روزنامہ جنگ لاہور (11) 30 اکتوبر 2012ء

Punjab Information Technology Board (PITB)

INVITATION TO BID

Punjab Information Technology Board (PITB) invites proposals, for Procurement of Services for Deployment of Citizens Services Portal for City District Government, Lahore under MRF.

2. Tender Document is available at www.pitb.gov.pk and www.ppra.punjab.gov.pk. The procurement shall be completed in accordance with Punjab Procurement Rules 2009, on Single Stage - Two Envelope Procedure.

3. A single package containing Technical and Financial separate Bids, duly completed, signed, stamped, sealed and in complete conformity with Tender Document should be dropped, in the Tender Box No.2 placed at Reception of the PITB office, 11th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road Lahore, no later than 1500 Hrs, by 15-days of first publication of this advertisement.

4. Bids which are incomplete, not sealed, not signed and stamped, and late or submitted by other than specified mode will not be considered.

5. All prospective bidders are required to register themselves with the Procurement Assistant, PITB at above given address, collect a Challan Form to submit an amount Rs. 500/- in given head at State Bank of Pakistan or National Bank of Pakistan, the deposit slip must accompany the bids, elsewise the bid will stand rejected.

6. Income/Sales tax registration certificate and other documents as mentioned in Tender Document must accompany the bids. Taxes will be deducted as per GOP rules.

Note: PITB management reserves the right to cancel tender / reject any or all bids without assigning any reason.

Joint Director (Development & Procurement)

Punjab Information Technology Board
11th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.
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IPL-14405

Tender Document

Procurement of Services for Deployment of Citizens Services Portal For City District Government, Lahore

Punjab Information Technology Board (PITB)

Government of the Punjab

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

346-B, Main Ferozepur Road, Lahore, PAKISTAN

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

URL: www.pitb.gov.pk

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Important Note:

Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny. It is intimated that no objection shall be entertained regarding the terms and conditions of the Bidding Document at the later stages during tender process.

Applicability of Punjab Procurement Rules, 2009

This Bidding Process will be governed under Punjab Procurement Rules, 2009, as amended from time to time and instructions of the Government of the Punjab received during the completion of the project

1. Invitation to Bid

1.1 PPRA Rules to be followed

Punjab Procurement Rules 2009 will be strictly followed. These may be obtained from PPRA's website:

http://ppra.punjab.gov.pk/PublicPages/prorules1.aspx

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules 2009.

1.2 Mode of Advertisement(s)

As per Rule 12(1), this Tender is being placed online at PPRA's website, as well as being advertised in print media.

As per Rule 12(3), this Tender is also placed online at the website of Purchaser. The bidding document carrying all details can be downloaded from PITB's website http://www.pitb.gov.pk and from PPRA's website www.ppra.punjab.gov.pk for information only. All prospective bidders are required to register themselves with the Procurement Assistant, PITB at above given address, collect a Challan Form to submit an amount Rs. 500/- in given head at State Bank of Pakistan or National Bank of Pakistan, the deposit slip must accompany the bids, elsewise the bid will stand rejected.

1.3 Type of Open Competitive Bidding

As per Rule 36(b), Single Stage - Two Envelope Procedure shall be followed. This is as follows:

- The bid shall comprise of a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- The envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion;
- Initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened;
- The envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency without being opened;
- The Purchaser shall evaluate the technical proposal in a manner prescribed in Section 9, 15, 25 and Annexure-A of this document, without reference to the price and reject any proposal which does not conform to the specified requirements as listed in said Sections.
- During the technical evaluation no amendments in the technical proposal shall be permitted;
- The financial proposals of technically qualified bidders shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;

- After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted and qualified bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders.

In accordance with these rules, interested companies (hereinafter referred to as "Bidders") applying for bids should submit two separate bids/envelopes for Financial Proposal and Technical Proposal.

2. Bidding Details (Instruction to Bidders)

All bids must be accompanied by a call deposit (CDR) of 02% of quoted price in favor of "Punjab Information Technology Board". The bids along with the CDR, Tender Forms, Affidavits, etc., must be delivered into the Tender Box No.2, placed at reception of Punjab Information Technology Board, Lahore on or before 1500 hrs no later than fifteen (15) days after the first publication of advertisement in newspaper. The Technical bids will be publicly opened in the Committee Room of Punjab Information Technology Board, 11th Floor, Arfa Software Technology Park, 346-B, Main Ferozepur Road, Lahore, at 1600 hours on the last date of submission of bids.

Queries of the Bidders (if any) for seeking clarifications regarding the specifications of the services must be received in writing to the Purchaser within five working days from the date of Tender advertisement. Any query received after five working days shall not be entertained. All queries shall be responded to within due time. PITB may host a Q&A session, if required, at PITB premises (11th Floor, Arfa Software Technology Park, 346-B, Main Ferozepur Road, Lahore). All Bidders shall be informed of the date and time in advance.

The bidder must submit bids on the basis of complete fulfillment of requirements. Failure to meet this condition will cause disqualification of the bidder. The bidder shall submit bids which comply with the Bidding Document. Alternative bids will not be considered. The attention of bidders is drawn to the provisions of Clause on "Determination of Responsiveness of Bid" regarding the rejection of Bids, which are not substantially responsive to the requirements of the Bidding Document.

Bidders should note that during the period from the advertisement of the tender till the time of receipt of the bid, all queries should be communicated to both the Contact Persons and in writing (e-mail) only.

The Contact Persons for all correspondence in relation to this bid is as follows:

Mr. Muhammad Fasieh Mehta (primary contact)
Senior Program Manager
Email: fasiehmehta@pitb.gov.pk
11th Floor, Arfa Software Technology Park, 346-B,
Main Ferozepur Road, Lahore, Pakistan.

Mr. Aamir Zafar Chaudry (secondary contact)
Director General, IT
Email: aamir@pitb.gov.pk
11th Floor, Arfa Software Technology Park, 346-B,
Main Ferozepur Road, Lahore, Pakistan.

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

The Purchaser will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

As authority competent to accept the tender, the Purchaser reserves the right to cancel the tender, accept or reject one or all bids without assigning any reason thereof.

Failure to supply required items/services within the specified time period will invoke penalty as specified in this document. In addition to that, Call Deposit Receipt (CDR) amount will be forfeited and the company will not be allowed to participate in future tenders as well.

3. Responsiveness of Bid

3.1. Bidders shall ensure that they fully comply with the instructions set out in this document of the bid for the submission of their responses.
3.2. Bidders shall provide a comprehensive written reply to each applicable section of this TENDER. Bidders are requested to be as informative as possible and fully compliant to the reference solution design along with compliance to Microsoft Development & Implementation standards.
3.3. Tenderers are requested to provide concise and factual responses and to refrain from including excerpts from existing marketing material in their submissions.
3.4. The Tender shall be in two parts i.e. the technical proposal and the financial proposal. Each proposal shall be in two sets i.e. the original and the copy. In the event of any discrepancy between the original and the duplicate, the original shall govern.

4. Bidder's/Contractor's Responsibility

4.1. Provide feedback and acceptance on all submitted artifacts in a timely manner.
4.2. Addition of any new technical requirements pertaining to this scope of work.
4.3. Contractor accessing the systems or networks will be required to sign a Non-Disclosure Agreement (NDA).
4.4. Contractor shall be responsible for the professional quality, technical accuracy, completeness, and coordination of all reports, information, and other items or services to be furnished.
4.5. Contractor shall provide 24/7 support during deployment and 6 months post deployment.

5. PITB's Responsibility

Provide reasonable access to relevant technical resources, data and reports that are currently

available and legitimately required by the Vendor for the conduct of these services.

6. Support and Maintenance SLA:

6.1. PITB is soliciting a Service Level Agreement (SLA) with the vendor to provide maintenance and support of implemented services for 12 months (if availed).

6.2. All Tenderers are requested to provide total monthly cost of SLA for the Solution support and maintenance.

6.3. Time period of Support and Maintenance/ SLA (if SLA option is availed) will start upon expiry of the standard 6 months all-inclusive warranty period. Warranty period will start from the date of issuance of NOC by the purchaser upon successful completion of the project.

6.4. For support/maintenance services, the Tenderer shall comply with the following principles:

6.5. The SLA fees proposal shall include all services necessary to restore full operating functionality and capacity including but not limited to: technical support services, emergency support and software support. These are to be presented as separate line items.

TERMS & CONDITIONS OF THE TENDER

7. Definitions

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

7.2. "Authorized Representative" means any representative appointed, from time to time, by the Client, the Purchaser or the Contractor.

7.3. “Availability and Reliability¨ means the probability that a component shall be operationally ready to perform its function when called upon at any point in time.

7.4. "Client" means the end user / Government Department for whom the Services are being rendered by the Purchaser.

7.5. “Bidder/Tenderer” means a Firm/Company/Supplier/Distributor that provides the said Services for deployment and support, duly certified by the relevant Principal and have registered for the relevant business thereof.

7.6. "Commencement Date of the Contract" means the date of signing of the Contract between the Purchaser and the Contractor.

7.7. "Contract" means the agreement entered into between the Purchaser and the Contractor, as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.

7.8. "Contractor / Vendor" means the Tenderer whose Tender has been accepted and awarded letter of Intent followed by a Contract signed with the Purchaser.

7.9. "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of its contractual obligations.

7.10. "Contract Value" means that portion of the Contract Price adjusted to give effect to such additions or deductions as are provided for in the Contract which is properly apportion-able to the Goods or Services in question.

7.11. "Defects Liability Expiry Certificate" means the certificate to be issued by the Client to the Contractor, in accordance with the Contract.

7.12. "Day" means calendar day.

7.13. "Defects Liability Period" means the warranty period following the taking over, during which the Contractor is responsible for making good, defects and damage in Goods and Services provided, under the Contract.

7.14. "Force Majeure" means an event beyond the control of the Contractor and not involving the Contractor's fault or negligence and not foreseeable. Such events may include, but are not

restricted to, acts of the Purchaser in its sovereign capacity, wars, revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

7.15. "Goods" means equipment, machinery, and/or other materials which the Contractor is required to supply to the Purchaser under the Contract.

7.16. "Person" includes individual, association of persons, firm, company, corporation, institution and organization, etc., having legal capacity.

7.17. "Prescribed" means prescribed in the Tender Document.

7.18. "Purchaser" means the Punjab Information Technology Board (PITB), or any other person for the time being or from time to time duly appointed in writing by the Purchaser to act as Purchaser for the purposes of the Contract.

7.19. "Origin" shall be considered to be the place where the Goods are produced or from where the Services are provided. Goods are produced when, through manufacturing, processing or assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The origin of Goods and Services is distinct from the nationality of the Contractor.

7.20. "Services" means installation, configuration, deployment, commissioning, testing, training, support, after sale service, etc. of Goods and other such obligations which the Contractor is required to provide to the Purchaser under the Contract.

7.21. “Taking-Over Certificate" means the certificate to be issued by the Client to the Contractor, in accordance with the Contract.

7.22. "Works" means work to be done by the Contractor under the Contract.

7.23. "MRF" means Microsoft Re-investment Fund.

8. Headings and Titles

In this document, headings and titles shall not be construed to be part thereof or be taken into consideration in the interpretation of the document and words importing the singular only shall also include the plural and vice versa where the context so requires.

9. Notice

9.1. In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions amongst the Contractor, the Purchaser and the Client, the same shall be:

9.2. in writing;

9.3. issued within reasonable time;

9.4. served by sending the same by courier or registered post to their principal office in Pakistan or such other address as they shall notify for the purpose; and The words "notify", "certify", "order", “consent”, “approve”, "instruct", shall be construed accordingly.

10. Tender Eligibility

10.1. Eligible Tenderer is a Tenderer who:

10.2. has a registered office in Pakistan;

10.3. has at least 2 years’ experience and required competencies confirmed by Microsoft (valid certification);

10.4. has a history of at least 2 successful implementations of Microsoft CRM 2011 and Microsoft SharePoint Portal Server 2010.

10.5. has the required relevant qualified personnel [at least 2 certified resources on MS CRM 2011 and 2 certified resources in SharePoint 2010] and enough strength (technical, human resource and financial) to fulfill the requirement of assignment.
10.6. Valid registration certificates of the company for Income Tax & Sales Tax with last 3 years tax returns filed duly signed by the Authorized representative
10.7. Conforms to the clause of “Responsiveness of Bid” given herein this tender document.
10.8. Goods and Services can only be supplied / sources / routed from “origin” in “eligible” member countries.
10.9. “Eligible” is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan
10.10. "origin" shall be considered to be the place where the Goods are produced or from which the Services are provided. Goods are produced when, through manufacturing, processing or substantial and major assembling of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

11. Tender Cost

The Tenderer shall bear all costs / expenses associated with the preparation and submission of the Tender(s) and the Purchaser shall in no case be responsible / liable for those costs / expenses.

12. Joint Venture

Joint venture or partnership firms are not eligible for this tender. Only those companies which are validly registered with sales tax and income tax departments and having sound financial strengths can participate.

13. Examination of the Tender Document

The Tenderer is expected to examine the Tender Document, including all instructions and terms and conditions.

14. Clarification of the Tender Document

The prospective bidder can require further information or clarification of the Tender Document, within 05 working days of issuance of tender in writing.

15. Amendment of the Tender Document

15.1. The Purchaser may, at any time prior to the deadline for submission of the Tender, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Tender Document, on any account, for any reason. All amendment(s) shall be part of the Tender Document and binding on the Bidder(s).
15.2. The Purchaser shall notify the amendment(s) in writing to the prospective Tenderers.
15.3. The Purchaser may, at its exclusive discretion, amend the Tender Document to extend the deadline for the submission of the Tender, in which case all rights and obligations of the Purchaser and the Tenderers previously subject to the deadline shall thereafter be subject to the deadline as extended.

16. Preparation / Submission of Tender

16.1. The Tender and all documents relating to the Tender, exchanged between the Tenderer and the Purchaser, shall be in English. Any printed literature furnished by the Tenderer in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the Tender.

16.2. The Tender shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Charts, Drawings, Documents, Brochures, Literature, etc. which shall be typed, completely filled in, stamped and signed by the Tenderer or his Authorized Representative. In case of copies, photocopies may be submitted.

16.3. The Tender shall be in two parts i.e. the technical proposal and the financial proposal. Each proposal shall be in two sets i.e. the original and the copy. In the event of any discrepancy between the original and the duplicate, the original shall govern.

16.4. The Technical Proposal shall comprise the following, without quoting the price:

- 16.4.1. Technical Proposal Form (Annexure-B)
- 16.4.2. Proposed technical solution
- 16.4.3. Participating vendor should have a strong local presence for proper solution deployment.
- 16.4.4. Flexibility of the Vendor to meet changes of PITB's requirements during the contract.
- 16.4.5. Authorized Dealership / Agency Certificate / Partnership Certificate(s)
- 16.4.6. Complete Project Plan with resource details (Resources details, Expected Job description of each resource, Organizational Chart (oak Chart), Resource Consumption Sheet). Time to supply and deploy (minimal to business will be rated higher)
- 16.4.7. Details of relevant Microsoft's technologies' Deployments with documentary proof of successful deployment from Clients (relevant Clientele details including (Name of customer, name of customer contact person, contact information of customer, email address etc.))
- 16.4.8. Number of support resources currently deployed across different customers with detailed resumes/CVs, catering to SLA and Managed Support on similar projects with documentary proof.
- 16.4.9. Details of Microsoft Certified Professionals for implementation, training and maintenance with documentary proof including CVs.
- 16.4.10. Value addition offer other than demanded requirements.
- 16.4.11. Advance Income Tax copy (Last Challan Copy) of salaries of employees dedicated for this project.
- 16.4.12. The Contractor's financial capacity to mobilize and sustain the Supply of Hardware/Equipment and Services is imperative. In the Proposal, the Bidder is required to provide information on its financial status. This requirement can be met by submission of one of the following: audited financial statements for the last Three (03) years, supported by audit letters and tax returns duly signed and stamped by authorized representative.
- 16.4.13. Financial Capacity as per Annexure-K.
- 16.4.14. Affidavit and Undertaking (All terms & conditions and qualifications listed anywhere in the RFP have been satisfactorily vetted) (Annexure-G&H)
- 16.4.15. Covering letter duly signed and stamped by authorized representative. (Annexure-E)
- 16.4.16. Evidence of eligibility of the Tenderer and the Services
- 16.4.17. Evidence of conformity of the Services to the Tender Document
- 16.4.18. Technical Brochures / Literature
- 16.4.19. Details of post deployment support (e.g. level of support, draft of SLA etc)

16.4.20. Power of Attorney, if an authorized representative is appointed (Annexure-F)
16.4.21. Any other information to support proposal.

