract in any one or more of the following:

- (a) Drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Procuring agency;
- (b) The method of shipment or packing;
- (c) The place of delivery; and/or
- (d) The Services to be provided by the Supplier.

18.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be

made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Procuring agency's change order.

19. Contract Amendments

19.1 Subject to GCC Clause 18, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

20. Assignment

20.1 The Supplier shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring agency's prior written consent.

21. Sub Contracts

21.1 The Supplier shall notify the Procuring agency in writing of all subcontracts awarded under this Contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the Supplier from any liability or obligation under the Contract.

21.2 Subcontracts must comply with the provisions of GCC Clause 3.

22. Delays in the Supplier's Performance

22.1 Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Procuring agency in the Schedule of Requirements.

22.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Procuring agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Procuring agency shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.

22.3 Except as provided under GCC Clause 25, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 23, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of liquidated damages.

23. Liquidated Damages

23.1 Subject to GCC Clause 25, if the Supplier fails to deliver any or

all of the Goods or to perform the Services within the period(s) specified in the Contract, the Procuring agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Procuring agency may consider termination of the Contract pursuant to GCC Clause 24.

24. Termination for Default

24.1 The Procuring agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

(a) if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring agency pursuant to GCC Clause 22; or

(b) if the Supplier fails to perform any other obligation(s) under the Contract.

(c) if the Supplier, in the judgment of the Procuring agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

“fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition.

24.2 In the event the Procuring agency terminates the Contract in whole or in part, pursuant to GCC Clause 24.1, the Procuring agency may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those

undelivered, and the Supplier shall be liable to the Procuring agency for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

25. Force Majeure

25.1 Notwithstanding the provisions of GCC Clauses 22, 23, and 24, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

25.2 For purposes of this clause, “Force Majeure” means an event beyond the control of the Supplier and not involving the Supplier’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

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

26. Termination for Insolvency

26.1 The Procuring agency may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring agency.

27. Termination for Convenience

27.1 The Procuring agency, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring agency’s convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

27.2 The Goods that are complete and ready for shipment within thirty (30) days after the Supplier’s receipt of notice of termination shall be accepted by the Procuring agency at the

Contract terms and prices. For the remaining Goods, the Procuring agency may elect:

(a) To have any portion completed and delivered at the Contract terms and prices; and/or

(b) To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

28.Resolution of Disputes

28.1 The Procuring agency and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

28.2 If, after thirty (30) days from the commencement of such informal negotiations, the Procuring agency and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed manner and/or arbitration.

29.Governing Language

29.1 The Contract shall be written in the language specified in SCC. Subject to GCC Clause 30, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

30.Applicable Law

30.1 The Contract shall be interpreted in accordance with the laws of the Procuring agency's country, unless otherwise specified in SCC.

31.Notices

31.1 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified in SCC.

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

32. Taxes and Duties

32.1 Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Procuring agency.

Sindh Public Procurement Regulatory Authority

Bidding Documents

For

Procurement of Goods

PART TWO (PROCUREMENT SPECIFIC PROVISIONS)

- Invitation for Bids (IFB)
- Bid Data Sheet (BDS)
- Special Conditions of Contract (SCC)
- Schedule of Requirements
- Technical Specifications
- Sample Form
- Eligibility

Table of Contents - Part Two

PART TWO	
SECTION I. INVITATION FOR BIDS	
NOTES ON THE INVITATION FOR BIDS.....	
SECTION II. BID DATA SHEET	
NOTES ON THE BID DATA SHEET.....	
SECTION III. SPECIAL CONDITIONS OF CONTRACT	
NOTES ON THE SPECIAL CONDITIONS OF CONTRACT.....	
TABLE OF CLAUSES.....	
SECTION IV. SCHEDULE OF REQUIREMENTS	
NOTES FOR PREPARING THE SCHEDULE OF REQUIREMENTS.....	
SECTION V. TECHNICAL SPECIFICATIONS	
NOTES FOR PREPARING THE TECHNICAL SPECIFICATIONS.....	
SECTION VI. SAMPLE FORMS	
NOTES ON THE SAMPLE FORMS.....	
SAMPLE FORMS.....	
1. <i>Bid Form and Price Schedules</i>	
2. <i>Bid Security Form</i>	
3. <i>Contract Form</i>	
4. <i>Performance Security Form</i>	
5. <i>Bank Guarantee for Advance Payment</i>	
6. <i>Manufacturer's Authorization Form</i>	
7. <i>Integrity Pact Form</i>	



No: SO (PM&I) / Software Items/ TENDER /2017-18
SINDH HEALTHDEPARTMENT
GOVERNMENT OF SINDH

Dated: 25th October, 2017

TENDER NOTICE

1. The Health Department, Government of Sindh has received an allocation from the Public Funds in Pak rupees towards the cost of ADP for the year 2017-18. It is intended that part of the proceeds of this allocated fund will be applied to eligible payments under the contract for “Supply of Software Items” under the ADP Scheme (839), Automation of Sindh Health Department.
2. The Health Department now invites sealed bids in accordance with SPP Rule 46(2) “**Single Stage – Two Envelope procedures**” from well reputed and original manufacturers or their authorized dealers / distributors registered with Sales Tax (SRB’) and Income Tax Department for the bidding of “Supply of Software Items” under the ADP Scheme (839) “Automation of Sindh Health Department”
3. The Bidding Document containing specification, terms and conditions including other details can be obtained from the office of “Section Officer (PM&I), 3rd Floor, Tughlaq House, Sindh Secretariat Building No. 02, Kamal Atta Turk Road Karachi, from **Date of Publication upto 16-11-2017** during official working hours, against the tender fee amount of Rs. 2,000/- in the shape of Pay Order/ Demand Draft in the name of Secretary Sindh Health Department.
4. The bidders are required to submit their sealed tender documents/Bids (technical & financial) in separate envelopes on or before **17-11-2017 at 3:00 P.M** at the office of Additional Secretary (PM&I) Health Department, 3rd Floor, Tughlaq House, Sindh Secretariat Building No.02, Kamal Atta Turk Road Karachi.
5. Only Technical bids/ proposals will be opened on **17-11-2017 at 3:30 PM** before the procurement committee in the presence of bidders/ their representative of the firms at the above mentioned office.
6. The rates shall be quoted in Pak rupees and should be inclusive of GST, SRB (where applicable), Income Tax etc. GST will be deducted at source at the prescribed rates. The further details are enclosed in the bidding documents.
7. The Bid Security of 2.5% of the quoted price must be submitted along with bids on bid submission date in the shape of Pay Order/ Demand Draft in the name of “**Secretary Sindh Health Department**”. The bid validity period is (90) days as per SPPRA Rules 2010 (Amended 2017).

8. In case of public Holiday, the bids shall be submitted and opened as per given schedule on the next working day.
9. The bidding documents can also be download from SPPRA website (www.spprasindh.gov.pk) but the bidder must submit the tender fee in prescribed manner along with technical bid.
10. Procurement Committee reserves the right to accept or reject any or all bids prior to award/acceptance of contract as per relevant provisions of SPPRA Rules 2010 (Amended 2017).

SECTION OFFICER (PM&I)
SINDH HEALTH DEPARTMENT
FOR SECRETARY TO GOVERNMENT OF SINDH

BID EVALUATION

By submission of documentary evidence in its bid, the Bidder must establish to the Purchaser's satisfaction:

1. That it has the required experience and technical know-how for the project scope of work; and
2. That it has financial capability to perform the Contract.
3. That the Bidding Firm should not be blacklisted in any institution as per SPPRA rules

By submission of documentary evidence in its bid, the Bidder MUST establish to the Purchaser's satisfaction:

1. that it is incorporated with SECP (for Private Limited Companies) & NTN Certificate which is in good standing with all relevant departments of Province/Country;
2. that it is properly registered with SECP (for Private Limited Companies), FBR for Income Tax and Sales Tax, &SRB;
3. That it has delivered similar projects with Public & Private sector.
4. That it must submit authorization letters from the principal providing the solutions in the relevant component section.

EVALUATION CRITERIA

Following are the components which will be evaluated through specific criteria for each. Bidders can submit proposals against all or any of the components. Technical as well as financial proposals should be submitted. Financial proposals for each of the components should be sealed in separate envelop so that only those component financials will be opened for which the bidder has qualified.

S.No	Description
1	Infrastructure Software
2	HR & Biometric Employee verification
3	Data Archiving & Security
4	Asset Management
5	Medicine Inventory Management
6	Monitoring of Development Schemes & Budget

CRITERIA FOR INFRASTRUCTURE SOFTWARE

S#	Evaluation Parameter for proposal	Quantity Description	Marks
1.	Company Profile	All companies should have sales tax and income tax registration numbers.	10 Marks
	a) Period since Firm is in Information Technology business. (Submit SECP registration certificate for Private Limited Companies)& NTN certificate.	From 1 to 2 years. From 3to 5 years. Above 5 years.	4 6 10
2.	Financial Soundness /Status		20 Marks
	a) Income Tax Return of Firm (Submit copies of the returns)	1 to 2 years 3 to 5 years Above 5 years	4 6 10
	b) Average Annual Turnover of last five (5) years (Attach copies of the Audited Accounts)	Upto PKR 50 Million PKR 50 Million to PKR 100 Million Above PKR 100 Million	4 6 10
3.	Company Experience		50 Marks
	a) Number of similar projects with one being a minimum of 05 million (Submit document proof)	1 to 2Projects 3 and above Projects	10 20
	b) Number of IT Operations or Maintenance Support Projects in public/private sector, with at least 1 being PKR 10 million and above annually (Submit contracts along with costs)	1 to 2 projects 3and above Projects	5 10

S#	Evaluation Parameter for proposal	Quantity Description	Marks
	c) Cumulative value of Public/private Sector IT Projects in hand or completed in Past 5 Years. (Submit document proof)	Up to 150 million	10
		Above 250 million	20
4.	Human Resource		20 Marks
	a) Individual Resource Profiles with minimum 4 years of experience in similar field (Attach Resume).	1 to 15	10
		16 & above	20

Firm must get 80% i.e. 80/100 marks in Technical Proposal for qualifying as per above mentioned criteria.

Bids that have qualified technically and have the lowest financial for an item will be awarded work to supply that particular item.

CRITERIA FOR HR & BIOMETRICS, DATA ARCHIVING, ASSET MANAGEMENT, MEDICINE INVENTORY MANAGEMENT, MONITORING OF DEVELOPMENT SCHEME & BUDGET

Each of the components, namely, HR & Biometric Employee verification, Data Archiving & Security, Asset Management, Medicine Inventory Management & Monitoring of Development Schemes & Budget, will be evaluated separately for criteria 3 to 5. Companies submitting proposals should provide data separately for criteria 3 to 5.

