PUNJAB INFORMATION TECHNOLOGY BOARD
(PITB)

INVITATION TO BID

Punjab Information Technology Board (PITB), Government of the Punjab, invites bids for Provisioning of e-Khidmat Maraakaz Services under Franchise Model under Framework Contract:

Sr. #	Description	Estimated Cost	Bid Security (0.5%)
1	E-Khidmat Services	187,200,000/-	936,000/-

2. The procurement shall be completed in accordance with the Punjab Procurement Rules 2014, on Single Stage - Two Envelope Bidding Procedure.
3. The tender document is available in the office of the undersigned & the same may be obtained subject to the payment of cost of printing and provision of the document which is Rs. 1000/-. Tender Document is also available at www.pitb.gov.pk and www.ppra.punjab.gov.pk and may be downloaded free of cost.
4. 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, placed at Reception of the PITB office, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, not later than **1200** Hours on last date of submission of bids i.e. **15th April, 2021** and bids shall be opened at **1230** hours on the same date, as per PPRA Rules, 2014.
5. Bids which are incomplete, not sealed, not signed and stamped, late or submitted by other than specified mode will not be considered.
6. Income/Sales tax registration certificate and other documents as mentioned in Tender Document must accompany the bids.

Note: PITB management may reject all bids or proposals at any time prior to the acceptance of a bid or proposal, as provided under Rule-35 of Punjab Procurement Rules, 2014. **(IPL-2905)**

Director (Development & Procurement)
Punjab Information Technology Board
13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road Lahore.
Ph: (042) 35880062, Fax (042) 99232123 Web: www.pitb.gov.pk

Bidding Document

Tender No. 129032021-1

PROVISIONING OF E-KHIDMAT MARAAKAZ SERVICES UNDER FRANCHISE MODEL UNDER FRAMEWORK CONTRACT

Punjab Information Technology Board (PITB)

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

346-B, Ferozepur Road, Lahore, Pakistan

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

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Important Note:

Bidders must ensure that they shall 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 out rightly. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the Bidder for scrutiny.

Applicability of Punjab Procurement Rules, 2014

This Procurement Process will be governed under Punjab Procurement Rules, 2014, 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, 2014 will be strictly followed. These may be obtained from PPRA's website.

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules, 2014.

1.2 Mode of Advertisement(s)

As per Rule 12(1&2), this Tender advertisement is made through PPRA website, as well as being advertised in print media.

As per Rule 12(1), this Tender advertisement is also made through the website of the Purchaser. The Bidding Document is available in the office of Punjab Information Technology Board, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore & the same may be obtained subject to the payment of cost of printing and provision of the document which is Rs. 1,000/-. Bidding Document is also available at **www.pitb.gov.pk** and **www.ppra.punjab.gov.pk** and may be downloaded free of cost.

All prospective bidders are required to collect a Challan Form from the Procurement Assistant, PITB at above given address; to submit an amount of Rs. 1,000/- in PITB's account. The original deposit slip / Challan Form must accompany the respective bid.

1.3 Type of Open Competitive Bidding

As per Rule 38(2)(a), Single Stage - Two Envelope Bidding Procedure shall be followed. The said procedure is reproduced as follows:

(i) the bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals;

(ii) the envelopes shall be marked as "Financial Proposal" and "Technical Proposal";

(iii) in the first instance, the "Technical Proposal" shall be opened and the envelope marked as "Financial Proposal" shall be retained unopened in the safe custody of the procuring agency;

(iv) in term of Rule 33(1) after submission of bid the procuring agency shall evaluate the technical proposal in the manner prescribed in bidding document without reference to the price and shall reject any proposal which does not conform to the specified requirements;

(v) during the technical evaluation no change in the technical proposal shall be permitted;

(vi) after the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids within the bid validity period, publically at the time, date and venue announced and communicated to the bidders in advance,;

(vii) the financial bids found technically non responsive shall be returned un-opened to the respective bidders, in accordance with the rule 38-2(a) (vii);

(viii) the lowest evaluated bidder shall be awarded the contract.

2. Bidding Details (Instructions to Bidders)

All bids must accompany Bid Security (Earnest Money) which shall be 0.5% of the estimated cost of the project in the form of Bank Guarantee / CDR or Banker Cheque, no insurance guarantee shall be acceptable, as part of financial bid and as per provisions of the clause "Bid Security" of this document in favor of **"Punjab Information Technology Board"**. A copy of bid security shall be attached with the technical bid. The complete bids as required under this Bidding Document must be delivered into the Tender Box, placed at reception of Punjab Information Technology Board, not later than 1200 hours on last date of submission of bids i.e. **15th April, 2021**, late bids shall not be considered. The Technical bids shall be publicly opened in the Committee Room of Punjab Information Technology Board, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, on the same day i.e. **15th April, 2021** at 1230 hours**.** In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

Queries of the Bidders (if any) for seeking clarifications regarding the scope of the services must be received in writing to the Purchaser till **2nd April, 2021.** Any query received after said date may not be entertained. All queries must be responded to within due time on equal opportunity basis.

Please note that alternative bids shall not be considered. The attention of bidders is drawn to the provisions of this Bidding Document Clause regarding **"Determination of Responsiveness of Bid" and "Rejection / Acceptance of the Bid"** for making their bids substantially responsive to the requirements of the Bidding Document.

It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid Process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder In case of rejection of bid the procuring agency shall not be responsible for any loss to the bidder.

It must be clearly understood that the Terms and Conditions and Specifications are intended to be strictly enforced. No escalation of cost will be permitted throughout the period of completion of the Contract.

The Bidder should be fully and completely responsible for all the deliveries and deliverables to the Purchaser.

The Primary Contact & Secondary Contact for all correspondence in relation to this bid is as follows:

Primary Contact

Farhan Rasheed
Program Manager (Operations) - FC
Email: farhan.rasheed@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Secondary Contact

Rana Abid
Director (Operations & Communication) - FC
Email: abid.mehmood@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

M. Jahanzaib Khan
Assistant Director (Dev. & Proc.)
Email: jahanzaib.khan@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact, all queries should be communicated via the Primary Contact and in writing (e-mail) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

Bidders are also required to state, in their proposals, the name, title, contact number (landline, mobile), 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.

TERMS AND CONDITIONS OF THE TENDER

3. Definitions

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

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

3.2 “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.

3.3 "Client" means the Project lead of technical wing of the Purchaser for whose’ particular project the Services have been procured or any other person, duly appointed in writing, by the Client, for the time being or from time to time, to act as Client for the purposes of the Contract.

3.4 “Bidder” means the interested Firm / Company / Supplier / Distributors that may provide or provides the services required under clause-6 / Annexure-A of this Bidding Document to any of the public / private sector organization under the contract and have registered for the relevant business thereof.

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

3.6 "Contract" means the agreement signed 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.

3.7 "Contractor / Vendor" means the Bidder whose bid has been accepted and awarded Letter of Intent for specific services followed by the signing of Contract.

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

3.9 "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 Services in question.

3.10 "Day" means calendar day.

3.11 "Force majeure shall mean any event, act or other circumstances not being an event, act or circumstances under the control of the purchaser or of the contractor.

