



Expression of Interest (EOI) & Pre-Qualification

Outsourcing of Caseflow Management System for Lahore High Court

1. Punjab Information Technology Board (PITB), Government of the Punjab, invites proposals for Expression of Interest and Pre-Qualification from valid registered, reputable and well-experienced enterprise software product implementer firms/ companies, etc., for Outsourcing of Caseflow Management System for Lahore High Court.
2. The objective of this Expression of Interest and Pre-Qualification is to invite proposals for provision of a product-based Caseflow Management System for Lahore High Court and to Pre-Qualify Consultant Firms/ Companies for the RFP stage. Complete scope of services and requirements are given in the EOI and Pre-Qualification Document. The EOI and Pre-Qualification Document carrying all details is available at www.pitb.gov.pk and www.ppra.punjab.gov.pk.
3. A single package containing EOI and Pre-Qualification Proposals, duly completed, signed, stamped, sealed and in complete conformity with EOI and Pre-Qualification Document should be dropped, in the Tender Box No. 1, placed at Reception of the PITB Office, 11th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, no later than 1500 hours, within 15 days of first publication of this advertisement in National Newspapers or uploading of relevant EOI-PQ Document on PITB and PPRA websites, whichever is later.
4. Income/ Sales Tax Registration Certificate and other documents as mentioned in EOI and Pre-Qualification Document must accompany the proposals. PITB management may reject all proposals at any time prior to the acceptance of a proposal, as provided under Rule-35 of Punjab Procurement Rules 2014.

**Joint Director (Development & Procurement)
Punjab Information Technology Board**

11th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore
Ph: 042-35880062, Fax: 042-99232123, Website: www.pitb.gov.pk

EXPRESSION OF INTEREST & PRE-QUALIFICATION DOCUMENT

FOR

Outsourcing of Caseflow Management System for Lahore High Court



Punjab Information Technology Board (PITB)

11th Floor, Arfa Software Technology Park (ASTP),

346-B, Ferozpur Road, Lahore, Pakistan

Phone: (+ 92) (42) (35880062), Fax: (+92) (42) (99232123)

URL: www.pitb.gov.pk

Abbreviations..... 3

1. GENERAL 4

TERMS AND CONDITIONS OF THE PRE-QUALIFICATION..... 4

Disclaimer 5

3. Project Background 5

4. BRIEF SCOPE OF WORK 6

5. INSTRUCTIONS TO VENDORS 9

6. Other Factors 12

Annex-A 13

Application Form A-1 15

Application Form A-2 16

Application Form A-3 18

Application Form A-4 19

Application Form A-5 21

Application Form A-6 22

Joint Venture Summary 23

Abbreviations

Term	Definition
LHC	Lahore High Court
PITB	Punjab Information Technology Board

1. GENERAL

Lahore High Court, with the technical assistance of Punjab Information Technology Board (PITB), intends to invite EOI-Prequalification (EOI-PQ) proposals from interested vendors for provision of product-based solution to automate the Caseflow Management System (CFMS) for Lahore High Court.

All reputable, registered and established Companies/Firms/software houses that meet the basic criteria laid out in the advertisement are encouraged to participate in the in EOI-PQ process and submit proposals.

2. PURPOSE OF THIS DOCUMENT

The purpose of this document is to have understanding of the available product-based caseflow management solutions in the national / international market and to shortlist / pre-qualify eligible vendors capable of supplying, installing, configuring, customizing (where required), implementing and rolling out the CFMS. The vendors are required to provide profiles of their firms comprising of relevant experience, personnel and financial strength along with proposed solution.