S#	Evaluation Parameter for proposal	Quantity Description	Marks
1.	Company Profile	All companies should have sales tax and income tax registration numbers.	5 Marks
	a) Period since Firm is in Information Technology business. (Submit SECP registration certificate for Private Limited Companies) & NTN certificate.	From 1 to 3 years. From 4 to 10 years. Above 10 years.	2 3 5
2.	Financial Soundness /Status		10 Marks
	a) Income Tax Return of Firm (Submit copies of the returns)	1 to 3 years 4 to 10 years Above 10 years	2 3 5
	b) Average Annual Turnover of last five (5) years (Attach copies of the Audited Accounts)	Upto PKR 100 Million PKR 100 Million to PKR 200 Million Above PKR 200 Million	2 3 5
3.	Company Experience		30 Marks
	a) Number of projects with one being a minimum of 30 million in public sector (Submit document proof)	1 to 3 Projects	5 10

S#	Evaluation Parameter for proposal	Quantity Description	Marks
		4 and above Projects	
	b) Number of IT Operations or Maintenance Support Projects in public/private sector, with at least 1 being PKR 10 million and above annually (Submit contracts along with costs)	1 to 2 projects 3 and above Projects	5 10
	c) Cumulative value of Public/private Sector IT Projects in hand or completed in Past 5 Years. (Submit document proof)	Up to 300 million Above 500 million	5 10
4.	Technical Solution		35 Marks
	a) Technical Solution with Implementation Architecture		10
	b) Project Plan		10
	c) Implementation Cycle with Methodology		10
	d) Support & Maintenance Structure with Warranty Plan		5
5.	Human Resource & Training Plan		20 Marks
	a) Training Plan		5
	b) Individual Resource Profiles with experience in similar field (Attach Resume).		15

Firm must get 80% i.e. 80/100 marks in Technical Proposal for qualifying as per above mentioned criteria.

Bids that have qualified technically and have the lowest financial on package basis for each of the component will be awarded that component of the work.

Bid Data Sheet

Introduction	
ITB 1.1	Name of Procuring Agency: SINDH HEALTH DEPARTMENT , Government of Sindh.
ITB 1.1	TITLE: “SUPPLY OF SOFTWARE ITEMS”.
ITB 1.1	Name of Contract: “SUPPLY OF SOFTWARE ITEMS”, At SINDH HEALTHDEPARTMENT.
ITB 4.1	Name of Procuring agency. SINDH HEALTH DEPARTMENT , Government of Sindh.
ITB 6.1	Procuring agency’s address, telephone, telex, and facsimile numbers: Section Officer (PM&I) SINDH HEALTH DEPARTMENT , 3 rd Floor Tughlaq House, Sindh Secretariat Building No.2, Kamal Atta Turk Road, Karachi.
ITB 8.1	Language of the bid. English
Bid Price and Currency	
ITB 11.2	The price quoted shall be: In addition to delivered duty paid (DDP) price PKR.
ITB 11.5	The price shall be fixed.
Preparation and Submission of Bids	
ITB 13.3 (d)	Qualification requirements. Requirement for a minimum level of experience in a similar type of goods for which the Invitation for Bids is issued. And also meet the requirement.
ITB 14.3 (b)	Spare parts required for <i>[number]</i> of years of operation. Yes
ITB 15.1	Amount of bid security.

	Two & Half (2.5%) percent of the bid amount.
ITB 16.1	Bid validity period: The validity should be Ninety (90) days.
ITB 17.1	Number of copies. One Original Set
ITB 18.2 (a)	Address for bid submission: SO(PM&I) SINDH HEALTH DEPARTMENT, Government of Sindh, 3rd Floor Tughlaq House, Sindh Secretariat Building No.2, Kamal Atta Turk Road, Karachi.
ITB 18.2 (b)	IFB title and number:
ITB 19.1	Deadline for bid submission. 17-11-2017, 03:00 pm
ITB 22.1	Time, date, and place for bid opening. on 17-11-2017 at 3.30 pm in the room of Section Officer (PM&I) HEALTH DEPARTMENT, 3rd Floor Tughlaq House, Sindh Secretariat Building No.2, Kamal Atta Turk Road, Karachi.
Bid Evaluation	
ITB 25.3	Criteria for bid evaluation. criteria listed in ITB Clause 25.3 (e.g., 25.3 (b) and (c)), and in the reference under ITB 25.4 below. Retain only the evaluation method to apply and the relevant parameters corresponding to the retained <i>criteria (e.g., 25.4 (b) (i) and (c) (ii)).</i>
ITB 25.4 (a)	One option only.
ITB 25.4 (b)	Delivery schedule. Relevant parameters in accordance with option selected: adjustment expressed as a percentage,
Option (i)	

<p>Option (ii)</p>	<p>or</p> <p>adjustment expressed in an amount in the currency of bid evaluation,</p>
<p>Option (iii)</p>	<p>or</p> <p>adjustment expressed as a percentage</p> <p><i>[A rate of one-half (0.5) percent per week is a reasonable figure. The percentage of liquidated damages specified in SCC should be higher.]</i></p>
<p>ITB 25.4 (c) (ii)</p>	<p>Deviation in payment schedule.</p> <p>Annual interest rate.</p>
<p>ITB 25.4 (d)</p>	<p>Cost of spare parts. N/A</p> <p><i>[Specify the applicable method—(i), (ii), or (iii)—and factors (e.g., number of years) and reference to the Appendix to the Technical Specifications, as required.]</i></p>
<p>ITB 25.4 (e)</p>	<p>Spare parts and after sales service facilities in the Procuring agency's country:</p> <p>After sales service facilities according to requirement required.</p>
<p>ITB 25.4 (f)</p>	<p>Operating and maintenance costs. N/A</p> <p>Factors for calculation of the life cycle cost:</p> <p>(i) number of years for life cycle <i>[it is recommended that the life cycle period should not exceed the usual period before a planned major overhaul of the goods];</i></p> <p>(ii) operating costs <i>[e.g., fuel and/or other input, unit cost, and annual and total operational requirements];</i></p>

	<p>(iii)maintenance costs <i>[e.g., spare parts—without duplication of above Clause 25.4(d) requirements—and/or other inputs]</i>; and</p> <p>(iv)rate, as a percentage, to be used to discount all annual future costs calculated under (ii) and (iii) above to present value.</p> <p>or</p> <p>Reference to the methodology specified in the Technical Specifications or elsewhere in the bidding documents. 0.05%</p>
ITB 25.4 (g)	Performance and productivity of equipment: required
ITB 25.4 (h)	Details on the evaluation method or reference to the Technical Specifications: According to criteria mentioned
ITB 25.4 Alternative	Specify the evaluation factors. According to criteria mentioned
Contract Award	
	Percentage for quantity increase or decrease. (15) percent

Section III. Special Conditions of Contract

Part Two - Section III. Special Conditions of Contract

Table of Clauses

1. DEFINITIONS (GCC CLAUSE 1).....

2. COUNTRYOF ORIGIN (GCC CLAUSE 3).....

3. PERFORMANCE SECURITY (GCC CLAUSE 7).....

4. INSPECTIONSAND TESTS (GCC CLAUSE 8).....

5. PACKING (GCC CLAUSE 9).....

6. DELIVERYAND DOCUMENTS (GCC CLAUSE 10).....

7. INSURANCE (GCC CLAUSE 11).....

8. INCIDENTAL SERVICES (GCC CLAUSE 13).....

9. SPARE PARTS (GCC CLAUSE 14).....

10. WARRANTY (GCC CLAUSE 15).....

11. PAYMENT (GCC CLAUSE 16)

12. PRICES (GCC CLAUSE 17).....

13. LIQUIDATED DAMAGES (GCC CLAUSE 23).....

14. RESOLUTIONOF DISPUTES (GCC CLAUSE 28).....

15. GOVERNING LANGUAGE (GCC CLAUSE 29).....

17. NOTICES (GCC CLAUSE 31).....

Part Two - Section III. Special Conditions of Contract

Special Conditions of Contract

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

[Instructions for completing the Special Conditions of Contract are provided, as needed, in the notes in italics mentioned for the relevant SCC. Where sample provisions are furnished, they are only illustrative of the provisions that the Procuring agency should draft specifically for each procurement.]

1. Definitions (GCC Clause 1)

GCC 1.1 (g)—The Procuring agency is: **SINDH HEALTH DEPARTMENT**

GCC 1.1 (h)—The Procuring agency’s country is: Islamic Republic of Pakistan

GCC 1.1 (i)—The Supplier is:

Sample Provision

GCC 1.1 (j)—The Project Site is:

2. Country of Origin (GCC Clause 3)2

All countries and territories as indicated in Part Two Section VI of the bidding documents, “Eligibility for the Provisions of Goods, Works, and Services in Government-Financed Procurement”.

3. Performance Security (GCC Clause 7)

GCC 7.1—The amount of performance security, as a percentage of the Contract Price, shall be:
[Five (5) to ten (10) percent of the Contract Price would be reasonable; it should not exceed ten (10) percent in any case.]

[The following provision should be used in the case of Goods having warranty obligations.]

GCC 7.4—After delivery and acceptance of the Goods, the performance security shall be reduced to two (2) percent of the Contract Price to cover the Supplier’s warranty obligations in accordance with Clause GCC 15.2.

4. Inspections and Tests (GCC Clause 8)

GCC 8.6—Inspection and tests prior to shipment of Goods and at final acceptance are as follows:

5. Packing (GCC Clause 9)

Sample provision

GCC 9.3—The following SCC shall supplement GCC Clause 9.2:

6. Delivery and Documents (GCC Clause 10)

Sample provision (DDP terms)

GCC 10.3—Upon shipment, the Supplier shall notify the Procuring agency the full details of the shipment, including Contract number, description of Goods, quantity and usual transport document. The Supplier shall mail the following documents to the Procuring agency:

- (i) copies of the Supplier's invoice showing Goods' description, quantity, unit price, and total amount;
- (ii) original and two copies of the usual transport document (for example, a negotiable bill of lading, a non-negotiable sea waybill, an inland waterway document, an air waybill, a railway consignment note, a road consignment note, or a multimodal transport document) which the buyer may require to take the goods;
- (iii) copies of the packing list identifying contents of each package;
- (iv) insurance certificate;
- (v) Manufacturer's or Supplier's warranty certificate;
- (vi) inspection certificate, issued by the nominated inspection agency, and the Supplier's factory inspection report; and
- (vii) certificate of origin.

7. Insurance (GCC Clause 11)

GCC 11.1— The Goods supplied under the Contract shall be delivered duty paid (DDP) under which risk is transferred to the buyer after having been delivered, hence insurance coverage is sellers responsibility. Since the Insurance is seller's responsibility they may arrange appropriate coverage.

8. Incidental Services (GCC Clause 13)

GCC 13.1—Incidental services to be provided are:

[Selected services covered under GCC Clause 13 and/or other should be specified with the desired features. The price quoted in the bid price or agreed with the selected Supplier shall be included in the Contract Price.]

9. Spare Parts (GCC Clause 14)

GCC 14.1—Additional spare parts requirements are:

Sample provision

GCC 14.1—Supplier shall carry sufficient inventories to assure ex-stock Repair & Replacement of consumable spares for the Goods. Other spare parts and components shall be supplied as promptly as possible, but in any case within six (6) months of placing the order and opening the letter of credit.

10. Warranty (GCC Clause 15)

Sample provision

GCC 15.2—In partial modification of the provisions, the warranty period shall be 12 Months of operation or 12 months from date of acceptance of the Goods or (12) months from the date of shipment, whichever occurs earlier. The Supplier shall, in addition, comply with the performance and/or consumption guarantees specified under the Contract. If, for reasons attributable to the Supplier, these guarantees are not attained in whole or in part, the Supplier shall, at its discretion, either:

(a) make such changes, modifications, and/or additions to the Goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests in accordance with SCC 4,

or

(b) pay liquidated damages to the Procuring agency with respect to the failure to meet the contractual guarantees. The rate of these liquidated damages shall be (5%).

[The rate should be higher than the adjustment rate used in the bid evaluation under ITB 25.4 (f) or (g).]

GCC 15.4 & 15.5—The period for correction of defects in the warranty period is: 6 Months

11. Payment (GCC Clause 16)

Sample provision

GCC 16.1—The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

Payment for Goods supplied:

Payment shall be made in Pak. Rupees in the following manner:

- (i) 100% of the Contract Price on complete delivery of store within thirty (30) days on submission of claim supported by acceptance certificate from procuring agency declaring Goods have been delivered and that all contracted services have been performed.