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

3.13 "Prescribed" means prescribed in the Bidding Document.

3.14 "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.

3.15 "Services" means the services provided / required under the Annexure-A.

3.16 "Origin" shall be considered to be the place from which the Services are provided. The origin of Services is distinct from the nationality of the Contractor.

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

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

3.19 “Eligible” is defined as any country or region that is allowed to do business in Pakistan by the law of Government of Pakistan.

3.20 “Bid Price” means the unit rate (Including all taxes per service) and also includes total service charges (Including all taxes per month/year) to be calculated on the basis of estimated quantities of services per month/year.

4. 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.

5. Notice

5.1 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:

5.1.1 in writing;
5.1.2 issued within reasonable time;
5.1.3 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
5.1.4 The words "notify", "certify", "order", “consent”, “approve”, "instruct", shall be construed accordingly.

6. Scope

Detailed Scope of services is attached at Annexure “A”. Contract will be awarded to the technically qualified bidder with lowest rate (base rate). Furthermore, if the business opportunity will be provided to two (2) other successful bidders (priority will be given in ascending order i.e. second lowest and third lowest bidders, however, if second and third lowest bidders do not match the base rate then opportunity shall be provided to next lowest bidders) to sign an agreement on the lowest quoted rate (base rate) and business will be provided as per following share:

i. Business opportunity (in full) will be given to the financially lowest bidder.

ii. In case if bidder fails to deliver the given sites (in partial or full) within due time then the opportunity will be provider to the next bidder for the remaining sites (this will carry on until 3rd bidder). Each time the new business opportunity will be given firstly to the first lowest bidder (and so on as mentioned above).

7. Eligibility/Qualification Criteria

Eligible Bidder is a Bidder who:

7.1 has a registered/incorporated company/firm in Pakistan with relevant business experience of last five (5) years;

7.2 has valid Registration of Sales Tax (GST) & National Tax Number (NTN);

7.3 Has submitted bid with complete requirement with relevant bid security;

7.4 Has not been blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Submission of undertaking)

7.5 Conforms to the clause of “Responsiveness of Bid” given herein this Bidding Document.

7.6 Services can only be supplied / sourced / routed from “origin” in “eligible” member countries.

NOTE: Verifiable proof for all the above shall be mandatory. Non-submission may cause disqualification of the bidder for any further process

8. Bid Cost

The Bidder 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.

9. Joint Venture / Consortium

Joint venture / consortium is not eligible for this tender.

10. Examination of the Bidding Document

The Bidder is expected to examine the Bidding Document, including all instructions and terms and conditions.

11. Clarification of the Bidding Document

The Bidder may require further information or clarification of the Bidding Document, within 05 (five) calendar days of issuance of tender in writing. The clarification and its replies will be shared with all prospective bidders.

Bidders should note that during the period from the receipt of the bid and until further notice from the Primary Contact given herein this document, all queries should be communicated via the Primary Contact and in writing (e.g. e-mail / letter) only. In the case of an urgent situation where the Primary Contact cannot be contacted, the bidder may alternatively direct their enquiries through the Secondary Contact.

12. Amendment of the Bidding Document

12.1 The Purchaser may, at any time prior to the deadline for submission of the Bid, at its own initiative or in response to a clarification requested by the Bidder(s), amend the Bidding Document, on any account, for any reason. All amendment(s) shall be part of the Bidding Document and binding on the Bidder(s).

12.2 The Purchaser shall notify the amendment(s) in writing to the prospective Bidder's as per Rule 25(4) of Punjab Procurement Rules, 2014 on equal opportunity basis in a timely manner.

12.3 The Purchaser may, at its exclusive discretion, amend the Bidding Document to extend the deadline for the submission of the Bid as per Rule-29 of Punjab Procurement Rules, 2014.

13. Preparation / Submission of Bid

13.1 The Bidder must bid for complete scope of services given in this Bidding Document.

13.2 The advertisement and all documents relating to the Bid, exchanged between the Bidder and the Purchaser, shall be in English. Any printed literature furnished by the Bidder in another language shall be accompanied by an English translation which shall govern for purposes of interpretation of the Bidding Document.

13.3 The Bid shall be filed in / accompanied by the prescribed Forms, Annexes, Schedules, Documents, Brochures, Literature, etc. which shall be typed, completely filled in, stamped and signed by the Bidder or his Authorized Representative. In case of copies, signed and stamped photocopies may be submitted. If volume of the bid contains various set(s) of documents the same must be properly numbered and tagged in binding shape.

13.4 The Bid 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.

13.5 Technical Proposal shall comprise the following, **without quoting the price**:

13.6 Technical Proposal Form (**Annexure-B**)

13.6.1 Undertaking (All terms & conditions and qualifications listed anywhere in this Bidding Document have been satisfactorily vetted) and Affidavit (Integrity Pact) (**Annexure-G&H**)

13.6.2 Covering letter duly signed and stamped by authorized representative. (**Annexure-E**)

13.6.3 Documentary Evidence of eligibility of the Bidder and the Services.

13.6.4 Documentary Evidence of conformity of the similar Services tendered as required in the Bidding Document.

13.6.5 Submission of undertaking that the firm is not blacklisted by any Provincial or Federal Government Department anywhere in Pakistan.

13.6.6 Valid Registration Certificate for Income Tax & Sales Tax

13.6.7 Power of Attorney, if an authorized representative is appointed (**Annexure-F**)

13.7 The Financial Proposal shall comprise the following:

13.7.1 Financial Proposal Form (**Annexure-C**)

13.7.2 Price Schedule (**Annexure-D**)

13.7.3 Bid Security **(Earnest Money),** as per provisions of the clause Bid Security of this document.

13.8 The Bidder shall seal the Original Technical Proposal in an envelope duly marked as under:

Original Technical Bid for

Name: [Name of Tender]

No. **129032021-1**

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.9 The Bidder shall seal the Duplicate Technical proposal in an envelope duly marked as under:

Duplicate Technical Proposal for

Name: [_____]

No. **129032021-1**

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.10 The Bidder shall follow the same process for the Financial Proposal.

13.11 The Bidder shall again seal the sealed envelopes of Original Technical Proposal and the Original Financial Proposal in an outer envelope, duly marking the envelope as under:

Original Bid for

Name: [_____]

No. **129032021-1**

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.12 The Bidder shall again seal the sealed envelopes of Duplicate Technical Proposal and the Duplicate Financial Proposal in an outer envelope, duly marking the envelope as under:

Duplicate Bid for

Name: [Name]

No. **129032021-1**

Strictly Confidential

[Name of the Purchaser]

[Address of the Purchaser]

[Name of the Bidder]

[Address of the Bidder]

[Phone No. of the Bidder]

13.13 The Bidder may enclose soft copies of the Technical Proposal, including all Forms, Annexes, Schedules, Documents, Brochures, Literature, etc., in the form of PDF and Scanned images, with the hard copies but submission of hard copies is mandatory and non-compliance shall lead to disqualification.

13.14 The Bids shall be dropped in the prescribed Tender Box placed at the Reception of the Purchaser's office, not later than 1200 hours on last date of submission of bids. No late bid shall be accepted.

