BIDDING DOCUMENT (TECHNICAL)

BIDDING DOCUMENT FOR DIGITIZATION AND AUTOMATION OF RECORDS OF ESTATE AND LAND MANAGEMENT, MDA MULTAN
Digitization and Automation of the Records of Estate and Land Management of MULTAN DEVELOPMENT AUTHORITY

Built Operate Transfer (BOT)

Contract For
Digitization and Automation of the Record of Estate and Land Management of Multan Development Authority of Punjab

Director Estate & Land Management,
Multan, Punjab, Pakistan.

Ph. No. +92-61-9200836, +92-61-9200881
Email:- mda_mln@yahoo.com
Website: www.mda.gop.pk
This Bidding Document has been prepared by the Bidding Document for Digitization and Automation of Records of Estate and Land Management of MULTAN DEVELOPMENT AUTHORITY (MDA), Government of Punjab. This document will conclude the award of Contract, for the purpose of rate, model and technical specifications only, regarding the Housing development management system for all schemes and properties under MULTAN DEVELOPMENT AUTHORITY (MDA) in Punjab, Pakistan, and integration with legacy software installed and operational at MDA on a Build, Operate and Transfer (BOT) basis. The project shall have central Office in MULTAN. Only Firms satisfying the qualification criteria are invited for bid. The bidder is required to examine the Bidding Documents, including all instructions, forms, terms and technical specifications mentioned in Employer’s Requirements. Failure to furnish all information required by the Bidding documents or submission of a Bid not responsive to the Bidding Documents in every respect will be considered non-responsive and may result in the rejection of the Bid. Letter of Acceptance for the BOT Contract will be concluded by the MDA.
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INVITATION FOR BIDS
INVITATION FOR BIDS

1. MULTAN DEVELOPMENT AUTHORITY (MDA), Government of Punjab, hereinafter referred to as “the Employer” invites sealed bids, under Single Stage Two Envelope bidding procedure as per Rule 38 (2) (a) of Punjab Procurement Rules, 2014; only from the eligible bidders as per the set criteria for the conclusion of Contract regarding Digitization and Automation of Records of Estate and Land Management of MULTAN Development Agency (located at) MULTAN. The envelopes shall be marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” in bold and legible letters. Financial Proposal of Bids found technically non-responsive shall be returned un-opened to the respective Bidders. The bidding is open to Competitive Bidding (CB). Detailed Specifications along with detailed scope of work including tentative/expected time frame are given in this Bidding Document.

2. Bidders may obtain further information, inspect and acquire the Bidding Documents from the Office of the Director Estate & Land Management (MDA); Multan, Pakistan.

3. A complete set of Bidding Documents may be obtained at cost from the office of the Director Estate & Land Management (MDA); MULTAN, Pakistan. The Bidding Document shall remain available until the closing date for the submission of bids.

4. All bids must be accompanied by a Bid Security for a sum of PKR 500,000/- in the form of deposit at call from the Scheduled Bank of Pakistan, in favour of the Director Estate & Land Management (MDA), Government of Punjab and must be delivered to; MDA, MULTAN, Pakistan at or before 02:00 PM (Pakistan Standard Time), on 24th October, 2019. Financial Bids of only technically qualified firms shall be opened in the presence of Bidder’s representatives who choose to attend at the same address.

5. All documents should contain proper page marking, attached in sequence as indicated for evaluation in the bidding document with signatures of authorized person. Moreover, signing and stamping of each page of bidding documents/form is mandatory.

6. In case the date of opening or last date of tender submission is declared as a public holiday by the government or non-working day due to any reason, the next official
working day shall be deemed to be the date of submission and opening of tenders accordingly. The time and venue shall remain the same.

7. The bidders are requested to give their lowest and best prices, compatible with IB 13.4 and first paragraph of Letter of Financial Bid, with their bids as no negotiations on the prices are allowed.

8. In any dispute between the company and MDA. The Director General, MDA will be an arbitrator and the decision of Director General, MDA will be a final and not be challenge in any court of law.

Note: The procurement/bidding process shall be governed by the Punjab Procurement Rules, 2014.
PART – 1

BIDDING PROCEDURES
SECTION – I
INSTRUCTIONS TO BIDDERS
INSTRUCTIONS TO BIDDERS

A. GENERAL

IB.1 Scope of Bid

1.1 MULTAN DEVELOPMENT AUTHORITY, Government of Punjab, hereinafter referred to as “the Employer”, wishes to receive bids for the conclusion of Digitization and Automation of real estate records of all properties under the ambit of MDA and integration with legacy software installed and operational at MDA city on a Build Operate Transfer (BOT) basis as described in this Bidding Document, and summarized in the Bid Data Sheet hereinafter referred to as the “Goods”.

1.2 The successful Bidder will be required to perform the scope of work at the rate agreed within the time specified under the BOT Contract as and when the purchase order issued by MDA.

1.3 The bidding is open to Competitive Bidding (CB) only for Eligible Bidders.

1.4 All Goods and services to be supplied under the Framework Contract shall have as their country of origin, an eligible country as provided in Section V Bidding Document.

1.5 Goods shall be made operational at the respective MDA office at the addresses mentioned in the purchase order issued to the supplier by MDA.

IB.2 Source of Funds

2.1 The contract shall be undertaken on a BOT basis.
Eligible Bidders

3.1 This Invitation for Bids is open only to:

3.1.1 Bidding is open to all Bidders that meet the given minimum qualification criteria relating to previous experience, delivery capability, firms standing, etc., as stated in the RFP.

3.1.2 Interested eligible Bidders may obtain further information from the MULTAN DEVELOPMENT AUTHORITY inspect the Bidding Documents during normal working hours by making contact at the address given below:

Director Estate & Land Management (MULTAN DEVELOPMENT AUTHORITY)
Address: MDA Chowk, Multan
Telephone: 061-9200836
Facsimile: 061-9200833
Email: mda_mln@yahoo.com
Website: www.mda.gop.pk

3.1.3 A complete set of Bidding Documents in English may be collected from the above office on request by payment of Rs.5000/-.  

3.1.4 All bids must be accompanied by a bank guarantee, of not less than Rs. 500,000/-.  

3.1.5 The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements (iii) Criminal Actions may be initiated on violations of Intellectual Property Rights.

3.1.6 The lead bidder should be a Private Limited Company/Firm having legal presence in Pakistan.

3.1.7 A bidder can submit only one bid with one proposed solution as multiple bids and offers of multiple alternative solutions shall not be considered.

3.1.8 The Bidders offer complete software solution that caters all technical and functional requirements.

3.1.9 By submission of documentary evidence in its bid, the Bidder or the partner in charge (in case of joint bid) must establish to the Purchaser's satisfaction:

- That it is a Pakistani firm/company incorporated in Pakistan.
• That it has at least 3 major business references having contracts amounting more than 10 Million.
• Has done IT based project in past with the Government of Pakistan or any Provincial Government with the worth not less than 10 Million.