TERMS AND CONDITIONS OF THE PRE-QUALIFICATION

Definitions

In this document, unless there is anything repugnant in the subject or context:

- I. Vendor means the party which, acting singly or on behalf of a Joint Venture, submits a proposal in response to this EOI-PQ Document.
- IV. "Authorized Representative" means any representative appointed, from time to time, by the Vendor, Purchaser or Client.
- V. "Purchaser" means the Punjab Information Technology Board (PITB), or any other entity for the time being or from time to time duly appointed in writing by the Government to act as Purchaser for the purpose.
- VI. "Client" means Lahore High Court, Lahore.
- VII. "Day" means calendar day.
- VIII. "Employer" means Purchaser and/or Client.
- IX. "EOI-PQ Document" means the Expression of Interest-Pre-qualification Document under consideration.
- X. Joint Venture: A legal entity formed under the laws of Pakistan to submit a proposal and participate in subsequent tendering processes in response to this EOI-PQ Document. The Joint Venture shall comprise more than one but not more than four companies: at least one of the constituent firms must be registered and operating in Pakistan and shall be referred to hereinafter as the Lead Partner of the Joint Venture.

- XI. "Person" includes an individual, an association of persons, firm, company, corporation, institution and organization, etc.
- XII. "Prescribed" means prescribed in the EOI-PQ Document.

Disclaimer

This EOI-PQ Document for "Provision of product-based solution for CFMS for Lahore High Court" ('the Project') contains brief information about the Project and qualification process for short listing and pre-qualification of vendors for RFP stage. The purpose of the Document is to provide the vendors with information to assist the formulation of their EOI-PQ proposal and to pre-qualify Interested Parties/ Contractors for the RFP Stage.

While all efforts have been made to ensure the accuracy of information contained in this EOI-PQ Document, this document may not contain all the information required by the vendors. The vendors should conduct their own independent assessment, investigations and analysis and may prepare their proposals in the light of relevant experience and international best practices. Punjab Information Technology Board (PITB), Lahore High Court, or any of its employees or advisors/consultants, shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the EOI-PQ Document.

PITB reserves the right to change any or all conditions/ information set in this EOI-PQ Document by way of revision, deletion, updation or annulment through issuance of appropriate advertisement as the Client may deem fit in accordance with the PPRA Rules 2014. Participation in the EOI-PQ process does not qualify any applicant for the next stage of the procurement process.

PITB, Lahore High Court will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the EOI-PQ proposal to be submitted in terms of this Document.

3. Project Background

The Lahore High Court (henceforth referred to as the "LHC") is the provincial seat of justice. The Lahore High Court has jurisdiction over Punjab. The High Court's principal seat is in Lahore, but there are benches in three other cities: Rawalpindi, Multan and Bahawalpur. The project aims to streamline the various business processes for effective case management and improve staff productivity with electronic Casflow management of the LHC. The existing IT team of Lahore High Court has initiated many innovative services without any Business Process Re-engineering, these efforts have been reviewed and improvements to it have been studied and recommended by an independent consultant that LHC had engaged. The current endeavor is a logical conclusion of that activity through provision of a proper scalable and extensible system.

4. BRIEF SCOPE OF WORK

1. Project requires a product based solution having all functions related to judiciary CFMS.
2. The vendor needs to elaborate the proposed solution technically in terms of following:
 - a. Application License (web-based or client-based or cloud based)
 - b. Database License (web-based or client-based)
 - c. Development / backup and Client Access License (CAL) if applicable
 - d. Operating System license
 - e. Server level equipment
3. Product should have capability to manage cases from lower court to higher court and fresh cases at the higher court.
4. Product should have the capability to monitor performance of lower courts.

Key Areas of Expertise that are required:

- Knowledge of the Purposes and Responsibilities of the Courts Processes and how to apply them to CFMS;
- Knowledge of the Court Performances through CFMS, particularly the Expedition and Timeliness and Equality, Fairness, and Integrity Standards;
- Knowledge of the inherent powers of the court, which give LHC the authority to set and enforce rules, including rules designed to improve case processing;
- Knowledge of the adversarial system and the values it supports;
- Knowledge of processes and its relevance to day-to-day caseflow management;
- Knowledge of the independent responsibilities of the 4 branches of LHC and how interactions among the branches impact CFMS, timely pre, trial, and disposition case processing, and the enforcement of court orders.
- Ability to conceive, build, communicate, and implement a clear CFMS so that it is a widely accepted system;
- Ability to link the broad purposes of LHC to the goals of accessible, equal, fair, prompt, and economical resolution of disputes and effective CFMS;
- Knowledge of how the organization, jurisdiction of the LHC impact day-to-day CFMS;
- Knowledge of how core management functions impact CFMS including human resources, information technology, records, and facilities;
- Knowledge of case processing time standards and other CFMS key performance indicators;
- Skill in tying time standards to the number and types of cases that must be processed to meet time to disposition goals for all case types -- by year, month, week, day, and judicial division qualifications;
- Knowledge of basic caseflow axioms and principles such as early and continuous judicial control and how they produce timely and fair dispositions through CFMS for meaningful events;