13.15 This is made obligatory to affix authorized signatures with official seal on all original and duplicate (copies) documents, annexure, copies, certificates, brochures, literature, letters, forms and all relevant documents as part of the bids submitted by the Bidder.

14. Bid Price

14.1 The quoted price shall be:

14.1.1 in Pak Rupees;

14.1.2 inclusive of all taxes, duties, levies etc.;

14.1.3 best / final / fixed and valid until completion of all obligations under the Contract i.e. not subject to variation / escalation;

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

15. Bid Security (Earnest Money)

15.1 The bid security amount has been calculated as per provisions of Rule-27 "Bid Security" of PPRA Rules, 2014 (i.e. not exceeding five percent of the estimated cost), the Bidder shall furnish the Bid Security (Earnest Money) as under:

15.1.1 for amount as mentioned in following table:

Sr. #	Description	Estimated Cost *	Bid Security Amount (0.5%)
15.1.2	E-Khidmat Services	187,200,000/-	936,000/-

** The cost has been calculated based on the experience of customers coming at e-Khidmat Maraakaz and is for estimation purpose, however bidder is requested to calculate bid cost based on its own business model.*

15.1.3 denominated in Pak Rupees;

15.1.4 As part of financial bid envelope;

15.1.5 in the form of Bank Guarantee / Demand Draft / Pay Order / Call Deposit Receipt, in the name of the Purchaser;

15.1.6 Have a minimum validity period of one hundred and eighty (180) days from the last date for submission of the Bid.

15.2 The Bid Security may be forfeited by the Purchaser, on the occurrence of any / all of the following conditions:

15.2.1 If the Bidder withdraws the Bid during the period of the Bid validity specified by the Bidder on the Bid Form; or

15.2.2 If the Bidder does not accept the corrections of his Total Bid Price; or

15.2.3 If the Bidder, 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 Bidding Document.

15.3 The Bid security shall be returned to the technically unsuccessful Bidder with unopened/sealed financial bid while the unsuccessful bidders of financial bid opening procedure will be returned the Bid Security only after the award of the contract. The Bid Security shall be returned to the successful Bidder upon furnishing of the Performance Security.

16. Bid Validity

The Bid shall have a minimum validity period of one hundred and eighty (180) days from the last date for submission of the Bid. The Purchaser may solicit the Bidder's consent to an extension of the validity period of the Bid. The request and the response thereto shall be made in writing. If

the Bidder agrees to extension of validity period of the Bid, the validity period of the Bid Security shall also be suitably extended. The Bidder may refuse extension of validity period of the Bid, without forfeiting the Bid security.

17. Modification / Withdrawal of the Bid

17.1 The Bidder may, by written notice served on the Purchaser, modify or withdraw the Bid after submission of the Bid, **prior to the deadline for submission of the** Bid.

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

18. Opening of the Bids

18.1 Bids (Technical Bids) shall be opened at 1230 hours on the last date of submission of bids i.e. **15th April, 2021,** in the presence of the Bidder(s) for which they shall ensure their presence without further invitation, as per provision of Rule-30 of PPRA Rules, 2014. In case the last date of bid submission falls in / within the official holidays / weekends of the Purchaser, the last date for submission of the bids shall be the next working day.

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

18.3 No Bidder or its representative will be allowed to keep any digital device (camera, audio recorder, cell phone etc.) during Bid opening meeting at given time and location.

19. Clarification of the Bids

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

20. Determination of Responsiveness of the Bid

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

20.1.1 meets the eligibility criteria given herein this Bidding Document/ the Services;

20.1.2 meets the Technical Specifications for the Services;

20.1.3 meets the delivery period / point for the Services;

20.1.4 in compliance with the rate and limit of liquidated damages;

20.1.5 offers fixed price quotations for the Services, whereby no optional offer / bid or price is allowed;

20.1.6 is accompanied by the required Bid Security as part of financial bid envelope;

20.1.7 The original receipt of Bid fee submitted, attached with technical bid envelope;

20.1.8 In compliance with the Preparation/Submission of Bid in a manner prescribed in this Bidding Document clause-13;

20.1.9 Conforms to all terms and conditions of the Bidding Document, without material deviation or reservation.

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

20.3 The Bid determined as not substantially responsive shall not subsequently be made responsive by the Bidder by correction or withdrawal of the material deviation or reservation.

21. Correction of errors / Amendment of Bid

21.1 The Bid shall be checked for any arithmetic errors which shall be rectified, as follows:

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

21.1.2 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.

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

21.2 The Bid price as determined after arithmetic corrections shall be termed as the Corrected Total Tender Price which shall be binding upon the Bidder.

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

21.4 No credit shall be given for offering delivery period earlier than the specified period.

22. TECHNICAL EVALUATION CRITERIA

PASS MARKS: An eligible bidder, based on conditions listed in this document, scoring less than the 70% pass marks limit will be rejected in Technical Evaluation, and its sealed /unopened Financial Proposal shall be returned back after award of the Contractor. 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.

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 50%. In other words, if TWO or more bidders exceed 70%, then the Pass Mark will NOT be decreased to 50%.

If Pass Marks are decreased to 50%, then ALL bidders with scores greater than or equal to 50% shall be considered EQUALLY as approved in the Technical Evaluation, and their Financial Bids shall be opened.

The Bidders who have duly complied with the Eligibility/Qualification and Evaluation Criteria will be eligible for further processing. The Bids which do not conform to the Technical Specifications or Bid conditions or the Bids from the Bidders without adequate capabilities will be rejected.

The Technical proposals shall be evaluated by the technical evaluation committee in the light of following evaluation criteria:

Category	Description	Points
Legal (Mandatory)	Valid Income Tax Registration * Registered for at least last five (05) years	Required
	Valid Sales Tax Registration (Status = Active with relevant Authority)	Required
	<u>Undertaking:</u> i. Submission of undertaking that the firm is not blacklisted by any of Provincial or Federal Government Department anywhere in Pakistan. ii. In full compliance of the Execution Schedule mentioned in Bidding Document. iii. Compliance to the services required under Annexure-A i.e. Scope of Services in this document.	Required

Market Presence (In major Cities)	Number of available franchises / business centers in 5 cities of Pakistan i.e. Lahore, Faisalabad, Multan, Rawalpindi and Gujranwala to cater 200 citizens per day/franchise in standard hours per day (Standard hours should not be less than 8 hours/day) (Max Points 70)	1-2 in each city	35 Points
		3-4 in each city	50 Points
		5 or above in each city	70 Points
Market Presence (In other Cities)	Available franchises / business centers in 31 districts of Punjab other than 5 mentioned above to cater 200 citizens per day/franchise in standard hours per day (Standard hours should not be less than 8 hours/day) (Max Points 30, per district maximum points = 0.97)	0.97 points to be awarded per district	Total points= 30

Note:

i. Verifiable documentary proof for all above requirements and criteria points is mandatory requirement and marks will be awarded on the basis of these verifiable proofs. Bidder must include checklist for above requirements in their bid.

ii. The result of the technical evaluation will be announced at least one (01) day before the opening of financial bids. Said one day time will be given for the grievance regarding technical qualification / disqualification of the bidders. However, after lapse of given time between the declaration of technical evaluation report and opening of the financial, no grievance petition would be entertained concerning the technical qualification / disqualification of the bidder. The objection after the opening of the financial bid would remain restricted to the financial bid only.