12. Prices (GCC Clause 17)

Sample provision

GCC 17.1—Prices shall be adjusted in accordance with provisions in the Attachment to SCC.

[To be inserted only if price is subject to adjustment.]

13. Liquidated Damages (GCC Clause 23)

GCC 23.1—Applicable rate:

Maximum deduction:

(0.5) percent per week, percent of the Contract Price.

14. Resolution of Disputes (GCC Clause 28)

GCC 28.3—The dispute resolution mechanism to be applied pursuant to GCC Clause 28.2 shall be as follows:

In the case of a dispute between the Procuring agency and the Supplier, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Procuring agency's country.

15. Governing Language (GCC Clause 29)

GCC 29.1—The Governing Language shall be:

16. Applicable Law (GCC Clause 30)

GCC 30.1-The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan which includes the following legislation:

**The Employment of Children (ECA) Act 1991 The Bonded
Labor System (Abolition) Act of 1992 The Factories Act
1934**

17. Notices (GCC Clause 31)

GCC 31.1 —Procuring agency’s address for notice purposes:
—Supplier’s address for notice purposes:

Section IV. Schedule of Requirements

“INFRASTRUCTURE SOFTWARE”

<i>Software - Operating System & Productivity Software</i>	Unit	Qty	Unit Rate	Total Amount
Anti Virus& Operating System (WINDOWS)	Unit	99		
Productivity software (MS Office or similar)	Unit	49		
Email Setup System (annual)	Unit	1		
Enterprise Operating System Linux (3 years subscription)	Unit	2		
Relational Database Server License (3 years subscription)	Unit	2		
SNMP Software for Network Monitoring	Unit	4		
Database Administrator & System Administrator for 3 years	Person	2		
Total				

Earnest Money Amount(2.5%)	
-----------------------------------	--

Total Amount in Words: _____

Signature & Stamp: _____

NOTE:

1. All prices are inclusive of taxes.
2. Items under this category will be awarded on per item basis. Any vendor that is qualified technically and has met the specification of a particular item and has quoted the lowest will be considered the best evaluated bid for that particular item.
3. Submit Financials of this category in a separate sealed envelope. Only when the vendor qualifies in this category that the financials will be open
4. Items shall be procured as per the availability of funds.

“DOCUMENT ARCHIVING & SECURITY”

Software - DOCUMENT ARCHIVING& DOCUMENT SECURITY	Unit	Qty	Unit Rate	Total Amount
Data Archiving License	Unit	1		
Data Archiving Customization & Implementation	Unit	1		
Barcode software with integration	Unit	1		
End user Training	Site	6		
Super user Training	Person	1		
Scanning & Data Entry Operators for HO & 5 divisional offices for 3 years	Person	10		
Total				

Earnest Money Amount(2.5%)	
-----------------------------------	--

Total Amount in Words: _____

Signature & Stamp: _____

NOTE:

1. All prices are inclusive of taxes.
2. Items under this category will be awarded on package basis. Technically qualified vendor with the lowest package total and meeting the specifications will be considered best evaluated bid.
3. Submit Financials of this category in a separate sealed envelope. Only when the vendor qualifies in this category that the financials will be open
4. Items shall be procured as per the availability of funds.

“HR & BIOMETRIC EMPLOYEE VERIFICATION”

Software - HR & BIOMETRIC EMPLOYEE VERIFICATION	Unit	Qty	Unit Rate	Total Amount
HRMIS	Unit	1		
Biometric Verification module	Unit	1		
Web Portal	Unit	1		
End user Training	Site	6		
Super user Training	Person	1		
Data Entry (one time exercise)	Person	12		
Data Entry Operator for HO & 5 divisional offices for 3 years	person	6		
Total				

Earnest Money Amount(2.5%)	
-----------------------------------	--

Total Amount in Words: _____

Signature & Stamp: _____

NOTE:

1. All prices are inclusive of taxes.
2. Items under this category will be awarded on package basis. Technically qualified vendor with the lowest package total and meeting the specifications will be considered best evaluated bid.
3. Submit Financials of this category in a separate sealed envelope. Only when the vendor qualifies in this category that the financials will be open
4. Items shall be procured as per the availability of funds.

“ASSET MANAGEMENT”

Software - ASSET MANAGEMENT SYSTEM	Unit	Qty	Unit Rate	Total Amount
Barcode software integration with Asset Management	Unit	1		
Asset Management Web based application	Unit	1		
Mobile platform application for smart phones and tablets for Asset Management	Unit	1		
End user Training	Site	6		
Super user Training	Person	1		
Data Entry Operators for HO & 5 divisional offices for 2 years	Person	6		
Total				

Earnest Money Amount(2.5%)	
-----------------------------------	--

Total Amount in Words: _____

Signature & Stamp: _____

NOTE:

1. All prices are inclusive of taxes.
2. Items under this category will be awarded on package basis. Technically qualified vendor with the lowest package total and meeting the specifications will be considered best evaluated bid.
3. Submit Financials of this category in a separate sealed envelope. Only when the vendor qualifies in this category that the financials will be open
4. Items shall be procured as per the availability of funds.

“MEDICINE INVENTORY MANAGEMENT”

Software - INVENTORY MANAGEMENT SYSTEM	Unit	Qty	Unit Rate	Total Amount
Barcode software integration with Inventory Management System	Unit	1		
Inventory Management Web based application	Unit	1		
Mobile platform application for smart phones and tablets for Inventory Management System	Unit	1		
End user Training	Site	6		
Super user Training	Person	1		
Services for Tagging/labeling of inventory items	Unit	500,000		
Data Entry Operators for 5 divisional offices for 2 years	Person	10		
Total				

Earnest Money Amount(2.5%)	
-----------------------------------	--

Total Amount in Words: _____

Signature & Stamp: _____

NOTE:

1. All prices are inclusive of taxes.
2. Items under this category will be awarded on package basis. Technically qualified vendor with the lowest package total and meeting the specifications will be considered best evaluated bid.
3. Submit Financials of this category in a separate sealed envelope. Only when the vendor qualifies in this category that the financials will be open
4. Items shall be procured as per the availability of funds.

“MONITORING OF DEVELOPMENT SCHEMES & BUDGET”

Software - MONITORING OF DEVELOPMENT SCHEMES & BUDGET	Unit	Qty	Unit Rate	Total Amount
Custom Software for Monitoring of Development Schemes & Budget	Unit	1		
End user Training	Site	6		
Super user Training	Person	1		
Data Entry Operator for 2 years	Person	1		
Total				

Earnest Money Amount(2.5%)	
-----------------------------------	--

Total Amount in Words: _____

Signature & Stamp: _____

NOTE:

1. All prices are inclusive of taxes.
2. Items under this category will be awarded on package basis. Technically qualified vendor with the lowest package total and meeting the specifications will be considered best evaluated bid.
3. Submit Financials of this category in a separate sealed envelope. Only when the vendor qualifies in this category that the financials will be open
4. Items shall be procured as per the availability of funds.

Section V. Technical Specifications

“SUPPLY OF SOFTWARE ITEMS”

1. Infrastructure (Software):

A uniform infrastructure shall be established in the Health Department offices within the Sindh Secretariat, Karachi along with a state-of-the-art Data Center. This is necessary to avoid duplication and to ascertain that the hardware and software be compatible as well as manageable by the Department in the future. The Project Management Unit (PMU) shall review each automation proposal to ensure that it adheres to the provided infrastructure. The Data Center staff shall be trained on the operations and monitoring of the infrastructure as they would be managing it on a day-to-day basis.

Common Licensed software will be standardized through recommendation of Data Center team working under the PMU.

Anti Virus& Operating System for PCs:

Anti Virus / Anti Spam solution to protect the end-user systems from various software threats and attacks and Latest Microsoft Windows Operating System.

The antivirus system must be:

- Centrally managed from server
- Have a single subscription to cover all client devices
- Protect Windows devices from so-called "zero-day" attacks that attempt to exploit undiscovered and unpatched holes (or vulnerabilities) in Windows applications or in the operating system itself
- Guard against threatening activity
- Block suspicious incoming internet traffic
- Monitor what information travels between devices
- Block malicious applications trying to send personal data over the internet
- Stop spyware infecting client devices and sharing user data with third parties
- Prevent unsolicited emails from reaching the inbox

Productivity software:

MS Office or similar with following products

- Word
- Excel and
- Power Point

Enterprise Operating System for Intel Server:

Leading Enterprise Server Operating System (Windows, LINUX, SOLARIS etc) for Intel Eight (8) core processor server. Custom Software modules (Java, php, .Net etc.) and Relational Database will be deployed on this OS. The vendor must have resources to install and provide support. Attach the CVs of the resources as well as proof that the vendor is authorized to sell licenses.

Relational Database Server:

Leading relational database (MySQL, Oracle, DB2, SQL Server, Tera data or similar.) for Intel Eight (8) core processor. The vendor must have certified resources to install and provide support. Attach the CVs of the resources as well as proof that the vendor is authorized to sell licenses.

- Data in the relational database must be represented in tables, with values in columns within rows
- Data within a column must be accessible by specifying the table name, the column name, and the value of the primary key of the row
- The DBMS must support missing and inapplicable information in a systematic way, distinct from regular values and independent of data type.
- The DBMS must support an active on-line catalogue
- The DBMS must support at least one language that can be used independently and from within programs, and supports data definition operations, data manipulation, constraints, and transaction management.
- Views must be updatable by the system.
- The DBMS must support insert, update, and delete operations on sets.
- The DBMS must support logical data independence.
- The DBMS must support physical data independence.
- Integrity constraints must be stored within the catalogue, separate from the application.
- The DBMS must support distribution independence. The existing application should run when the existing data is redistributed or when the DBMS is redistributed

SNMP Software for Network Monitoring:

Leading SNMP software for monitoring Network, Server and Application performance with following features.

- Quickly detect, diagnose, and resolve network performance issues and avoid downtime with network optimization software.
- View performance, traffic, and configuration details of devices and applications that are on-premises, in the cloud, or across hybrid environments
- Accelerate identification of root cause by dragging-and-dropping network performance metrics on a common time line for immediate visual correlation across all of your network data.
- Respond to multiple condition checks, correlated events, network topology, and device dependencies.
- Automatically discover and map devices, performance metrics, link utilization, and wireless coverage.
- Automatically calculate exhaustion dates using customizable thresholds based on peak and average usage.
- Visualize and gain insight into the health and performance of your F5 service delivery environment.
- Retrieve performance metrics for autonomous access points, wireless controllers, and clients.
- Customizable web-based network performance dashboards, views, and charts.
- Dynamically calculate baseline thresholds from historical network performance data.

- Monitor, alert, and report on key device metrics, including temperature, fan speed, and power supply.
- Schedule and generate custom network performance reports with one of over 100 out-of-the-box templates.
- Real-time network performance metrics with interactive charts and graphs from your network devices.
- Monitor Application availability and performance
- Dashboard to get a contextual view of how applications are linked to other components within the IT infrastructure, including servers, virtual machines, and storage systems.
- Capability to monitor Cloud Applications
- Monitor Server performance
- Monitor Server Storage Volume and assist in Capacity Planning
- Monitor Virtualization
- Co related alerts and Performance reporting

Email Setup & Hosting:

Provide Email hosting and support for the staff of Health Department. Storage management of email boxes, user account management, facility to backup/restore data and access to support engineer for technical assistance. The email host must be provisioned for a minimum of 50 mailboxes with a minimum of 20MB/mailbox and total mailbox capacity of at least 10GB.