- Knowledge of all case processing steps, sequences, and dynamics for all case types, including how lawyers, their clients make decisions concerning filing, case processing, and settlement;
- Knowledge of case assignment and scheduling systems and how to set up and manage daily court calendars by judge, type of case and hearing, day of the week, and time of the day (rules edit and deploy);
- Knowledge of differentiated CFMS and its application to all case types;
- Ability to create and maintain a court executive leadership team that effectively addresses CFMS (executive committee);
- Ability to develop effective CFM teams consisting of judges, court staff, and others throughout the CFMS;
- Knowledge of differing leadership styles and skills and how to build CFMS executive teams around judges and court managers with diverse administrative experiences, interests, and capabilities;
- Knowledge of the agencies and individuals, specially outside the court, with whom the court must work successfully to bring about effective CFMS and their independent CFMS responsibilities and objectives;
- Skill in establishing and maintaining effective working relationships and finding the right balance between oversight of others with independent case management responsibilities, delegating authority to them, and micro-management;
- Knowledge of how to ensure the integrity of judicial orders;
- Ability to maintain effective partnerships among courts, the bar, community groups, and the executive and legislative branches, without a loss of either the required tension between the branches or the adversarial system.
- Ability to forecast and anticipate societal and justice system changes and trends that will impact filings and case processing;
- Knowledge of data needed for both continuous systemic evaluation and day-to-day CFMS, and how to acquire and analyze needed data;
- Skill in using statistics and objective data as well as anecdotal information when assessing CFMS, drawing appropriate conclusions, and differentiating between causes and effects when identifying and diagnosing CFM problems and challenges;
- Knowledge of basic strategic planning techniques including how to use statistics to draw appropriate conclusions about the current status and the future of the court's CFMS;
- Ability to use data to inform and, as appropriate, to influence judges and others about what is and is not working, and to persuade the bench, staff, and justice system partners, when appropriate, of the need to make changes and the feasibility of proposed solutions;
- Knowledge of the change process, how to plan change, and how to apply sound project management principles and techniques to CFMS;

Key Features

The consolidated functional requirements standards are presented as a set of major business functions common to all courts especially LHC. Although the LHC activities do not always proceed in a simple, sequential pattern, the CFMS ordered the major categories to reflect the general flow of cases through the court plus the ancillary, supporting activities and utilities needed to accomplish case processing and management. The consolidated standards model retains this same general order of functional categories common to all case types, while resolving the differences among the individual sets of standards to arrive at 20+ major business functions:

1. Case Institutionalizations
2. Case Proceeding
3. Digitization
4. Record Management
5. Docketing
6. Document Circulation and Tracking
7. Document Dispatch
8. Calendaring
9. Hearings
10. Disposition
11. Order Management
12. Adjournment
13. Post Disposition Compliance and Execution
14. Copy Management
15. Scheduling Roster Sitting
16. Configuration Maintenance, Security, and Integrity
17. Audit Log/Trail
18. Management Reporting
19. Dashboarding
20. External Integrations (Bar Counsel, Promis, NADRA, FBR, SEC)
21. Multiple Channels (iPAD, Android and Web)
22. Rules Base
23. Knowledge Management Based
24. Print and scan (Barcode)

Note:

The vendors are required to submit their expression of interest (EOI) and propose their solution based on the information presented in the preceding paragraphs and in light of their experience and based on international best practices. The vendor may propose

additional features to the solution based on the understanding and best practices. The vendor needs to specify implementation and operational methodology and computing requirements of the solution in all respects.