3.1.10 By submission of documentary evidence in its bid, the Bidder must establish to the Departments’ satisfaction:
• That it has at least 60 full time relevant resources for last one year.
• That it has Valid CVAS Licenses in Voice and SMS for last one year.

3.1.11 The vendor shall provide a demo of the software that confirms to the technical and functional requirements as mentioned in the technical specifications. A successful demo shall be mandatory for technical qualification of the bidder.

3.1.12 Subcontracting any part of the Bid shall not be allowed and Bids that include an element of subcontracting shall be rejected as non-responsive.

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

3.1.14 The Bidder may wish to visit and examine the site or sites of the system and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.

3.1.15 No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.

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

3.2 the bidding documents mentioned therein in ........

Bidder that is under a declaration of ineligibility/blacklisting by the Government of Pakistan / Government of Punjab / Any International Agency / Any Public Sector
Entity including the Employer in accordance with IB Clause 4, at the date of submission of the application or thereafter, shall be considered as non-
responsive.

3.3 The Applicant will be disqualified in case of submitting more than one application.

IB.4 Corrupt or Fraudulent Practices and Mechanism to Debar/Blacklist the Defaulted Bidder

4.1 The Government of Punjab defines Corrupt and Fraudulent Practices as "the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or the Supplier in the procurement process or in Contract execution to the detriment of the Employer; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the Employer of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty; it may include any of the following practices:

- Coercive practice by impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;

- Collusive practice by arrangement between two or more parties to the procurement process or contract execution, designed to achieve with or without the knowledge of the Employer to establish prices at artificial, noncompetitive levels for any wrongful gain;

- Corrupt practice by offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;

- Fraudulent practice by any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

- Obstructive practice by harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or
threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit rights.

4.2 Indulgence in corruption and fraudulent practices is liable to result in rejection of Bids, cancellation of contracts, debarring and blacklisting of the Bidder under Rule 21 of Punjab Procurement Rules 2014.

4.3 The following are the events which would lead to initiate under Rule 21 of Punjab Procurement Rules 2014 Blacklisting / Debarment process;

- Submission of false fabricated / forged documents for procurement in tender.
- Not attaining required quality of work.
- Inordinate tardiness in accomplishment of assigned/agreed responsibilities / contractual obligations resulting loss to the Employer / Government.
- No execution of work as per terms & condition of contract.
- Any unethical or unlawful professional or business behavior detrimental to good conduct and integrity of the public procurement process.
- Involvement in any sort of tender fixing.
- Persistent and intentional violation of important conditions of contract
- Non-adherence to quality specification despite being importunately pointed out.
- Security consideration of the State i.e., any action that jeopardizes the security of the State or good repute of the Employer.

IB.5 Eligible Goods and Related Services

5.1 All the Goods and Related Services to be supplied under the Contract and shall have their origin in any of the eligible source countries indicated Section V, Eligible Countries. At the Purchaser’s request, Bidders may be required to provide evidence of the origin of the Goods and Related Services.

5.2 For purposes of this Clause, the term “Goods” includes commodities, raw material, machinery, equipment, and industrial plants; and “related services” includes services such as insurance and replacement.

5.3 The term “origin” means the place where the goods have been mined, grown, cultivated, produced, manufactured or processed.
IB.6 Cost of Bidding

6.1 The Bidders shall bear all costs associated with the preparation and submission of their respective bids and the Employer will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

IB.7 Site Visit

7.1 The Bidders are advised to visit and inspect the Location of Delivery and its surroundings and obtain for themselves on their own responsibility, all information that may be necessary for preparing the bid and entering into the Contract. All cost in this respect shall be at the bidder’s own expense.

The system at MDA city may also be studied for integration purposes.
B. CONTENTS OF BIDDING DOCUMENTS

8.1 The Bidding Documents consist of Parts 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any Addenda issued in accordance with IBs. 8 and/or 10

PART 1 Bidding Procedures

- Section I. Instructions to Bidders (IB)
- Section II. Bid Data Sheet (BDS)
- Section III. Evaluation and Qualification Criteria (EQC)
- Section IV A. Bidding Forms for Technical Bid
- Section IV A. Bidding Forms for Financial Bid
- Section V. Eligible Countries

PART 2 Supply Requirements

- Section VI. Technical Specifications

8.2 The Invitation for Bids issued by the Employer is not part of the Bidding Documents.

8.3 Unless obtained directly from the Employer, the Employer is not responsible for the completeness of the Bidding Documents, responses to requests for clarification, or Addenda to the Bidding. Documents in accordance with ITB 9. In case of any contradiction, documents obtained directly from the Purchaser shall prevail.

8.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents, and to furnish with its Bid all information and documentation as is required by the Bidding Documents.

9.1 Any prospective Bidder requiring any clarification(s) in respect of the Bidding Document may notify the Employer in writing at the Employer’s address indicated in the Bid Data Sheet. The Employer will respond to any request for clarification which he receives seven (07) days, prior to the deadline for submission of bids. Copies of the Employer’s response will be forwarded to all Bidders, including a description of the enquiry but without identifying its source.
IB.10 Amendment of Bidding Document

10.1 At any time prior to the deadline for submission of bids, the Employer may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Document by issuing addendum.

10.2 Any addendum thus issued shall be the part of the Bidding Document pursuant to Sub-Clause 7.1 hereof and shall be communicated in writing to all Bidders. Prospective Bidders shall acknowledge receipt of each addendum in writing to the Employer.

10.3 To afford prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer may extend the deadline for submission of bids in accordance with Clause IB.24.
C. PREPARATION OF BIDS

IB.11 Language of Bid

11.1 The bid as well as all correspondence and documents related to the bid exchanged by a bidder and the Employer shall be in the bid language (English) stipulated in the Bid Data Sheet and Conditions of Contract. Supporting documents and printed literature furnished by the Bidders may be in any other language provided the same are accompanied by an accurate translation of the relevant parts in the bid language, in which case, for purposes of evaluation of the bid, the translation in bid language shall prevail.

IB.12 Documents Comprising the Bid

12.1 Each Bidder shall submit:

i. Letter of Bid

ii. Written power of attorney authorizing the signatory of the bid to act for and on behalf of the Bidder;

iii. compliance sheet establishing the eligibility and conformity to the bidding documents and technical specifications given therein, which the Bidder proposes to supply under the Contract.

iv. Bidder profile including technical and managerial capability and history of similar works.

v. An affidavit or undertaking incorporating and submitting the following clauses:
   a. That the bidding firm complies to the qualification criteria in total,
   b. That the firm is never black listed on any grounds whatsoever.

vi. The details of the software and hardware being offered to the Employer under this Bid along with previous supplies of the same software and hardware made to the Public and Private sector in Pakistan.

vii. Bidder shall also provide up to date and authentic contact details of both private and public sector organizations to which it has supplied over the last five years. Bidder shall also provide supply order details over last two years with complete and up-to-date details.

viii. Literature /Brochures of Goods being offered under this Bid.

ix. Bidder shall have to provide documentary proof to the effect that they are the original Manufacturer of their offered goods. In case of Authorized Agent, the bidder also has to provide documentary proof that its principal is Original Equipment Manufacturer of the required goods.
X. Bidder must indicate the country of origin (where in the country of origin is the country where 100% of parts of the goods are manufactured and assembled). The bidder shall have the nationality of the Eligible Countries as defined in V of IB.