2. HR & Biometric Verification System:

The whole world is moving toward automation for the sake of increasing efficiency and accuracy. The Health Department has initiated a number of projects for automation of human resource record so that informed decision-making may take place when up to date and accurate information is available. However, all of such projects have been implemented at the hospital, whereas at directorate levels as well as district/divisional and with the Secretariat itself still functioning based solely on paper files. Although, each piece of information is available from these remote sources, the Secretariat has no central database from which to determine as to how many people are working where and in what capacity. All record of actions for and against employee are kept in the form of notations in their personnel files which are maintained on paper.

The system would supply information at the Secretariat level and allow them to view the number and category of employees at various levels. It would also allow automated record keeping, showing the history of an employee's transfers, postings and leaves. At that level, it is neither possible nor desirable to micro-manage by engaging in tasks such as daily attendance at the individual hospital or dispensary. However, this information would be used by the inspection and monitoring teams during their visits to remote locations.

Secondly, while it is not easy to do so, people still find means to enter or alter fraudulent information into computer (as well as paper) records for their own gain. With the premise that doing so doubles the level of difficulty when doing the same for a second set of records and treble so for a third, a function of the envisaged system it to cross-validate the data from multiple sources. Any discrepancies that get highlighted would be cause for deeper investigation. Therefore, this system would not use or rely on the employee data from any one system. It would not even be connected directly to any other database. Instead, it would take be designed to import data exported from other systems in an offline manner.

As an example, data would be exported from the payroll system of the Accountant General of Sindh's computer system in a generic comma-separated values (CSV) format for use by this system. This system would then compare data files from two different systems or that exported from the same system at different times and highlights the discrepancies so found in key items, such as names, CNIC numbers, personnel numbers and such. Furthermore, all the existing employees would be called in to selected District offices and their thumb prints would be recorded by biometrics devices. These two exercises in combination would go a long way towards weeding out fraudulent records and "ghost" employees.

To meet the specific requirements of the Department, a custom-designed solution is desired. The solution/application needs to be linked/integrated to the Department's website, Document Archiving solution for personnel files, Asset Management application, Medicine inventory application and Monitoring of Development schemes/Budget. The idea is to present a single, coordinated view of information. The system should have capability to take in and provide data from/to various sources such Hospital Management system in place at some of the Sindh Government Hospitals as well as Sindh

Accountant General SAP PIFRA system. As the requirements do not cover traditional areas of payroll processing and shift management, a standard ERP or HR system would not be of use. Furthermore, this being a new method of functioning, the requirements would be expanded as people experience the system and provide further features based on what they see. Hence, a waterfall or iterative or RAD models for application development would be preferred.

Requirements Definition

In the first step, the basic requirements would be compiled and analyzed. They must cover the areas already mentioned above. This system would allow the Secretariat personnel to view information on the Department's personnel, specifically, their geographical distribution and movements, records of leaves, history of actions, list of trainings imparted and so on. This would aid the Department in its planning, particularly of assignments and recruitment. It would also support the Department in verification of employees through biometrics means.

As mentioned, the above cover the basic requirements that must be met. Once the basic system is in place and methods of information manipulation and retrieval have been experienced, a second phase of detailed requirements definition would be carried out with the aim to determine where efficiencies to the procedures could be increased.

Development and Rollout

There shall be three parts to the development of the HR system with each part interconnected to the other.

In the first part, the main HR system would be developed. This system would be able to import data from external sources, specifically the AG payroll system and the Health Management System as well as allow new records to be entered manually.

The second part would be the verification software which would capture photographs as well as thumbprints via biometrics scanners. It would use the main HR database for storage.

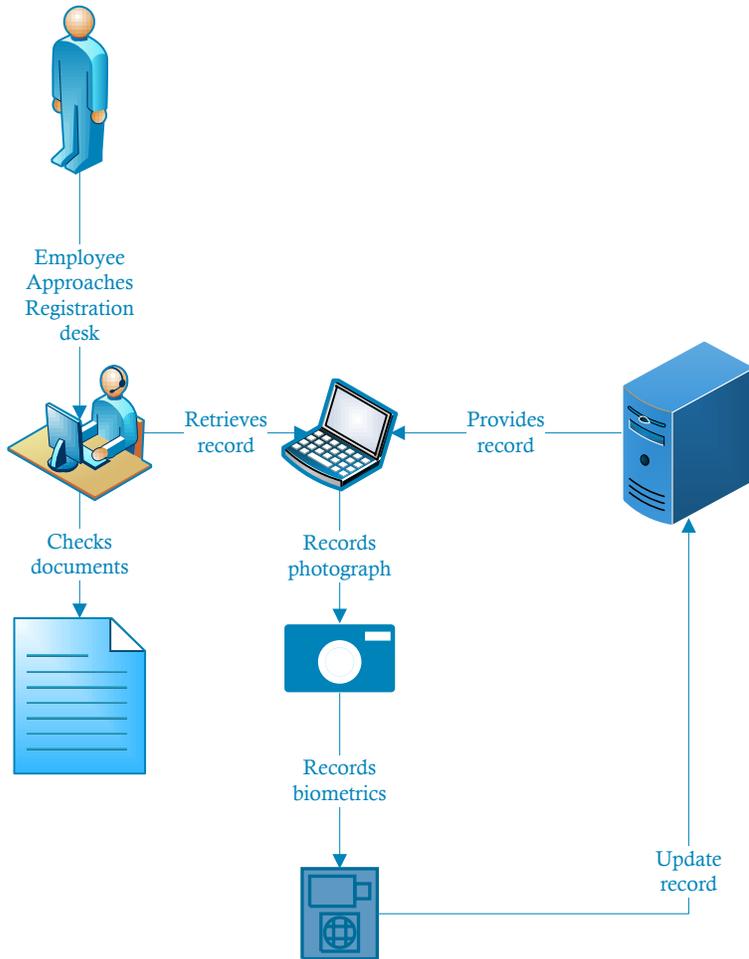
The third part would be the integration with the Department's website so that live, authenticated information is presented to internal and external users.

The development plan for the three components is attached as appendix A to this document.

Once the systems are in place, the verification of employees would commence. Given the number and distribution of employees, this activity would have to be carried out at all of the district offices. The verification plan is attached as Appendix B. Note that for this purposes, the entire employee in the districts of Karachi and Malir would be verified at two central locations.

Verification Methodology

For an employee to be verified by the system, there are three basic requirements. These are (a) proof of identity, (b) proof of employment and (c) record must already exist within the computer system. The documents deemed sufficient for these purposes are (a) CNIC, (b) salary slip from AG, and/or (c) letter/endorsement from the Department.



Where the record of a person does not already exist in the computer system, the following steps would be carried out:

1. Employee fills out data entry form
2. The head of hospital/office where employee is posted endorses the form
3. Data from the form is entered into the HR system

For all employees, the steps carried out for verification would be as follows:

1. Department issues notice for employee at location to appear for verification
2. Employee reports to verification center
3. Photograph of employee is recorded
4. Thumbprint of employee is recorded via biometrics scanner
5. Record of employee is marked as verified

For standardization, the left thumbprint of all employees would be scanned.

The biometrics devices in use currently are unable to record fingerprints in case of certain skin conditions or if the skin is damaged. Where such a case arises, attempts would be made to record the print of another finger. Where no finger can be scanned, the record would be marked as verified without fingerprint.

For the verification of all of the current employees, a large workforce would be needed. As these resources would become redundant after the work of verification has been completed, it is recommended to outsource this effort to a third party. It is expected that three teams can finish this work within four to six months. As 17,000 of the total employees are deployed within or near Karachi, one of the teams would be deployed here, while the remaining two teams would visit each district for this exercise.

At the end of the verification step, the equipment would be relocated and permanently installed at the Secretariat data center, five of the selected district offices and three of the inspection teams.

Data Entry & Verification:

Some of the data of Health Department employee is available electronically through AG office. However, other aspects of the employee data (picture, biometrics, etc) needs to be collected and verified from various district/regional offices and entered manually on site. This is going to be a one time exercise and will be done through various teams working simultaneously in different locations throughout Sindh. There are approximately 40,000 employees of Health Department for which the data needs to be entered

Each team would be composed of data entry personnel along with a supervisor.

The data entry personnel must meet the following requirements:

- Be educated at least up to intermediate level
- Have experience on working on computers
- Have a fair command of written English

The data entry personnel would be responsible for:

- Taking the photograph of each employee
- Scanning the thumbprint
- Entering the details of the employee into the computer system

The supervisors must meet the following requirements:

- Be educated at least up to graduate level
- Have a minimum of three years' experience in a data entry environment
- Have a good command of written English
- Have a good command of spoken Urdu & Sindhi

The supervisors would be responsible for:

- Verification of documents presented by employees
- Scheduling the data entry personnel
- Verifying the quality of data entry – by spot checks and training
- Reporting of status of work at each location

As per the current records, the distribution of employees, including the LHW's is as following:

District	Total	District	Total
Badin	2,358	Larkana	3,342
Dadu	2,332	Malir	245
Ghotki	1,639	Matiari	999
Hyderabad	4,899	Mirpurkhas	2,225
Jacobabad	1,447	Mitthi	1,967
Hyderabad	3,352	NausheroFeroze	2,712
Kambar at Shahdadkot	1,643	Non-payroll-relevant	14
Karachi	3,402	Sanghar	2,470
Karachi Central	1,197	ShaheedBenazirabad	3,562
Karachi East	171	Shikarpur	2,089
Karachi Korangi	2	Sujawal	209
Karachi Malir	296	Sukkur	2,922
Karachi South	6,605	TandoAllahyar	928
Karachi West	2,958	TandoMohd. Khan	788
Kashmore	1,024	Tharparkar at Mithi	644
Khairpur	4,011	Thatta	2,860
Korangi	590	Umerkot	1,677

Web Portal:

Under the Automation of Health Department initiative, a number of its functions and business processes will be automated through various software applications. Human resource management of Health Department is one such function, among others. It is important, especially in case of Human Resource automation that the information is made available to the concerned individual anywhere, any place and at any time of the day. This can be made possible by publishing/exposing the interfaces of these application through a comprehensive web application platform that is device agnostic (phone, web browser etc) and is readily available on the internet.

In keeping with this high tech approach, Health Department, Government of Sindh intends to design, develop and maintain a comprehensive web application that will integrate all the components under this scheme and facilitate the public and employees of Health department. This web application will contain dynamic information on the Department, its workings, its staff and related documents.

Key points to cover:

- Development of a Web Application with a URL of www.sindhhealth.gov.pk
- Web Application should contain complete information about the Department. The site would be updated daily with news, various events, development activities and notifications etc
- Integrated with HRMIS, Medicine Inventory Management system, Asset Management System, Document Archiving System, Monitoring of Development Schemes & Budgets, Tibbi
- Blogs, Social media on different topics.
- Provide emails to staff as well as integrate emails, IDs and security credentials
- Interactive forms, notices, announcements.
- Access to various databases and reports
- Search Capabilities
- Creation of repository of online resources for health employees.
- Dynamic Website with Content management system
- Ability to holds Videos
- Ability to hold PDF, PPT files
- New & Events
- Department would be given ample time to conduct a thorough User Acceptance Testing (UAT) of the Web Application.
- Training manuals must be provided to Department personnel

Analysis Phase

- i) Conduct a detailed analysis of the existing functions of the Department and various components under the Health Department automation scheme.
- ii) After analyzing the details, focus on discovering and documenting the Web Application user and business functional, technical and design requirements. Work collaboratively with Health Department, Government of Sindh to identify, clarify and assess specific requirements of Web Application.