16.5. The Financial Proposal shall comprise the following:
16.5.1. Financial Proposal Form (Annexure-C)
16.5.2. Price Schedule (Annexure-D)
16.5.3. Tender Security (02% of the total bid amount in shape of CDR) (Annexure- I)

17. Tender Price

17.1. The quoted price shall be:
17.1.1. best / final / fixed and valid until completion of all obligations under the Contract i.e. not subject to variation / escalation;
17.1.2. in Pak Rupees;
17.1.3. inclusive of SLA cost
17.1.4. inclusive of all taxes, duties, levies, insurance, freight, etc.

17.2. If not specifically mentioned in the Tender(s), it shall be presumed that the quoted price is as per the above requirements.

17.3. Where no prices are entered against any item(s), the price of that item shall be deemed to have been distributed among the prices of other items, and no separate payment shall be made for that item(s).

17.4. Each cost should be identified as installation (one time) or monthly/quarterly/yearly (recurring) for any other equipment rental or any support of operation services thereof.

18. Tender Security

18.1. The Tenderer shall furnish the Tender Security as under:

18.2. As part of financial bid envelope, failing which will cause rejection of bid.
18.1.1. Tender would be submitted by the Bidder;
18.1.2. if Total Tender Price is less than or equal to PKR 100 Million, in the form of Demand Draft / Pay Order / Call Deposit Receipt, in the name of the Purchaser;
18.1.3. if the Total Tender Price is more than PKR 100 Million, in the form of Bank Guarantee, issued by a scheduled bank operating in Pakistan, in the name of the Purchaser, as per the format provided in the Tender Document;
18.1.4. for a sum equivalent to 2% of the Total Tender Price;
18.1.5. denominated in Pak Rupees;
18.1.6. have a minimum validity period of ninety days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later.

18.3. The proceeds of the Tender Security shall be payable to the Purchaser, on the occurrence of any / all of the following conditions:
18.3.1. If the Tenderer withdraws the Tender during the period of the Tender validity specified by the Tenderer on the Tender Form; or
18.3.2. If the Tenderer does not accept the corrections of his Total Tender Price; or
18.3.3. If the Tenderer, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the tender document.

18.4. The Tender security shall be returned to the technically unsuccessful Tenderer with unopened/sealed financial bid while the unsuccessful bidders of financial bid opening procedure will be returned the tender security only. The Tender Security shall be returned to the successful Tenderer on furnishing the Performance Security.

19. Tender Validity

The Tender shall have a minimum validity period of ninety days from the last date for submission of the Tender. The Purchaser may solicit the Tenderer's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing. If the Tenderer agrees to extension of validity period of the Tender, the validity period of the Tender security shall also be suitably extended. The Tenderer may refuse extension of validity period of the Tender, without forfeiting the Tender security.

20. Modification / Withdrawal of the Tender

20.1. The Tenderer may, by written notice served on the Purchaser, modify or withdraw the Tender after submission of the Tender, prior to the deadline for submission of the Tender.

20.2. The Tender, withdrawn after the deadline for submission of the Tender and prior to the expiration of the period of the Tender validity, shall result in forfeiture of the Tender Security.

21. Opening of the Tender

20.1. Tenders shall be opened, at the given place, time and date, in the presence of the Tenderer(s) for which they shall ensure their presence without further invitation.

20.2. The Tenderer's name, modifications, withdrawal, security, attendance of the Tenderer and such other details as the Purchaser may, at its exclusive discretion, consider appropriate, shall be announced and recorded.

20.3. No tenderer or its representative will be allowed to keep any digital device (camera, audio recorder, cell phone etc.) during tender opening meeting at given time and location. Non-compliance will cause the rejection of respective bidder.

22. Clarification of the Tender

The Purchaser shall have the right, at his exclusive discretion, to require, in writing, further information or clarification of the Tender, from any or all the Tenderer(s). No change in the price or substance of the Tender shall be sought, offered or permitted except as required to confirm the corrections of arithmetical errors discovered in the Tender. Acceptance of any such correction is sold discretion of the purchaser.

23. Determination of Responsiveness of the Bid (Tender)

23.1. The Purchaser shall determine the substantial responsiveness of the Tender to the Tender Document, prior to the Tender evaluation, on the basis of the contents of the Tender itself without recourse to extrinsic evidence. A substantially responsive Tender is one which:

- 23.1.1. meets the eligibility criteria for the Tenderer / the Goods / the Services;
- 23.1.2. meets the Technical Specifications for the Goods / the Services;
- 23.1.3. meets the delivery period / point for the Goods / the Services;
- 23.1.4. meets the rate and limit of liquidated damages;
- 23.1.5. offers fixed price quotations for the Goods / the Services;
- 23.1.6. is accompanied by the required Tender Security as part of financial bid envelope;
- 23.1.7. The original receipt of tender fee submitted, attached with technical bid envelope;
- 23.1.8. is otherwise complete and generally in order;
- 23.1.9. Conforms to all terms and conditions of the Tender Document, without material deviation or reservation.

23.2. A material deviation or reservation is one which affects the scope, quality or performance of the Goods or limits the Purchaser's rights or the Tenderer's obligations under the Contract.

23.3. The Tender determined as not substantially responsive shall not subsequently be made responsive by the Tenderer by correction or withdrawal of the material deviation or reservation. However, the Purchaser may waive off any minor non-conformity or inconsistency or informality or irregularity in the Tender.

24. Correction of errors / Amendment of Tender

24.1. The Tender shall be checked for any arithmetic errors which shall be rectified, as follows:

24.1.1. if there is a discrepancy between the amount in figures and the amount in words for the Total Tender Price entered in the Tender Form, the amount which tallies with the Total Tender Price entered in the Price Schedule, shall govern.

24.1.2. if there is a discrepancy between the unit rate and the total price entered in the price Schedule, resulting from incorrect multiplication of the unit rate by the quantity, the unit rate as quoted shall govern and the total price shall be corrected, unless there is an obvious and gross misplacement of the decimal point in the unit rate, in which case the total price as quoted shall govern and the unit rate shall be corrected.

24.1.3. if there is a discrepancy in the actual sum of the itemized total prices and the total tender price quoted in the Price Schedule, the actual sum of the itemized total prices shall govern.

24.2. The Tender price as determined after arithmetic corrections shall be termed as the Corrected Total Tender Price which shall be binding upon the Tenderer.

24.3. Adjustment shall be based on corrected Tender Prices. The price determined after making such adjustments shall be termed as Evaluated Total Tender Price.

24.4. The cost of making good any deficiency resulting from any acceptable, quantifiable variations and deviations from the terms and conditions of the Contract / Technical Specifications, shall be added to the corrected Tender Price for comparison purposes only. No credit shall be given for offering delivery period earlier than the specified period.

24.5. The Tenderer shall state the Tender Price for the payment terms outlined in the Conditions of Contract which will be considered for the evaluation of the Tender. The Tenderer may state alternate payment terms and indicate the reduction in the Tender price offered for such alternative payment terms. The Purchaser may consider the alternative payment terms offered by the Tenderer.

24.6. The Tenderers may offer discounts for items which shall be taken into account in the evaluation of the Tenders so as to determine the Tender offering the lowest evaluated cost for the Purchaser in deciding award(s) for whole tender.

25. Rejection / Acceptance of the Tender

25.1. The Purchaser shall have the right, at his exclusive discretion, to increase / decrease the quantity of any or all item(s) without any change in unit prices or other terms and conditions, accept a Tender reject any or all tender(s), cancel / annul the Tendering process at any time prior to award of Contract, without assigning any reason or any obligation to inform the Tenderer of the grounds for the Purchaser's action, and without thereby incurring any liability to the Tenderer and the decision of the Purchaser shall be final.

25.2. The Tender shall be rejected if it is:

25.1.1. substantially non-responsive; or

25.1.2. submitted in other than prescribed forms, annexes, schedules, charts, drawings, documents / by other than specified mode; or
25.1.3. incomplete, un-sealed, un-signed, printed (hand written), partial, conditional, alternative, late; or
25.1.4. subjected to interlineations / cuttings / corrections / erasures / overwriting; or
25.1.5. the Tenderer submits more than one Tenders; or
25.1.6. the Tenderer refuses to accept the corrected Total Tender Price; or
25.1.7. the Tenderer has conflict of interest with the Purchaser; or
25.1.8. the Tenderer tries to influence the Tender evaluation / Contract award; or
25.1.9. the Tenderer engages in corrupt or fraudulent practices in competing for the Contract award.

25.3. there is any discrepancy between bidding documents and bidder's proposal i.e. any non-conformity or inconsistency or informality or irregularity in the submitted bid.

25.4. the Tenderer submits any financial conditions as part of its bid which are not in conformity with tender document.

26. Award Criteria

26.1. At first step, eligible tenderer(s) as per clause-10 of RFP fulfilling mandatory requirements and technical evaluation criteria will stand technically qualified

26.2. At second step, technically qualified and successful tenderer(s) will be selected on lowest cost quoted, irrespective of their score in the previous step.

27. Acceptance Letter (Letter of Intent)

The Purchaser shall, send the Acceptance Letter (Letter of Intent) to the successful Tenderer against each lot, prior to the expiry of the validity period of the Tender, which shall constitute a contract, until execution of formal contract. However, the Purchaser reserves exclusive rights to cancel the letter of intent at any time, without giving any reason thereof. The supply time of the tenderer/contractor shall start from date of issuance of the letter of intent.

28. Performance Security

28.1. The successful Tenderer shall furnish Performance Security as under:
28.1.1. within seven (7) working days of the issuance the Acceptance Letter by the Purchaser;
28.1.2. in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document ;
28.1.3. The technically and financially successful tenderer submits a sum equivalent to 10% of the total contract value for a period of two (02) years, on a yearly basis, with an undertaking to renew the Bank Guarantee before the end of each year, one month before the expiry period of the submitted bank guarantee.
28.1.4. have a minimum validity period of ninety days from the date of Award Notification or until the date of expiry of warranty period, support period or termination of services, whichever is later.

28.2. The proceeds of the Performance Security shall be payable to the Purchaser, on occurrence of any / all of the following conditions:
28.2.1. If the Contractor commits a default under the Contract;
28.2.2. If the Contractor fails to fulfill any of the obligations under the Contract;
28.2.3. If the Contractor violates any of the terms and conditions of the Contract.

28.3. The Contractor shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. The Performance Security shall be returned to the Tenderer within thirty working days after the expiry of its validity on written request from the Contractor.

29. Redressal of grievances by the procuring agency

29.1. The procuring agency shall constitute a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.

29.2. Any bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than fifteen days after the announcement of the bid evaluation report.

29.3. The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.

29.4. Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.

29.5. Any bidder not satisfied with the decision of the committee of the procuring agency may lodge an appeal in the relevant court of jurisdiction

Contract for
CITIZEN E-SERVICES
FOR
CITY DISTRICT GOVERNMENT LAHORE

between

Punjab Information Technology Board (PITB)

and

[name of Contractor]

Dated:

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I. Agreement

This CONTRACT AGREEMENT (this "Contract") made as of the **[day]** of **[month]**, **[year]**, between **[full legal name of the Purchaser]** (the "Purchaser"), on the one part,

and

[full legal name of Contractor], on the other part severally liable to the Purchaser for all of the Contractor's obligations under this Contract and is deemed to be included in any reference to the term "Contractor."

RECITALS

WHEREAS,

(a) The Government through the Purchaser intends to spend a part of its budget / funds for making eligible payments under this contract. Payments made under this contract will be subject, in all respects, to the terms and conditions of the Contract in lieu of the consulting services as described in the contract.

(b) The Purchaser has requested the Contractor to provide certain services as described in Tender Document; and

(c) The Contractor, having represented to the Purchaser that it has the required professional skills, and personnel and technical resources, has agreed to provide such services on the terms and conditions set forth in this Contract.

NOW THEREFORE, the Parties to this Contract agree as follows:

1. The Contractor hereby covenants with the Purchaser to supply the Services and provide the Services, in conformity in all respects with the provisions of the Contract, in consideration of the payments to be made by the Purchaser to the Contractor.
2. The Purchaser hereby covenants with the Contractor to pay the Contractor, the Contract Price or such other sum as may become payable, at the times and in the manner, in conformity in all respects with the provisions of the Contract, in consideration of supply of the Services.
3. The following shall be deemed to form and be read and construct as part of this Contract:
    - **a.** The Tender Document
    - **b.** Bidder's Proposal
    - **c.** Terms and Conditions of the Contract
    - **d.** Special Stipulations
    - **e.** The Technical Specifications
    - **f.** Tender Form
    - **g.** Price Schedule
    - **h.** Affidavit(s)
    - **i.** Authorized Dealership / Agency Certificate
    - **j.** Performance Security
    - **k.** Service Level Agreement (SLA) (if required)
    - **l.** Non-Disclosure Agreement (if required)
    - **m.** Any Standard Clause acceptable for Purchaser

4. This Contract shall prevail over all other documents. In the event of any discrepancy / inconsistency within the Contract, the above Documents shall prevail in the order listed above.

IN WITNESS whereof the Parties hereto have caused this Contract to be executed in accordance with the laws of **Pakistan** as of the day, month and year first indicated above.

For **[full legal name of the Purchaser]:**	For **[full legal name of the Contractor]:**
Signature	Signature
Name	Name
Witnessed By:	Witnessed By:

WITNESSES

Signature _____	Signature _____
CNIC # _____	CNIC # _____
Name _____	Name _____
Designation_____	Designation _____
Address _____	Address _____

II General Conditions of Contract

30. Contract

The Purchaser shall, after receipt of the Performance Security from the successful Tenderer, send the Contract provided in the Tender Document, to the successful Tenderer. Within three working days of the receipt of such Contract, the Tenderer shall sign and date the Contract and return it to the Purchaser.

31. Contract Documents and Information

The Contractor shall not, without the Purchaser's prior written consent, make use of the Contract, or any provision thereof, or any document(s), specifications, drawing(s), pattern(s), sample(s) or information furnished by or on behalf of the Purchaser in connection therewith, except for purposes of performing the Contract or disclose the same to any person other than a person employed by the Contractor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

32. Contract Language

The Contract and all documents relating to the Contract, exchanged between the Contractor and the Purchaser, shall be in English. The Contractor shall bear all costs of translation to English and all risks of the accuracy of such translation.

33. Contract Duration

The contract duration shall be 20 months and will start from the issuance of letter of intent. It will include successful deployment, 6 month post deployment warranty period and 12 months post warranty SLA period (if required). Contract may be extended by mutual agreement for SLA and/or services as per the provisions of PPRA rules.

34. Warranty Period

Warranty period will start from the date of issuance of NOC by the purchaser upon successful completion of the project. The warranty period shall include customization and changes in the work flows (minor), removal of errors/bugs in the software and reports, all services necessary to restore full operating functionality and capacity including but not limited to: technical support services, emergency support and software support.

35. Standards

The Services provided under this Contract shall conform to the authoritative latest industry standards.

36. Intellectual Property Rights

The Contractor shall indemnify and hold the Purchaser harmless against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Service or any part thereof.

All documentation, coding, source code generated for this project, including but not limited to all

sorts of business processes with workflows identified, architecture used, active directory, database, the reports criteria and its components shall be the exclusive property of the Government of Punjab through Punjab Information Technology Board. Bidder will be responsible to return all this to the Purchaser.

37. Execution Schedule

The Contractor shall submit an Execution Schedule, giving details of services rendered, as required under the Contract, to the Client, within ten days of the signing of the Contract.

38. Payment

38.1. The Contractor shall submit an Application for Payment (Invoice), in the prescribed form, to the Client. The Application for Payment shall: be accompanied by such invoices, receipts or other documentary evidence as the Client may require; state the amount claimed; and set forth in detail, in the order of the Price Schedule, particulars of the Services provided, up to the date of the Application for Payment and subsequent to the period covered by the last preceding Certificate of Payment, if any.

38.2. The Purchaser shall issue a Certificate of Payment, in the prescribed form, with a copy to the Contractor, verifying the amount due, within seven days of receipt of an Application for Payment. The Client may withhold a Certificate of Payment on account of defect(s) / short coming(s) in the services provided. The Client may make any correction or modification in a Certificate of Payment that properly be made in respect of any previous certificate.

38.3. The Purchaser shall issue a NOC and Microsoft will pay the amount verified in the Certificate of payment through Microsoft Reinvestment Fund (MRF). Payment shall not be made in advance.