Xii. List of main software, allied hardware and technical personnel and testing and calibration tools.

Xiii. Time lines of the work in a phase wise schedule.


12.2 Bidders shall also submit proposals of supply and operational methods and timelines, in sufficient detail to demonstrate the adequacy of the Bidders’ proposals to provide the goods at the point of delivery from the date of issuance of work order.

12.3 If the bidder fails to provide and/or comply with the mandatory requirements under Section III, Evaluation Criteria of this Bidding Document, will be disqualified by the Employer.

IB.13 Bid Prices

13.1 The Bidder shall submit the Bid Forms using the form attached herewith. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

13.2 The Bidder shall submit the Unit Price of softwares and hardwares and all required Bid Document. The Unit Price should be inclusive of all applicable taxes including PRA tax & Excise tax, duties, freight, transportation cost, insurance cost, other incidental costs etc. till the point of delivery.

13.4 The Bidders may win the Contract for this project in which he is evaluated as the highest scorer as per the scoring Item Part1(B).
IB.14 Currencies of Bid and Payment

14.1 Prices shall be quoted in Pak Rupees only. A bidder expecting expenditures in other currencies shall arrange at his own risk and cost.

IB.15 Documents Establishing the Eligibility of the Bidder

15.1 The documentary evidence of the Bidder’s eligibility to bid shall establish to the Employer’s satisfaction that the Bidder, at the time of submission of its bid, is an eligible as defined under IB.3 above.

IB.16 Documents Establishing the Eligibility of the Goods and Related Services

16.1 To establish the eligibility of the Goods in accordance with IB Sub Clause 1.4, Bidders shall provide the country of origin in the Price Schedule, provided in the Bidding Document.

IB.17 Documents Establishing the Conformity of the Goods and Related Services to the Bidding Document

1. To establish the conformity of the software and hardware to the Bidding Document, as part of its Bid the documentary evidence that the Goods to be supplied conform to the specified requirements.

2. The documentary evidence may be in the form of literature, drawings or data, and shall give a demo to the MDA at time allocated for this purpose.

IB.18 Documents Establishing the Qualification of the Bidder

18.1 The documentary evidence of the Bidder’s qualifications to perform the contract, if its bid is accepted, shall establish to the Employer’s satisfaction that the Bidder meets each of the qualification criterion specified in Bidding Document.

18.2 A Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Original Equipment Manufacturer’s Authorization using the appended form to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in the Employer’s country.

IB.19 Period of Validity of Bid

19.1 Bids shall remain valid for the period of 90 days after the Date of Bid Opening specified in IB.27 as stipulated in the Bid Data Sheet.
In exceptional circumstances, prior to expiry of the original bid validity period, the Employer may request that the Bidders extend the period of validity for a specified additional period which shall in no case be more than the original bid validity period. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting his Bid Security. A Bidder agreeing to the request will not be required or permitted to modify his bid, but will be required to extend the validity of his Bid Security for the period of the extension, and in compliance with Clause IB.19 in all respects.

**IB.20 Bid Security**

20.1 Each Bidder shall furnish, as part of his bid, Bid Security for a sum of PKR 500,000/-, in the form of deposit at call/ Cross Cheque from the Scheduled Bank of Pakistan, or from a foreign bank duly counter guaranteed by a Scheduled Bank in Pakistan in favor of the Employer.

20.2 Any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer as non-responsive.

20.3 The bid securities of unsuccessful Bidders will be returned as promptly as possible, but not later than 28 days after the expiration of the period of Bid Validity.

20.4 The Bid Security of the Successful Bidder will be returned upon submission of 02% Performance Security in the form of Insurance Bond from the Scheduled Institution of Pakistan, or from a foreign bank duly counter guaranteed by a Scheduled Bank in Pakistan, in favor of the Employer valid for the period of Contract, evaluated on the basis of Letter of Financial Bid.

20.5 The Bid Security of successful Bidder may be forfeited, if he fails within the specified time limit to:

(i) furnish the required Performance Security and;

(ii) Sign the Contract Agreement.

20.6 The Bid Security shall be submitted and enclosed with Technical Bid.

**IB.21 Alternate Proposals by Bidder**

Alternate Proposals are NOT ALLOWED.
IB.23 Format and Signing of Bid

231 Bidders are particularly directed that the amount entered on the Form of Bid shall be for performing the Contract strictly in accordance with the Bidding Documents.

232 All Appendices and Schedules to Bid are to be properly completed and signed.

233 Alterations are not to be made in the Form of Bid nor in the Appendices and Schedules thereto except in filling up the blanks as directed. If any such alterations be made or if these instructions be not fully complied with, the bid may be rejected.

234 Each Bidder shall prepare by filling out the forms completely and without alterations.

235 The Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. All pages of the bid shall be initialed and stamped by the person or persons signing the bid. The original Authorization letter shall be provided with the bid.

236 The bid shall contain no alterations, omissions or additions, except to comply with instructions issued by the Employer, or as are necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

237 Bidders shall indicate in the space provided in the Form of Bid their full and proper addresses at which notices may be legally served on them and to which all correspondence in connection with their bids and the Contract is to be sent.

238 Bidders should retain a copy of the Bidding Documents as their file copy.

D. SUBMISSION OF BIDS

IB.24 Bidding procedure and Sealing and Marking of Bids

24.1 Single stage two envelopes bidding procedure shall be used for procurement of goods:

- The bid shall be a single package consisting of two separate envelopes,
containing separately the financial and the technical proposals. Bid Security shall be enclosed with Technical Proposal.

(ı) The envelopes shall be marked as “Financial Proposal”, “Technical Proposal” in the first instance, the “Technical Proposal” shall be opened and the envelope marked as “Financial Proposal” shall be retained unopened in the custody of the Employer;

(ıı) The Employer shall evaluate the technical proposal in the manner prescribed in evaluation criteria, without reference to the price and shall reject any proposal which does not conform to the specified requirements or if the demo of the software is unsuccessful;

a. during the technical evaluation no amendments in the technical proposal shall be permitted;

b. after the evaluation and approval of the technical proposals and the conclusion of software and interconnection demonstration, the Employer shall open the financial proposals of the technically accepted bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period and the Bidder(s) shall be given reasonable notice of the opening of price Bids;

c. the financial bids found technically non-responsive shall be returned unopened to the respective bidders; and

d. the lowest evaluated bidder, as per IB 13, shall be awarded the Contract.

