



HYDERABAD DEVELOPMENT AUTHORITY (HDA)

BIDDING DOCUMENT

For

Digitization and Automation of Records for Hyderabad Development Authority: HDA and other related projects of Hyderabad Development Authority: HDA on Build Operate Transfer (BOT) and Turnkey basis

June-2026

Tender Cost: Rs. 5,000/=

Bid Security: 1.5.00 Million

Date of Opening: 02.07.2026 @ 2:30 PM

Tender Issued to: _____

Pay Order No. _____ Date: _____

Bank: _____

Signature & Stamp of Issuing Authority

EXECUTIVE ENGINEER HPCD-I H.D.A

PREFACE

This Bidding Document has been prepared for Digitization and Automation of Records of Hyderabad Development Authority. This document will conclude the award of Contract, for the purpose of rate, model and technical specifications only, regarding the Digitization and Automation of Records of Hyderabad Development Authority on a Build, Operate and Transfer (BOT) basis. Only Firms satisfying the qualification criteria are invited for bid. The bidder is required to examine the Bidding Documents, including all instructions, forms, terms and technical specifications mentioned in Employer's Requirements. Failure to furnish all information required by the Bidding documents or submission of a Bid not responsive to the Bidding Documents in every respect will be considered non-responsive and may result in the rejection of the Bid. Letter of Acceptance for the BOT Contract will be concluded by the HDA.

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SECTION – I
INSTRUCTIONS TO BIDDERS

INSTRUCTIONS TO BIDDERS

A. GENERAL

IB.1 Scope of Bid

- 1.1 Hyderabad Development Authority (HDA), Government of Sindh, hereinafter referred to as “**The Employer**”, wishes to receive bids for the conclusion of Digitization and Automation of records of HDA on a Build Operate Transfer (BOT) basis as described in this Bidding Document, and summarized in the Bid Data Sheet hereinafter referred to as the “Goods” and “Services”.
- 1.2 The successful Bidder will be required to perform the scope of work at the rate agreed within the time specified under the BOT Contract as and when the purchase order issue by HDA.
- 1.3 The bidding is open to Competitive Bidding (CB) only for Eligible Bidders.

IB.2 Source of Funds

- 2.1 The contract shall be undertaken on a BOT basis.

IB.3 Eligible Bidders

3.1 This Invitation for Bids is open only to:

- 3.1.1 Bidding is open to all Bidders that meet the given minimum qualification criteria relating to previous experience, delivery capability, firms standing, etc., as stated in the RFP.
- 3.1.2 Interested eligible Bidders may obtain further information from the Hyderabad Development Authority Agency inspect the Bidding Documents during normal working hours by making contact at the address given below:

Director General (Hyderabad Development Authority)

Address:

Telephone:

Facsimile:

Email:

Website:

- 3.1.3 A complete set of Bidding Documents in English may be collected from the above office on request by payment of Rs.5000/-.
- 3.1.4 All bids must be accompanied by a bank guarantee 2% of the Quoted Amount
- 3.1.5 The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements (iii) Criminal Actions may be initiated on violations of Intellectual Property Rights.
- 3.1.6 The lead bidder should be a Private Limited Company/Firm having legal presence in

Pakistan.

- 3.1.7 The Lead bidder or JV Partner should have local presence in SINDH.
- 3.1.8 The bidder should be in active tax payer list of Sindh Revenue Authority (KPRA)
- 3.1.9 A bidder can submit only one bid with one proposed solution as multiple bids and offers of multiple alternative solutions shall not be considered.
- 3.1.10 The Bidders offer complete software solution
- 3.1.11 By submission of documentary evidence in its bid, the Bidder or the partner in charge (in case of joint bid) must establish to the Purchaser's satisfaction:
 - That it is a Pakistani firm/company incorporated in Pakistan.
 - That it has at least 2 major business references having contracts amounting more than 10 million.
- 3.1.12 By submission of documentary evidence in its bid, the Bidder must establish to the Departments' satisfaction:
- 3.1.13 That it has at least twenty-five (25) full time relevant resources for last one year.
- 3.1.14 The vendor shall provide a demo of the software that confirms to the technical and functional requirements as mentioned in the technical specifications.
- 3.1.15 Subcontracting any part of the Bid shall not be allowed and Bids that include an element of subcontracting shall be rejected as non-responsive.
- 3.1.16 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser will in no case be responsible or liable for those costs.
- 3.1.17 The Bidder may wish to visit and examine the site or sites of the system and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.
- 3.1.18 No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.
- 3.1.19 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP. Failure to furnish all information required by the RFP or to submit a bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of its bid.