38.4. Payments shall be made against successful complete deployment of the project and satisfactory services rendered as per the SLA (SLA payments shall be made on monthly / on pro-rata basis when applicable.

39. Price

The Contractor shall not charge prices for the Services provided and for other obligations discharged, under the Contract, varying from the prices quoted by the Contractor in the Price Schedule or not agreed by the Purchaser as per this Contract

40. Contract Amendment

40.1. The Purchaser may, at any time, by written notice served on the Contractor, alter, amend, omit, increase, decrease or otherwise change the nature, quality, quantity and scope, of all / any of the Services / the Works, in whole or in part.

40.2. The Contractor shall, within ten working days of receipt of such notice, submit a cost estimate and execution schedule of the proposed change (hereinafter referred to as the Change), to the Purchaser.

40.3. The Contractor shall not execute the Change until and unless the Purchaser has allowed the said Change, by written order served on the Contractor with a copy to the Client.

40.4. The Change, mutually agreed upon, shall constitute part of the obligations under this Contract, and the provisions of the Contract shall apply to the said Change.

40.5. No variation in or modification in the Contract shall be made, except by written amendment signed by both the Purchaser and the Contractor.

41. Assignment / Subcontract

41.1 The Contractor may assign or sub-contract its obligations under the Contract, in whole or in part, except with the Purchaser's prior written consent.

41.2 The Contractor shall guarantee that any and all assignees / subcontractors of the Contractor shall, for performance of any part / whole of the work under the contract, comply fully with the terms and conditions of the Contract applicable to such part / whole of the work under the contract.

42. Extensions in time for performance of obligations under the Contract

If the Contractor encounters conditions impeding timely performance of any of the obligations, under the Contract, at any time, the Contractor shall, by written notice served on the Purchaser with a copy to the Client, promptly indicate the facts of the delay, its likely duration and its cause(s). As soon as practicable after receipt of such notice, the Purchaser shall evaluate the situation and may, at its exclusive discretion, without prejudice to any other remedy it may have, by written order served on the Contractor with a copy to the Client, extend the Contractor's time for performance of its obligations under the Contract.

43. Liquidated Damages

If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, deduct from the Contract Price, as liquidated damages, a sum of money @0.25% of the Contract Price which is attributable to such part of the Services / SLA / the Works as cannot, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 50% of the Contract Price.

44. Blacklisting

44.1 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, blacklist the Contractor, either indefinitely or for a stated period, for future tenders in public sector.

44.2 If the Contractor is found to have engaged in corrupt or fraudulent practices in competing for the award of contract or during the execution of the contract, the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, blacklist the Contractor, either indefinitely or for a stated period, for future tenders in public sector.

45. Forfeiture of Performance Security

If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, without prejudice to any other right of action / remedy it may have, forfeit Performance Security of the Contractor.

Failure to supply required items/services within the specified time period will invoke penalty as

specified in this document. In addition to that, Performance Security amount will be forfeited and the company will not be allowed to participate in future tenders as well.

46. Termination for Default

46.1 If the Contractor fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor with a copy to the Client, indicate the nature of the default(s) and terminate the Contract, in whole or in part, without any compensation to the Contractor. Provided that the termination of the Contract shall be resorted to only if the Contractor does not cure its failure / delay, within fifteen working days (or such longer period as the Client may allow in writing), after receipt of such notice.

46.2 If the Purchaser terminates the Contract for default, in whole or in part, the Purchaser may procure, upon such terms and conditions and in such manner as it deems appropriate, Services / Works, similar to those undelivered, and the Contractor shall be liable to the Purchaser for any excess costs for such similar Services / Works. However, the Contractor shall continue performance of the Contract to the extent not terminated.

47. Termination for Insolvency

If the Contractor becomes bankrupt or otherwise insolvent, the Purchaser may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Contractor with a copy to the Client, indicate the nature of the insolvency and terminate the Contract, in whole or in part, without any compensation to the Contractor.

48. Termination for Convenience

48.1 The Purchaser may, at any time, by written notice served on the Contractor with a copy to the Client, terminate the Contract, in whole or in part, for its convenience, without any compensation to the Contractor.

48.2 The Services which are complete or to be completed by the Contractor, within thirty working days after the receipt of such notice, shall be accepted by the Purchaser. For the remaining services, the Purchaser may elect:

48.2.1 to have any portion thereof completed and delivered; and/or

48.2.2 to cancel the remainder and pay to the Contractor an agreed amount for partially completed Services or Works previously procured by the Contractor for the purpose of the Contract, together with a reasonable allowance for overhead & profit.

49. Force Majeure

49.1 The Contractor shall not be liable for liquidated damages, forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent his failure / delay in performance /discharge of obligations under the Contract is the result of an event of Force Majeure.

49.2 If a Force Majeure situation arises, the Contractor shall, by written notice served on the Purchaser with a copy to the Client, indicate such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Contractor shall continue to perform under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

50. Dispute Resolution

50.1 The Purchaser and the Contractor shall make every effort to amicably resolve, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

50.2 If, after thirty working days, from the commencement of such informal negotiations, the Purchaser and the Contractor have been unable to amicably resolve a Contract dispute, either party may, require that the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.

51. Statutes and Regulations

51.1 The Contract shall be governed by and interpreted in accordance with the laws of Pakistan.

51.2 The Contractor shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the Purchaser indemnified against all penalties and liability of any kind for breach of any of the same.

51.3 The Courts at Lahore shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.

52. Taxes and Duties

The Contractor shall be entirely responsible for all taxes, duties and other such levies imposed make inquiries on income tax / sales tax to the concerned authorities of Income Tax and Sales Tax Department, Government of Pakistan.

53. Contract Cost

The Contractor shall bear all costs / expenses associated with the preparation of the Contract and the Purchaser shall in no case be responsible / liable for those costs / expenses.

54. The Client

54.1 The Client shall only carry out such duties and exercise such authority as specified in the Contract. The Client shall have no authority to relieve the Contractor of any of his obligations under the Contract, except as expressly stated in the Contract.

54.2 The Contractor shall proceed with the decisions, instructions or approvals given by the Client in accordance with these Conditions.

54.3 The Client shall conform with all the relevant clauses of this Tender Document to carry out all responsibilities assigned thereto in a timely manner.

55. Authorized Representative

55.1 The Purchaser, the Client or the Contractor may, at their exclusive discretion, appoint their Authorized Representative and may, from time to time, delegate any / all of the duties / authority, vested in them, to their authorized Representative(s), including but not limited to, signing on their behalf to legally bind them, and may, at any time, revoke such delegation.

55.2 The Authorized Representative shall only carry out such duties and exercise such authority as may be delegated to him, by the Purchaser, the Client or the Contractor.

55.3 Any such delegation or revocation shall be in writing and shall not take effect until notified to the other parties to the Contract.

55.4 Any decision, instruction or approval given by the Authorized Representative, in accordance with such delegation, shall have the same effect as though it had been given by the Principal.

55.5 Notwithstanding Clause 65.4, any failure of the Authorized Representative to disapprove Services or Works shall not prejudice the right of the Client to disapprove such Services or Works and to give instructions for the rectification thereof.

55.6 If the Contractor questions any decision or instruction of the Authorized Representative of the Purchaser / the Client, the Contractor may refer the matter to the Purchaser / the Client who shall confirm, reverse or vary such decision or instruction.

56. Waiver

Failure of either party to insist upon strict performance of the obligations of the other party, under the Contract, shall in no way be deemed or construed to affect in any way the right of that party to require such performance.

57. Training

57.1 The Contractor shall arrange and undertake a comprehensive training program for the staff nominated by the Purchaser / the Client to ensure that they shall acquire a good working knowledge of supply of such Services to be supplied under the Contract.

57.2 In case of non-compliance with instructions, non-cooperation or other difficulties experienced by the Contractor with regard to any of these personnel, the Contractor shall apprise the Purchaser / Client and proceed to implement suitable remedial measures after consultation with them.

58. Special Stipulations

SCHEDULE-A, SPECIAL STIPULATIONS	
For ease of Reference, certain special stipulations are as under:	
Tender Security	The Contractor shall furnish the Tender Security as under: for the whole Tender; if Total Tender Price is less than or equal to PKR 100 Million, in the form of Demand Draft / Pay Order / Call Deposit Receipt, in the name of the Purchaser; if Total Tender Price is more than PKR 100 Million, in the form of Bank Guarantee, issued by a scheduled bank operating in Pakistan, in the name of the Purchaser, as per the format provided in the Tender Document, for a sum equivalent to 2% of the Total Tender Price; denominated in Pak Rupees; Have a minimum validity period of ninety days from the last date for submission of the Tender or until furnishing of the Performance Security, whichever is later
Performance Security	The successful Contractor shall furnish Performance Security as under: within seven (7) working days of the receipt of the Acceptance Letter from the Purchaser;

	in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document; for a sum equivalent to 10% of the total contract value for a period of two (02) years, on a yearly basis, with an undertaking to renew the Bank Guarantee before the end of each year, one month before the expiry period of the submitted bank guarantee.; denominated in Pak Rupees; Have a minimum validity period of ninety days from the date of Award Notification or until the date of expiry of warranty period, whichever is later.
Completion of Project	Within (07) weeks from the issuance of acceptance letter.
Liquidated damages for failure / configuration of Services by the Contractor	Liquidated damages shall be levied @ 0.25% of the Contract Price which is attributable to such part of the Services as cannot, in consequence of the failure / delay, be put to the intended use, for every day between the scheduled delivery date(s), with any extension of time thereof granted by the Purchaser, and the actual delivery date(s). Provided that the amount so deducted shall not exceed, in the aggregate, 50% of the Contract Price. (This penalty will also be invoked on the commitments given by the Contractor in the technical proposal)
Legal Status to Work in Pakistan	The Bidder must be allowed and meet all conditions set forth by the Government of Punjab and Government of Pakistan to work with all concerned parties of the private, public, and not for profit sectors.

Annexure-A

Technical Evaluation CRITERIA

All claims made by the Tenderer regarding the below mentioned Evaluation criteria must be backed by verifiable proof of evidence. Tenderers may fill out the following form for self-evaluation. The Authority competent to evaluate is the Purchaser.

* **Technical Evaluation Criteria**		
Section 1 - Mandatory Requirements		**Points**
1	The vendor must have the required CRM and / or PORTALS & COLLABORATION competency set, duly confirmed by Microsoft (10 points if both acquired, 5 points if any 1 acquired)	10
2	Two successful Enterprise level deployments on MS CRM 2011 and / or MS SharePoint Server 2010 (10 points for 100+ Users, 5 points for less than 100 Users)	10
3	No. of successful Enterprise Level deployments [100+ Users] on MS CRM 2011 and / or MS SharePoint Server 2010 (2.5 points for each deployment upto a maximum of 10 points)	10
4	Number of PMP certified Project Managers dedicated for the deployment of this project (3 points for 1 or more, 0 for none)	3
5	Certified Microsoft professionals on MS CRM 2011 and / or MS SharePoint Server 2010 to be deployed on this project (4 points for each certified professional upto a maximum of 24 points)	24
6	Microsoft Certified Trainer for MS CRM 2011 and / or MS SharePoint Server 2010 (3 points for 1 or more trainers, 0 for none)	3
7	Solution Technical Design and Presentation (10 points if submitted, 0 if not submitted)	10
TOTAL Section 1		**70**
Section 2 - Value Adds		
1	Time required for deployment after issuance of letter of intent after installation, configuration, commissioning, testing and training (20 points if 4 weeks or less, 15 points for more than 4 weeks and 5 weeks or less, 10 points for more than 5 weeks and 6 weeks or less, 5 points for more than 6 weeks and 7 weeks or less, 0 points for 7 weeks or more)	20
		20

TOTAL Section 2		
Section 3 - Corporate Profile		
1	Accumulative gross value of SharePoint deployments (invoiced since October 2009 till date) (1 point per million Pk. Rupees upto a maximum of 10 points)	10
TOTAL Section 3		**10**
TOTAL Marks Scored		**100**

*** Technical Evaluation Criteria NOTES:**

1. A point system will be used for qualification, Annexure A gives the details.
2. PASS MARKS: A technically eligible bidder, based on conditions listed in Section 9, 15 and Annexure-A (Qualification Criteria) of this document will be evaluated, without reference to the price and Purchaser may reject any proposal which does not conform to the specified requirements as listed in the said Sections.
3. Bidders not meeting the 70% pass mark limit will be rejected in Technical Evaluation, and its Financial Proposal will be returned to it unopened. All bidders scoring greater than or equal to 70% of the marks will be accepted in technical proposal, and their financial bids will be opened.
4. PROVISO: Provided that if NONE or ONLY ONE (single) bidder exceeds the 70% pass mark, then the Purchaser SHALL decrease the Pass Mark limit to 60%. In other words, if TWO or more bidders exceed 70%, then the Pass Mark will NOT be decreased to 60%.
5. If Pass Marks are decreased to 60%, then ALL bidders with scores greater than or equal to 60% (including any above 70%) will be considered EQUALLY as approved in the Technical Proposal, and their Financial Bids will be opened. Technical qualification marks shall have no impact on Financial evaluation and upon opening of the Financial bids, the lowest quoted bid shall be

Annexure-B

Technical Proposal Submission Form

[Location, Date]

To _(Name and address of Client / Purchaser)_

Dear Sir,

We, the undersigned, offer to provide the _(insert title of assignment)_ in accordance with your Request for Proposal/Tender Document dated _(insert date)_ and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and the Financial Proposal sealed in two separate envelopes.

We undertake, if our Proposal is accepted, to provide supply of _____related to the assignment.

We also confirm that the Government of Pakistan / Punjab has not declared us, or any, ineligible on charges of engaging in corrupt, fraudulent, collusive or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and we are aware of the relevant provisions of the Proposal Document.

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

We remain,

Yours sincerely,

Authorized Signature

(In full and initials)

Name and Designation of Signatory

Name of Firm

Address

Annexure-C

Financial Proposal Submission Form (Part of Financial Bid Envelope)

[Location, Date]

To _(Name and address of Client / Purchaser)_

Dear Sir,

We, the undersigned, offer to provide the _(Insert title of assignment)_ in accordance with your Request for Proposal dated _(insert date)_ and our Technical Proposal. Our attached Financial Proposal is for the sum of _(insert amount in words and figures)_. This amount is inclusive of all taxes.

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

We also declare that the Government of Pakistan / Punjab has not declared us or any Sub-Contractors for any part of the Contract, ineligible on charges of engaging in corrupt, fraudulent, collusive, or coercive practices. We furthermore, pledge not to indulge in such practices in competing for or in executing the Contract, and are aware of the relevant provisions of the Proposal Document.

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

Signed
In the capacity of:
Duly authorized to sign the proposal on behalf of the Applicant.
Date:

Annexure-D

Financial Cost Sheet

Item description	**Unit Cost in PKR (inclusive of all taxes) (A)**	**Volume (B)**	**Total Cost in PKR (inclusive of all taxes) C=(AxB)**
Implementation Cost and Service		20 Services	**(R1)**
Service Level Agreement(SLA) Cost per month		12 months	**(R2)**
Total Bid Cost			**(R1+R2)**

Total Bid Cost (in words) Rs. _____

Date _____
Place _____

Signature of authorized person
Name:

(Company Seal)

_____
In the capacity of
Dully authority by

Note:

1) **No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.**
2) **Warranty period will start from the date of issuance of NOC by the purchaser upon successful completion of the project.**
3) **SLA time period shall start after the expiry of 6 months post deployment warranty period**
4) **All government notified fees, charges (if any) incurred to offer the aforementioned services shall be transferred as per actual to the Purchaser after prior approval from the Purchaser.**
5) **All the items/services and numbers quoted above are hypothetical and in no way bind the Purchaser to avail the said services in a no. less than, equal to or more than the one as quoted above. However all services shall be consumed on the per unit rate (if less than, higher than or even equal to the number as stated above**

Annexure-E

Format for Covering Letter

To

(Name and address of Purchaser)

Sub: _____.