24.2 The two separate envelopes shall be marked as “TECHNICAL PROPOSAL”, “FINANCIAL PROPOSAL” in bold and legible letters to avoid confusion. Similarly, the Bidder shall seal the proposals/bids in separate envelopes. The envelopes shall then be sealed in an outer envelope.

24.3 The inner and outer envelopes shall:

(a) be addressed to the Employer at the address provided in the Bid Data Sheet;

(b) bear the name and identification number of the Contract as defined in the Bid Data Sheet; and

(c) provide a warning not to open before the time and date for bid opening, as specified in the Bid Data Sheet.

24.4 The Applicant shall enclose one original and three (03) hard copies and clearly mark them “ORIGINAL” and “COPY” on the title page.

IB.25 Deadline for Submission of Bids
25.1 Bids must be received by the Employer at the address specified no later than the time and date stipulated in the Bid Data Sheet.

25.2 Bids with charges payable will not be accepted, nor will arrangements be undertaken to collect the bids from any delivery point other than that specified above. Bidders shall bear all expenses incurred in the preparation and delivery of bids. No claims will be entertained for refund of such expenses.

25.3 The Employer may, at his discretion, extend the deadline for submission of bids by issuing an amendment in accordance with Clause IB.9, in which case all rights and obligations of the Employer and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

IB.26 Late Bids

26.1 Any bid received by the Employer after the deadline for submission of bids prescribed in Clause IB.24 will be rejected and returned unopened to such bidder.

26.2 Delays in the submission of bids, delays of person in transit, or delivery of a bid to the wrong office shall not be accepted as an excuse for failure to deliver a bid at the proper place and time. It shall be the Bidder’s responsibility to determine the manner in which timely delivery of his bid will be accomplished either in person, by messenger or by mail.

IB.27 Modification, Substitution and Withdrawal of Bids

Bidders shall not be allowed to Modify, Substitute or Withdrawal of his Bids once submitted to the Employer.

E. BID OPENING AND EVALUATION

IB.28 Bid Opening

28.1 The Employer will open the outer envelope of bids, in the presence of Bidders’ representatives who choose to attend, at the time, date and location stipulated in the Bid Data Sheet. The Bidders’ representatives who are present shall sign a register evidencing their attendance.

28.2 The Bidder’s name, the presence or absence of Bid Security, Bid Price and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening of bids.

28.3 The financial bids of only technically qualified bidders will be opened provided the firm confirms to the qualification criteria and provides comprehensive demonstration of software as per technical specifications.

28.4 The Employer shall prepare a record of the Bid opening that shall
28.3 The financial bids of only technically qualified bidders will be opened. Include, as a minimum: the name of the Bidder the Bid Price and the presence or absence of a Bid Security. The Bidders’ representatives who are present shall be requested to sign the record. The omission of a Bidder’s signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Bidders.

IB.29 Process to be Confidential

29.1 Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations for the award of Contract shall not be disclosed to the Bidders or any other person not officially concerned with such process before the announcement of bid evaluation report which shall be done at least ten (10) days prior to issue of Letter of Acceptance. The announcement to all Bidders will include table(s) comprising read out prices of equipment to be installed, final evaluated prices and tariff recommendations against all the bids evaluated. Any effort by a Bidder to influence the Employer’s processing of bids or award decisions may result in the rejection of such Bidder’s bid. Whereas any Bidder feeling aggrieved may lodge a written complaint not later than ten (10) days after the announcement of the bid evaluation report; however mere fact of lodging a complaint shall not warrant suspension of the procurement process.

IB.30 Clarification of Bids

30.1 During evaluation of the bids, the Employer 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.

IB.31 Examination of Bids and Determination of Responsiveness

31.1 Prior to the detailed evaluation of bids, the Employer will determine whether each bid is responsive to the requirements of the Bidding Document.

31.2 A responsive bid is one which (i) meets the eligibility criteria; (ii) has been properly signed; (iii) is accompanied by the required Bid Security; and (iv) conforms to all the terms, conditions and specifications of the Bidding Document.

31.3 If a bid is not responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation.

IB.32 Correction of Errors

32.1 Bids determined to be responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:

(a) where there is a discrepancy between the amounts in figures and in words, the amount in words will govern; and
(b) where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

322 The amount stated in the Form of Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected Bid Price, his Bid will be rejected, and the Bid Security shall be forfeited.

IB.33 Evaluation and Comparison of Bids

331 The Employer shall evaluate and compare the bids, which have been determined to be responsive in accordance with IB Clause 31 above.

332 All bids shall be evaluated in accordance with the Evaluation Criteria and other terms and conditions set forth in these Bidding Document.

333 The Bid Prices shall be quoted in Pak Rupees only as explained in Bid data sheet.

334 A bid once opened in accordance with the prescribed procedure shall be subject to only those instructions of the Bid Document Rules, Regulations and Policies that are in force at the time of issue of notice for invitation of bids.

IB.34 Qualification of the Bidder

341 The Employer, at any stage of the procurement proceedings, having credible reasons for or prima facie evidence of any defect in Bidder's capacities may require the Bidder to provide information concerning their professional, technical, financial, legal or managerial competence whether already pre-qualified.

342 Such qualification shall only be laid down after recording reasons thereof in writing. They shall form part of the records of that procurement proceeding.

343 The Employer shall determine to its satisfaction whether a Bidder, technically and financially qualified and even having the lowest evaluated responsive bid is qualified to perform the Framework Contract satisfactorily.

344 The determination can take into account the Bidder’s financial and technical capabilities and experience of similar work in Pakistan. It shall be based upon an examination of the documentary evidence of the Bidder’s qualifications submitted by the Bidder, as well as such other information as the Employer deems necessary and appropriate. Further, during the process of technical evaluation of Bidder or before delivery of goods, the Employer may inspect the manufacturing plant/production capacity / warehousing system/practices by a team of experts for assessment, if it deems necessary.

345 An affirmative determination shall be a prerequisite for award of the Framework Contract to the Bidder. A negative determination shall result in rejection of the Bidder's bid, in which event the Employer shall proceed to the next lowest
evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

34.6 The Employer shall disqualify a Bidder if it finds, at any time, that the information submitted by him concerning his qualification as Bidder was false and materially inaccurate or incomplete.

IB.35 Rejection of the Bids

35.1 The Employer may reject all bids at any time prior to the acceptance of a bid in accordance with Rule 35 of Punjab Procurement Rules-2014 (PPR-2014). The Employer shall upon request communicate to any Bidder who submitted a bid, the grounds for its rejection of any or all bids, but is not required to justify those grounds.

35.2 The Employer incurs no liability, solely by virtue of its invoking Sub Clause 35.1 towards Bidders who have submitted bids.

35.3 The Bidders shall be promptly informed about the rejection of the Bids, if any.

IB.36 Re-Bidding

36.1 If the Employer rejects all the bids under Rule 35 of Punjab Procurement Rules-2014 (PPR-2014), it may proceed with the process of fresh bidding but before doing that it shall assess the reasons for rejection and may, if necessary, revise specifications, evaluation criteria or any other condition for bidders.