3.2 The bidding documents mentioned therein in.

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

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

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

- 4.1 The Government of SINDH defines Corrupt and Fraudulent Practices as “the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official or the Supplier in the procurement process or in Contract execution to the detriment of the Employer; or misrepresentation of facts in order to influence a procurement process or the execution of a Contract, collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the Employer of the benefits of free and open competition and any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty; it may include any of the following practices:
- i. Coercive practice by impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence the actions of a party to achieve a wrongful gain or to cause a wrongful loss to another party;
 - ii. Collusive practice by arrangement between two or more parties to the procurement process or contract execution, designed to achieve with or without the knowledge of the Employer to establish prices at artificial, noncompetitive levels for any wrongful gain;
 - iii. Corrupt practice by offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the acts of another party for wrongful gain;
 - iv. Fraudulent practice by any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - v. Obstructive practice by harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract or deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements before investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or acts intended to materially impede the exercise of inspection and audit rights.
- 4.2 Indulgence in corruption and fraudulent practices is liable to result in rejection of Bids, cancellation of contracts, debarring and blacklisting of the Bidder under Rule 44 of SINDH Procurement Rules 2014.
- 4.3 The following are the events which would lead to initiate under Rule 44 of SINDH Procurement Rules 2014 Blacklisting / Debarment process;
- i. Submission of false fabricated / forged documents for procurement in tender.
 - ii. Not attaining required quality of work.
 - iii. Inordinate tardiness in accomplishment of assigned/agreed responsibilities /

contractual obligations resulting loss to the Employer / Government.

- iv. No execution of work as per terms & condition of contract.
- v. Any unethical or unlawful professional or business behavior detrimental to good conduct and integrity of the public procurement process.
- vi. Involvement in any sort of tender fixing.
- vii. Persistent and intentional violation of important conditions of contract.
- viii. Non-adherence to quality specification despite being importunately pointed out.
- ix. Security consideration of the State i.e., any action that jeopardizes the security of the State or good repute of the Employer.

IB.5 Eligible Goods and Related Services

- 5.1 All the Goods and Related Services to be supplied under the Contract and shall have their origin in any of the eligible source countries indicated Section V, Eligible Countries. At the Purchaser's request, Bidders may be required to provide evidence of the origin of the Goods and Related Services.
- 5.2 For purposes of this Clause, the term "Goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "related services" includes services such as insurance and replacement.
- 5.3 The term "origin" means the place where the goods have been mined, grown, cultivated, produced, manufactured or processed.

IB.6 Cost of Bidding

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

IB.7 Site Visit

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

B. CONTENTS OF BIDDING DOCUMENTS

IB.8 Sections of Bidding Document

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

PART 1 Bidding Procedures

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

PART 2 Supply Requirements

- Section VI. Technical Specifications

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

8.3 Unless obtained directly from the Employer, the Employer is not responsible for the completeness of the Bidding Documents, responses to requests for clarification, or Addenda to the Bidding Documents in accordance with ITB.