Dear Sir,

a) Having examined the tender document and Appendixes we, the undersigned, in conformity with the said document, offer to provide the said items on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.

b) We undertake, if our proposal is accepted, to provide the items/services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from the client Department / Office.

c) We agree to abide by this proposal for the period of ____ days (as per requirement of the project) from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

d) We agree to execute a contract in the form to be communicated by the _(insert name of the Purchaser)_, incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard.

e) Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.

f) We understand that you are not bound to accept a lowest or any bid you may receive, not to give any reason for rejection of any bid and that you will not defray any expenses incurred by us in biding.

g) We would like to clearly state that we qualify for this work as our company meets all the pre-F criteria indicated on your tender document. The details are as under:

_____

Authorized Signatures with Official Seal

Annexure-F

INSTRUCTION FOR PREPARATION OF POWER OF ATTORNEY

a) To be executed by an authorized representative of the bidder.

b) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

c) Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

d) In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Format of Power-of-Attorney

POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the project) in response to the tenders invited by the (name of the Purchaser) including signing and submission of all documents and providing information/responses to (name of the Purchaser) in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 20__

For _____

(Signature)
(Name, Designation and Address)
Accepted

(Signature)
(Name, Title and Address of the Attorney)
Date:

Annexure-G

UNDERTAKING

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and is liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 20__

Signature

(Company Seal)

_____

In the capacity of

Duly authorized to sign bids for and on behalf of:

Annexure-H

AFFIDAVIT

Integrity Pact

We _(Name of the bidder / supplier)_ being the first duly sworn on oath submit, that Mr. / Ms. _____ (if participating through agent / representative) is the agent / representative duly authorized by _(Name of the bidder company)_ hereinafter called the Contractor to submit the attached bid to the _(Name of the Purchaser)_. Affiant further states that the said M/s (Bidding Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the _(Name of the Purchaser)_ any money or thing of value, either directly or indirectly, for special consideration in the letting of the contract, or for giving undue advantage to any of the bidder in the bidding and in the evaluation and selection of the bidder for contract or for refraining from properly and thoroughly maintaining projects implementations, reporting violation of the contract specification or other forms of non-compliance.

_____
Signature & Stamp

Subscribed and sworn to me this _____ day of _____ 20__

_____ Notary Public

Annexure-I

TENDER SECURITY FORM

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has submitted Tender against Tender Name (hereinafter called "the Tender") to the [Name and Address of the Purchaser] (hereinafter called "the Purchaser") for the Total Tender Price of PKR (in figures _____) (in words _____).

AND WHEREAS [Name of the Bank] having registered office at [Address of the Bank] (hereinafter called "the Guarantor") has agreed to give the Contractor a Guarantee;

THEREFORE the Guarantor hereby affirms to bind himself, his successors and his assigns to the Purchaser, for the sum of PKR (in figures _____) (in words _____) and undertakes to pay to the Purchaser, upon receipt of his written demand(s), any sum(s) as specified by him, not exceeding the above limit in aggregate, without cavil / argument and without the Purchaser having to substantiate / prove or to show grounds / reasons for such claim(s), on the occurrence of any / all of the following conditions:

1. If the Contractor withdraws the Tender during the period of the Tender validity specified by the Contractor on the Tender Form; or
2. If the Contractor does not accept the corrections of his Total Tender Price; or
3. If the Contractor, having been notified of the acceptance of the Tender by the Purchaser during the period of the Tender validity, fails or refuses to furnish the Performance Security, in accordance with the Tender Document.

Provided that the Purchaser shall specify the occurred condition(s) owing to which the said sum is due to him.

Provided further that any demand(s) / claim(s) from the Purchaser shall reach the Guarantor within thirty working days after the expiry of the Guarantee.

This guarantee shall remain valid up to _____ or until furnishing of the Performance Security, whichever is later.

Date this _____day of 2012.

GUARANTOR

Signature _____

CNIC # _____

Name _____

Designation _____

Address_____

Annexure-J

PERFORMANCE SECURITY

Issuing Authority:
Date of Issuance:
Date of Expiry:
Claim Lodgment Date:

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has agreed to supply the Services and render the Services against Tender Name (hereinafter called "the Contract") for the Contract Value of PKR (in figures _____) (in words _____).

AND WHEREAS it has been stipulated in the Tender Document that the successful Contractor shall furnish Performance Security, within seven working days of the receipt of the Acceptance Letter from the Purchaser, in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document, for a sum equivalent to Rs._____(10% of the contract value) valid from the date of issue until all obligations have been fulfilled in accordance with the Contract;

AND WHEREAS [Name of the Bank] having registered office at [Address of the Bank] (hereinafter called "the Guarantor") has agreed to give the Contractor a Guarantee;

THEREFORE the Guarantor hereby affirms to bind himself, his successors and his assigns to the Purchaser, for the sum of PKR (in figures _____) (in words _____) and undertakes to pay to the Purchaser, upon receipt of his written demand(s), any sum(s) as specified by him, not exceeding the above limit in aggregate, without cavil / argument and without the Purchaser having to substantiate / prove or to show grounds / reasons for such claim(s), on the occurrence of any / all of the following conditions:

1. If the Contractor commits a default under the Contract;
2. If the Contractor fails to fulfill any of the obligations under the Contract;
3. If the Contractor violates any of the provisions of the Contract.

Provided that the Purchaser shall specify the occurred condition(s) owing to which the said sum is due to him.

Provided further that any demand(s) / claim(s) from the Purchaser shall reach the Guarantor within thirty working days after the expiry of the Guarantee.

This guarantee shall remain valid up to _____ or until expiry of warranties or all obligations have been fulfilled in accordance with the Contract, whichever is later.

Date this _____day of 2012.

GUARANTOR
Signature _____
CNIC # _____
Name _____
Designation _____
Address_____

Annexure-K

Financial Capacity of the Bidder

Additionally, the following financial data form shall be filled out for the Bidder. The Purchaser reserves the right to request additional information about the financial capacity of the Bidder. A Bidder that fails to demonstrate through its financial records that it has the financial capacity to perform the required Supply/Services may be disqualified.

Financial Information	Historical information for the previous three years (most recent to oldest in (PAK Rupees)		
	Year 1 (Year)	Year 2 (Year)	Year 3 (Year)
Information from Balance Sheet:			
(1) Total Assets (TA)			
(2) Current Assets (CA)			
(3) Total Liabilities (TL)			
(4) Current Liabilities (CL)			
Information from Income Statement:			
(5) Total Revenue (TR)			
(6) Profits before Taxes (PBT)			
Net Worth (1) – (3)			
Current Ratio (2) / (4)			

Provide information on current or past litigation or arbitration over the last three (3) years as shown in the form below.

Litigation or arbitration in the last three (3) years: No:_____Yes:_____ (See below)

Litigation and Arbitration During Last three (3) Years

Year	Matter in Dispute	Value of Award Against Contractor in PAK Rupees

_____

Authorized Signatures with Official Seal

Annexure-L

SCOPE OF SERVICES

Overview

This project is aimed to provide online services to citizens of Lahore through a Citizen Services Portal. The vision of this portal is to become the one-stop-shop for citizens, businesses and visitors to Punjab. 16 services are identified for the time being for the purpose of effort estimation by the bidder. **However, the scope and processes in a service may vary once the complete business requirement analysis is done by the successful bidder**. Furthermore, the number of services may also be lower or higher (up to 20) than the ones stated hereunder.

The Scope of this project is to launch this citizen portal as well as the online access for citizen centric services that are currently being rendered by the City District Government of Lahore. The scope also includes the automation of the back end processes related to these services as well as providing the delivery channel for the interaction with the citizens, including a comprehensive complaint management solution, with the ability of GPS visualization for all instances reported.

These services range from simple processes and citizen complaints up to more complex processes spanning different departments. A detailed list of the services are listed in **Annexure-L-A**

The Core Components of this project will be:

- Deployment of Citizen Services Platform CSP 2.0
- Online Citizen Portal of Government of the Punjab
- Workflow automation for the 16 services and their related processes
- Citizen Identity Solution
- Centralized Citizen relationship management Solution for in-depth citizen profiling
- Citizen access for the E-Services
- Integration with existing applications
- Interfacing with a call center platform for soliciting feedback / complaints via phone calls, SMS and robot calls
- Provision of admin panel through which new work flows can be added and existing work flows can be configured via a graphical user interface.
- Training of Purchaser's resources on MS CRM 2011 and MS SharePoint Server 2010 who will shadow deployment and also for the end users of the City District Government Lahore

Solution Components

1) Online Citizen Portal for the Government of Punjab

This is the main portal that will be published externally for the citizens to access the functionality provided by the government gateway and the hosted services. This portal is implemented based on SharePoint server 2010. This portal should provide at least the following functionality and features.

- High end user interface customization with end of the line technologies such as AJAX, JQuery, and client side JScripts.
- Provide branding and look and feel specific for CDGL, PITB and the government of Punjab.

- Implement, install, and test the e-services related web forms, custom application pages, and custom web parts.
- Site searching functionality.
- Hosting the citizen registration web forms.
- Provide the needed web forms to track the citizen requests.
- Providing the needed web forms to implement the basic citizen profile data as needed by the services to implement services enrollment.
- Providing the citizens with static information and content to educate them about the latest services the government provides.
- Hosting announcement functionality.
- Support for internet surveys and polls.
- Support for download and opening of documents and files.
- Support for latest news functionality.
- Support for tenders announcements for future projects.
- Support for feedback and complains management.
- Support for Notifications
- Linkage with Citizen Contact Center (a shared call center platform of the Government of Punjab)

2) Workflow automation for E-services related processes at the City district level

This Component will provide government's workers the ability to manage and process requests received from citizens for all the different services delivered by the city district government.

The workflow engine would leverage the capabilities of Microsoft SharePoint Server 2010 while focusing on at least the following capabilities:

- Ability to integrate with Scanning devices for Document Scanning
- Ability to visualize different stages of the workflow
- Ability to track the status of different workflows with intimation
- Provide capabilities for automated task assignment for different users.
- Integration with Microsoft outlook for task notification
- Dashboards reports on the execution of different workflows that shows the following
    - Number of Workflows processed with in a time frame (week, month , year)
    - Average Processing time per workflow over time compared to the published SLA time for each workflow
    - Efficiency of workflow execution per department based on the following two indices
        - Compliance to the target SLA of processing time of each workflow
        - Adherence to the target Citizen Satiation Index for the completed citizen requests (Citizen Satisfaction will be captured in the Citizen relationship management Component)

3) Citizen Identity Solution

To support the management of the citizen identity this project should include a part of the identity management solution based on active directory as the identity provider.
This should include:

- A registration web page to be exposed to citizens to allow them to register to the web site.
- Implement the functionality for a citizen profile data store.
- This centralized Identity Store should be accessible for validation from the CRM as well as Online Portal Modules.

4) Citizen Relationship Management Solution

The Vision of this component is to become the centralized Citizen Relationship management solution for the entire citizens of Punjab that caters to all their interactions with the government (be it with CDGL, Health, Livestock, POLICE, Education or any other department).

The Scope of this project would focus on establishing the foundation of the scalable CRM solution with the needed customizations to adapt for the E-Services listed in the scope of the project.

The solution would leverage Microsoft Dynamics CRM platform (MS CRM 2011) with a focus on at least the following high level features:

- Build a centralized Citizen Record to remove the barriers to cross-agency collaboration and integrated with the online records for the citizen in case the citizen has registered online. The system should have the capability to get the data from the existing Citizen Contact Center.
- Easily schedule follow-up appointments and use alerts for proactive notification.
- Provide mobile access to case information, so workers in the field can be more productive.
- Multi-Channel Delivery and electronic tools, such as interactive voice response (IVR) , integration with SMS Gateways in combination with contact-center agents to speed issue resolution of phone inquiries
- Give knowledge workers the ability to work within Microsoft Office Outlook to review prior contacts and update records when responding to e-mail requests
- Take advantage of a reporting dashboard to sort and report incidents by contact type (Web, phone, or e-mail) or by case type, case severity, or other key data to help ensure timely service.

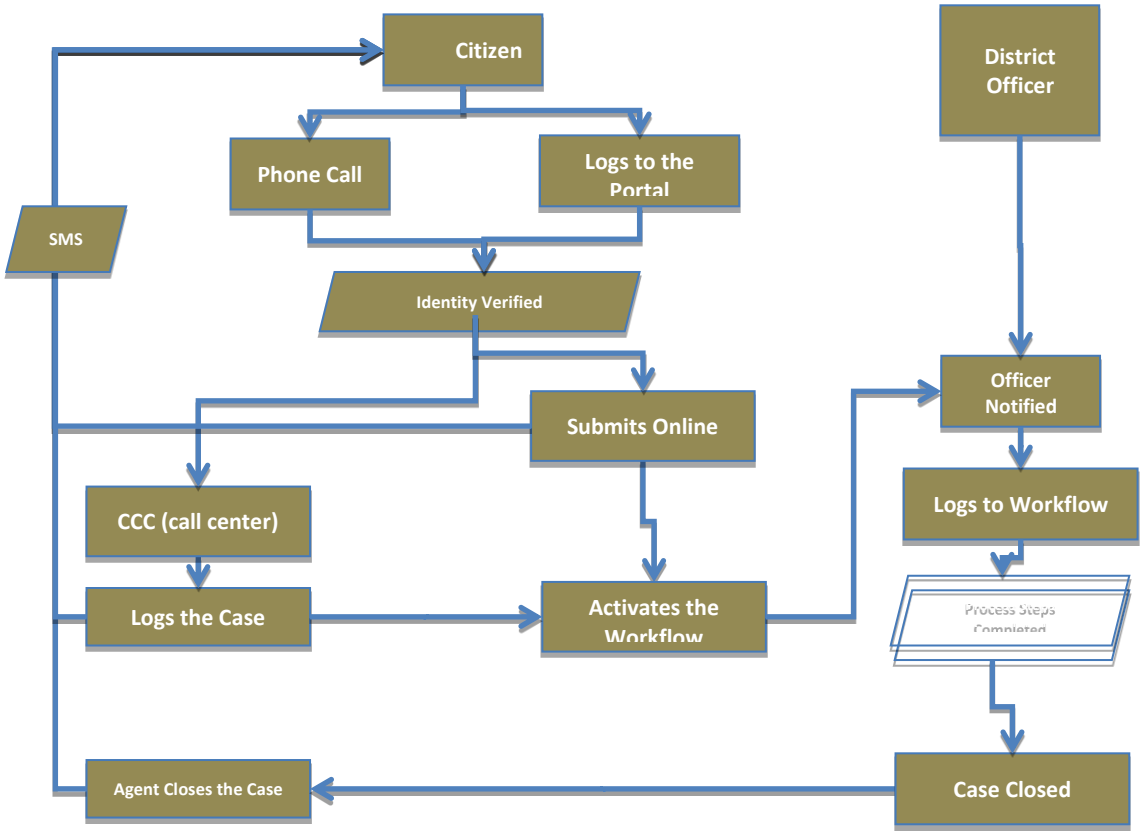
5) Citizen Access for E-Services

This Component allows citizens to have a personalized view once they log in to the Citizen Portal.

Citizens will be able to browse through the list of their current open cases and track their progress as well as submit new service requests.

Citizens will also have the ability to call in to the call center to activate a service request.

The Following diagram illustrates the different methods a citizen would be able to interact with the Citizen Service Platform.



6) Other Requirements

The solution should meet the following requirements.

- Solution front end or citizen portal up time of 99.9% irrelevant of backend status.
- Failover clustering for all databases.
- Backup and recovery plan to be communicated along with solution delivery to assist in disaster recovery situations.
- Supporting of up to 1,500,000 citizens as initial usage to the site.
- Support for up to 5 new registration transactions per minute.
- Delivery of maximum response time per new request service of up to 60 seconds.
- Support of minimum of 15 search queries per minute.

7) Solution Environments

The required solution environments for this project are identified as below. These environments will be needed throughout the lifecycle of services development, testing, and deployment.

8) Development Environment

This environment will include all the elements needed to develop the components included in the project. This should include:

- Creation of the development virtual machine templates.
- Installation and configuration of Team Foundation Server 2010 and building components.

9) Deployment/Production Environment

This environment is the target for the deployment of services. It includes installation and configuration of the following components:

- SQL Server 2008 R2
- IIS Server 7.0
- Windows Server 2008 R2
- Windows NLB
- SharePoint Server 2010
- Microsoft CRM 2011

This environment should be optimized and fine-tuned for high availability scenarios.

10) Testing Environment

This environment should be a replica of the virtualized production environment without high availability. It will be used for functional testing, user acceptance testing, and quality assurance testing. It includes installation and configuration of the following components:

- SQL Server 2008 R2
- IIS Server 7.0
- Windows Server 2008 R2
- Windows NLB
- SharePoint server 2010
- Microsoft CRM 2011

11) Solution Deliverables

Deliverables include the following:

- Solution customization Source code.
- This solution delivered should mainly consist of the following components:
  - Implemented custom SharePoint application pages.
  - Custom SharePoint workflows.
  - SharePoint master pages and CSS files and/or XSLT files with the needed resources to complete the required branding.
  - SharePoint custom controls.