IB.37 Announcement of Evaluation Report

37.1 The Employer shall announce the results of the bid evaluation in form of a report, giving justification for acceptance or rejection of bids at least ten days prior to issuance of the Letter of Acceptance.

F. AWARD OF CONTRACT IB.38 Award

Criteria

38.1 The Bidder whose bid is found to be responsive, conforming to the Evaluation Criteria prescribed in Section III and having the lowest evaluated bid for that type (IB-13), if not in conflict with any other law, rules, regulations or policy of the Punjab Government, shall be awarded the Contract, within the original or extended period of bid validity.

IB.39 Employer’s Right to Vary Quantities at the Time of Award

39.1 The Employer reserves the right at the time of award of Framework Contract to increase or decrease, the quantity of goods without any change in unit price and other terms & conditions. The quantities mentioned in BDS or IB 1.5 are mere tentative and are not binding on the Employer and/or Purchaser.

IB.40 Notification of Award
401 The Employer will notify the successful lowest evaluated Bidder or Bidders as award of Framework Contract and Terms and Conditions of advertised Bidding Documents and after fulfillment of all prescribed legal and codal formalities.

402 No Negotiation with the Bidder having evaluated as the lowest responsive or any other Bidder shall be permitted, however, Employer may seek clarification in writing to clarify any item in the bid evaluation report; and response of the Bidder shall also be in writing.

403 The notification of award by the Employer and its acceptance by the Bidder will constitute the formation of the Contract, binding the Employer and the Bidder till signing of the formal Contract Agreement by the Employer and the Bidder.

404 Upon furnishing by the successful Bidder of a Performance Guarantee, the Employer will promptly notify the other Bidders that their Bids have been unsuccessful and return their bid securities.

**IB.41 Performance Security.**

41.1 The successful Bidder shall furnish to the Purchaser a 02% Performance Security in the form of Insurance Bond from the Scheduled Institution of Pakistan, or from a foreign bank duly counter guaranteed by a Scheduled Bank in Pakistan in the form and the amount stipulated in the Conditions of Contract within a period of **30 days** after the receipt of Purchase Order and Contract Agreement.

41.2 Failure of the successful Bidder to comply with the requirements of Sub-Clause IB 41.1 or Clauses IB.42 or IB.44 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Security.

**IB.42 Signing of Contract Agreement**

42.1 If the successful Bidder, after completion of all codal formalities shows inability to sign the Contract then its Bid Security shall stand forfeited and the bidder may be blacklisted and de-barred from future participation for a specific period. In such situation, the Employer may award the Contract to the next lowest evaluated Bidder or call for new bids.

42.2 The Contract shall become effective upon affixation of signature of the Employer and the Successful Bidder on the Contract form, and shall be governed by the terms and conditions mutually agreed in the contract.
and other documents declared as integral part of Contract.

423 The Contract is to be made on a non-judicial stamp paper according to PRA rules.

**IB 43 General Performance of the Bidders**

43.1 The Employer reserves the right to obtain information regarding performance of the bidders on their previously awarded contracts. The Employer may in case of consistent poor performance of any Bidder as reported by the Employer of the previously awarded contracts, inter alia, reject his bid and proceed in accordance with Rule 21(1) of the Punjab Procurement Rules 2014 to take such action as may be deemed appropriate under the circumstances of the case including black listing of such Bidder and debarring him from participation in future bidding for supply of Goods.

**IB.44 Integrity Pact**

44.1 The Bidder shall sign and stamp the Integrity Pact provided in Bid Forms in the Bidding Documents, for all procurement contracts exceeding Rupees Ten million. Failure to provide such Integrity Pact shall make the bidder non-responsive.
SECTION II
BID DATA SHEET
**BID DATA SHEET**

<table>
<thead>
<tr>
<th>IB Reference</th>
<th>Description</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Issuance of Bidding Document</td>
<td>As per invitation letter</td>
</tr>
<tr>
<td>IB 1.5</td>
<td>Tentative scope of project</td>
<td>Description</td>
</tr>
<tr>
<td>IB 1.6</td>
<td>Point of delivery</td>
<td>The software and all allied equipment and personnel shall be deployed at office of the MDA</td>
</tr>
<tr>
<td>IB 3</td>
<td>Eligible Countries</td>
<td>All countries of the world with whom Government of Islamic Republic of Pakistan has commercial / trade relations, except those upon which international sanctions are imposed.</td>
</tr>
</tbody>
</table>

**Address for communication:**
DIRECTOR ESTATE & LAND MANAGEMENT MULTAN DEVELOPMENT AUTHORITY, MULTAN PHONE: 061-9200836

<table>
<thead>
<tr>
<th>IB Clause 9</th>
<th>Language of bid</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>IB Clause 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IB Clause 14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IB Clause 19</td>
<td>Bid validity period</td>
<td>90 Days</td>
</tr>
<tr>
<td>IB Clause 20</td>
<td>Amount of bid security</td>
<td>PKR 500,000/-</td>
</tr>
<tr>
<td>IB Clause 22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IB Clause 25</td>
<td>Deadline for Submission</td>
<td>As per invitation letter</td>
</tr>
<tr>
<td>IB Clause 28</td>
<td>i. Date, time and</td>
<td>2:00PM 24th October 2019 MDA, Multan Office</td>
</tr>
<tr>
<td></td>
<td>ii. Venue of Bid Opening</td>
<td></td>
</tr>
<tr>
<td>IB 33</td>
<td>Comparison of Bids</td>
<td>In PKR</td>
</tr>
</tbody>
</table>
SECTION – III

EVALUATION AND QUALIFICATION CRITERIA
### EVALUATION AND QUALIFICATION CRITERIA

#### A. Mandatory Requirements

Mandatory Requirements from serial # 1 to serial # 10 provided in the table below and in all Technical Bid Forms are compulsory. Failure to comply with any of these parameters will result in disqualification of bidder, being non-responsive.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Documents/Capabilities and Compliance Required</th>
<th>Attachment/Required Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>100% Compliance to the required specifications. Fill out all the relevant Bid Forms for Technical Information of offered meters enclosed in <strong>Section-IVA, Technical Bid Forms</strong>. Attach specific literature/brochure of product with brand and model number verifying all required specifications <em>(General brochure having partial coverage of the specifications will not be acceptable)</em>. Attach Technical information including drawing and performance curve <em>(of the offered model)</em> also.</td>
<td>Appendix A to Bid</td>
</tr>
<tr>
<td>2.</td>
<td><strong>General Specification of Software</strong></td>
<td>Appendix B to Bid</td>
</tr>
<tr>
<td>3.</td>
<td>Quality Assurance / Control Methodology.</td>
<td>Appendix C to Bid</td>
</tr>
<tr>
<td>4.</td>
<td>Documentary proof <em>(certificate of registration and Licenses)</em></td>
<td>Appendix D to Bid</td>
</tr>
<tr>
<td>5.</td>
<td>Demo of Software</td>
<td>Appendix E to Bid</td>
</tr>
<tr>
<td>8</td>
<td>Authenticated Copy of Company Human Resource profile including engineering and managerial capability</td>
<td>Appendix H to Bid</td>
</tr>
<tr>
<td>9</td>
<td>Attach certified copy of NTN &amp; GST or other appropriate authenticity of the similar nature applicable to the Bidder in the Country of origin of Goods including all such liabilities.</td>
<td>Appendix I to Bid</td>
</tr>
<tr>
<td>10</td>
<td>Minimum one (05) year SLA of offered Goods and Services.</td>
<td>Appendix J to Bid</td>
</tr>
</tbody>
</table>
B. Scoring Items

Total points are 100. Minimum 70 scoring points are required for qualification in Technical Bid.