5. INSTRUCTIONS TO VENDORS

5.1 Submission of Proposal

Applications for EOI-PQ containing EOI & Pre-Qualification Proposals one original and one (01) copy in separately sealed envelopes should be delivered into the Tender Box No.1, placed at reception of Punjab Information Technology Board, no later than **1500 hours on 4th March, 2015**. The proposals shall be publicly opened in the Committee Room of Punjab Information Technology Board, 11th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, at 1600 hours on **4th March, 2015**. In case the last date of proposal submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the proposals shall be the next working day.

The proposals are to be prepared in English language. The vendors must provide complete information along with supporting documents. Any lapses to provide essential information may result in disqualification of the vendor.

All documents submitted by the firms should preferably be delivered in one Packet/parcel for ease of handling and to avoid loss of documents. Any misleading statement(s) or information by any vendor will result into disqualification at any stage.

The Vendors can seek any clarification regarding the project, pre-qualification documents or evaluation criteria from the following:

Primary Contact

M Kashif Farooq

Sr. Program Manager

Email: kashif@pitb.gov.pk

11th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Ph: +92 42 35880062 Ext 1137

Iftikhar Ahmed

Assistant Registrar, LHC

Email: ifti_ahmad007@hotmail.com

IT Section, Lahore High Court, Lahore.

Ph: +92 42 99212951

Secondary Contact

Rizwan Rashid

Director General (IT)

Email: rizwan.rashid@pitb.gov.pk

11th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Ph: +92 42 35880062 Ext 1100

Interested Parties should note that during the period from the receipt of the proposal and till further notice from the Primary Contact, all queries should be communicated via the Primary Contact in writing or e-mail and cc to secondary contact.

Interested Parties/ are also required to state in their proposals the name, title, fax number and e-mail address of their authorized representative through whom all communications shall be directed until the process has been completed or terminated.

The Employer will not be responsible for any costs or expenses incurred by Interested Parties in connection with the preparation or delivery of proposals.

5.2 Joint Venture (JV)

5.2.1 Following are minimum qualification requirements of JV:

- i. Local Firms are encouraged to form Joint Ventures with the appropriate foreign/international firms. In case of a proposal from a Joint Venture, a legally valid and registered Agreement Deed to that effect, signed by all the partners to the Joint Venture shall be submitted with the proposal.
- ii. One partner of the participating Joint Venture shall be designated the Lead Partner. If awarded the contract, the Lead Partner would enter into legal agreement with the Client on behalf of the Joint Venture and would receive instructions and incur liabilities.
- iii. All partners shall be jointly and severally liable for the execution of the Contract in accordance with the agreed terms and conditions. In case of award of Contract, the Contract Agreement shall be signed by the Lead Partner. All the partners shall be jointly and severally liable for the execution of the project in accordance government rules and regulations.

5.2.2 The pre-qualification of a JV does not necessarily prequalify any of its partners individually.

5.3 Qualification Criteria

5.3.1 General

EOI-PQ will be based on all the criteria given in succeeding sections regarding the Vendor's financial soundness, experience, personnel and technical solution as indicated by the Vendor's responses in the forms given in this document.

5.3.2 Mandatory Basic Requirements

Only those vendors fulfilling the following basic requirements shall be considered for further evaluation (relevant documents to be attached):

1. Requirements to be Fulfilled by Lead Partner

- i. Certificate of Company/Firm Registration/Incorporation under the laws of Pakistan
- ii. Valid Income Tax Registration
- iii. Valid General Sales Tax Registration (Status should be active with FBR)
- iv. Submission of undertaking on legal valid and attested stamp paper that the firm is not blacklisted by any provincial or federal government department, agency, organization or autonomous body anywhere in Pakistan.