8.4 In case of any contradiction, documents obtained directly from the Purchaser shall prevail.

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

IB.9 Clarification of Bidding Document

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

IB.10 Amendment of Bidding Document

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

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

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

C. PREPARATION OF BIDS

IB.11 Language of Bid

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

IB.12 Documents Comprising the Bid

12.2 Each Bidder shall submit:

- i. Letter of Bid
- ii. Written power of attorney authorizing the signatory of the bid to act for and on behalf of the Bidder;
- iii. Compliance sheet establishing the eligibility and conformity to the bidding documents and technical specifications given therein, which the Bidder proposes to supply under the Contract.
- iv. Bidder profile including technical and managerial capability and history of similar works.
- v. An affidavit or undertaking incorporating and submitting the following clauses:
- vi. That the bidding firm complies to the qualification criteria in total,
- vii. That the firm is never black listed on any grounds whatsoever.
- viii. The details of the software and hardware being offered to the Employer under this Bid along with previous supplies of the same software and hardware made to the Public and Private sector in Pakistan.
- ix. Bidder shall also provide up to date and authentic contact details of both private and public sector organizations to which it has supplied over the last five years. Bidder shall also provide supply order details over last two years with complete and up to date details.
- x. Literature /Brochures of Goods being offered under this Bid.
- xi. Bidder/ JV partner shall have to provide documentary proof to the effect that they are the original Manufacturer of their offered goods.
- xii. Bidder must indicate the country of origin (where in the country of origin is the country where 100% of parts of the goods are manufactured and assembled). The bidder shall have the nationality of the Eligible Countries as defined in V of IB.
- xiii. List of main software, allied hardware and technical personnel and testing and calibration tools.
- xiv. Time lines of the work in a phase wise schedule.

12.3 Bidders shall also submit proposals of supply and operational methods and timelines, in sufficient detail to demonstrate the adequacy of the Bidders' proposals to provide the goods at the point of

delivery from the date of issuance of work order.

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

IB.13 Bid Prices

- 13.1 The Bidder shall submit the Bid Forms using the form attached herewith. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- 13.2 The Bidder shall submit the Unit Price of software and hardware and all required services. The Unit Price should be inclusive of all applicable taxes including SINDH tax, duties, freight, transportation cost, insurance cost, other incidental costs etc. till the point of delivery.
- 13.3 The Bidders may win the Contract for this project in which he is evaluated as the highest scorer as per the scoring Item Part I (B).

IB.14 Currencies of Bid and Payment

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

IB.15 Documents Establishing the Eligibility of the Bidder

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

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

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

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

- 17.1 To establish the conformity of the software and hardware to the Bidding Document of the Bidder part of its Bid the documentary evidence that the Goods to be supplied conform to the specified requirements.
- 17.2 The documentary evidence may be in the form of literature, drawings or data, and shall give a demo to the HDA at time allocated for this purpose

IB.18 Documents Establishing the Qualification of the Bidder

- 18.1 The documentary evidence of the Bidder's qualifications to perform the contract, if its bid is accepted, shall establish to the Employer's satisfaction that the Bidder meets each of the qualification criterion specified in Bidding Document.
- 18.2 A Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Original Equipment Manufacturer's Authorization using the appended form to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in the Employer's country.

IB.19 Period of Validity of Bid

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

IB.20 Bid Security

- 20.1 Each Bidder shall furnish, as part of his bid, Bid Security 2 Million in the form of deposit at call/bank guarantee from the Scheduled Bank of Pakistan, or from a foreign bank duly counter guaranteed by a Scheduled Bank in Pakistan in favor of the Employer.
- 20.2 Any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer as non-responsive.
- 20.3 The bid securities of unsuccessful Bidders will be returned as promptly as possible, but not later than 28 days after the expiration of the period of Bid Validity.
- 20.4 The Bid Security of the Successful Bidder will be returned upon submission of Performance Security in the form of Insurance Bond from the Scheduled Institution of Pakistan, or from a foreign bank duly counter guaranteed by a Scheduled Bank in Pakistan, in favor of the Employer valid for the period of Framework Contract, evaluated on the basis of Letter of Financial Bid.
- 20.5 The Bid Security of successful Bidder may be forfeited, if he fails within the specified time limit to:
- (i) *furnish the required Performance Security and;*
 - (ii) *Sign the Contract Agreement.*
- 20.6 The Bid Security shall be submitted and enclosed with Technical Bid.

IB.21 Alternate Proposals by Bidder

- 21.1 Alternate Proposals are **NOT ALLOWED**.

IB.22 Format and Signing of Bid

- 22.1 Bidders are particularly directed that the amount entered on the Form of Bid shall be for performing the Contract strictly in accordance with the Bidding Documents.
- 22.2 All Appendices and Schedules to Bid are to be properly completed and signed.
- 22.3 Alterations are not to be made in the Form of Bid nor in the Appendices and Schedules thereto except in filling up the blanks as directed. If any such alterations be made or if these instructions be not fully complied with, the bid may be rejected.
- 22.4 Each Bidder shall prepare by filling out the forms completely and without alterations.
- 22.5 The Bid shall be typed or written in indelible ink and shall be signed by a person or persons

duly authorized to sign on behalf of the Bidder. All pages of the bid shall be initialed and stamped by the person or persons signing the bid. The original Authorization letter shall be provided with the bid.