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Required Criteria</th>
<th>Maximum Marks</th>
</tr>
</thead>
</table>
| 1      | Compliance to the eligibility criteria  
CVAS License Aggregator =10  
CVAS License Voice = 15  
Demo of Software=10       | 35             |
| 2      | Financial Proposal Scoring  
(Lowest Charges per Transaction/Bidders Charges per Transaction) x20 | 20             |
| 5      | Bidders should provide information on their current commitments of similar nature of project.  
1 contract = 10 Marks  
>=3 contracts = 30 Marks | 30             |
| 6      | Quality Assurance / Methodology                                                     | 5              |
| 7      | Company profile including HR:  
- Managerial Staff  
- Engineering Staff  
- Supervisory Staff  
- Technical Staff | 10             |
SECTION IV

BIDDING FORMS
SECTION –IV A
BIDDING FORMS FOR TECHNICAL BID
# TECHNICAL BID FORM 1

## BIDDER INFORMATION SHEET

<table>
<thead>
<tr>
<th>Bidder’s Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder’s legal name</td>
</tr>
<tr>
<td>Bidder’s country of constitution</td>
</tr>
<tr>
<td>Bidder’s year of constitution</td>
</tr>
<tr>
<td>Bidder’s legal address in the country of constitution</td>
</tr>
<tr>
<td>Bidder’s Authorized Representative (name, address, telephone numbers, fax numbers, e-mail)</td>
</tr>
<tr>
<td>Authorization to represent the Bidder in accordance with Instructions to Bidders</td>
</tr>
</tbody>
</table>

---

Authorized Signature, date & Seal
LETTER OF TECHNICAL BID
(To be submitted with Technical Bid)

Invitation for Bib No

Name of the Contract: Digitization and automation of Record of Estate and Land Management under the ambit of MDA

To: [Name and address of the Employer]

Dear Sir/Madam,

Having examined the bidding documents including Addenda Nos. [insert numbers & Date of individual Addendum], the receipt of which is hereby acknowledged, we, the undersigned, offer to supply and deliver the Goods under the above-named Contract in full conformity with the said bidding documents in accordance with the terms and conditions of the Contract.

We undertake, if our bid is accepted, to deliver the Goods in accordance with the delivery schedule specified in the schedule of requirements.

If our bid is accepted, we undertake to provide a performance security/guarantee in the form, in the amounts, and within the times specified in the bidding documents.

We agree to abide by this bid, for the Bid Validity Period specified in the Bid Data Sheet and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period. Until the formal final contract is prepared and executed between us and the Employer, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in Pakistan. We confirm that we comply with the eligibility requirements as per IB clauses 15&16 of the bidding documents.

Name of the Bidder [Insert Complete name of the Bidder]

Name of the person duly authorized to sign the Bid on behalf of the Bidder [Insert complete name of the person duly authorized to sign the bid]

Title of the person signing the Bid [Insert complete title of the person signing the Bid]

Signature of the person named above _______

Dated on ___________________________ day of ___________________
AFFIDAVIT

I/We, the undersigned solemnly state that:

1) I/We have read the contents of the Bidding Documents and have fully understood it.
2) The Bid being submitted by the undersigned complies with the requirements enunciated in the bidding documents.
3) The Goods that we propose to supply under this Contract are eligible goods within the meaning of Clause IB.15.
4) The undersigned are also eligible Bidders within the meaning of Clause IB.14.
5) The undersigned are solvent and competent to undertake the subject Framework Contract under the Laws of Pakistan.
6) The undersigned have not paid nor have agreed to pay, any Commissions or Gratuities to any official or agent related to this bid or award or Framework Contract.
7) Replacement of goods under warranty shall be done without any extra cost within 45 days after defect notice. Sufficient spares will be kept available during the whole period of warranty. Whole meter shall be replaced even if any part of meter is damaged.
8) The bidding Firm is never blacklisted on any ground whatsoever.
9) I/We, further undertake that the prices given are reasonable.

I / We affirm that the contents of this affidavit are correct to the best of our knowledge and belief.

Signed:
In the capacity of [insert: title or position]
Duly authorized to sign this bid/affidavit for and on behalf of [insert: name of Bidder]
ORIGINAL EQUIPMENT SOFTWARE LICENSE AUTHORIZATION*

To:  [Name & Address of the Employer]

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 Supplier/ Agent] to submit a bid, and sign the Contract with you against the Invitation for Bids No. [Reference of the Invitation to Bid] for the goods manufactured by us.

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

Signature:-------------------------------
Designation:--------------------------
Official Stamp:-----------------------

* This letter of authority should be on the original 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.
To: (The Employer)

Whereas [Name of Supplier] (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. ----------- dated---------- to supply services and hardware for digitization and automation of real estate records of all properties falling under the ambit of MDA (hereinafter called “the Contract”).

And whereas it has been stipulated by you in the said Contract that the Supplier shall furnish you the warranty of the goods provided under the obligations in accordance with the Contract.

And whereas we have agreed to give the warranty of replacing the goods from Original Equipment/Goods Manufacturer provided under the contract for a period of 12 months from the date of delivery.

Therefore we hereby undertake that we shall replace the defective equipment free of cost within 45 days whenever a written complaint is received from

Signature:----------------------------
Designation:------------------------
Official Stamp:---------------------

*This undertaking should be on the letter head of the Manufacturer of Goods 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.*
TECHNICAL BID FORM 7

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: [To be filled in at the time of signing of Contract]
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 Punjab (GOP) or any administrative subdivision or Agency thereof or any
other entity owned or controlled by GOP 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 GOP, 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 GOP 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 GOP under any law, contract or other instrument,
be voidable at the option of GOP.

Notwithstanding any rights and remedies exercised by GOP in this regard, [name of Supplier]
agrees to indemnify GOP for any loss or damage incurred by it on account of its corrupt
business practices and further pay compensation to GOP in an amount equivalent to ten time
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 GOP.

Name of Employer: ................... Name of Bidder/Supplier: ............
Signature: ........................... Signature: ...........................
APPENDIX A TO BID

Technical Information of Offered Equipment to be installed at MDA.