2. Requirements to be fulfilled by Other JV Partners (If any)

- i. Certificate of Company/Firm Registration/Incorporation under applicable laws
- ii. Valid Tax(es) Registration as applicable and relevant
- iii. Submission of legal valid undertaking that the firm is not blacklisted by any government organization anywhere in the world (if applicable)

3. Requirements to be fulfilled by Vendor/ JV Partners

- i. The Vendor must have relevant experience for implementation of the similar project(s). In case of a JV, this requirement may be fulfilled by any one of the JV partners.

5.3.3 Weightage /Marks

Distribution of Weightage/Marks shall be as under:

Sr. No.	Category	Weightage/Marks
1.	Experience of implementing at least one enterprise level product across a vertical. Extra credit will be given for International experience.	30
2.	Quality of relevant human resources	20
3.	Financial Strength (annual software services turnover in US Dollars)	10
4.	Vendor's proposed solution – a scalable/extensible product-based system; NOT a bespoke solution - with mandatory presentation. The strength of the solution will be determined on the basis of its rating by third-party evaluators such as Gartner. The number of sites where this product is being used and its reviews.	40
	Total:	100

Note: Prequalification status shall be determined on the Point scoring criteria. In order to qualify, the vendor must obtain overall **70 marks and at least 35% marks in each category as mentioned in the table above.**

PROVISO: Provided that if NONE or ONLY ONE (single) vendor obtains overall 70 marks, then the Purchaser SHALL decrease the Pass Mark limit to 60 marks. In other words, if TWO or more vendors obtain overall 70 marks, then the Pass Mark will NOT be decreased to 60 marks.

If Pass Marks are decreased to 60 marks, then ALL vendors with scores greater than or equal to 60 marks shall be qualified.

6. Other Factors

6.1 Only firms and JVs that have been prequalified under this procedure shall be invited to bid. A firm can apply for pre-qualification either individually or as part of only one JV. If a firm submits more than one EOI-PQ proposals, all proposals involving such firm (individually or as JV) shall be rejected and stands disqualified.

6.2 The Purchaser may reject all proposals at any time prior to the acceptance of a proposal. The Purchaser shall upon request, communicate to any Vendor, the grounds for its rejection of all proposals, but shall not be required to justify those grounds. The Purchaser shall incur no liability, solely, by virtue of its invoking sub-rule (1) of Rule-35 of Punjab Procurement Rules, 2014 towards the Vendors. However, Vendors shall be promptly informed about the rejection of the proposals, if any (As per Rule 35 of Punjab Procurement Rules, 2014).

6.3 The Vendor shall bear all costs / expenses associated with the preparation and submission of the Proposal(s) and the Employer shall in no case be responsible / liable for those costs / expenses.

Letter of Application

[Letterhead paper of the Vendor, or partner responsible for a joint venture, including full postal address, telephone no., fax no., telex no. and e-mail address]

Date:

To:

.....

[Name and address of the Employer]

Sir,

1. Being duly authorized to represent and act on behalf of..... (hereinafter "the Vendor"), and having reviewed and fully understood all the EOI-PQ information provided, the undersigned hereby applies to be pre-qualified for the Provision of CFMS for Lahore High Court:
2. Attached to this letter are copies of original documents defining:
 - (a) The Vendor's legal status;
 - (b) The principal place of business;
 - (c) The place of incorporation (for vendors who are corporations); or
The place of registration and the nationality of the owners (for vendors who are partnerships or individually-owned firms);
2. The Client and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this proposal, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by the Employer or its authorized representative to verify statements and information provided in this proposal, or with regard to the resources, experience, and competence of the Vendor.
4. The Employer and its authorized representatives may contact the following persons for further information, if needed.

General and Managerial Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2

Personnel Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2
Technical Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2
Financial Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2

5. This proposal is made with the full understanding that:
- (a) Proposals by pre-qualified vendors will be subject to verification of all information submitted for pre-qualification.

Vendors who are not joint ventures should delete para 6 and initial the deletions.