    - SharePoint custom lists definitions and content types.
    - Windows communication services implementing:
        - Email and SMTP integration.
        - SMS integration.
        - Citizen identity service.
        - Citizen profile service.
    - Custom SharePoint web parts.
    - SQL server analysis service cubes (if required).
    - SQL server reporting services custom reports.
    - Any custom helper classes to support the solution implementation.
- Solution Deployment guides.
- Complete design document.
- Production environment deployed and tested with all solution components detailed above.
- Knowledge transfer to the PITB technical team. This should include the following requirements.

Session	Attending Count	Duration (Days)
Microsoft Dynamics CRM 2011 Development and Administration	5	5
Operational training for SharePoint 2010	5	5
Solution source code walkthrough	3	3

Table 1

- Capacity planning and hardware sizing specifications.
- Functional specifications document.
- Service Level Agreement for the support of above implemented solution.
- Supply of Services items and related features (mentioned vide tender document, vendor proposal and vendor presentations), configurations, deployments, testing, training, after-sale support etc.
- Supply of any other services coming out of this scope of work.

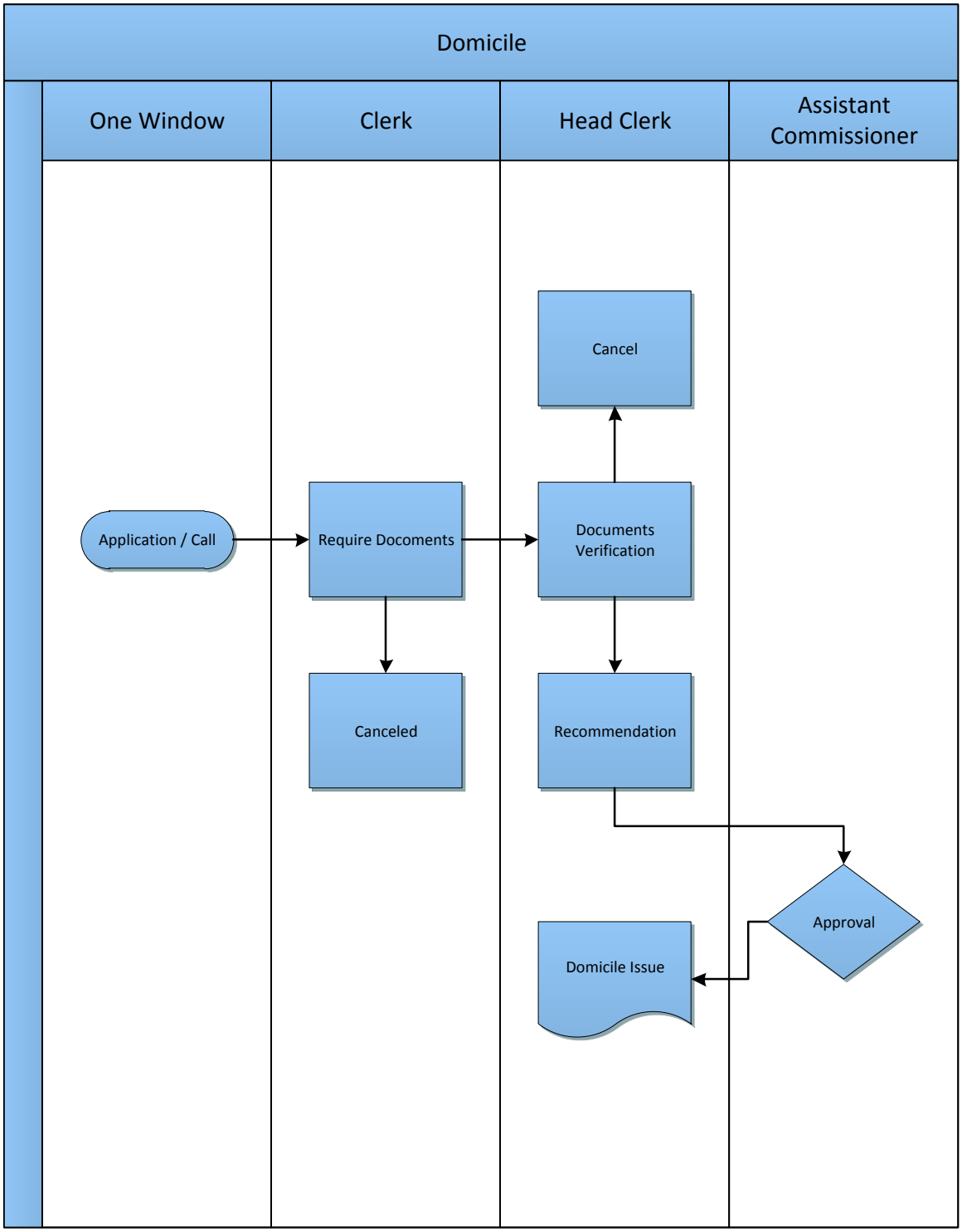
ANNEXURE-L-A

E-Services & Complaint

The Following table lists the departments and their corresponding complains & services to be handled through the project.

Department	Sub Department	Service / Complaint Type	Responsible Officer
Town Municipal Administration 1. Iqbal Town 2. Samanabad Town 3. Data Gunj Baksh Town 4. Ravi Town 5. Shalimar Town 6. Gulberg Town 7. Nishter Town 8. Wahga Town 9. Aziz Bhatti Town	Regulation	Encroachment	TO(R)
		Cattle Eviction	
		Marriage Function	
		Banner Removal	
		Itwar Bazar	
		Kite Flying	
		Ticket/Fine Issuance	
	I&S	Street light	TO(I&S)
		Patch Work	
		Man Hole	
		Wall Chalking	
	P&C	Map Approval	TO(P&C)
		Illegal Building	
		CCB Projects	
	Finance	Licenses Fee	TO(F)
		Bill Boards Fee	
Assistant Commissioner Tehsil Level 1. City 2. Model Town 3. Saddar 4. Cantt 5. Shalimar	Domicile Branch	Domicile	AC

Apart from above, there are some services offered after occurrence of a special instance only, so ability to add few of such services, often triggered upon a disaster / accident and also few triggered upon a complaint from the citizen be catered for. The Following diagram and business process of the E-services to be automated as part of the project.



Process Flow of Domicile (Tehsil Level)

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Require Document 1. CNIC (In case of Above 18) 2. Utility Bills (Electricity, Gas, Telephone) 3. Affidavit 4. P-Form 5. 2 Photos 6. P-Form-1 7. Certificate of Matric (In case of Student) 8. Father CNIC 9. Fee Chalan 200 Rs.	Domicile Clerk	Same Day
3	Verification	Head Clerk	Same Day
4	Recommendation	Head Clerk	Same Day
5	Approval	AC	1-Days
6	Domicile Issue	Head Clerk	1-Days

Business Rules and Process Description:-

1st Step: Applicant will submit the request along with require documents by using the following ways:

1. One Window
    i. System will issue the ticket and forward it to the verification.
2. Call
    i. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    i. Applicant can view/download the process and submit application online; application will be forwarded for verification after required documents.

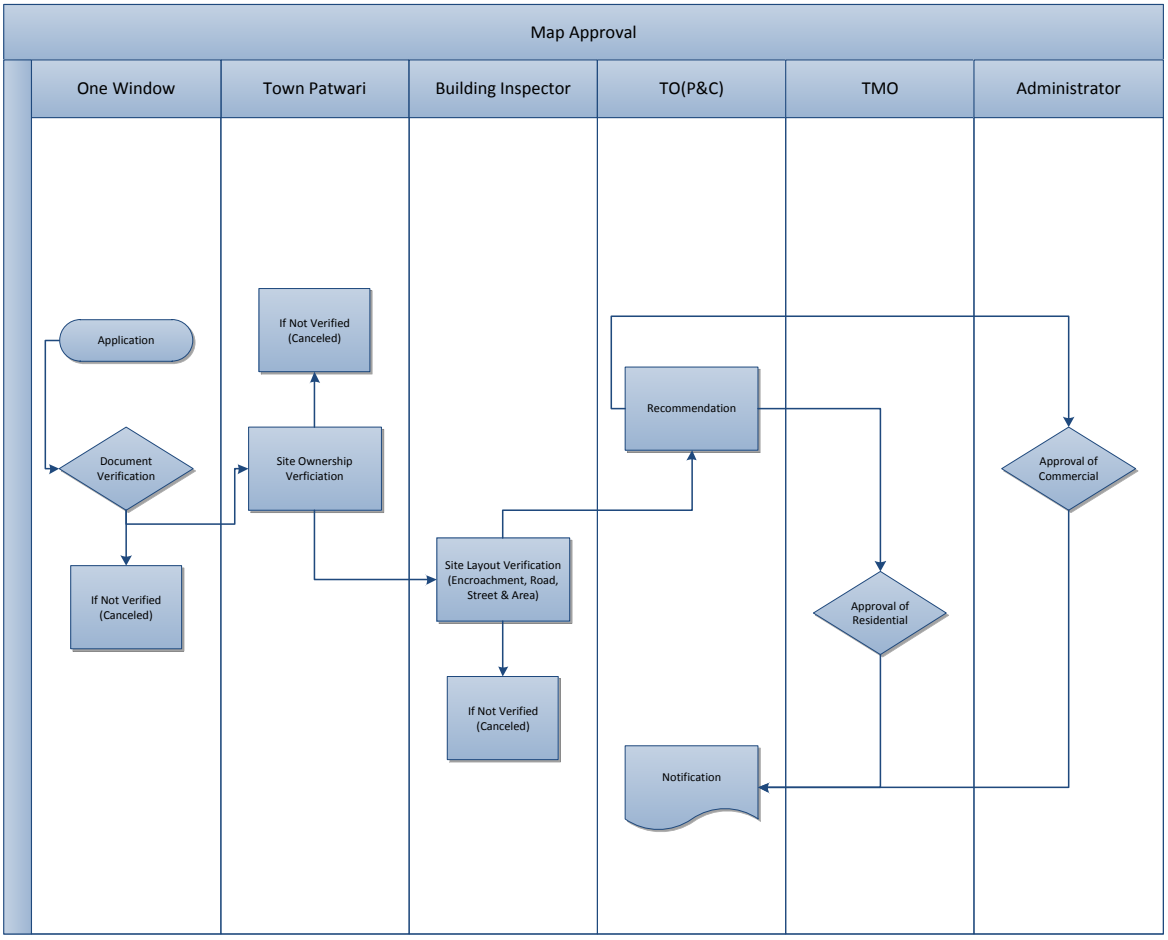
2nd Step: Application will be forwarded for above mention require document (to the Domicile clerk at same day and time. If this procedure would not meet the requirement, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

3rd step Application will be forwarded for document Verification to the Domicile Head clerk at same day and time. If this procedure would not meet the requirement, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

4th step In this step Head Clerk recommend the request to the concern authority for approval. This step will be accomplished in same days. The concerned can add comments.

5th step This step enfolds approval of Domicile after detail verification by Assistant Commissioner respectively. This step will be accomplished in 1 day. The concerned can add comments.

6th step This step surrounds issue Domicile by Domicile Head Clerk. Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Map Approval

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Document Verification 1. Ownership Documents 2. Allotment Order 3. Building Plan 4. Affidavit 5. ID Card 6. Structure Stability Certificate 7. Soil Report 8. Structure Drawing	Building Plan Clerk	Same Day & Time
3	Site Ownership Verification	Town Patwari	3-Days
4	1. Location Layout Verification as per by law 2. Site Verification (Encroachment , Road, Street & Area) 3. Master Plan	Building Inspector	3-Days
5	1. Final Verification 2. Recommendation for approval	TO(P&C)	3-Days

6	1. Approval in case of Residential	TMO	3-Days
	2. Approval in case of Commercial	Administrator	3-Days
7	Notification Issue	TO(P&C)	3-Days

Business Rules and Process Description:-

1st Step: Applicant will submit the request along with require documents by using the following ways:

1. One Window
    a. System will issue the ticket and forward it to the verification.
2. Call
    a. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    a. Applicant can view/download the process and submit application online; application will be forwarded for verification after required documents.

2nd Step: Application will be forwarded for document verification (containing ownership documents, allotment orders etc) to the building plan clerk at same day and time. If this procedure would not meet the requirement, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

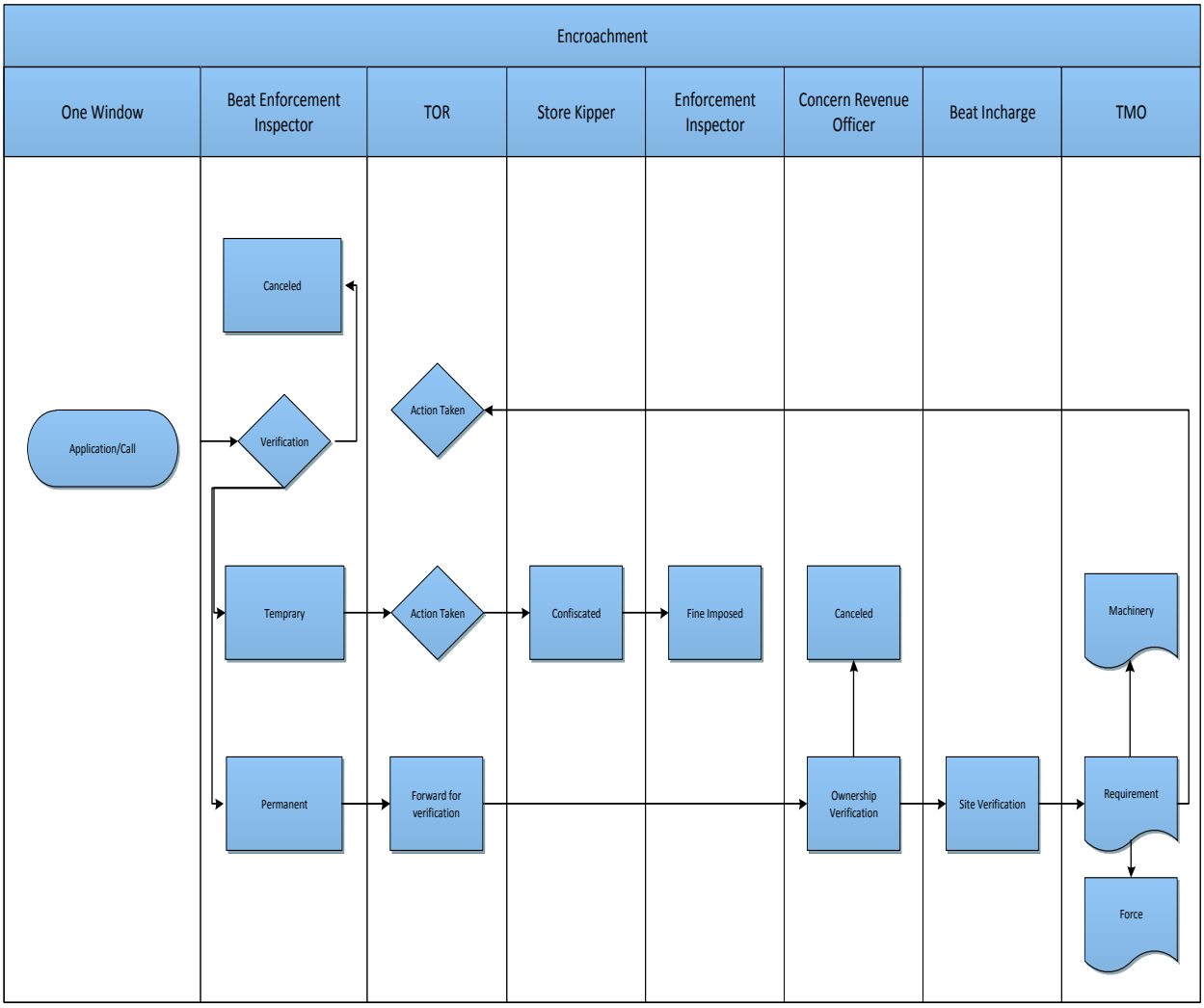
3rd step After documents verification the application will be moved to the next phase which will be site ownership verification by Town Patwari. It will take 3 days to move application from here. The concerned can add comments.

4th step In this step building inspector will evaluate location layout verification, site verification and master plan. This step will be accomplished in 3 days. The concerned can add comments.

5th step In this step TO(P&C) will move for final verification and recommendation for approval completing in 3 days. The concerned can add comments.

6th step This step enfolds approval in case of residential or commercial by TMO or administration respectively. The concerned can add comments.