[The Bidder is required to attach:

1. Technical information of the offered equipment to be installed on BOT basis
2. Attach specific literature/ brochure of product with brand and model number verifying all required specifications (General brochure having partial coverage of the specifications will not be acceptable).]
Certifications of Equipment to be installed

[The Bidder is required to attach:
1. Compliance certificates]
APPENDIX C TO BID

List of Quality Assurance, security and operational
Methodology

[The Bidder will provide a detailed description of quality assurance standards, security procedures and protocols and operational methodology of software deployment and service delivery at MDA.]
APPENDIX D TO BID

Documentary Proof as Original Manufacturer of Software

[The Bidder will provide Documentary Proof to the effect that they are the Original Equipment Manufacturer of the required goods. In case of Authorized Agent, the bidder also has to provide documentary proof that its principal is Original Equipment Manufacturer of the required goods.]
APPENDIX G TO BID

Details of Supply Orders

[The Bidder shall provide details of similar software installations in Pakistan having in last 3 years. Supply Order details showing contract amount and Performance Certificates are to be submitted].
APPENDIX H TO BID

HR Profile of Company Profile

[The Bidder shall provide the complete Human Resource Profile of company.]
APPENDIX I TO BID

Tax Registration Details

[The Bidder shall provide certified relevant tax documents/taxpayer registration certificate of Taxation Authority of parent country of OEM or Authorized Agent, whichever is applicable. In case of Authorized Agent, Bidder shall submit FBR National Tax Number Certificate and sales tax registration, in particular.]
APPENDIX J TO BID

Service Level Agreement

The BOT firm shall provide as per agreement 05 years support and maintenance for the system and equipment under the scope of the project.
SECTION –V

ELIGIBLE COUNTRIES
Eligible Countries

All countries of the World with whom Government of Islamic Republic of Pakistan has commercial/trade relations, except those upon which international sanctions have been imposed.
PART – 2

EMPLOYER’S REQUIREMENTS
SECTION –VI

TECHNICAL SPECIFICATIONS AND Scope of Work
Requirements

MDA requires to establish its interconnected system that shall populate real estate record to the central data center in MULTAN for the purpose of digitizing the records of all properties falling under the ambit of MDA for transparency, customer facilitation and efficacy on a BOT basis with the proviso that the Employer shall provide office space and all utilities to the successful bidder. The model shall lead to E-enablement of the MDA and shall archive and digitize the existing manual and legacy urban housing record of the organization. The system shall incorporate SMS and voice-based verification through interconnection with all mobile telecom operators.

Moreover, Approximately 23,000 (Twenty Three Thousands) property files of different MDA Housing Schemes are available for computerization.

The following technical specifications includes the equipment and software specification as per requirement of the, MDA. The BOOT (Build Own Operate and Transfer) Period is likely of 05 Years.
## TECHNICAL SPECIFICATIONS OF SOFTWARE

Details of Required Specifications for Software are as under:

<table>
<thead>
<tr>
<th>Digitization Model</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Technology</td>
<td></td>
</tr>
<tr>
<td>i.</td>
<td>ii. Secure Connectivity</td>
</tr>
<tr>
<td></td>
<td>i. Open Source Platform</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Features</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>ii. Secure from unauthorized accesses and queue based processes</td>
</tr>
<tr>
<td>ii.</td>
<td>iii. Access Control and Management</td>
</tr>
<tr>
<td>iii.</td>
<td>iv. Automation of Processes</td>
</tr>
<tr>
<td>iv.</td>
<td>v. Secured Printing Mechanism</td>
</tr>
<tr>
<td>v.</td>
<td>vi. Real Time Verifications through voice and sms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Archive</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>ii. Cloud based on demand Archive.</td>
</tr>
<tr>
<td>ii.</td>
<td>Optimized storage with indexing.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Connectivity</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>ii. Encrypted VPN based connectivity</td>
</tr>
<tr>
<td>ii.</td>
<td>iii. Each terminal with limited geo location based access</td>
</tr>
<tr>
<td>iii.</td>
<td>iv. Live update of the central database</td>
</tr>
<tr>
<td>iv.</td>
<td>v. Online easy to switch disaster recovery</td>
</tr>
<tr>
<td>v.</td>
<td>vi. Live connectivity of Bio Metric and Imaging Device</td>
</tr>
<tr>
<td>vi.</td>
<td>vii. Incorporated error reporting mechanism</td>
</tr>
<tr>
<td>vii.</td>
<td>viii. High speed independent bandwidth at each site</td>
</tr>
<tr>
<td>viii.</td>
<td>ix. Connectivity with MDA</td>
</tr>
<tr>
<td>ix.</td>
<td>x. Connectivity with all mobile Telecom Operators</td>
</tr>
<tr>
<td>x.</td>
<td>Remote Accessibility for relevant personnel</td>
</tr>
</tbody>
</table>
**TECHNICAL SPECIFICATIONS OF HARDWARE**

Details of Required Specifications for Hardware are as under:

<table>
<thead>
<tr>
<th>Generic Hardware</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Categories</td>
</tr>
<tr>
<td>i. Networking</td>
</tr>
<tr>
<td>ii. Application</td>
</tr>
<tr>
<td><strong>2</strong> Networking</td>
</tr>
<tr>
<td>i. Independent Switch at Each site capable of Layer 3 and Layer 2 Switching and Routing</td>
</tr>
<tr>
<td>ii. EVPN Capability</td>
</tr>
<tr>
<td>iii. MAC binding and Access Restriction</td>
</tr>
<tr>
<td>iv. Gigabit Connectivity</td>
</tr>
<tr>
<td>v. Intrusion prevention and Firewall</td>
</tr>
<tr>
<td><strong>3</strong> Archive</td>
</tr>
<tr>
<td>i. Reputed Cloud based storage with margin of expansion</td>
</tr>
<tr>
<td>ii. API based connectivity with main application.</td>
</tr>
<tr>
<td><strong>4</strong> Application</td>
</tr>
<tr>
<td>i. Dedicated servers complying to Forrester's standard of Data Privacy</td>
</tr>
<tr>
<td>ii. Centralized processing with independent resource allocation</td>
</tr>
<tr>
<td>iii. Open Source Operating System</td>
</tr>
<tr>
<td>iv. Licensed GUI based easy to use OS at MDA,</td>
</tr>
<tr>
<td>v. All-in-One Core i5 systems at each site and relevant offices</td>
</tr>
<tr>
<td>vi. Dock based Tablets for Authorized personnel</td>
</tr>
<tr>
<td>vii. SSD Storage with Futuristic Scaling</td>
</tr>
<tr>
<td>viii. Gigabit connectivity</td>
</tr>
<tr>
<td>ix. Multiple site disaster recovery and backup servers</td>
</tr>
<tr>
<td>x. Certified Bio metric and Imaging devices</td>
</tr>
</tbody>
</table>
## TENTATIVE QUANTITIES OF PRODUCTS