- iii) After detailed analysis and complete understanding of the requirements, put together functional requirement document and wireframes need to be developed and shared to establish the requirements for the project.

Logo and UI Creation

The new Web Application should have an updated and responsive design using a similar color palette and fonts relevant to the Province of Sindh and Health Department.

Design

- Design a Logo for Health Department
- Design a homepage that makes the Website easy to navigate and give it more dynamic features
- Be visually appealing and engaging to the intended audiences
- Internal Page Design will be consistent with the home page design and Organize content in a format that is easy to use.
- Implement an easy and user-friendly navigation structure: top horizontal for main menu bar and side menu bars for secondary pages for subsections.

UX Development

System must be tested and responsive on the following browsers/OS and must be responsive (Mobile, Tablet and Smartphone versions) and viewable in all these devices and platforms. Failure to work across all these platforms as commonly anticipated would be considered a bug.

- i) Internet Explorer / Edge v.9 & Up for Microsoft Windows
- ii) Google Chrome v.40 & Up for Microsoft Windows, Linux and Android
- iii) Safari v5.1+ for Microsoft Windows, Apple OSX and IOS
- iv) Firefox v34 for Microsoft Windows, Linux and Apple OSX

End User Training

The vendor must train the end-users within the Department covering the back-end technologies used in order for sustainability of the project beyond the development phase. This training would cover the technical areas as well as the activities that the end-users would be initiating. The training would enable the end-users to

- Learn new skills
- Improve functioning of day-to-day tasks
- Increase diagnostic efficiency to enable them to handle exceptions
- Tackle problems with confidence
- Be able to train their colleagues and subordinates on using the system

The training plan should be prepared and presented to cover three areas:

Pre Course Learning: The terminology and technologies used in the overall solution should be provided as reference material so that the participants may familiarize themselves and be able to focus on their individual areas of responsibilities.

Learning: Hands-on training workshops led by instructors who are themselves proficient in the technologies and techniques. The course should cover the subject matter using a range of tools and equipment. The attendee should be in a position to utilize the skills learned during the course immediately after the end of the course without having to rely on other resources.

Post Course Support: As practical scenarios in same job descriptions often differ due to multiple factors, the end-users may require assistance on applying the newly learnt skills to them. The vendor must provide post-training support to allow the end-users to adapt to the changed scenarios.

The medium of instruction would be Urdu and terms in English would be used only where required to identify individual items. The proficiency of trainers in Sindhi would be preferred to be able to assist the full range of end-users.

The format of the workshops should be interactive so that the trainer and end-user interaction is facilitated as well as group discussions and chats on various scenarios.

The vendor should provide hand-outs to each attendee covering the topics of the course so that particular points may later be referred to. The written material would be in English.

Each course should be broken up into three parts: Business needs, End-user needs, and Challenges & solutions.

The vendor should prepare a plan of training workshops, along with the maximum class size, and have it approved by the Department.

The vendor should keep a record of attendees for each workshop. This record should be provided to the Department at the end of each workshop. Each participant should be issued a certificate of attendance.

Super user Training

The vendor should provide an intensive training session to the designated application administration staff covering the details of the technologies used in development of the application, including the Entity Relationship diagrams, program models, database schemas, stored procedures, user authorizations,

exception handling as well as application setup, database setup, database backup and restore methodologies. This is vital for knowledge transfer to allow sustainability of the project.

The training should cover all the salient points of the Requirements Definitions Report and how the delivered solution addresses each of the key items within it with particular emphasis on the items not covered along with the reasons for such; e.g. a change introduced at a later stage which was not mentioned in the original RDR.

The training should also cover application operation management, including server startup scripts to invoke the database and application engines, shutdown procedures, log management, configuration of data retention criteria and patch management.

3. Document Archiving & Document Security:

Similar to all other departments of the Sindh Government, the Health Department has an extremely large amount of information that is kept solely in paper files. These paper documents contain everything relating to personnel files, show cause notices, interoffice correspondence, responses relating to governance matters, project related documents, memos, circulars, etc. While some of these are of relatively lesser importance than others, all of them are required to be stored, distributed and accessed by a wide number of people over a number of years. As an example, the personnel files need to be retained and updated for the duration of an employee's tenure – which may be twenty-five years or longer. This presents innumerable problems in storage – to protect against degradations of time and nature – as well as in retrieval where countless hours are spent tracing down an individual document. A second issue of similar proportions is in maintaining the sanctity of the document where pages are lost during transit or simply degrade beyond legibility from the ravages of time.

Under the terms of this Project, the complete set of paper documents currently held by the Department as well as those generated in the future in paper form are to be archived. To this end, an archiving facility shall be created to digitize and store the documents. This facility would be located within the secure data center at the Secretariat offices. All the paper documents shall be transported to and scanned at the facility by authorized personnel and returned to the original source / storage.

Every document that is circulated, either within the Department or outside of it, would be affixed with a unique barcode to identify it within the archive and to indicate its authenticity. The type of code would be QR Codes which would contain links to the URL of the digital archive. Public documents would be made available to the general public via the Department's website. The unique barcode would instantly identify attempts at forgeries as only authentic documents would contain barcodes that match the archive.

Archive Categorization

Each document shall be categorized according to the guidelines given hereunder. The category shall dictate the document's security, retrieval criteria and retention period.

As per the category, the document would be shifted from online to offline storage. At the expiry of the offline storage term, the document would then be purged.

Category	Access Level	Online Storage	Offline Storage
A1	Secretariat Only	20 Years	30 Years
A2	Secretariat Only	10 Years	20 Years
A3	Secretariat Only	5 Years	10 Years
B1	All Levels	10 Years	30 Years
B2	All Levels	10 Years	20 Years

B3	All Levels	5 Years	10 Years
----	------------	---------	----------

The categories would be assigned to the documents as per the type as specified hereunder:

Category	Document Type
A1	Personnel Files – BPS 17& above
A2	Court related files
A3	Project related files
B1	Personnel Files – BPS 1 to 16
B2	Ministry and federal government related files
B3	Circulars, notices

Data Archiving Software& Implementation

Government documents may have sensitive information or have information that is extremely important to be preserved given the tendency of tempering with the documents to favor certain individuals. Document security and the policy who can access a certain document and what operations he/she can perform on it is extremely critical. Similarly ability to integrate with other applications such as HRMIS, Asset Management, etc. is also important.

Document managements systems are quite standard and already have built-in robust security, access control, ability to integrate with other application and many other standard features that are common in document archiving solution. It is proposed that a standard software package be used rather than a custom designed solution which, in this case, would take more time to implement and may eventually cost more.

The selected vendor will be required to implement their proposed off the shelf solution. The solution should be integrated with HRMIS, Asset Management, Medicine inventory management & Monitoring of Development Schemes & Budget. Similarly it should provide interfaces for any future application to retrieve and post document in a secure manner. The vendor must perform a detailed analysis of the Health Department process and get the approval from relevant authorities before proceeding with the implementation.

Vendor to fill out the following matrix for the Data Archiving licensed software being proposed. If a feature is available, say ‘Y’, ‘N’ for not available & ‘C’ for customizable.

Module	Feature	Availability
Client	Web Client where One can access your documents from anywhere, no client software Installation required.	
	Fast and friendly user interface.	
	Works with most popular browsers: Firefox, Internet Explorer, Opera, Safari, Chrome.	
	Preview multimedia files.	
	Web Administration.	
	Drag & drop (files or documents) from the desktop.	
	Support for iPhone & Android and Blackberry	
	MS Outlook	
Microsoft Office Integration	MS Word Add-on	
	MS Excel Add-on	
	MS PowerPoint Add-on	
	OpenOffice Add-on compatible from version 3.2	
Open Office Integration	Scans and secure storage of all paper documents	
OCR	Unlimited OCR	
	Reads binary, gray scale or color images.	
	Searching for data in TIFF.	
	Collecting email from an IMAP, Pop3 Captura.	
Email	Configuring User Account.	
	Import text, HTML and attachments.	
	Capture of metadata.	
	Automatic import and filter sort.	
	Virus-scanning of all uploaded documents infected with viruses	
AntiVirus	Bulk upload documents using ZIP files	
Document Management	Download folders as ZIP files.	
	Lock / Unlock documents.	
	Manage Favorites.	
	Select the default startup folder.	
	Support for document templates.	
	Personal documents for each user	
	Recycle Bin for each user.	
	Event notification by email (when changes occur).	
	Send document URL via e-mail.	
	Send document as email attachment	
	Notes on documents.	
	Messaging (share queries / subscriptions / send messages to users).	
	Chat Service.	
Extraction of metadata from documents.		

	Unique document identifier.	
	User Tags.	
	Tags in the thesaurus.	
	Tag Cloud.	
	Categorization.	
	Staple (documents / folders / emails).	
	Forums.	
	Generation of documents with the wizard (forms and documents together with a final document is generated with values).	
	Watermark on documents (text or image).	
	Programmable automatic cataloging	
	Intelligent extraction of keywords	
	Operation with multiple files	
	Text to speech converter	
	Expiration of documents	
	Based on the model check-in / check-out.	
Version Control	Add comments to versions.	
	Access to previous versions of the document.	
	Restore previous versions of the document.	
	Allows history compaction to free up space.	
	You can add your own groups to the system properties (metadata).	
Group properties (metadata)	Supports various formats: inputs, simple lists, multiple selection lists, text areas.	
	Internationalization of metadata values.	
	Lets you sort the position of how metadata appears in the user interface.	
	User view (document edited, locked, unloaded, signed, last modified, last uploaded).	
Dashboard	Overview (documents most viewed / modified, the last week / month last uploaded, Last modified).	
	New user (agent search).	
	View workflow.	
	View email (new mail and attachments).	
	Cloud document search and navigation.	
	RSS Feed.	
	Create complex workflows.	
Workflow	Workflow for review, approval, validation.	
	Support for serial and parallel workflows.	
	Assign tasks to groups or users.	
	From the dashboard can monitor workflow tasks, status and process.	
	Configurable mail messages notification.	
	Workflow enables you to shoot automatically from a folder or	

	document type.	
Search Engine	Searches for documents by content, keyword, date modified, author and document type	
	Automatically indexes uploaded document formats: Text, HTML, RTF, XML, PDF, OpenOffice.org, MS Office, MS Office 2007, EXIF JPEG, MP3 ID3	
	Search by synonyms.	
	Searches ordered by relevance.	
	Searches using group properties (metadata)	
	Allows storing queries.	
	Advanced searches using XPath and SQL	
	News User	
	Search based on a hierarchical directory structure.	
	Select the search objects, folders, emails or documents.	
	Allows user to use tags to find documents.	
	Allows use metadata to locate documents	
	Choice of simple and advanced search.	
	Allows sorting of the results according to various criteria.	
	Download Options or go to the location of a document from the results view	
	Support for Stemming, stop-words and synonyms.	
Push news service (based on user queries).		
Previewing documents	AutoCad	
	MS Office family	
	Open Office family	
	PDF File	
	video and audio file	
	Images	
Thesaurus	View documents in the structure of the thesaurus.	
	Automatic extraction of keywords.	
	Skos Module-based training and training documents.	
Security	Plug-in for JAAS based authentication.	
	Support for LDAP, Active Directory, DBMS, etc ... (via a configuration file).	
	List of granular access control.	
	Flexibility in choice of inheritance of access control lists.	
	Security and user roles.	
	Flexibility in choice of inheritance of access control lists.	
	Security and user roles.	
	Permissions on folders and documents.	
Record of every user operation.		
Support for SSL communications.		