7th step This step surrounds notification issue by TO(P&C). Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Encroachment

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Encroachment Type Verification 1-Temprary 2-Permanent	Beat Enforcement Inspector	Same Day
3	1-Temporary		
	Action Taken In case of Temporary Encroachment	TOR	Same Day
	Confiscated	Store Kipper	Same Day
	Fine Imposed	Enforcement Inspector	10 Day
4	2-Permanent		
	Forward for verification	TOR	1 Day
	Ownership Verification	TOP&C/Concern	2-Day

		Revenue Officer	
	Site Verification	Beat In charge	Same Day
	Machinery and force Requirement	TMO	2 Days
	Action taken	TOR/TOP&C	1 Day

Business Rules and Process Description:-

1st Step: Applicant can submit the request by using the following ways:

1. One Window
    a. System will issue the ticket and forward it to the Encroachment Type verification.
2. Call
    a. Agent will guide the whole process and issue the ticket.
3. Online/Web Portal
    a. Applicant can view/download the process and submit application online.

2nd Step: Application will be forwarded for Encroachment Type verification to the Beat Enforcement Inspector same day and time. Type of Encroachment should be

1- Temporary

2- Permanent

If Encroachment Type is not verified, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

1-Temporary

1st step In Case of Temporary, Action will be taken on the same day by TO(R) and capture all encroached items on the spot. The concerned can add comments

2nd step After taking action Store Keeper confiscate the all items into town store and registers it. This step will be accomplished the same day. The concerned can add comments.

3rd step After that item can handover to encroacher again after 10 days by Enforcement Inspector and inspector will imposed fine on it. This step will be taken after 10 days. An SMS would be sent to the requestor updating him with the status.

2-Permanent

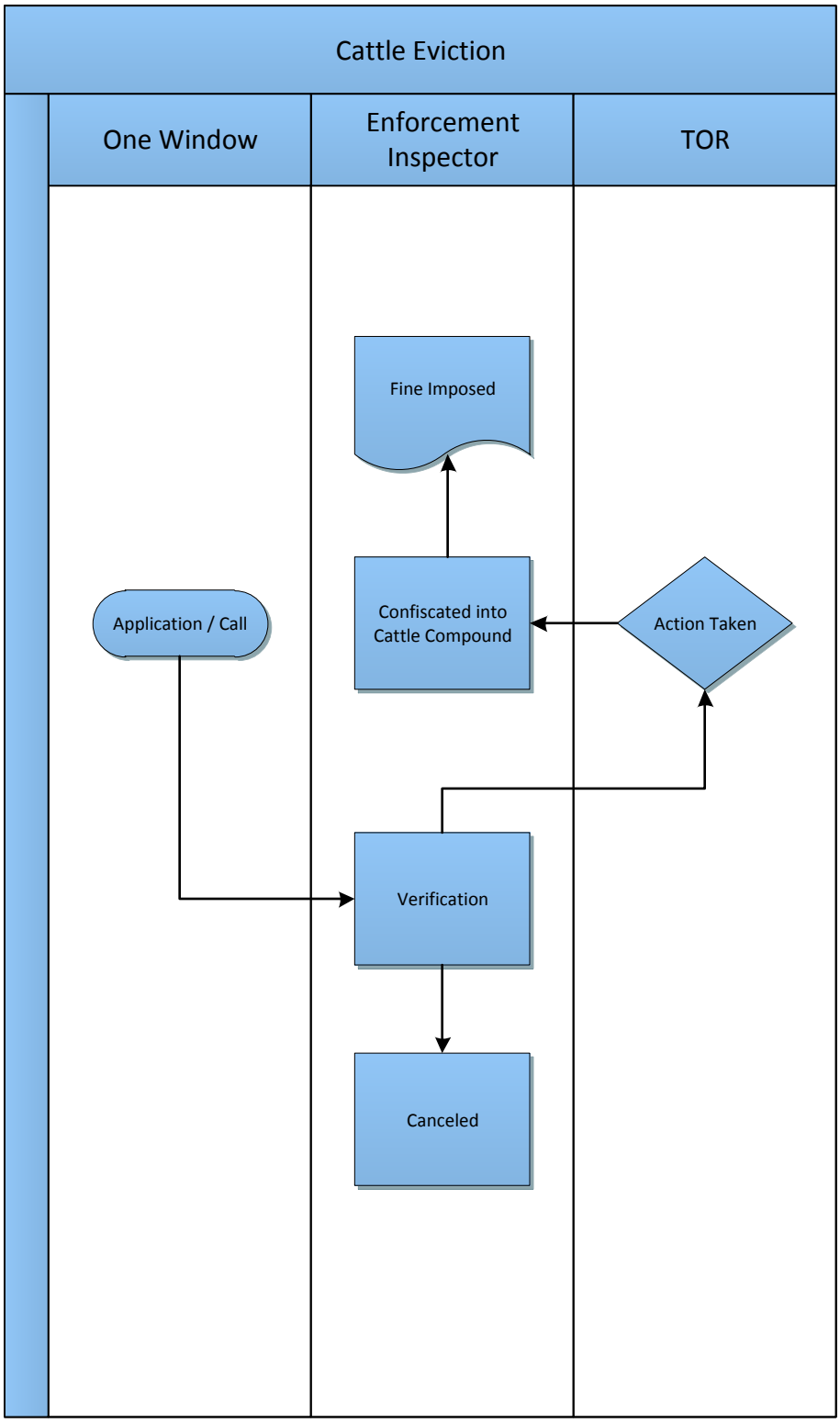
1st step In this step TO(R) will move for Ownership Verification to the Concern Revenue Officer after 1 day. The concerned can add comments

2nd step In this step revenue officer will verified the land ownership. This step will be accomplished in 2 days. The concerned can add comments.

3rd Step After next level Beat In charge will evaluate layout verification, site verification. This step will be accomplished in same day. The concerned can add comments

4rd Step After next level TMO will write a request letter of Force and Machinery. This step will be accomplished in 2 days. The concerned can add comments

5th Step After that Action will be taken by TO(R) and destroyed the all permanent encroachment with the help of Machinery & Force on the spot. This step will be accomplished in 1 day. Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Cattle Eviction

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	

2	Verification	Enforcement Inspector	Same Day
3	Action Taken 1-FIR 2-Bara Seal 3-Fine	TOR	1 Day
4	Confiscated into Cattle Compound	Enforcement Inspector	Same Day
5	Fine Imposed	Enforcement Inspector	5 Days

Business Rules and Process Description:-

1st Step: Applicant will submit the request by using the following ways:

1. One Window
    a. System will issue the ticket and forward it to the verification.
2. Call
    a. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    a. Applicant can view/download the process and submit application online.

2nd Step: Application will be forwarded for verification to the Enforcement Inspector at same day. If request not authenticate, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

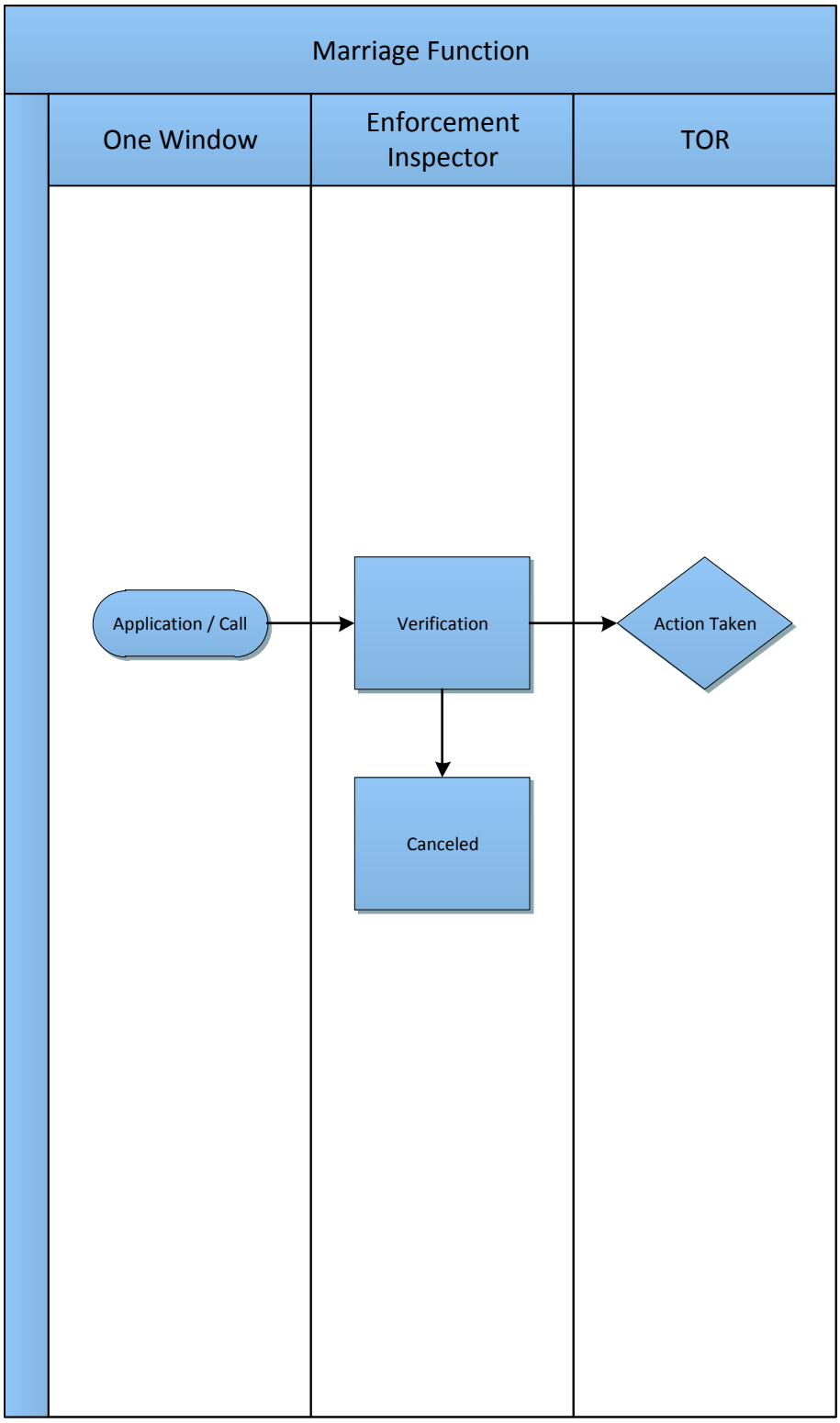
3rd step After verification it will be moved to the next phase which will be Action Taken by TO(R) and they can take the following action:-

1. FIR
2. Bara Seal
3. Fine
4. Cattle Capture

it will take 1 day to move application from here for further next step. The concerned can add comments. Intimation through SMS or Call would be sent to the requestor updating him with the status.

4th step After next step Capture cattle will confiscated into Cattle Compound by Enforcement Inspector. This step will be accomplished in same days. The concerned can add comments.

5th step After that cattle can handover to owner again after 5 days by Enforcement Inspector and inspector will imposed fine on it. This step will be taken after 5 days. The concerned can add comments.



Process Flow of Marriage Function

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	

2	Verification	Enforcement Inspector	Same Day
3	Action Taken 1-FIR 2- Followup	TOR	Same Day

Business Rules and Process Description:-

1st Step: Applicant will submit the request by using the following ways:

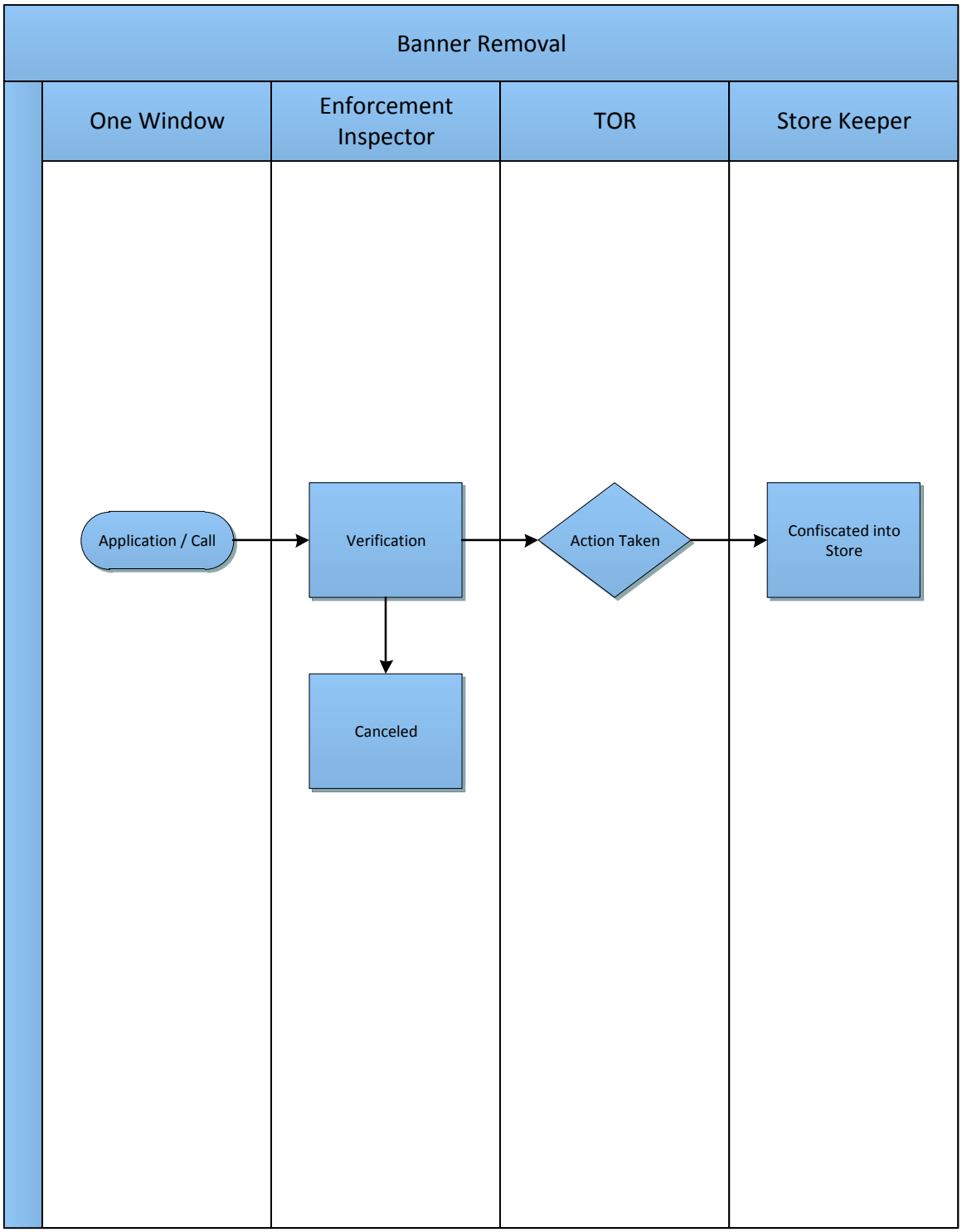
1. One Window
    a. System will issue the ticket and forward it to the verification.
2. Call
    a. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    a. Applicant can view/download the process and submit application online.