23. FINANCIAL PROPOSAL EVALUATION

23.1 Technically qualified/successful bidder(s) shall be called for opening of the Financial Proposal(s). The Financial Proposals will be opened in the presence of the Bidders at the time and venue indicated by the Purchaser accordingly. The technically Eligible/Successful Bidder(s) or their authorized representatives shall be allowed to take part in the Financial Proposal(s) opening.

23.2 Financial Proposal evaluation will be conducted under the Punjab Procurement Rules, 2014. The Price evaluation will include all duties, taxes and expenses etc. In case of any exemption of duties and taxes made by the Government in favor of the Purchaser, the contractor shall be bound to adjust the same in the Financial Proposal.

23.2.1 In cases of discrepancy between the cost/price quoted in Words and in Figures, the lower of the two will be considered.

23.2.2 In evaluation of the price of an imported item, the price will be determined and considered inclusive of the customs and other import duties etc.;

23.2.3 In evaluation of the price of articles/goods/services which are subject to excise duty, sales tax, income tax or any other tax or duty levied by the Government, the price will be determined and considered inclusive of such duties and taxes.

23.3 The Purchaser will not be responsible for any erroneous calculation of taxes and all differences arising out as above shall be fully borne by the Successful Bidder.

23.4 All beneficiaries / recipient of payments / fees i.e. Purchaser, Contractor, relevant departments etc. will be responsible for tax submission against their revenue, as applicable under the laws of Pakistan for the whole period starting from issuance of Letter of Intent (LOI) till termination of the signed contract in this regard.

24. Rejection / Acceptance of the Bid

24.1 The Purchaser shall have the right, at his exclusive discretion, to increase / decrease the quantity

of any or all item(s) / Services without any change in unit prices or other terms and conditions at the time of order placement. The Purchaser may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The Purchaser shall upon request, communicate to any bidder, the grounds for its rejection of all bids or proposals, but shall not be required to justify those grounds. The Purchaser shall incur no liability, solely, by virtue of its invoking sub-rule (1) of Rule-35 of Punjab Procurement Rules, 2014 towards the bidders. However, bidders shall be promptly informed about the rejection of the bids, if any (As per Rule 35 of Punjab Procurement Rules, 2014).

24.2 The Bid may be rejected if it is:

24.2.1 substantially non-responsive in a manner prescribed in this Bidding Document clause-20; or

24.2.2 submitted in other than prescribed forms, annexes, schedules, documents / by other than specified mode; or

24.2.3 incomplete, partial, conditional, alternative, late; or

24.2.4 relevant bid security is not submitted;

24.2.5 subjected to interlineations / cuttings / corrections / erasures / overwriting; or

24.2.6 the Bidder refuses to accept the corrected Total Bid Price; or

24.2.7 the Bidder has conflict of interest with the Purchaser; or

24.2.8 the Bidder tries to influence the Bid evaluation / Contract award; or

24.2.9 the Bidder engages in corrupt or fraudulent practices in competing for the Contract award;

24.2.10 the Bidder fails to meet all the requirements of Eligibility / Qualification Criteria (Clause-7);

24.2.11 the Bidder fails to meet the evaluation criteria requirements (clause-22);

24.2.12 the Bidder has been blacklisted by any public or private sector organization;

24.2.13 The Bidder has mentioned any financial implication(s) in the financial proposal that is in contradiction to this document and Government rules and regulations.

24.2.14 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.

24.2.15 The Bidder submits any financial conditions as part of its bid which are not in conformity with Bidding Document.

24.2.16 Non-submission of verifiable proofs against the mandatory as well as general documentary, qualification and eligibility related requirements.

24.2.17 If the rates quoted by vender are not workable or on higher side etc.

25. Award Criteria

25.1. At first step, eligible bidder(s) as per clause-7 (Eligibility) of this Bidding Document fulfilling the qualification and technical evaluation criteria will stand technically qualified.

25.2. At second step, technically qualified and successful bidder(s) will be evaluated in the light of all Pre-Conditions, necessary requisites (Given in Annexure-D) and shall be selected on lowest cost quoted as per rules and fulfilling all codal formalities, irrespective of their score in the previous step.

25.3. Contract will be awarded to the technically qualified bidder with lowest rate (base rate). Furthermore, if the business opportunity will be provided to two (2) other successful bidders (priority will be given in ascending order i.e. second lowest and third lowest bidders, however, if second and third lowest bidders do not match the base rate then opportunity shall be provided to

next lowest bidders) to sign an agreement on the lowest quoted rate (base rate) and business will be provided as per following share:

i. Business opportunity (in full) will be given to the financially lowest bidder.

ii. In case if bidder fails to deliver the given sites (in partial or full) within due time then the opportunity will be provider to the next bidder for the remaining sites (this will carry on until 3rd bidder). Each time the new business opportunity will be given firstly to the first lowest bidder (and so on as mentioned above).

26. Acceptance Letter

As per provisions of Rule (55) of Punjab Procurement Rules 2014, the Purchaser shall issue the Intent Letter to the successful Bidder, at least after 10 days of announcement of bid evaluation reports (Ref. Rule-37 of PPRA Rules, 2014) and prior to the expiry of the original validity period or extended validity period of the Bid, which shall constitute a contract, until execution of the formal Contract.

27. Performance Security

27.1 The successful Bidder/The Contractor shall furnish Performance Security as under:

27.1.1 within twenty-eight (28) days of the receipt of the Acceptance Letter from the Purchaser;

27.1.2 in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Bidding Document;

27.1.3 for a sum equivalent to 5% of the contract value;

27.1.4 the amount of performance security will be reviewed on yearly basis i.e. at the time of contract extension. If there is an increase in contract value of upto 25%, performance security amount shall not be enhanced from original amount. However, for increase above 25% in contract value, the contractor will enhance the performance security amount to 50% of original performance security amount. Same method will be followed for every subsequent 25% increase in contract value.

27.1.5 denominated in Pak Rupees;

27.1.6 Have a minimum validity period until the date of expiry of support period or termination of services, or fulfillment of all obligations under the contract, whichever is later. Performance security shall not be acceptable with any validity less than the prescribed time period.

28. Redressal of grievances by the procuring agency

28.1 The Purchaser has constituted 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.

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

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

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

28.5 Any bidder not satisfied with the decision of the committee of the Purchaser may lodge an appeal in the relevant court of jurisdiction.

Terms and Conditions of Contract

29. Contract

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

30. Framework Contract Duration

The Framework Contract duration is initially for one (1) year from the date of issuance of Intent Letter and extendable up to five (5) years on yearly basis, based on provisioning of satisfactory services by the service provider.

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, 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. Standards

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

34. 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. The successful bidder shall provide legal stamp papers of relevant value according to Government rules and regulations for signing of the formal contract.

35. Patent Right

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.

36. Execution Schedule

36.1 The Contractor shall start delivery of services at selected franchise(s) within four (04) to eight (8) weeks from the issuance of intimation letter / Purchase order, subsequent to the issuance Letter of Intent (LOI). The Purchaser reserves the right to increase / decrease the number of franchises, as per requirement.