	Cryptography (encrypts and decrypts documents).	
	Electronic signature	
Administration	Full user audit (trace log). All user operations are recorded and stored in a database.	
	Show logged users.	
	Unlock and remove documents published	
	View the repository.	
	Advanced searches using XPath and SQL.	
	Detailed activity log.	
	Import documents / folders from the file system.	
	Export the repository file system.	
	Managing the workflow.	
	Reports (jasper).	
	Importing the thesaurus (or .rdf owl formats).	
	View configuration settings..	
	User Fees.	
	User Profiles (functions for which a user can access).	
	Task Scheduler (scheduler).	
Integration	Kofax	
	Abby Flexicapture	
	Flexibar	
	2D barcode reader	
	Active Directory	
	LDAP	
	CAS (authentication)	

End User Training

The vendor must train the end-users within the Department covering the back-end technologies used in order for sustainability of the project beyond the development phase. This training would cover the technical areas as well as the activities that the end-users would be initiating. The training would enable the end-users to

- Learn new skills
- Improve functioning of day-to-day tasks
- Increase diagnostic efficiency to enable them to handle exceptions
- Tackle problems with confidence
- Be able to train their colleagues and subordinates on using the system

The training plan should be prepared and presented to cover three areas:

Pre Course Learning: The terminology and technologies used in the overall solution should be provided as reference material so that the participants may familiarize themselves and be able to focus on their individual areas of responsibilities.

Learning: Hands-on training workshops led by instructors who are themselves proficient in the technologies and techniques. The course should cover the subject matter using a range of tools and equipment. The attendee should be in a position to utilize the skills learned during the course immediately after the end of the course without having to rely on other resources.

Post Course Support: As practical scenarios in same job descriptions often differ due to multiple factors, the end-users may require assistance on applying the newly learnt skills to them. The vendor must provide post-training support to allow the end-users to adapt to the changed scenarios.

The medium of instruction would be Urdu and terms in English would be used only where required to identify individual items. The proficiency of trainers in Sindhi would be preferred to be able to assist the full range of end-users.

The format of the workshops should be interactive so that the trainer and end-user interaction is facilitated as well as group discussions and chats on various scenarios.

The vendor should provide hand-outs to each attendee covering the topics of the course so that particular points may later be referred to. The written material would be in English.

Each course should be broken up into three parts: Business needs, End-user needs, and Challenges & solutions.

The vendor should prepare a plan of training workshops, along with the maximum class size, and have it approved by the Department.

The vendor should keep a record of attendees for each workshop. This record should be provided to the Department at the end of each workshop. Each participant should be issued a certificate of attendance.

Super user Training

The vendor should provide an intensive training session to the designated application administration staff covering the details of the technologies used in development of the application, including the Entity Relationship diagrams, program models, database schemas, stored procedures, user authorizations, exception handling as well as application setup, database setup, database backup and restore methodologies. This is vital for knowledge transfer to allow sustainability of the project.

The training should cover all the salient points of the Requirements Definitions Report and how the delivered solution addresses each of the key items within it with particular emphasis on the items not covered along with the reasons for such; e.g. a change introduced at a later stage which was not mentioned in the original RDR.

The training should also cover application operation management, including server startup scripts to invoke the database and application engines, shutdown procedures, log management, configuration of data retention criteria and patch management.

4. Asset Management System:

The Objective of Asset Management is to have a comprehensive data of assets that fall under the purview of the Department. The system will record the assets along with their characteristics (measurements, total value, year established, location department, owner, documentations of lands/buildings, location, pictures of the assets etc.).

The scheme envisions a centralized database that contains all the assets of the Department at one place. The Department can easily get a stock of the assets along with their respective deployment locations. Random checks can be made by the inspections teams that can take pictures and update the assets database accordingly. This will not only ensure an optimal utilization of the assets as well as prevent thefts and leakages.

Project Deliverables

1. Functional specification containing the complete requirement of the Department.
2. Architecture and Technical Specification document
3. Development of Asset Management Database
4. Asset Management Application of movable & immovable assets with tracking system.
5. Asset Management Mobile Application
6. Data Entry of Asset
7. Training

Asset Management Application will provide a user interface to access the database as well as make available various reports. The application will have security mechanism built-in for authorized users to enter new assets or update the status of existing assets. It will be a browser based application hosted on cloud and made available to anywhere in the world. Access to the application will be restricted to authorized users only through built-in security mechanism.

This application will contain following major modules.

- Tracking & Management of Moveable Asset
- Tracking & Management of Immoveable Asset
- System Setup
- Reports

More modules will be determined during the requirement analysis

Tracking & Management of Moveable Asset

This module would contain different type of moveable assets, ranging from vehicles to furniture and fixtures to various types of equipment etc.

- a) Software
- b) Hardware
- c) Vehicle
- d) Books
- e) Furniture & Fixture

While after adding an asset into the system the system would automatically generate the Barcode/Label for printing. Barcode printers and labels will be provided by the Department. The vendor needs to ensure that the software is seamlessly integrated with barcode printers and readers.

Adding and updating an asset must be a simple task, it could contain multiple predefined drop downs which would be auto populated as per needs.

System should have a single click update feature for the users to manage the stock and see asset location as well assigned to from anywhere.

Tracking & Management of Immoveable Asset

Among immovable assets, there are school/college/office buildings and Land allotted to it.

Buildings

By using this module user would store assets along with their characteristics (dimensions, total value, year established, location, owner, documentations of lands/buildings, location, pictures of the assets etc.)

Asset Management Mobile Application

By using mobile application user would enter and update assets database through handheld mobile device on the field. An inspector may visit any location and with the help of his handheld device quickly match the physical assets on the ground with what is in the database. Physical conditions of the assets should be recorded through a photo as well as inputting it on-site. The mobile application would then upload the information on spot to the central database if data connectivity is available or else store it on the handheld device and sync it when connected.

Generation of Barcode

Once the items are entered in the system, barcodes will be generated for each item, on stickers. There will be a printer for each location/city, so that it could print barcode stickers for assets in that location/city. These barcode stickers would then be assigned to its physical item.

A list of items to be tagged will be prepared for each site/office of the department, where the asset management system has to be implemented. These items could include chairs, desks, tables, computers, laptops, printers, and other important office items. These items will be entered in the Asset Management software system.

In a survey, an official would visit a site and scan all the barcodes. He would use a handheld device to scan the items. The software (if developed for the handheld device) would show the details of the item upon scanning its barcode. The official would there be able to verify if the barcode sticker really belongs to the intended item.

There would also be a report, in which the system would present the total number of mustered/scanned items versus the number of items stored in the database at that location/site. Doing so would identify if any items have been missed from inspection, or if they have been removed.

If any item is not available physically at the site, it would be marked as an anomaly. Without a proper justification, the item would be considered as lost, stolen or misappropriated.

End User Training

The vendor must train the end-users within the Department covering the back-end technologies used in order for sustainability of the project beyond the development phase. This training would cover the technical areas as well as the activities that the end-users would be initiating. The training would enable the end-users to

- Learn new skills
- Improve functioning of day-to-day tasks
- Increase diagnostic efficiency to enable them to handle exceptions
- Tackle problems with confidence
- Be able to train their colleagues and subordinates on using the system

The training plan should be prepared and presented to cover three areas:

Pre Course Learning: The terminology and technologies used in the overall solution should be provided as reference material so that the participants may familiarize themselves and be able to focus on their individual areas of responsibilities.

Learning: Hands-on training workshops led by instructors who are themselves proficient in the technologies and techniques. The course should cover the subject matter using a range of tools and equipment. The attendee should be in a position to utilize the skills learned during the course immediately after the end of the course without having to rely on other resources.

Post Course Support: As practical scenarios in same job descriptions often differ due to multiple factors, the end-users may require assistance on applying the newly learnt skills to them. The vendor must provide post-training support to allow the end-users to adapt to the changed scenarios.

The medium of instruction would be Urdu and terms in English would be used only where required to identify individual items. The proficiency of trainers in Sindhi would be preferred to be able to assist the full range of end-users.

The format of the workshops should be interactive so that the trainer and end-user interaction is facilitated as well as group discussions and chats on various scenarios.

The vendor should provide hand-outs to each attendee covering the topics of the course so that particular points may later be referred to. The written material would be in English.

Each course should be broken up into three parts: Business needs, End-user needs, and Challenges & solutions.

The vendor should prepare a plan of training workshops, along with the maximum class size, and have it approved by the Department.

The vendor should keep a record of attendees for each workshop. This record should be provided to the Department at the end of each workshop. Each participant should be issued a certificate of attendance.

Super user Training

The vendor should provide an intensive training session to the designated application administration staff covering the details of the technologies used in development of the application, including the Entity Relationship diagrams, program models, database schemas, stored procedures, user authorizations, exception handling as well as application setup, database setup, database backup and restore methodologies. This is vital for knowledge transfer to allow sustainability of the project.

The training should cover all the salient points of the Requirements Definitions Report and how the delivered solution addresses each of the key items within it with particular emphasis on the items not covered along with the reasons for such; e.g. a change introduced at a later stage which was not mentioned in the original RDR.

The training should also cover application operation management, including server startup scripts to invoke the database and application engines, shutdown procedures, log management, configuration of data retention criteria and patch management.

5. Medicine Inventory Management System:

The Department spends a considerable amount of funds on purchase and distribution of medicines and medical supplies. An online system would automate the process from the requirement generation level to the ordering and then to the supply & storage stages.

It is envisioned that the purchase stage would be made uniform and transparent where the details of each requirement would be placed online. The suppliers would also be registered on the online Application. The details of the items supplied by the successful bidder would also be entered into the Application. The suppliers would be restricted to supplying items from the same batch numbers to the open market; i.e. have separate batch numbers for items supplied to the Department. This would help in tracking down fraudulent “common” deliveries of items as well as items being pilfered and resold in the open market. Any substitution in deliveries – for example of medicines of a different brand name equivalent to the original order – would automatically become documented.

In the current process, the issuance of medicines and supplies are managed at the hospital and dispensary level. Various automated systems are in place for the management of this at the institution level. This system would not supersede nor effect the functioning of those and they would continue to function as per the current practices. This system is for use at the Department level to manage the workflow from the requirement and purchase up to the point of delivery to the individual institution.

With this system in place, not only would the Department bring in transparency to the whole purchasing process, it would also have consolidated records available online on which to base future budgets on instead of having to rely on paper documents which introduce unnecessary delays and inaccuracies.

Under this initiative, a central database and application would be created at the Department’s data center which would be accessible by authorized users within the department as well as by registered vendors.

The requirements for new purchases would be raised by each initiator by entering them into the system. There would also be a provision for entering alternates. As an example, the alternate for the tablets of Rifinah would be Rifampicin along with INH tablets, so these would be entered into the system as being acceptable alternates. Once all of the new requirements are consolidated, they would be sent for review by the approving committee. Each member of the committee would be able to review these and respond with remarks. They would also have available the past purchase and delivery plans along with other future purchase plans. This would enable them to make an informed decision on the purchasing budgets for the year. They would also have available the different brand names under which medicines are sold by different manufacturers and suppliers. Likewise, for alternatives of items of medical supplies. As an example, there is a wide list of OSHA-certified respirators which specifies suitability in different environments.

Once the consolidated requirements have been approved, they would appear on the Department’s Application for view by registered suppliers. The companies currently supplying items to the Department would be asked to register on the Application so that the complete history of each along with the feedback from the Department becomes available. This publishing on the Application would be in tandem to the

existing practice of newspaper advertisements, but with the advantage that additions and corrections would become available instantly to the intended parties.

The bidders would then have to enter the particulars of the bid on the Application, specifically, the brand and price information. After the technical and financial review, the successful bidders would have to enter additional information supporting their bid, specifically, the delivery timelines and batch numbers, where applicable.