2nd Step: Application will be forwarded for verification to the Enforcement Inspector at same day. If request not authenticate, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

3rd step After verification it will be moved to the next phase which will be Action Taken by TO(R) and they can take the following action:-

1. FIR
2. Disconnect the Electricity

Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Banner Removal

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Verification	Enforcement Inspector	Same Day
3	Action Taken	TOR	Same Day

4	Confiscated into Store	Store Keeper	Same Day

Business Rules and Process Description:-

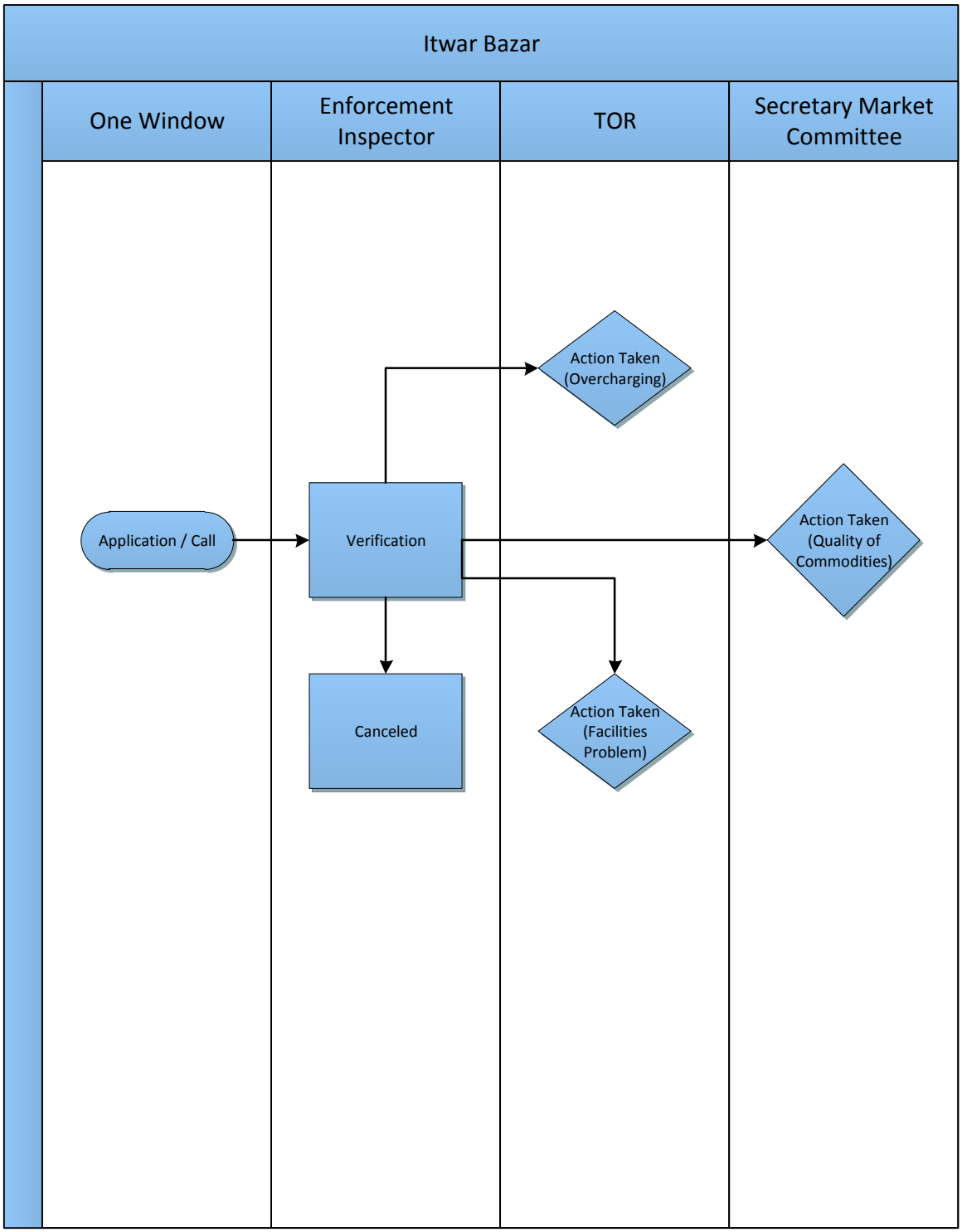
1st Step: Applicant will submit the request by using the following ways:

1. One Window
    a. System will issue the ticket and forward it to the verification.
2. Call
    a. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    a. Applicant can view/download the process and submit application online.

2nd Step: Application will be forwarded for verification to the Enforcement Inspector at same day. If request not authenticate, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

3rd step After verification it will be moved to the next phase which will be Action Taken by TO(R) and remove the banners in prescribed areas. This step will be accomplished the same day. The concerned can add comments

4th Step After taking action Store Keeper confiscate the all banners into town store and registers it. This step will be accomplished the same day. Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Itwar Bazar

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Verification	Incharge Bazar	Same Day
3	Action Taken if Facilities not available	TOR	Same Day

4	Action Taken if Overcharging	TOR	Same Day
5	Action taken if Commodities Quality	Secretary Market Committee	Same Day

Business Rules and Process Description:-

1st Step: Applicant will submit the request by using the following ways:

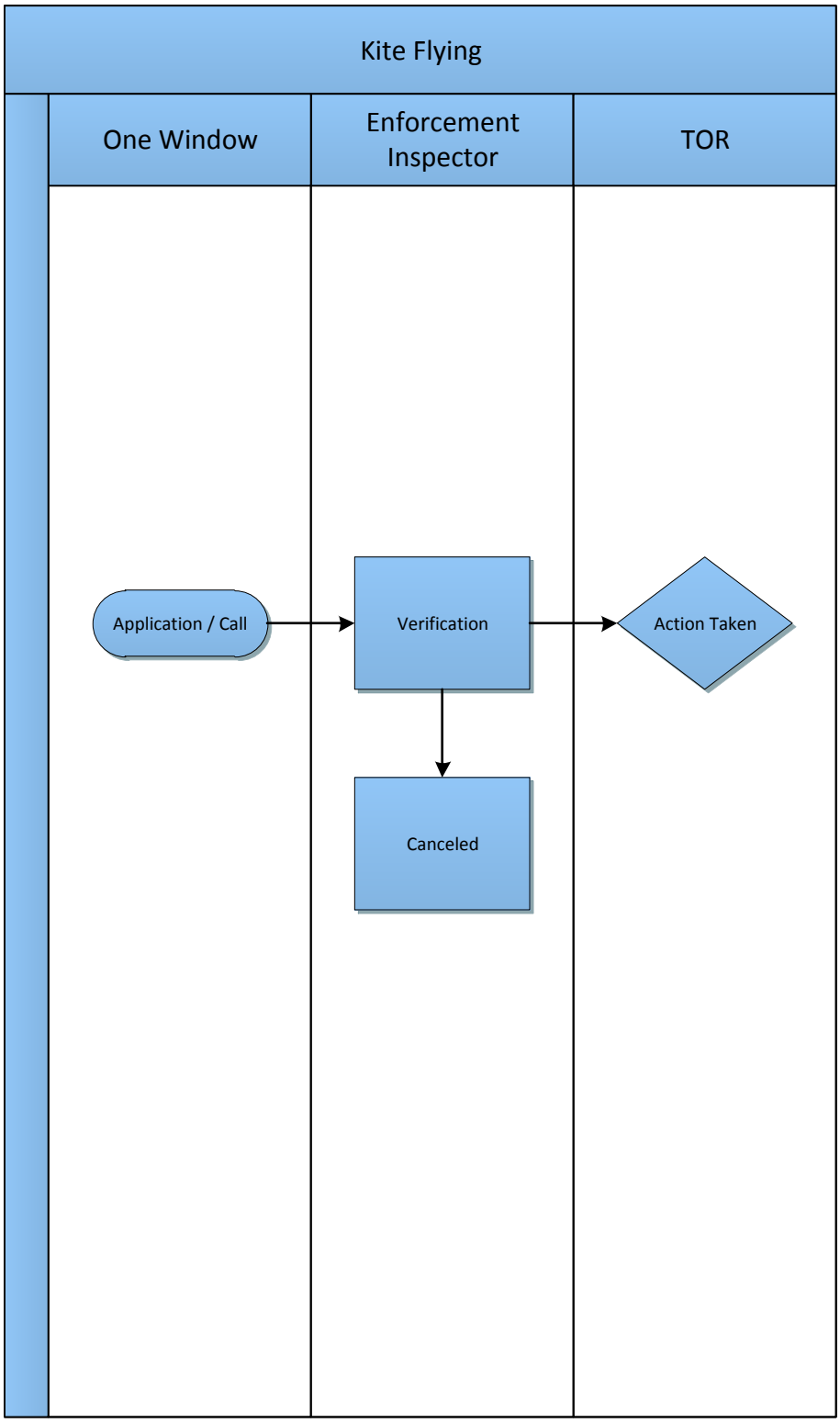
1. One Window
    a. System will issue the ticket and forward it to the verification.
2. Call
    a. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    a. Applicant can view/download the process and submit application online.

2nd Step: Request will be forwarded for verification to the Incharge Bazar at same day. If request not authenticate, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

3rd step After verification. TOR will take action if they found any missing facilities. This step will be accomplished the same day. The concerned can add comments and Intimation through SMS or Call would be sent to the requestor updating him with the status.

4th Step After verification. TOR will take action if they found any overcharging. This step will be accomplished the same day. The concerned can add comments and Intimation through SMS or Call would be sent to the requestor updating him with the status

5th Step After verification. Secretary Market Committee will take action if they found any overcharging. This step will be accomplished the same day. The concerned can add comments and Intimation through SMS or Call would be sent to the requestor updating him with the status



Process Flow of Kite Flying

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	

2	Verification	Enforcement Inspector	Same Day
3	Action Taken 1-FIR 2- Followup	TOR	Same Day

Business Rules and Process Description:-

1st Step: Applicant will submit the request by using the following ways:

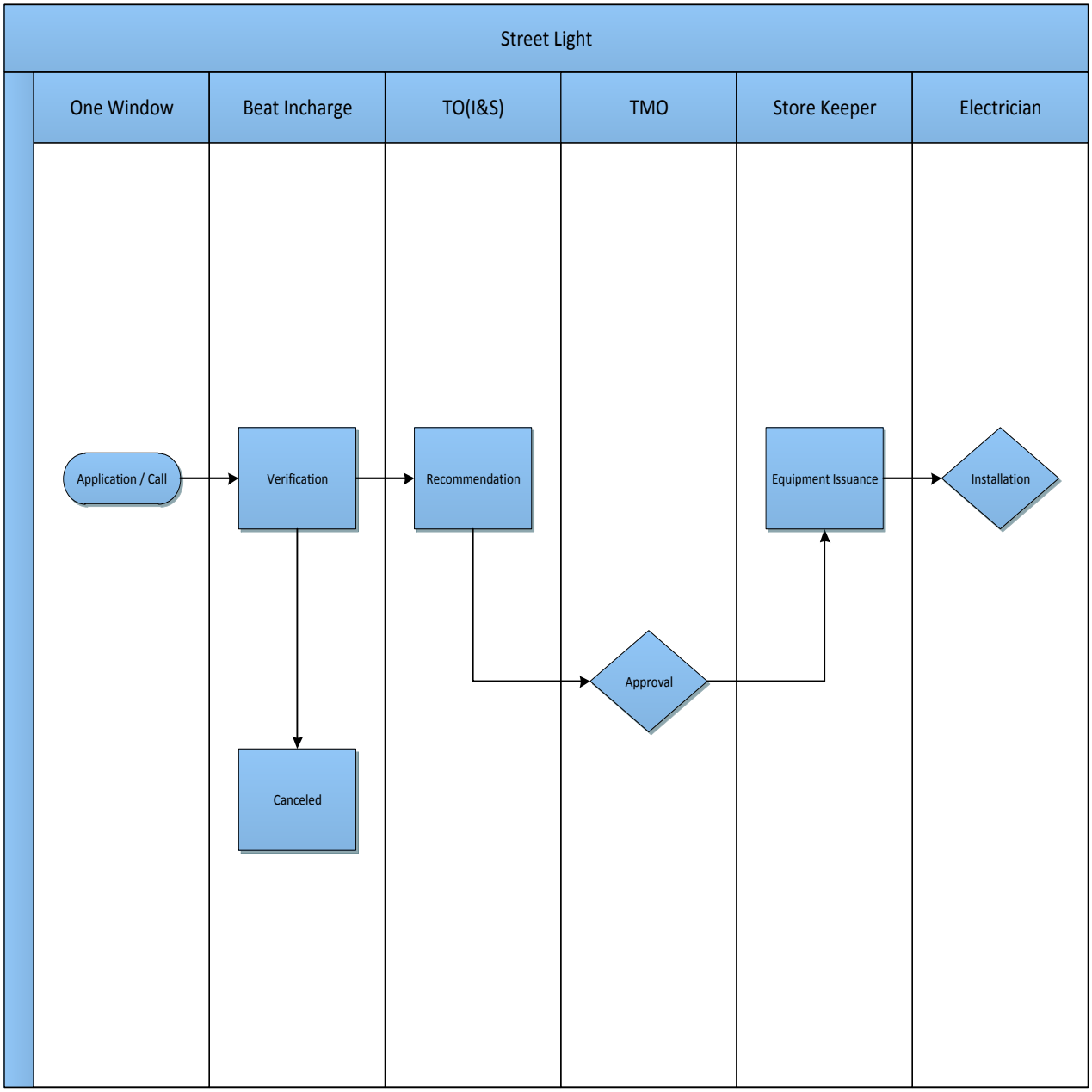
1. One Window
    a. System will issue the ticket and forward it to the verification.
2. Call
    a. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    a. Applicant can view/download the process and submit application online.

2nd Step: Application will be forwarded for verification to the Enforcement Inspector at same day. If request not authenticate, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

3rd step After verification it will be moved to the next phase which will be Action Taken by TO(R) and they can take the following action:-

1. FIR

Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Street Light

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Verification	Beat Incharge	Same Day
3	Recommendation	TO(I&S)	Same Day
4	Approval	TMO	Same Day
3	Equipment Issuance	Store Keeper	Same Day
4	Installation	Electrocution	Same Day

Business Rules and Process Description:

1st Step: Applicant will submit the request along with require documents by using the following ways:

1. One Window
    i. System will issue the ticket and forward it to the verification.
2. Call
    i. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    i. Applicant can view/download the process and submit application online; application will be forwarded for verification after required documents.

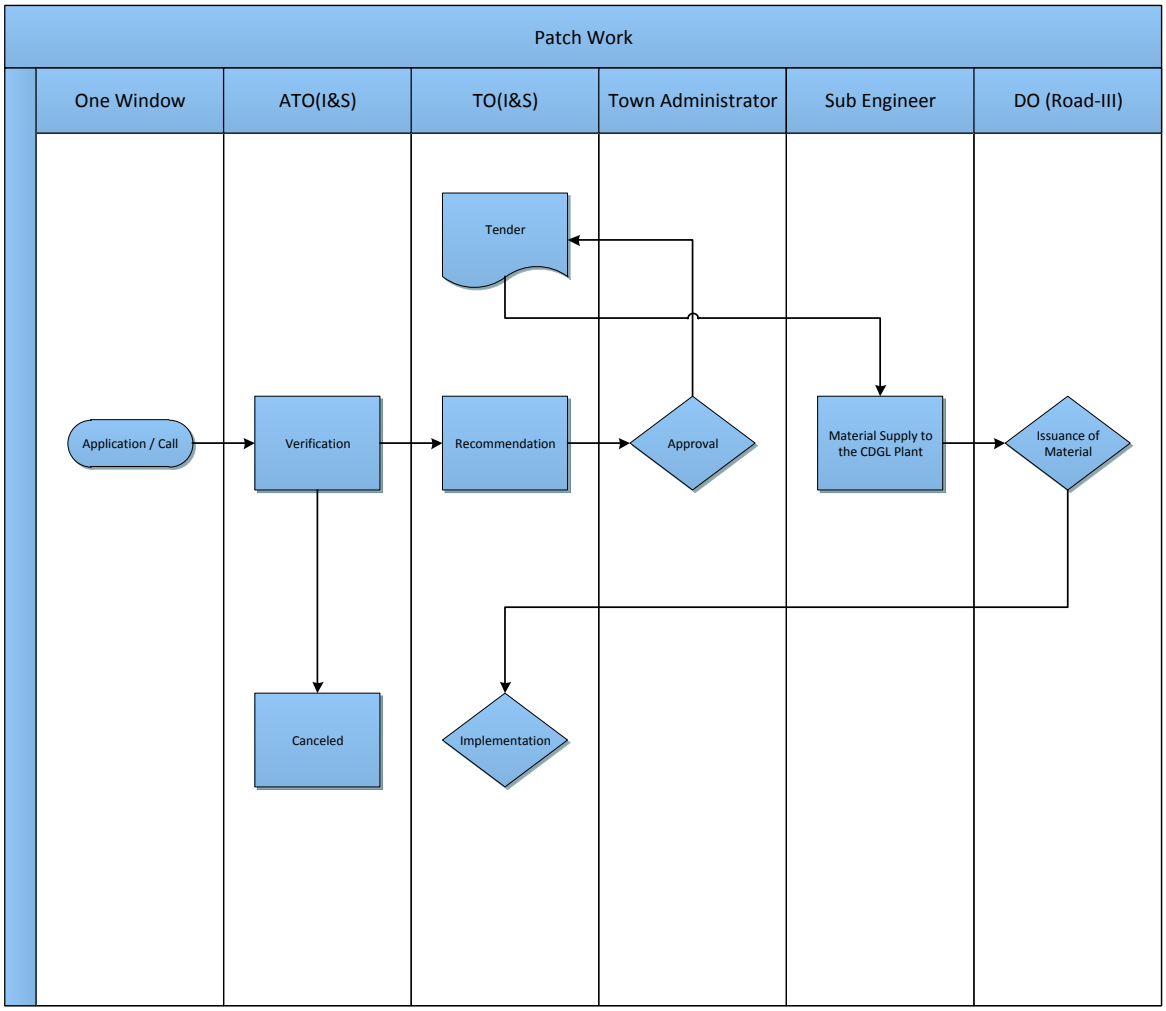
2nd Step: Application will be forwarded for document verification by Beat Incharge. If this procedure would not meet the requirement, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

3rd Step This step leads to recommendations by TO(I&S) on same day.