36.2 The Purchaser have the right, at his exclusive discretion, to select franchise as per required, based on footfall, quality of Franchise and Location.

37. Collections and Payments

37.1 The Contractor shall be responsible for defined service fee collection from the citizens at franchises provided that:

i. The Contractor shall deposit the collected government notified departmental fees against

relevant services, online without any delay whatsoever, to the relevant departments designated bank accounts, specified in the final contract agreement.

ii. The Contractor shall deposit service fee collection against each transaction (PITB's share), online without any delay whatsoever, to PITB's designated bank accounts, specified in the final contract agreement.

iii. The contractor will retain its share of transaction fee as per the contracted cost and terms & conditions.

iv. The Purchaser will share the detail of accounts with the Contractor at the time of contract signing.

v. CRMs of E-Khidmat Maraakaz and the Contractor will be integrated through which reconciliation of cash will be done, daily at day end and on monthly basis as well.

37.2 Provided that in the event of any default or delay in depositing any such amount and collections, the Contractor shall be responsible to pay and the amount will be deemed to be a receivable from the Contractor until settled.

37.3 The Contractor will share statement of payments deposited to PITB, at the end of each month for reconciliation and Audit purpose.

37.4 All beneficiaries / recipient of payments / fees i.e. Purchaser, Contractor, relevant departments etc. will be responsible for tax submission against their revenue, as applicable under the laws of Pakistan for the whole period starting from issuance of Letter of Intent (LOI) till termination of the signed contract in this regard.

38. 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.

39. Contract Amendment

39.1 The Purchaser may at any time, by written notice served to the Contractor, alter or amend the contract for any identified need/requirement in the light of prevailing rules and regulations.

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

39.3 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.

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

40. Assignment / Subcontract

40.1 The Contractor shall not assign or sub-contract its obligations under the Contract, in whole or in part, except with the Purchaser's prior written consent.

40.2 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.

41. 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.

42. Service Level Parameters

42.1 The service level of the Contractor at each franchise will be evaluated on monthly basis against following parameters, based on results of CRM to be provided by PITB:

i. Ensure that Average Wait Time / Citizen is maximum 10-15 minutes.
ii. Average Application Process Time is 5 to10 minutes.

42.2 In case, the average wait time / average application process time, at the end of a month increases from the above given times for a particular month, then a notice will be served to the relevant franchise by project team.

42.3 If two notices are served to any franchise for two consecutive months, then notice will be served to the Contractor for discontinuation of service at given franchise and start of operations at any other franchise with comparable scale and scope within 30 days, in consultation with the Purchaser.

43. Blacklisting

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 or 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 without prejudice to any other right of action / remedy it may have, blacklist the Contractor, for a stated period, for future tenders in public sector, as per provision of Punjab Procurement Rules, 2014 and PITB Procurement Regulations and Guidelines.

44. Forfeiture of Performance Security

44.1 The Performance Security shall be forfeited by the Purchaser, on occurrence of any/all of the following conditions:

44.1.1 If the Contractor commits a default under the Contract;
44.1.2 If the Contractor fails to fulfill any of the obligations under the Contract;
44.1.3 If the Contractor violates any of the terms and conditions of the Contract.

44.2 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.

44.3 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.

45. Termination for Default

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 Purchaser may allow in writing), after receipt of such notice.

46. 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, indicate the nature of the insolvency and terminate the Contract, in whole or in part, without any compensation to the Contractor.

47. Termination for Convenience

47.1 Any of the parties may, at any time, by written notice served on the other party with a copy to the Client, terminate the Contract, in whole or in part, for its convenience, without any compensation to the other party.

47.2 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:

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

47.2.2 to cancel the remainder and pay to the Contractor an agreed amount for partially completed Services, Works and materials / parts previously procured by the Contractor for the purpose of the Contract.

48. Force Majeure

48.1 For the purpose of this contract "Force Majeure" means an event which is beyond the reasonable control of a party and which makes a party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances, and includes, but is not limited to, War, Riots, Storm, Flood or other industrial actions (except where such strikes, lockouts or other industrial actions are within the power of the party invoking Force Majeure), confiscation or any other action by Government agencies. In all disputes between the parties as to matters arising pursuant to this Contract, 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.

48.2 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.

48.3 If a Force Majeure situation arises, The Contractor shall, by written notice served on The Purchaser, 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.

48.4 Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or Agents or Employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Contract and (B) avoid or overcome in the carrying out of its obligations here under.

48.5 Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

49. Dispute Resolution

49.1 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.

49.2 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.

50. Statutes and Regulations

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

50.2 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.

50.3 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.

51. Taxes and Duties

All beneficiaries / recipient of payments / fees i.e. Purchaser, Contractor, relevant departments etc. will be responsible for tax submission against their revenue, as applicable under the laws of Pakistan for the whole period starting from issuance of Letter of Intent (LOI) till termination of the signed contract in this regard.

52. The Client

52.1 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.

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

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

53. Authorized Representative

53.1 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.

53.2 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.

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

53.4 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.

53.5 Notwithstanding Clause 53.2, any failure of the Authorized Representative to disapprove any Goods or Services or Works shall not prejudice the right of the Client to disapprove such Goods or Services or Works and to give instructions for the rectification thereof.

53.6 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.

54. 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.

ANNEXURE-A

Scope of Services

"Party A" means Punjab Information Technology Board.
"Party B" means the Contractor / Franchisee.

Party B's Responsibilities:

The Party B shall:

(a) Setup and operationalize, at its own cost, at least 30 franchises in total in 5 cities (Approximately 6 in each city i.e. Lahore, Faisalabad, Multan, Rawalpindi and Gujranwala), having corporate look & feel.

(b) Establish Citizen Service Counters at each franchise as per its needs/requirements to cater for the daily footfall (Approx. 200 applicants / Franchise / Day).

(c) Ensure that the nominated franchises should be having corporate look & feel.

(d) Start 30-40+ services of E-Khidmat Maraakaz at franchises as per its needs / requirements. List of 31 services being offered at E-Khidmat Maraakaz across Punjab is attached at Annexure-K. Final list of services to be provided at franchises will be agreed upon mutually at the time of contract award.

(e) Ensure that the Franchises shall be open between the hours of 9 a.m. to 5 p.m. from Monday to Saturday (both days include), or any other timing and day (s) as may be instructed by Party A, time to time.

(f) Depute CSRs (dedicated / shared), well versed to operate Computer System application processing and citizen handling, having good proficiency of reading and writing English & Urdu.

(g) Mediums for Customers Communication shall be Urdu, English & Local Languages.

(h) Responsible to ensure correct data entry in CRM duly verified by citizens.

(i) Ensure that Average Wait Time / Citizen is maximum 10-15 minutes and Average Application Process Time is 5 to10 minutes.

(j) Ensure Application completeness as per defined checklist and successful transaction after having verified correct data entry by citizen, live picture, thumb enrollment etc.

(k) Ensure compliance to the CRM standards (Documents Naming Conventions / Storage / Uploading etc.) as per the standards of E-Khidmat Maraakaz.