This information would be printed by the inspection team and cross-checked at the time of delivery of the items. No deviation would be allowed without entering the same into the Application and getting approval from the review committee. This is to prevent fraudulent deliveries of items that have not been approved. The inspection team would also print and affix their own barcode labels to the items to signify their inspection. This would aid in identifying the inventory at later stages. The inspection team may visit any location where the inventory is stored and scan the barcoded labels to confirm the item.

The above cover the basic requirements that must be met. Once the basic system is in place and methods of information manipulation and retrieval have been experienced, a second phase of detailed requirements definition would be carried out with the aim to determine where efficiencies to the procedures could be increased.

Generation of Barcode

Once the items are entered in the system, barcodes will be generated for each item, on stickers. There will be a printer for each location/city, so that it could print barcode stickers for assets in that location/city. These barcode stickers would then be assigned to its physical item. The solution should integrate seamlessly with the Barcode printers and readers.

Development and Rollout

There shall be three parts to the development of the inventory system with each part interconnected to the other.

In the first part, the main inventory system would be developed. This system would be run as a pilot at the Department with two participating vendors.

The second part would be the mobile verification system for cross-checking of deliveries against orders.

The third part would be the integration with the Department's website so that live, authenticated information is presented to internal and external users. All of the vendors would then be registered.

End User Training

The vendor must train the end-users within the Department covering the back-end technologies used in order for sustainability of the project beyond the development phase. This training would cover the technical areas as well as the activities that the end-users would be initiating. The training would enable the end-users to

- Learn new skills

- Improve functioning of day-to-day tasks
- Increase diagnostic efficiency to enable them to handle exceptions
- Tackle problems with confidence
- Be able to train their colleagues and subordinates on using the system

The training plan should be prepared and presented to cover three areas:

Pre Course Learning: The terminology and technologies used in the overall solution should be provided as reference material so that the participants may familiarize themselves and be able to focus on their individual areas of responsibilities.

Learning: Hands-on training workshops led by instructors who are themselves proficient in the technologies and techniques. The course should cover the subject matter using a range of tools and equipment. The attendee should be in a position to utilize the skills learned during the course immediately after the end of the course without having to rely on other resources.

Post Course Support: As practical scenarios in same job descriptions often differ due to multiple factors, the end-users may require assistance on applying the newly learnt skills to them. The vendor must provide post-training support to allow the end-users to adapt to the changed scenarios.

The medium of instruction would be Urdu and terms in English would be used only where required to identify individual items. The proficiency of trainers in Sindhi would be preferred to be able to assist the full range of end-users.

The format of the workshops should be interactive so that the trainer and end-user interaction is facilitated as well as group discussions and chats on various scenarios.

The vendor should provide hand-outs to each attendee covering the topics of the course so that particular points may later be referred to. The written material would be in English.

Each course should be broken up into three parts: Business needs, End-user needs, and Challenges & solutions.

The vendor should prepare a plan of training workshops, along with the maximum class size, and have it approved by the Department.

The vendor should keep a record of attendees for each workshop. This record should be provided to the Department at the end of each workshop. Each participant should be issued a certificate of attendance.

Super user Training

The vendor should provide an intensive training session to the designated application administration staff covering the details of the technologies used in development of the application, including the Entity Relationship diagrams, program models, database schemas, stored procedures, user authorizations, exception handling as well as application setup, database setup, database backup and restore methodologies. This is vital for knowledge transfer to allow sustainability of the project.

The training should cover all the salient points of the Requirements Definitions Report and how the delivered solution addresses each of the key items within it with particular emphasis on the items not covered along with the reasons for such; e.g. a change introduced at a later stage which was not mentioned in the original RDR.

The training should also cover application operation management, including server startup scripts to invoke the database and application engines, shutdown procedures, log management, configuration of data retention criteria and patch management.

6. Monitoring of Development Schemes & Budget:

All development schemes of Health Department are go through a number of steps, from evaluation to assessment to execution and to final closure. To assess and evaluate these schemes, it is essential for the Department to have capable staff to technically, operationally and financially evaluate each of the development schemes.

Proper procedures must be followed for evaluation of projects, deliberations, meetings and approvals/rejections. Subsequently, an annual budget is prepared for the approved schemes, and is shared with the relevant personnel. The Department then receives regular updates from the concerned sources about the ongoing projects. Upon completion of the projects, the Monitoring and Evaluation Cell (MEC) is tasked with evaluation of the project as per the objectives originally mentioned by the requesting department.

Similarly, along with the PC-1 document, the Department also has defined processes for PC2, PC3, PC4, throw forwards, block allocations, tracking progress, coordination with other departments etc. These and other processes would be automated in the proposed solution.

The tasks of record keeping, budgeting and reporting would then become more transparent, reducing errors whether via negligence or malfeasance. Keeping objective and quantitative information (numbers, costs, durations etc.) along with subjective information (word documents, spreadsheets, images etc.) would enable the department to fully leverage technology, and induce efficiency in the operations. For instance, if an official needs to see the value of a project, he/she would simply click on the scheme name, and the system would show the particulars on the screen. The official would not have to find and open the PC1's word document, or ask the relevant personnel to provide him/her with the hard copy papers of the projects, and then find the section where the information of the desired project would be. Similarly, an official would be able to query the system about the number of schemes, their value, and their completion time frames, all via click of a mouse. This would provide huge improvement over the way things currently are managed in a paper environment.

The vendor is expected to automate a number of processes for the Development wing of Health Department. The process will be studied and documented during the business analysis phase. Upon approval from the competent authority, the vendor will automate the processes. One such process is explained below

The following are the main steps that are followed in the preparation of PC1. Some steps have been added which are deemed to be of benefit.

1. The department conceives of a development scheme and **collects information** related to it. It then prepares the PC-1 document.
2. The department prepares an estimate of the financials involved in the project, and their year-wise expenses.
3. The department then submits the PC-1 with supporting documents for review and approval.

4. With an IT based solution, the submission of these documents would be done online.
5. The PC-1 and attached documents are then reviewed. The reviewer would check the received draft for completeness and forward it for technical evaluation.
6. The system would present main information, such as total project duration, cost, title, area, ministry/department etc. This would help evaluators to easily extract information, and get various reports, such as total number and value of projects of a similar nature.
7. The decision of the review committee would be informed to the initiator. If it is approved, the project would be assigned a number for the scheme. Otherwise, the initiator may make necessary amendments and resubmit.

The diagram below shows the process in detail.

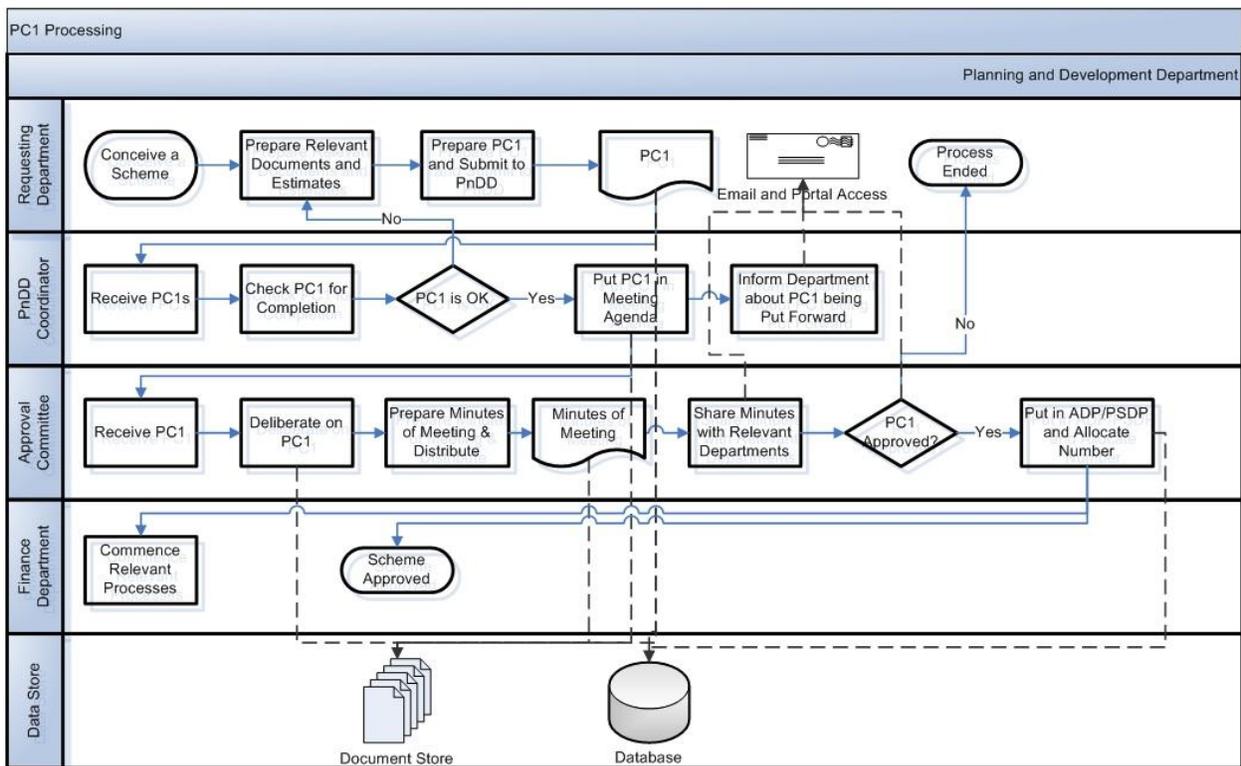


Figure 1: PC1 Processing

The solution must have the following features

1. Electronic Forms for Quantifiable and Objective Data Storage and Retrieval

2. Document Management, Versioning, and Access Control, for Qualitative and Subjective Data
3. Meta Data Management
4. File, Document and Process Search
5. Scanning, Indexing and Archiving
6. Sections and Folders, Access Privileges, and Rights Assignments
7. Policy Driven Storage of Documents, using Locks, Access Privileges, and Retention Policy
8. Correspondence Management
9. Administration Features
10. Roles and Rights Management
11. Reporting about Processes and Status of Workflows
12. Security and Access Control via Effective Roles and Rights Management
13. Contacts Diary
14. Document Flags
15. Integration with Asset Management, Document Archiving, HR & Biometric and other Health Department automation initiatives currently underway.

The system would be linked to the Department's Application as part of the project. It will provide the ability to the registered users to lodge new projects and PC1s, and manage ongoing processes and projects. It would become the single point of access for all development project related matters.

The functions of the content management system, workflow system and messaging system would be exposed to the users via this Application. It will offer the following features to the users. Please note that this list is not exhaustive, and would be expanded in the deeper analysis phase.

1. User-based Dashboard
2. Release Information Management (view/adding/updating/deleting new release, print)
3. Work Plan Management (submission, adding/updating/deleting work plan, print)
4. Cash Plan (submission, adding/updating/deleting cash plan, print)
5. Monthly Physical/Financial Progress
6. Complete Project Profile & Monitoring Reports
7. Official email address
8. Web Application access via Mobile devices (Android, iOS, Blackberry, Windows)

Training

Training will be provided to Sindh Health Department staff at Head office at Secretariat, 5 regional offices, namely, Karachi, Hyderabad, Thatta, Larkana and ShaheedBenazirabad. Training will primarily focus on end user in how to use the application.

Department will provide the necessary application specific equipment (e.g. barcode printers, labels, readers, computers, etc.). Vendor will be responsible for their travel expenses.

Special Training at Data center

Trainings will be provided to cover the following aspects of daily routine operations.