4th step In this step there will be approval or rejection by TMO. If TMO approves the application, it will be moved to the next step and if it is rejected ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

5th Step After the approval of TMO, in this step store keeper will issue required equipments on same day.

6th Step This step wraps up process flow of street lights through installation of required equipments by Electrocution. Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Patch Work

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Recommendation	TO(I&S)	1 Day
3	Approval	Town Administrator	1 Day
4	Tender 1-Tarcol 2-Bajri 3-Curve Stone 4-Haro sand	TO(I&S)	15 Days
5	Material Supply to CDGL Plant	Sub Engineer	1 Day
6	Issuance of Material	DO(Road-III)	As Per Monthly Schedule
7	Implementation	TO(I&S)	Same Day

1st Step: Applicant will submit the request along with require documents by using the following ways:

1. One Window
    i. System will issue the ticket and forward it to the verification.
2. Call
    i. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    i. Applicant can view/download the process and submit application online; application will be forwarded for verification after required documents.

2nd Step This step leads to recommendations by TO(I&S) on same day.

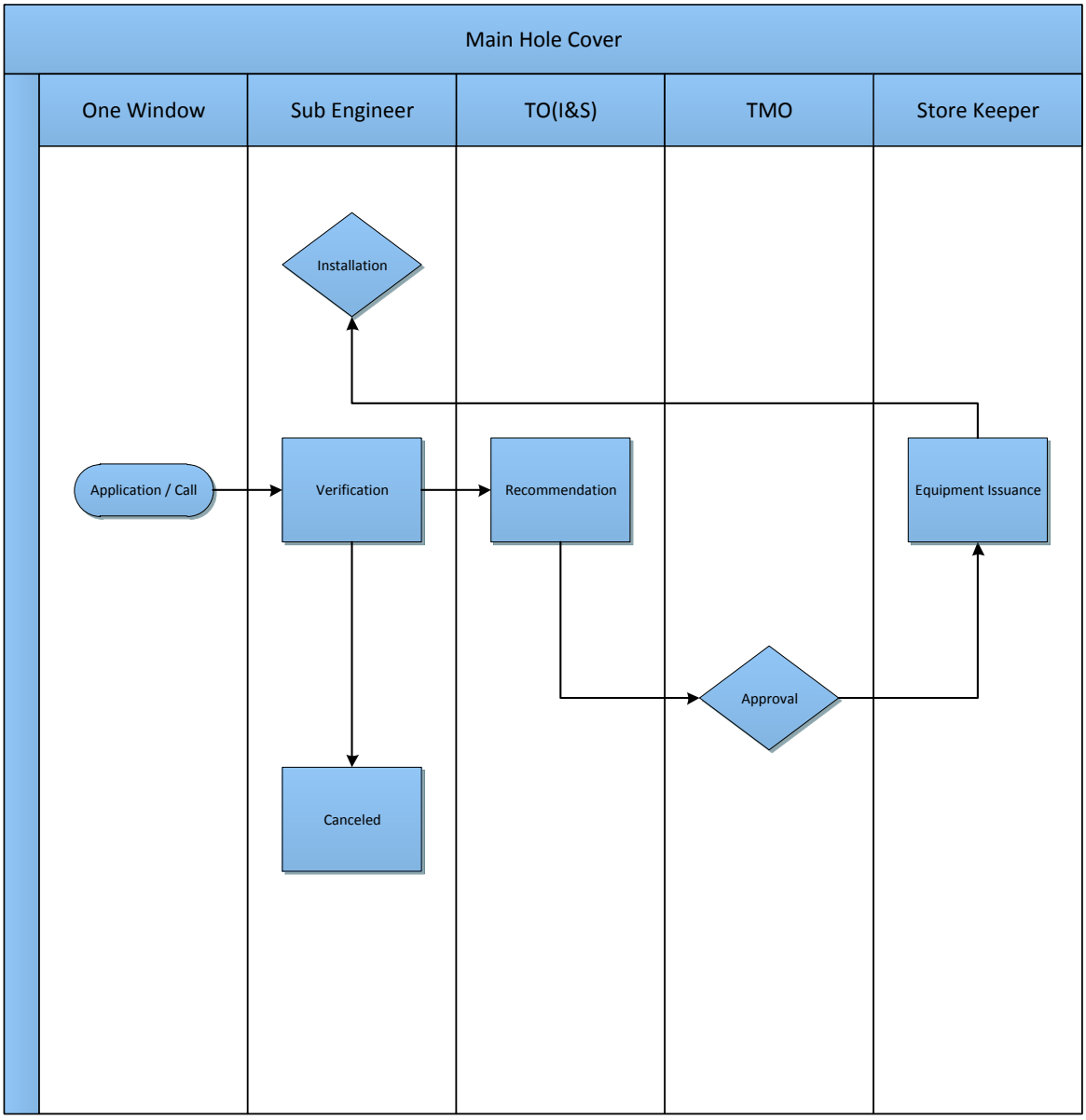
3rd step In this step there will be approval or rejection by Town Administrator. If TMO approves the application, it will be moved to the next step and if it is rejected ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

4th step In this step TO(I&S) issues tender of Tarcol, Bajri, Curve Stone, and Haro Sand. This process will be accomplished within 15 days.

5th step After the tender issuance, Sub Engineer will ensure material supply to CDGL plant.

6th step In this step DO(Road-III) according to its monthly schedule will issue the material for the required process.

7th step In this step TO(I&S) will implement the plan of patch work on same day. Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Main Hole Cover

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Verification	Sub Engineer	Same Day
3	Recommendation	TO(I&S)	Same Day
4	Approval	TMO	Same Day
3	Equipment Issuance	Store Keeper	Same Day
4	Installation	Sub Engineer	Same Day

Business Rules and Process Description:

1st Step: Applicant will submit the request along with require documents by using the following ways:

1. One Window

i. System will issue the ticket and forward it to the verification.

2. Call
    i. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    i. Applicant can view/download the process and submit application online; application will be forwarded for verification after required documents.

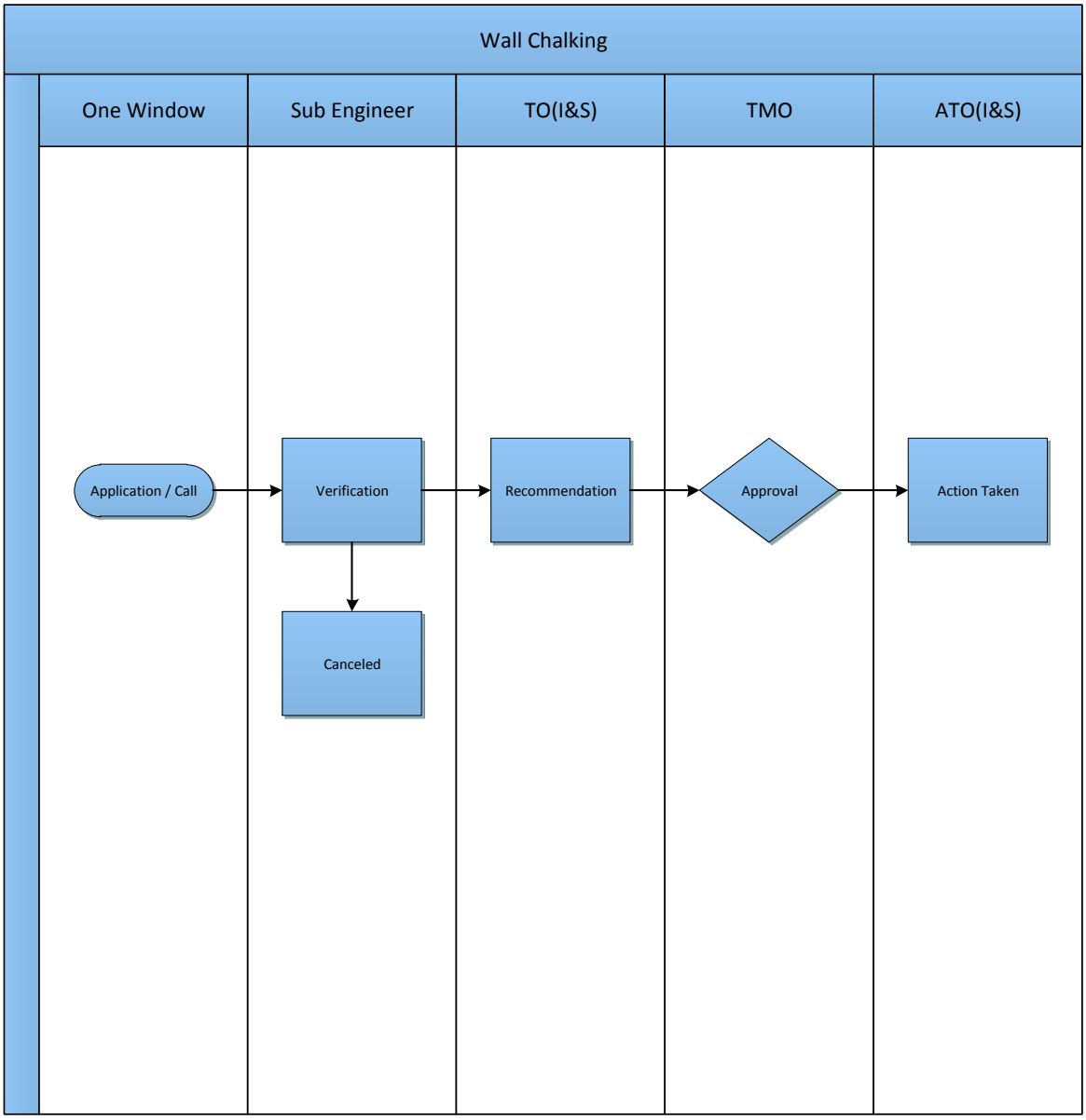
2nd Step: Application will be forwarded for document verification by Sub Engineer. If this procedure would not meet the requirement, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

3rd Step This step leads to recommendations by TO(I&S) on same day.

4th step In this step there will be approval or rejection by TMO. If TMO approves the application, it will be moved to the next step and if it is rejected ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

5th Step After the approval of TMO, in this step store keeper will issue required equipments on same day.

6th Step This step wraps up process flow of street lights through installation of required equipments by Electrocution. Intimation through SMS or Call would be sent to the requestor updating him with the status.



Process Flow of Wall Chalking

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Verification	Sub Engineer	Same Day
3	Recommendation	TO(I&S)	Same Day
4	Approval	TMO	Same Day
3	Action Taken	ATO(I&S)	Same Day

Business Rules and Process Description:

1st Step: Applicant will submit the request along with require documents by using the following ways:

1. One Window
    i. System will issue the ticket and forward it to the verification.

2. Call
    i. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    i. Applicant can view/download the process and submit application online; application will be forwarded for verification after required documents.

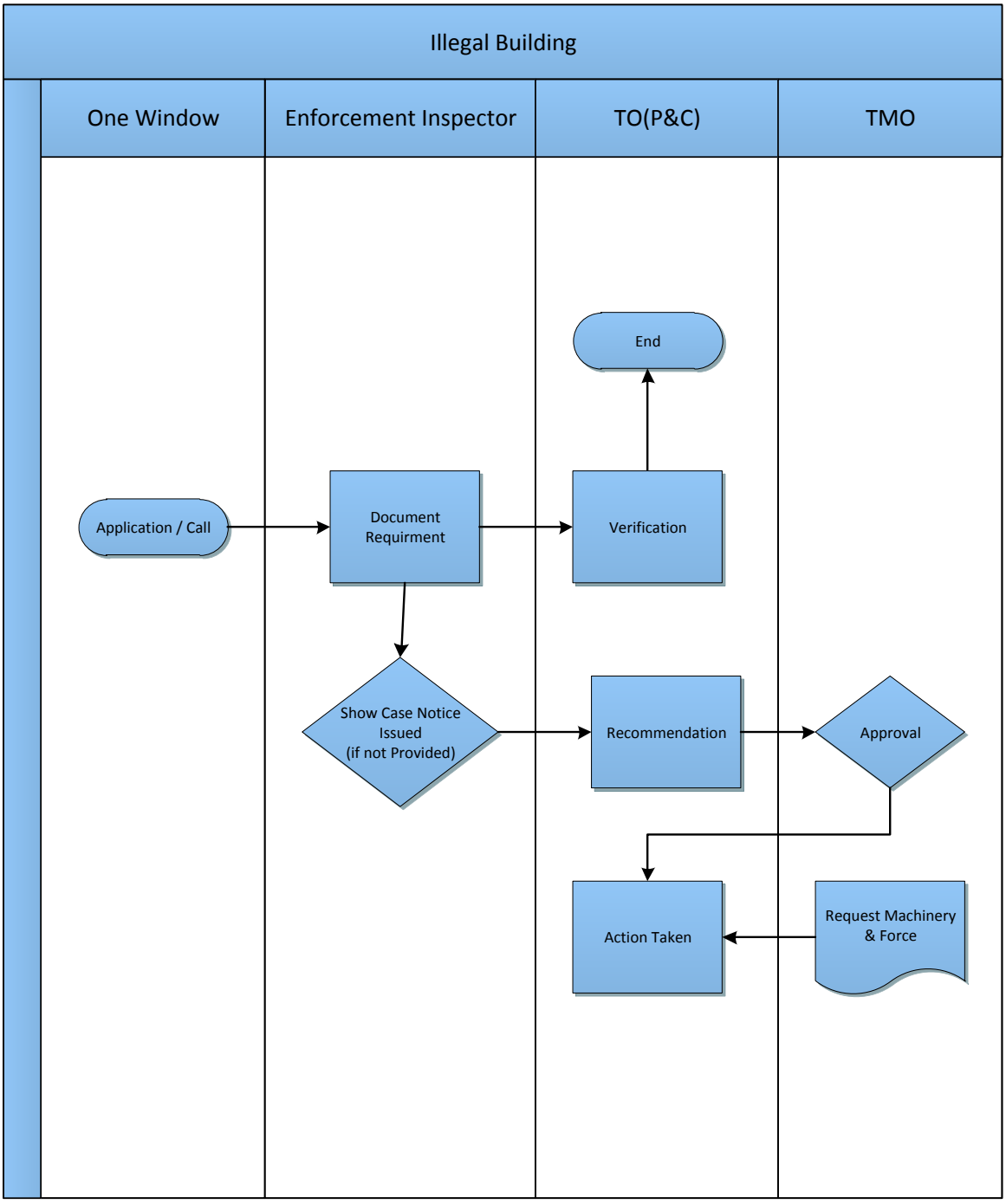
2nd Step: Application will be forwarded for document verification by Sub Engineer. If this procedure would not meet the requirement, ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

3rd Step This step leads to recommendations by TO(I&S) on same day.

4th step In this step there will be approval or rejection by TMO. If TMO approves the application, it will be moved to the next step and if it is rejected ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

5th Step In this step action will be take place by ATO(I&S) on same day. Intimation through SMS or Call would be sent to the requestor updating him with the status.

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Process Flow of Illegal Building

Step	Work Process	Responsible Person	Allowed Days
1	Application & Call	One Window	
2	Notice Issue for Document Requirement 1-Building Plan 2-Map Approval 3-OwnerShip Document	Enforcement Inspector	Same Day

3	Show Case Notice Issue(if not provided)	Enforcement Inspector	3 Day
4	Approval	TMO	1 Day
4	Action Taken	TO(P&C)	1 Day

Business Rules and Process Description:

1st Step: Applicant will submit the request along with require documents by using the following ways:

1. One Window
    i. System will issue the ticket and forward it to the verification.
2. Call
    i. Agent will guide the whole process and issue the ticket. Application will be forwarded for verification after required documents submission.
3. Online/Web Portal
    i. Applicant can view/download the process and submit application online; application will be forwarded for verification after required documents.

2nd Step In this step Enforcement Inspector will issue notice for document requirement which comprises Building Plan, Map Approval, and Ownership Document on same day.

3rd step If document provision will not be fulfilled Enforcement Inspector will issue a show case notice for further process.

4th step In this step there will be approval or rejection by TMO. If TMO approves the application, it will be moved to the next step and if it is rejected ticket will be closed with comments, and the intimation SMS would be generated for the requestor.

5th step In this step TO(P&C) will take action same day. Intimation through SMS or Call would be sent to the requestor updating him with the status