- 22.6 The bid shall contain no alterations, omissions or additions, except to comply with instructions issued by the Employer, or as are necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- 22.7 Bidders shall indicate in the space provided in the Form of Bid their full and proper addresses at which notices may be legally served on them and to which all correspondence in connection with their bids and the Framework Contract is to be sent.
- 22.8 Bidders should retain a copy of the Bidding Documents as their file copy.

D. SUBMISSION OF BIDS

IB.23 Bidding procedure and Sealing and Marking of Bids

- 23.1 Single stage two envelopes bidding procedure shall be used for procurement of goods and services:
- (i) The bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals. Bid Security shall be enclosed with Technical Proposal.
 - (ii) The envelopes shall be marked as “Financial Proposal”, “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 custody of the Employer;
 - (iv) The Employer shall evaluate the technical proposal in the manner prescribed in evaluation criteria, without reference to the price and shall reject any proposal which does not conform to the specified requirements or if the demo of the software is unsuccessful;
 - (v) During the technical evaluation no amendments in the technical proposal shall be permitted;
 - (vi) after the evaluation and approval of the technical proposals and the conclusion of software and interconnection demonstration, the Employer shall open the financial proposals of the technically accepted bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period and the Bidder(s) shall be given reasonable notice of the opening of price Bids;
 - (vii) the financial bids found technically non- responsive shall be returned un- opened to the respective bidders; and
 - (viii) the lowest evaluated bidder, as per IB 13, shall be awarded the Contract.
- 23.2 The two separate envelopes shall be marked as “**TECHNICAL PROPOSAL**”, “**FINANCIAL PROPOSAL**” in bold and legible letters to avoid confusion. Similarly, the Bidder shall seal the proposals/bids in separate envelopes. The envelopes shall then be sealed in an outer envelope.
- 23.3 The inner and outer envelopes shall:
- 23.3.1 Be addressed to the Employer at the address provided in the Bid Data Sheet;
 - 23.3.2 Bear the name and identification number of the Framework Contract as defined in the Bid Data Sheet; and
 - 23.3.3 Provide a warning not to open before the time and date for bid opening, as specified in the Bid Data Sheet.
- 23.4 The Applicant shall enclose one original and three (03) hard copies and clearly mark them “**ORIGINAL**” and “**COPY**” on the title page.

IB.24 Deadline for Submission of Bids

- 24.1 Bids must be received by the Employer at the address specified no later than the time and date stipulated in the Bid Data Sheet.
- 24.2 Bids with charges payable will not be accepted, nor will arrangements be undertaken to collect the bids from any delivery point other than that specified above. Bidders shall bear all expenses incurred in the preparation and delivery of bids. No claims will be entertained for refund of such expenses.
- 24.3 The Employer may, at his discretion, extend the deadline for submission of bids by issuing an amendment in accordance with Clause IB.9, in which case all rights and obligations of the Employer and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

IB.25 Late Bids

- 25.1 Any bid received by the Employer after the deadline for submission of bids prescribed in Clause IB.24 will be rejected and returned un-opened to such bidder.
- 25.2 Delays in the submission of bids, delays of person in transit, or delivery of a bid to the wrong office shall not be accepted as an excuse for failure to deliver a bid at the proper place and time. It shall be the Bidder's responsibility to determine the manner in which timely delivery of his bid will be accomplished either in person, by messenger or by mail.

IB.26 Modification, Substitution and Withdrawal of Bids

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

E. BID OPENING AND EVALUATION

IB.27 Bid Opening

- 27.1 The Employer will open the outer envelope of bids, in the presence of Bidders' representatives who choose to attend, at the time, date and location stipulated in the Bid Data Sheet. The Bidders' representatives who are present shall sign a register evidencing their attendance.
- 27.2 The Bidder's name, the presence or absence of Bid Security, Bid Price and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening of bids.
- 27.3 The financial bids of only technically qualified bidders will be opened provided that the firm confirms to the qualification criteria and provides comprehensive demonstration of software, hardware and allied accessories as per technical specifications.
- 27.4 The Employer shall prepare a record of the Bid opening that shall
- 27.5 The financial bids of only technically qualified bidders will be opened. include, as a minimum: the name of the Bidder the Bid Price and the presence or absence of a Bid Security. The Bidders' representatives who are present shall be requested to sign the record. The omission of a Bidder's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Bidders.