(l) Provide services only at selected locations mutually agreed at the time of contract and services are subject to increase / decrease as per requirement.

(m) Responsible for the cost and expenses relating to the following:

i. Setup and operationalization of Franchise Centers.
ii. All the allied facilities as per corporate customer services.
iii. Provide required hardware for citizen serving including Desktop computers (Core i5), Thumb scanners, Web cameras etc.
iv. Branding inside and outside the Franchises' premises as per its needs / requirements.
v. Advertisement / promotion of e-Khidmat Maraakaz services in the Specified Territory.
vi. Required Queue Management System at each franchise / some automatic mechanism to work out the average wait time of citizens against given SLA.

vii. Salaries, security, rent, courier cost, cash handling costs, utility bills, tax, duties and all related payments / expenses for successfully running the franchises.

(n) Responsible for defined service fee collection from the citizens at franchises provided that:

i. The Party B shall deposit the collected government notified departmental fees against relevant services, online without any delay whatsoever, to the relevant departments designated bank accounts, specified in the final contract agreement.

ii. The Party B shall deposit service fee collection against each transaction (Party A's share), online without any delay whatsoever, to Party A's designated bank accounts, specified in the final contract agreement.

iii. The Party B will retain its share of transaction fee as per the contracted cost and terms & conditions.

iv. The Party A will share the detail of accounts with the party B at the time of contract signing.

v. CRMs of E-Khidmat Maraakaz and the Part B will be integrated through which reconciliation of cash will be done, daily at day end and on monthly basis as well.

vi. Provided that in the event of any default or delay in depositing any such amount and collections, the Party B shall be responsible to pay and the amount will be deemed to be a receivable from Party B until settled.

(o) Ensure:

i. To use Party A's provided CRM through login IDs of each duly authorized employee separately.

ii. Not share any detail with any person the CRM IDs and passwords.

iii. Keep its hardware, Software, IT Equipment, networks and all the associated gadgets etc. updated.

iv. Not use Party A's name, TM, IP except as expressly authorized by Party A for Franchise business only.

v. Shall comply with all the data privacy requirements of Party A.

(p) Party B will make sure to comply with all contractual obligations, if fail to do so, PITB reserve the right to take an appropriate action against as per the Contractual Obligations.

(q) Be responsible to pay all taxes, charges, duties, rates, levies, imposts, bills, rentals or like demands of federal, provincial, district, municipal, union council, local authority, public utility, development authority or foundation or any other public authority, body or organization or any private or public utility services provider in respect of the outlet premises, signage, advertisements, utilities and shall hold the Party A, its employees and the management harmless and fully indemnified from any claims or demands in respect thereof.

(r) Be responsible to obtain prior written consent from Party A inter alia, for the following:

i. Transfer or assignment of franchisee's rights.

ii. Transfer the premises/location/outlet.

iii. Use of advertising and promotion material and related activities with respect to Party A's interests.

Party A**'s responsibilities:**

Party A shall:

(a) Act as the administrative department for operationalization of E-Khidmat Maraakaz Services at franchises of the Party B.

(b) Ensure administrative arrangements with the relevant Government Departments to start selected services at franchises.

(c) Arrange Party B's master trainers for onward trainings.

(d) Arrange and ensure to provide operational support related to e-Khidmat Maraakaz CRM.

(e) Shall have the exclusive authority and be entitled to make, amend and introduce inter alia the following, with mutual consent:

   i. Specify, establish, change, transfer or relocate the Specified Territory.

   ii. Services to be offered at franchises of the Party B.

   iii. The numbers & locations of the franchises based on the transaction volume.

Draft SERVICE LEVEL AGREEMENT (SLA)

PUNJAB INFORMATION TECHNOLOGY BOARD (PITB) AND "THE CONTRACTOR (---)"

This Service Level Agreement (hereinafter referred to as the **"SLA"**) is made at **Xxxxxxx**, Pakistan, on **XXXX Day of xxxxx, 2020**;

By & BETWEEN;

Punjab Information Technology Board (PITB), an attached department of Planning & Development Board established under the Punjab Information Technology Board Ordinance, 1999, acting through Chairman having its Head Office at 11th Floor, Arfa Software Technology Park, 346-Ferozepur Road, Lahore. Herein, after called as **"Party A"**.

AND

---------- a company incorporated in Pakistan with registered number ----- having registered office is at ----------, Pakistan having licenses to provide Citizen Services from Franchises / Business Centers in across Punjab --------- "**Party B**".

DEFINITIONS: In the SLA, the following terms shall have meanings ascribed thereto below:

a. **"SLA"** means the Service Level Agreement between **Franchise (----)** and **Punjab Information Technology Board (PITB)**.
b. **"Contractor"** means the Bidder whose bid has been accepted and awarded Letter of Intent for a specific item followed by the signing of Contract.
c. **"PITB"** means Punjab Information Technology Board.
d. **"Working Day"** means 09:00am to 05:00pm daily working hours except **Sunday** & government announced Public Holidays.
e. **"Written"** means approval on an email, letter, proposal etc.

NOW, THEREFORE, further elaborating on the individual goals and mutual benefits, the Parties agree to abide by the following terms and conditions for multiple initiatives.

1. DETAILS OF THE INITIATIVE

Objective of this initiative is to offer Citizen Facilitation Services through Franchise Model across Punjab.

2. DURATION OF SLA

- This SLA is valid initially for one (1) year from the date of issuance of Intent Letter and extendable up to five (5) years, based on provisioning of satisfactory services by the service provider.
- Any amendment to this agreement must be made by mutual consent of both the Parties.

3. ROLES AND RESPONSIBILITIES OF THE PARTIES The roles and responsibilities of the parties are as follow;

Party A shall

(a) Act as the administrative department for operationalization of E-Khidmat Maraakaz Services at franchises of the Party B.

(b) Ensure administrative arrangements with the relevant Government Departments to start selected services at franchises.

(c) Arrange Party B's master trainers for onward trainings.

(d) Arrange and ensure to provide operational support related to e-Khidmat Maraakaz CRM.

(e) Shall have the exclusive authority and be entitled to make, amend and introduce inter alia the following, with mutual consent:

i. Specify, establish, change, transfer or relocate the Specified Territory.

ii. Services to be offered at franchises of the Party B.

iii. The numbers & locations of the franchises based on the transaction volume.

Party B shall

(a) Setup and operationalize, at its own cost, at least 30 franchises in total in 5 cities (Approximately 6 in each city i.e. Lahore, Faisalabad, Multan, Rawalpindi and Gujranwala), having corporate look & feel.

(b) Establish Citizen Service Counters at each franchise as per its needs/requirements to cater for the daily footfall (Approx. 200 applicants / Franchise / Day).

(c) Ensure that the nominated franchises should be having corporate look & feel.

(d) Start 30-40+ services of E-Khidmat Maraakaz at franchises as per its needs / requirements. List of 31 services being offered at E-Khidmat Maraakaz across Punjab is attached at Annexure-K. Final list of services to be provided at franchises will be agreed upon mutually at the time of contract award.