6. We confirm that in the event that we bid, that bid as well as any resulting contract will be:
- (a) entered into and signed by the same JV which is submitting this proposal.
- (b) signed so as to legally bind all partners, jointly and severally to execute contract; and
- (c) submitted with a Joint Venture agreement to bind all the partners to take liabilities in the event the contract is awarded to us.
7. The undersigned declare that the statements made and the information provided in the proposal are complete, true, and correct in every detail.

Signature of the Applicant

Application Form A-1

General Information

All individual firms and each partner of a Joint Venture applying for pre-qualification are requested to complete the information in this form. Nationality information is also to be provided for foreign owners or vendors who are forming part of the Joint Ventures.

1	Name of Firm	
2	Head Office Address	
3	Telephone	Contact Person: Name: Title:
4	Fax	Telex
5	Place of incorporation/Registration	Year of incorporation/registration

Application Form A-2

General Experience

Name of Vendor or Partner of a joint venture
--

All individual firms and all partners of a joint venture are requested to complete the information in this form.

JVs Lead Partner

Starting Month Year	Ending Month Year	Year	Contract Name, Name & Address of Employer Brief Description of Works Executed	Role of Vendor

Partner No. 2

Starting Month Year	Ending Month Year	Year	Contract Name, Name & Address of Employer Brief Description of Works Executed	Role of Vendor

Partner No. 3

Starting Month Year	Ending Month Year	Year	Contract Name, Name & Address of Employer Brief Description of Works Executed	Role of Vendor

Partner No. 4

Starting Month Year	Ending Month Year	Year	Contract Name, Name & Address of Employer Brief Description of Works Executed	Role of Vendor

Application Form A-3

Similar Experience

Name of Vendor or partner of a joint venture
--

On a separate page, using the format of Application Form A-4, each vendor or partner of a Joint Venture is required to list all contracts of a similar nature and complexity to the contract for which the Vendor wishes to qualify, undertaken during the last three years. The information is to be summarized, using Application Form A-4, for each contract completed or under execution by the vendor or JV partners

Application Form A-4

Contracts of Similar Nature and Complexity

Name of Vendor or partner of a joint venture
--

Use a separate sheet for each contract.

1	Name of Contract
	Country
2	Name of Employer
3	Employer Address
4	Nature of works and special features relevant to the contract for which the Vendor wishes to prequalify ----- -----
5	Contract Role (Tick One) (a) Sole Contractor (b) Sub- Contractor (c) Partner in a Joint Venture
6	Value of the total contract (in specified currencies) at completion, or at date of award for current contract Currency..... Currency..... Currency.....
7	Value in Pak/Rs.....
8	Date of Award.....
9	Date of Completion.....
10	Contract Duration (Years and Months)

	_____ Years _____ Months
11	Specified Requirements ----- ----- ----- -----

Personnel Capabilities

Name of Vendor

For specific positions essential to contract execution, Vendors should provide the names of candidates qualified to meet the specified requirements. The data on their experience should be supplied on separate sheets of CV's.

1	Title of Position
	Name of Prime Candidate

Application Form A-6

Financial Strength

Name of Vendor or Lead Partner of a Joint Venture

Vendors, including Lead Partner of a joint venture, should provide financial information to demonstrate that they meet the specified requirements. A copy of the audited reports/balance-sheets should be attached.

Bank	Name of bank	
	Address of bank	
	Telephone	Contact name and title
	Fax	Telex

All individual firms and Lead Partner of JV are requested to provide information related to annual turnover.

Annual Turnover		
Year	Turnover (in Pak Rupees)	Turnover in Millions.
1.		
2.		
3.		

Summarize actual assets and liabilities in Pak Rupees for the previous three years, based upon known commitments, projected assets and liabilities in Pak Rupees.

Financial information in Pak Rs.	Detail of Last three year		
	1	2	3
1. Total assets			
2. Current assets			
3. Total liabilities			
4. Current liabilities			
5. Profits before taxes			
6. Profits after taxes			

Firms owned by individuals, and partnerships, may submit their audit reports / balance sheets certified by a registered accountant.

Joint Venture Summary

Names of all Partners of a Joint Venture
1. Lead Partner
2. Partner
3. Partner
4. Partner