- a) Manage the application at the head office
- b) Manage the users of this system
- c) Manage Master Data
- d) Use the software to enter items
- e) Generate barcodes for each item
- f) Use barcodes to scan items via handheld devices
- g) Access relevant reports
- h) Make conclusions about whether the assets are at their assigned places or not

Trainings will be imparted in Karachi.

End User Training

The vendor must train the end-users within the Department covering the back-end technologies used in order for sustainability of the project beyond the development phase. This training would cover the technical areas as well as the activities that the end-users would be initiating. The training would enable the end-users to

- Learn new skills
- Improve functioning of day-to-day tasks
- Increase diagnostic efficiency to enable them to handle exceptions
- Tackle problems with confidence
- Be able to train their colleagues and subordinates on using the system

The training plan should be prepared and presented to cover three areas:

Pre Course Learning: The terminology and technologies used in the overall solution should be provided as reference material so that the participants may familiarize themselves and be able to focus on their individual areas of responsibilities.

Learning: Hands-on training workshops led by instructors who are themselves proficient in the technologies and techniques. The course should cover the subject matter using a range of tools and

equipment. The attendee should be in a position to utilize the skills learned during the course immediately after the end of the course without having to rely on other resources.

Post Course Support: As practical scenarios in same job descriptions often differ due to multiple factors, the end-users may require assistance on applying the newly learnt skills to them. The vendor must provide post-training support to allow the end-users to adapt to the changed scenarios.

The medium of instruction would be Urdu and terms in English would be used only where required to identify individual items. The proficiency of trainers in Sindhi would be preferred to be able to assist the full range of end-users.

The format of the workshops should be interactive so that the trainer and end-user interaction is facilitated as well as group discussions and chats on various scenarios.

The vendor should provide hand-outs to each attendee covering the topics of the course so that particular points may later be referred to. The written material would be in English.

Each course should be broken up into three parts: Business needs, End-user needs, and Challenges & solutions.

The vendor should prepare a plan of training workshops, along with the maximum class size, and have it approved by the Department.

The vendor should keep a record of attendees for each workshop. This record should be provided to the Department at the end of each workshop. Each participant should be issued a certificate of attendance.

Super user Training

The vendor should provide an intensive training session to the designated application administration staff covering the details of the technologies used in development of the application, including the Entity Relationship diagrams, program models, database schemas, stored procedures, user authorizations, exception handling as well as application setup, database setup, database backup and restore methodologies. This is vital for knowledge transfer to allow sustainability of the project.

The training should cover all the salient points of the Requirements Definitions Report and how the delivered solution addresses each of the key items within it with particular emphasis on the items not covered along with the reasons for such; e.g. a change introduced at a later stage which was not mentioned in the original RDR.

The training should also cover application operation management, including server startup scripts to invoke the database and application engines, shutdown procedures, log management, configuration of data retention criteria and patch management.

“JOB DESCRIPTIONS FOR OUTSOURCED RESOURCES”

Data Entry Operator

Job Description:

1. To maintain all entered data and records and prepare the periodic statistical data, formulation of monthly, quarterly and annually progress reports,
2. To keep computer utilities under his custody and maintain the issue and receipt record,
3. To assist the Deputy Director /AD in day-to-day office working, and
4. To perform any work assigned to him by the Deputy Director / AD.

Qualification / experience:

Minimum Intermediate with atleast two years of computer operating experience.

Data Scanning Operator

Job Description:

- i. To maintain all entered data and records and prepare the periodic statistical data, formulation of monthly, quarterly and annually progress reports,
- ii. To keep computer utilities under his custody and maintain the issue and receipt record,
- iii. To assist the Deputy Director /AD in day-to-day office working, and
- iv. To perform any work assigned to him by the Deputy Director / AD.

Qualification / experience:

Minimum Intermediate with atleast two years of computer operating experience.

Database Administrator:

Database Administrator Job Responsibilities:

Maintains database by identifying and solving database requirements; supporting users.

Database Administrator Job Duties:

- Identifies database requirements by interviewing customers; analyzing applications, programming, and operations; evaluating existing systems and designing proposed systems.
- Recommends solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.
- Installs revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements.
- Maintains database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products.

- Provides information by answering questions and requests.
- Supports database functions by designing and coding utilities.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

Database Administrator Skills and Qualifications:

Database Performance Tuning, Database Security, Promoting Process Improvement, Problem Solving, Presenting Technical Information, Quality Focus, Database Management, Data Maintenance, Operating Systems, Attention to Detail, Information Security Policies.

Qualification / experience:

Graduation in Information Technology Or B.Sc with One year Diploma in Computer Science / IT from a recognized University or an Institute recognized by the Board of Technical Education, Sindh and good proficiency in using utility packages such as Windows operating system and MS Office. MCSE / CCNA & other networking certifications,

System Administrator

The System Administrator (SA) is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual participates in technical research and development to enable continuing innovation within the infrastructure.

This individual look after the technical issues in the Initiation and Planning phases of our standard Project Management Methodology. These activities include the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life-cycle.

This individual is accountable for the following systems: Linux and Windows systems that support the infrastructure; Linux, Windows and Application systems;

Responsibilities on these systems include SA engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation

SA Engineering and Provisioning

1. Engineering of SA-related solutions for various project and operational needs.
2. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
3. Install and configure systems such as supports the infrastructure applications
4. Develop and maintain installation and configuration procedures.

5. Contribute to and maintain system standards.
6. Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.

Operations and Support

1. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
2. Perform regular security monitoring to identify any possible intrusions.
3. Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
4. Perform regular file archival and purge as necessary.
5. Create, change, and delete user accounts per request.
6. Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.
7. Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies.

Maintenance

1. Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
2. Upgrade and configure system software that supports GIS infrastructure applications or Asset Management applications per project or operational needs.
3. Maintain operational, configuration, or other procedures.
4. Perform periodic performance reporting to support capacity planning.
5. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
6. Maintain data center environmental and monitoring equipment.

KNOWLEDGE/SKILLS:

1. Systems Administration/System Engineer certification in Unix and Microsoft.

2. Four to six year's system administration experience.

COMPLEXITY/PROBLEM SOLVING:

1. Position deals with a variety of problems and sometime has to decide which answer is best. The question/issues are typically clear and require determination of which answer (from a few choices) is the best.

DISCRETION/LATITUDE/DECISION-MAKING:

1. Decisions normally have a noticeable effect department-wide and company-wide, and judgment errors can typically require one to two weeks to correct or reverse.

RESPONSIBILITY/OVERSIGHT –FINANCIAL & SUPERVISORY:

1. Functions as a lead worker doing the work similar to those in the work unit; responsibility for training, instruction, setting the work pace, and possibly evaluating performance.

2. No budget responsibility.

COMMUNICATIONS/INTERPERSONAL CONTACTS:

1. Interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues. May resolve problems within established practices.

2. Provides occasional guidance, some of which is technical.

WORKING CONDITIONS/PHYSICAL EFFORT:

1. Responsibilities sometimes require working evenings and weekends, sometimes with little advanced notice
2. No regular travel required.

Qualification / experience:

Graduation in Information Technology Or B.Sc with One year Diploma in Computer Science / IT from a recognized University or an Institute recognized by the Board of Technical Education, Sindh and good proficiency in using utility packages such as Windows operating system and MS Office. MCSE / CCNA & other networking certifications.

SAMPLE FORMS

Technical & Financial Proposal Submission Form

[Location, Date]

To: [Name and address]

Dear Sirs:

We, the undersigned, offer to provide the services for procurement of Goods for the project of [*Insert title of assignment*] in accordance with your Request for Proposal dated [*Insert Date*] and our Technical Proposal. Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*¹].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e. before the date indicated in Paragraph Reference 1.12 of the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Bid Security Form

Whereas *[name of the Bidder]* (hereinafter called “the Bidder”) has submitted its bid dated *[date of submission of bid]* for the supply of *[name and/or description of the goods]* (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called “the Bank”), are bound unto *[name of Procuring agency]* (hereinafter called “the Procuring agency”) in the sum of for which payment well and truly to be made to the said Procuring agency, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20____.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring agency during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form, if required; or (b) fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders;

we undertake to pay to the Procuring agency up to the above amount upon receipt of its first written demand, without the Procuring agency having to substantiate its demand, provided that in its demand the Procuring agency will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including Ninety (90) days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

[Signature]

3. Contract Form

THIS AGREEMENT made the _____ day of _____ 20____ between [name of Procuring Agency] of [country of Procuring agency] (hereinafter called “the Procuring agency”) of the one part and [name of Supplier] of [city and country of Supplier] (hereinafter called “the Supplier”) of the other part:

WHEREAS the Procuring agency invited bids for certain goods and ancillary services, viz., [brief description of goods and services] and has accepted a bid by the Supplier for the supply of those goods and services in the sum of [contract price in words and figures] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.: (a) the Bid Form and the Price Schedule submitted by the Bidder; (b) the Schedule of Requirements; (c) the Technical Specifications; (d) the General Conditions of Contract; (e) the Special Conditions of Contract; and (f) the Procuring agency’s Notification of Award.
3. In consideration of the payments to be made by the Procuring agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring agency to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Procuring agency hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____ the _____ (for the Procuring agency)

Signed, sealed, delivered by _____ the _____ (for the Supplier)

4. Performance Security Form

To: *[name of Procuring agency]*

WHEREAS *[name of Supplier]* (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. *[Reference number of the contract]* dated _____ 20____ to supply *[description of goods and services]* (hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of 3% *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the ____ day of _____ 20_____.

Signature and seal of the Guarantors

[Name of bank or financial institution]

[Address]

[Date]

5. Bank Guarantee for Advance Payment

To: *[name of procuring agency]*

[Name of Contract]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends Clause 16 of the General Conditions of Contract to provide for advance payment, *[name and address of Supplier]* (hereinafter called “the Supplier”) shall deposit with the Procuring agency a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of *[amount of guarantee in figures and words]*.

We, the *[bank or financial institution]*, as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Procuring agency on its first demand without whatsoever right of objection on our part and without its first claim to the Supplier, in the amount not exceeding *[amount of guarantee in figures and words]*.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed there under or of any of the Contract documents which may be made between the Procuring agency and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until *[date]*.

Yours truly,

Signature and seal of the Guarantors

[Name of bank or financial institution]

[Address]

[Date]

6. Manufacturer's Authorization Form

[See Clause 13.3 (a) of the Instructions to Bidders.]

To: *[name of the Procuring agency]*

WHEREAS *[name of the Manufacturer]* who are established and reputable manufacturers of *[Name and/or description of the goods]* having factories at *[address of factory]*

Do hereby authorize *[name and address of Agent]* to submit a bid, and subsequently negotiate and sign the Contract with you against IFB No. *[Reference of the Invitation to Bid]* for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per Clause 15 of the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Bids.

[Signature for and on behalf of Manufacturer]

Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent and having the power of attorney to bind the Manufacturer. It should be included by the Bidder in its bid.

(INTEGRITY PACT)

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN CONTRACTS WORTH RS. 10.00 MILLION OR MORE

Contract No. _____ Dated _____

Contract Value: _____

Contract Title: _____

..... [name of Supplier] 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 subdivision 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 Supplier] 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 give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, 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 inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoS, except that which has been expressly declared pursuant hereto.

[name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements 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 Supplier] 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 or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoS under any law, contract or other instrument, be voidable at the option of GoS.

Notwithstanding any rights and remedies exercised by GoS in this regard, [name of Supplier] 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 Supplier] 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 from GoS.

Name of Buyer:

Name of Seller/Supplier:

Signature:

Signature:

[Seal]

[Seal]