(e) Ensure that the Franchises shall be open between the hours of 9 a.m. to 5 p.m. from Monday to Saturday (both days include), or any other timing and day (s) as may be instructed by Party A, time to time.

(f) Depute CSRs (dedicated / shared), well versed to operate Computer System application processing and citizen handling, having good proficiency of reading and writing English & Urdu.

(g) Mediums for Customers Communication shall be Urdu, English & Local Languages.

(h) Responsible to ensure correct data entry in CRM duly verified by citizens.

(i) Ensure that Average Wait Time / Citizen is maximum 10-15 minutes and Average Application Process Time is 5 to10 minutes.

(j) Ensure Application completeness as per defined checklist and successful transaction after having verified correct data entry by citizen, live picture, thumb enrollment etc.

(k) Ensure compliance to the CRM standards (Documents Naming Conventions / Storage / Uploading etc.) as per the standards of E-Khidmat Maraakaz.

(l) Provide services only at selected locations mutually agreed at the time of contract and services are subject to increase / decrease as per requirement.

(m) Responsible for the cost and expenses relating to the following:

i. Setup and operationalization of Franchise Centers.
ii. All the allied facilities as per corporate customer services.
iii. Provide required hardware for citizen serving including Desktop computers (Core i5), Thumb scanners, Web cameras etc.
iv. Branding inside and outside the Franchises' premises as per its needs / requirements.
v. Advertisement / promotion of e-Khidmat Maraakaz services in the Specified Territory.
vi. Required Queue Management System at each franchise / some automatic mechanism to work out the average wait time of citizens against given SLA.
vii. Salaries, security, rent, courier cost, cash handling costs, utility bills, tax, duties and all related payments / expenses for successfully running the franchises.

(n) Responsible for defined service fee collection from the citizens at franchises provided that:

i. The Party B shall deposit the collected government notified departmental fees against relevant services, online without any delay whatsoever, to the relevant departments designated bank accounts, specified in the final contract agreement.
ii. The Party B shall deposit service fee collection against each transaction (Party A's share), online without any delay whatsoever, to Party A's designated bank accounts, specified in the final contract agreement.
iii. The contractor will retain its share of transaction fee as per the contracted cost and terms & conditions.
iv. The Party A will share the detail of accounts with the party B at the time of contract signing.
v. CRMs of E-Khidmat Maraakaz and the Part B will be integrated through which reconciliation of cash will be done, daily at day end and on monthly basis as well.

vi. Provided that in the event of any default or delay in depositing any such amount and collections, the Party B shall be responsible to pay and the amount will be deemed to be a receivable from Party B until settled.

(o) Ensure:

i. To use Party A's provided CRM through login IDs of each duly authorized employee separately.

ii. Not share any detail with any person the CRM IDs and passwords.

iii. Keep its hardware, Software, IT Equipment, networks and all the associated gadgets etc. updated.

iv. Not use Party A's name, TM, IP except as expressly authorized by Party A for Franchise business only.

v. Shall comply with all the data privacy requirements of Party A.

(p) Contractor will make sure to comply with all contractual obligations, if fail to do so, PITB reserve the right to take an appropriate action against as per the Contractual Obligations.

(q) Be responsible to pay all taxes, charges, duties, rates, levies, imposts, bills, rentals or like demands of federal, provincial, district, municipal, union council, local authority, public utility, development authority or foundation or any other public authority, body or organization or any private or public utility services provider in respect of the outlet premises, signage, advertisements, utilities and shall hold the Party A, its employees and the management harmless and fully indemnified from any claims or demands in respect thereof.

(r) Be responsible to obtain prior written consent from Party A inter alia, for the following:

i. Transfer or assignment of franchisee's rights.

ii. Transfer the premises/location/outlet.

iii. Use of advertising and promotion material and related activities with respect to Party A's interest.

4. GOVERNING LAW

The SLA shall be governed by and construed in accordance with the Laws of the Islamic Republic of Pakistan and the Courts at Lahore shall have exclusive jurisdiction.

5. NOTICES/COMMUNICATION

All notices or communications (hereinafter referred to as the "Notices") **permitted** or required to be made under the SLA shall be in writing; properly addressed to the party concerned at the addresses mentioned below. Addresses of the parties for the purpose of Notices are as follows:

Party A:

Punjab Information Technology Board (PITB) Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.

Party B:

6. CONFIDENTIALITY

Subject to the Punjab Transparency and Right to Information Act 2013, each Party for itself and its assignees, transferees and successors in title hereby expressly undertakes and covenants with the other Party to keep in strict confidence any information obtained from the other party of whatsoever nature which relates in any manner to the SLA. No Party shall disclose other than to each other or to their respective representatives, or to their duly authorized employees or as required by legal process, any such information.

7. WARRANTIES

Each of the Parties hereby furnishes warranty to the other that it has the power and authority to enter into the SLA, perform its obligations and has obtained necessary approvals from the concerned authorities to do so; and the obligations hereunder are enforceable against it in accordance with the terms of the SLA.

8. ENTIRE SLA

The SLA and its enclosures represent the entire agreement among the Parties relating to the subject matter hereof and supersede all prior communications relating thereto, oral or written if any. The Parties shall have the right to modify/amend/add/delete the provisions of the SLA and its enclosures, by written consent and such changes when introduced in writing shall form an integral part of the SLA and its enclosures.

9. GOOD FAITH

The Parties undertake to act in good faith with respect to each other's right under the SLA and to adopt all reasonable measures to ensure the realization of the objectives of the SLA.

IN WITNESS WHEREOF, the Parties hereto have signed the SLA, on the day, month and year first mentioned above.

On Behalf of Party A	**On Behalf of Party B**
By:	By:
_____	_____
_____	----------
Date: _____, 2020	Date: _____, 2020

Witnesses:

	NAME	**DESIGNATION**	**SIGNATURE**
1.	**??????????????????**	**???????????? - PITB**	_____
2.	**????????????**	**?????????? - PLRA**	----------__

FORMS & OTHER REQUIRED DOCUMENTS

ANNEXURE-B

Technical Proposal Submission Form

[Location, Date]

To _(Name and address of Purchaser)_

Dear Sir,

We, the undersigned, offer to provide the_ (insert title of assignment) _ in accordance with your Request for Proposal/Bidding Document No._____ 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 services 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 (Original)

(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 Purchaser)_

Dear Sir,

We, the undersigned, offer to provide the _(Insert title of assignment)_ in accordance with your Request for Proposal No._____ 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 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

Price Schedule/ Financial Cost Sheet

Sr. no.	Description	Estimated Quantities of services / citizens per month (1)	Unit rate incl. all taxes / service Rs. (2)	Total service charges incl. all taxes / month Rs. (3=1*2)
1	Service Fee / service	156,000		
Total Cost per year (Cost per month x 12)				X

Notes:

I. "X" will determine the total bid cost.

II. Price quoted shall be for a hypothetical volume of services given above. However, the purchaser reserves exclusive right to utilize the services in number less than or equal to or more than the hypothetical volume of the services on unit quoted rate.

III. The Contract duration is initially for one (1) year from the date of issuance of Letter of Intent (LOI) and extendable up to five (5) years, based on provisioning of satisfactory services by the service provider.