<table>
<thead>
<tr>
<th>Description</th>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>Open Source Tailor made solution that can be operational without 3rd party licensing</td>
<td>Central Station at MDA</td>
</tr>
<tr>
<td>Hardware</td>
<td>Application Server Intel Xeon Hexa Core</td>
<td>01</td>
</tr>
<tr>
<td></td>
<td>Database Server 1TB Storage Raid 1+0</td>
<td>01</td>
</tr>
<tr>
<td></td>
<td>Back-up Server Intel Xeon 2 TB</td>
<td>01</td>
</tr>
<tr>
<td></td>
<td>Network Switch Programable Layer 2 and CSICO/ Dell/ HP</td>
<td>01</td>
</tr>
<tr>
<td></td>
<td>Routers Programable Layer2+Layer 3 Cisco 2800 series or equivalent</td>
<td>06</td>
</tr>
<tr>
<td></td>
<td>All in one Core i5 Desktop PCs</td>
<td>06</td>
</tr>
<tr>
<td></td>
<td>Printers Color</td>
<td>06</td>
</tr>
<tr>
<td></td>
<td>Bio Metric Machine 4+4+2+1</td>
<td>06</td>
</tr>
<tr>
<td></td>
<td>Digital Cameras 2.0 MP</td>
<td>06</td>
</tr>
<tr>
<td></td>
<td>Bar Code Readers</td>
<td>As per quantity required for Project</td>
</tr>
</tbody>
</table>

Disclaimer: The quantities of hardware mentioned here are purely tentative/indicative and it shall not be binding, the accurate quantity shall be determined at the time of the approval of the model of the shortlisted bidders.
Computerization of Record
The computerization is a necessity keeping in mind the needs of MULTAN DEVELOPMENT AUTHORITY. The computerization makes it easy for all stakeholders to take over the management of data as well as to streamline all activities and operations relating to the management of Housing records and customer based transactions. The software system shall be developed and designed to run on web interface that opens the venues for operations and can be used on any operating system or any device including cell phones, tablet and PCs. The software will have a provision to provide a real-time dashboard to get an overview and summary of all activities being performed at all the locations and will also enable the management to take note of any lapses and malpractices at all regions.

Digitally Stored and Secured Record
The digital storage of record shall be safe, reliable and secured from loss or theft with centralized access for all. The records shall be digital hence these will reduce the time for search, update, edit and report generation. The hassle of bulk record maintenance will be reduced. The data shall be encrypted to avoid any risk or issues associated to unauthorized access and at the same time readily available for any activity. The transmission of data will also secured through encryption.

Access Management
The Access Management System shall ensure that only designated data shall be available to a certain user based on his requirement and policy set by the MULTAN DEVELOPMENT AUTHORITY management.

Secured Printing System
The state of the art printing solution shall be provided having physical as well as virtual security. The documents produced using this system will be secured from counterfeiting and forgery. The modern techniques of QR-codes, Bar coding, Digital Signatures are salient physical security features of the documents. Furthermore, the SMS verification shall provide real time security and verification to both the owners and MULTAN DEVELOPMENT AUTHORITY, that acts as the virtual security feature for the document.

Reporting Tools
The software shall provide the management with ease of access with widgets and predefined search protocols that shall help and enable them to generate reports based on criteria set by MULTAN DEVELOPMENT AUTHORITY. The smart report generation will not only ease the hassle of the management to analyze and report, it shall also identify future prospects, achievements, trends and timelines for the management. The tools must be user friendly that any user can master them with minimal knowledge of computers and
can analyze the real time stats.

Operations
The system shall be introduced at each Region with connectivity to the Central Establishment of MULTAN DEVELOPMENT AUTHORITY. The service Centers for Ease and convenience of owners shall be operated at major stations. The Central location shall have live monitoring of the activities in real time. The archive of all data shall be digitally available for reference and verification at all relevant locations. Each transaction shall be validated through bio-metric verification system.

Helpline and Complaint Management
The System shall make it easy for all stakeholders to interact with the department and have their complaints resolved in an optimal time frame. The availability of SMS based system with voice alerts to owners through IVRs shall allow ease of access for MULTAN DEVELOPMENT AUTHORITY to perform and monitor day to day activities. The Call Center Services shall enhance the customer satisfaction and ease of access as well complaints resolution.

Implementation
The solution shall be implemented in Phases to avoid any unforeseen hindrance during the time span of 18 Months.
3. **ACCEPTANCE**

The acceptance criterion for successful bids is defined in the following sections with details being provided for the bidding procedure to be followed for this tender by the Electronic Government Directorate.

### 3.1 Acceptance Criteria

3.1.10 Bidding is open to all Bidders that meet the given minimum qualification criteria relating to previous experience, delivery capability, firms standing, etc., as stated in the RFP.

3.1.11 Interested eligible Bidders may obtain further information from the MULTAN DEVELOPMENT AUTHORITY inspect the Bidding Documents during normal working hours by making contact at the address given below:

- **Director Estate & Land Management (MULTAN DEVELOPMENT AUTHORITY)**
- **Address:** Multan Development Authority, Multan. Shahraae Iwan-e-Sanato Tijarat, MDA Chowk, Multan.
- **Telephone:** 061-9200836
- **Email:** mda_mln@yahoo.com
- **Website:** [www.mda.gop.pk](http://www.mda.gop.pk)

3.1.12 A complete set of Bidding Documents in English may be collected from the above office on request by payment of Rs.5000/-.

3.1.13 All bids must be accompanied by a bank guarantee/call deposit, of not less than Rs. 500,000/-. 

3.1.14 The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements (iii) Criminal Actions may be initiated on violations of Intellectual Property Rights.

3.1.15 The lead bidder should be a Private Limited Company/Firm having legal presence in Pakistan.

3.1.16 A bidder can submit only one bid with one proposed solution as multiple bids and offers of multiple alternative solutions shall not be considered.

3.1.17 The Bidders offer complete software solution that caters all technical and functional requirements.

3.1.18 By submission of documentary evidence in its bid, the Bidder or the partner in (in
case of joint bid) must establish to the Purchaser's satisfaction:

- That it is a Pakistani firm/company incorporated in Pakistan.
- That it has at least 03 major business references having contracts amounting more than 10 Million.

3.1.11 By submission of documentary evidence in its bid, the Bidder must establish to the Departments’ satisfaction:

- That it has at least twenty full time relevant resources for last one year.
- That it has Valid CVAS Licenses in Voice and SMS for last one year.

3.1.11 The vendor shall provide a demo of the software that confirms to the technical and functional requirements as mentioned in the technical specifications.

3.1.16 Subcontracting any part of the Bid shall not be allowed and Bids that include an element of subcontracting shall be rejected as non-responsive.

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

3.1.18 The Bidder may wish to visit and examine the site or sites of the system and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.

3.1.19 No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.

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

3.2 Acceptance Procedure

After completion of each Phase of the deliverables the Firm must obtain the stage wise completion certificate from the Department.