IV. The price quoted must be inclusive of all taxes as per applicable laws.

Signature of authorized person

Name:

(Company Seal)

_____

In the capacity of

Duly authority by

Note: No cutting or overwriting is allowed. Any cutting or overwriting will lead to rejection of the financial bid.

ANNEXURE-E

Format for Covering Letter

To

(Name and address of Purchaser)

Sub: _____.

Dear Sir,

a) Having examined the Bidding Document and Appendixes we, the undersigned, in conformity with the said document, offer to provide the said Services 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 services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from the Purchase 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.

_____

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 are 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

(To be submitted on legal stamp paper)

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.

[The Seller/Supplier/Contractor] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with the Purchaser and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[The Seller/Supplier/Contractor] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to the Purchaser under any law, contract or other instrument, be voidable at the option of the Purchaser.

Notwithstanding any rights and remedies exercised by the Purchaser in this regard, [the Seller/Supplier/Contractor] agrees to indemnify the Purchaser for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to the Purchaser in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by [the Seller/Supplier/Contractor] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from the Purchaser.

_____

Signature & Stamp

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

_____ Notary Public

ANNEXURE-I

PERFORMANCE SECURITY

Issuing Authority:
Date of Issuance:
Date of Expiry:

WHEREAS [Name and Address of the Contractor] (hereinafter called "the Contractor") has agreed to render the Services against Tender Name. _____, Tender No._____ (hereinafter called "the Contract") for the Contract Value of PKR (in figures _____) (in words _____).

AND WHEREAS it has been stipulated in the Bidding Document that the successful Contractor shall furnish Performance Security, within twenty eight (28) days of the receipt of the Intent Letter (Letter of Intent) from the Purchaser, in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per this format, for a sum equivalent to Rs._____(01% 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 before the expiry of the Guarantee.

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

Date this _____day of 2020.

GUARANTOR

Signature _____

CNIC # _____

Name _____

Designation _____

Address _____

ANNEXURE-J

CHECKLIST FOR BID SUBMISSION

Technical Proposal

Part –A (04 Document)

i. Bid Submission Form/Covering letter duly signed and stamped by authorized representative. **(Annexure-E)**

ii. Income Tax Registration certificate (NTN)

iii. Sales Tax Registration **(Status = Active with relevant authority)**

iv. Single Undertaking

The compliance, delivery schedule and black listing statement should be made as per mentioned in Bidding Documents these six things could be collectively mentioned or given on a paper i.e. **Stamp paper or Letter head of company**.

One Undertaking consisting on the following: -

*a). **Firm Blacklisting** i.e.* firm is not blacklisted by any provincial or federal government department anywhere in Pakistan.

*b). **Compliance to Terms & condition mentioned in Bidding Document**, i.e.* (All terms & conditions and qualifications listed anywhere in this Bidding Document have been satisfactorily vetted) (Annexure-G).

*c). **Compliance to Delivery Schedule & Execution Schedule** as per Bidding Document*

e). **Compliance to the scope of services** mentioned vide (**Annex-A)**

Part –B (01 Document)

i. Technical Proposal Form **(Annexure-B).**

Part-C (04 Documents)

Qualification documents

ii. Financial Reports. **Annual Audited Report Last Year**, if required. In case of financial experience audit report or any other financial documents the dates should be considered.

iii. **Relevant experience documents** (Purchase Orders / Contracts) for specified period i.e. 3 year/1 year etc.

iv. Power of Attorney, if an authorized representative is appointed, dully signed & stamped. (Annexure-F).

v. Integrity Pact.

(Note: No extra document will be received during evaluation process. Bidders are requested to send complete bid)

Un-conditional Bids required to be submit.

Financial Proposal

Part- D (03 documents)

i. Financial Proposal Form (Annexure-C), duly signed & stamped. **(As per Bidding Document)**

ii. Price Schedule (Annexure-D), duly signed & stamped. **(Tax Calculation)**

iii. Bid Security, as per provisions of the clause Bid Security of this document.

ANNEXURE-K

List of Services

Sr. No.	Services
1.	Domicile Certificate
2.	Route Permit
3.	Birth Certificate
4.	Death Certificate
5.	Marriage Certificate
6.	Divorce Certificate
7.	Private Housing Scheme - Residential Buildings
8.	Private Housing Scheme - Apartment & Converted Commercial Buildings (Up to 50 Feet)
9.	Private Housing Scheme - Apartment & Converted Commercial Buildings (Above 50 Feet Height)
10.	Private Housing Scheme - Designated Commercial / Civic Center Plots
11.	Development Authority Scheme - Residential Buildings
12.	Development Authority Scheme - Apartment & Converted Commercial Buildings (Up to 50 Feet)
13.	Development Authority Scheme - Apartment & Converted Commercial Buildings (Above 50 Feet Height)
14.	Development Authority Scheme - Designated Commercial / Civic Center Plots
15.	Controlled Area - Residential Buildings
16.	Controlled Area - Apartment & Converted Commercial Buildings (Up to 50 Feet)
17.	Controlled Area - Apartment & Converted Commercial Buildings (Above 50 Feet Height)
18.	LGCD Residential Buildings
19.	LGCD Commercial Buildings
20.	PHATA Residential / Commercial / Community Sites (Up to 3 stories / 38 feet height)
21.	PHATA Multistory & Public Assembly Buildings
22.	Change of Land Use (Permissible Cases)
23.	Change Of Land Use of Permitted Cases on Approved Roads / Master Plan Zones
24.	Metropolitan Change of Land Use
25.	Town Planning Change of Land Use
26.	Development Completion Certificate
27.	LGCD Completion Certificate
28.	PHATA Completion Certificate
29.	Approval of Pvt. Housing Scheme by Development Authority
30.	Approval of Housing / Farm Housing Scheme (Metropolitan Corporations)
31.	Approval of Land Sub Division (Metropolitan Corporations)

ANNEXURE-L

CASH DEPOSIT SLIP

For Punjab Information Technology Board, Lahore

No.

Date: _____

Deposited in:

Bank's Copy

The Bank of Punjab, ASTP Branch (0320) ASTP, Lahore. **A/C #** **CPA 260-1**

Applicant Information:

Company Name: _____

Tender No. & Tender Title: _____

Transaction Detail:

Amount In Figures: Rs. 1,000/- In Words: Rupees one thousand only

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CASH DEPOSIT SLIP

For Punjab Information Technology Board, Lahore

No.

Date: _____

Deposited in:

PITB's Copy

The Bank of Punjab, ASTP Branch (0320) ASTP, Lahore. **A/C #** **CPA 260-1**

Applicant Information:

Company Name: _____

Tender No. & Tender Title: _____

Transaction Detail:

Amount In Figures: Rs. 1,000/- In Words: Rupees one thousand only

---

CASH DEPOSIT SLIP

For Punjab Information Technology Board, Lahore

No.

Date: _____

Deposited in:

Customers's Copy

The Bank of Punjab, ASTP Branch (0320) ASTP, Lahore. **A/C #** **CPA 260-1**

Applicant Information:

Company Name: _____

Tender No. & Tender Title: _____

Transaction Detail:

Amount In Figures: Rs. 1,000/- In Words: Rupees one thousand only