IB.28 Process to be Confidential

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

IB.29 Clarification of Bids

- 29.1 During evaluation of the bids, the Employer may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

IB.30 Examination of Bids and Determination of Responsiveness

- 30.1 Prior to the detailed evaluation of bids, the Employer will determine whether each bid is responsive to the requirements of the Bidding Document.
- 30.2 A responsive bid is one which (i) meets the eligibility criteria; (ii) has been properly signed; (iii) is accompanied by the required Bid Security; and (iv) conforms to all the terms, conditions and specifications of the Bidding Document.
- 30.3 If a bid is not responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the non- conforming deviation or reservation.

IB.31 Correction of Errors

- 31.1 Bids determined to be responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:
- (a) where there is a discrepancy between the amounts in figures and in words, the amount in words will govern; and
 - (b) where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.
- 31.2 The amount stated in the Form of Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected Bid Price, his Bid will be rejected, and the Bid Security shall be forfeited.

IB.32 Evaluation and Comparison of Bids

- 32.1 The Employer shall evaluate and compare the bids, which have been determined to be responsive in accordance with **IB Clause 31** above.
- 32.2 All bids shall be evaluated in accordance with the Evaluation Criteria and other terms and conditions set forth in these Bidding Document.
- 32.3 The Bid Prices shall be quoted in Pak Rupees only as explained in Bid data sheet.
- 32.4 A bid once opened in accordance with the prescribed procedure shall be subject to only those instructions of the Bid Document Rules, Regulations and Policies that are in force at the time of issue of notice for invitation of bids.

IB.33 Qualification of the Bidder

- 33.1 The Employer, at any stage of the procurement proceedings, having credible reasons for or prima facie evidence of any defect in Bidder's capacities may require the Bidder to provide information concerning their professional, technical, financial, legal or managerial competence whether already pre-qualified.
- 33.2 Such qualification shall only be laid down after recording reasons thereof in writing. They shall form part of the records of that procurement proceeding.
- 33.3 The Employer shall determine to its satisfaction whether a Bidder, technically and financially qualified and even having the lowest evaluated responsive bid is qualified to perform the Framework Contract satisfactorily.
- 33.4 The determination can take into account the Bidder's financial and technical capabilities and experience of similar work in Pakistan. It shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Employer deems necessary and appropriate. Further, during the process of technical evaluation of Bidder or before delivery of goods, the Employer may inspect the manufacturing plant/production capacity / warehousing system/practices by a team of experts for assessment, if it deems necessary.
- 33.5 An affirmative determination shall be a prerequisite for award of the Framework Contract to the Bidder. A negative determination shall result in rejection of the Bidder's bid, in which event the Employer shall proceed to the next lowest evaluated bid to make a similar determination of that

Bidder's capabilities to perform satisfactorily.

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

IB.34 Rejection of the Bids

- 34.1 The Employer may reject all bids at any time prior to the acceptance of a bid in accordance with Procurement Rules of SINDH. The Employer shall upon request communicate to any Bidder who submitted a bid, the grounds for its rejection of any or all bids, but is not required to justify those grounds.
- 34.2 The Employer incurs no liability, solely by virtue of its invoking Sub Clause 35.1 towards Bidders who have submitted bids.
- 34.3 The Bidders shall be promptly informed about the rejection of the Bids, if any.

IB.35 Re-Bidding

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

IB.36 Announcement of Evaluation Report

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

F. AWARD OF CONTRACT

IB.37 Award Criteria

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

IB.38 Employer's Right to Vary Quantities at the Time of Award

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

IB.39 Notification of Award

39.1 The Procuring Entity (PE) will notify the successful lowest evaluated Bidder or Bidders as award of Framework Contract and Terms and Conditions of advertised Bidding Documents and after fulfillment of all prescribed legal and codal formalities.

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

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

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

IB.40 Performance Security.

40.1 The successful Bidder shall furnish to the Procuring Entity (PE) a Performance Security in the shape of an insurance bond form and the amount stipulated in the Conditions of Contract within a period of 30 days after the receipt of Purchase Order and Contract Agreement.

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

IB.41 Signing of Contract Agreement

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

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

of Contract.

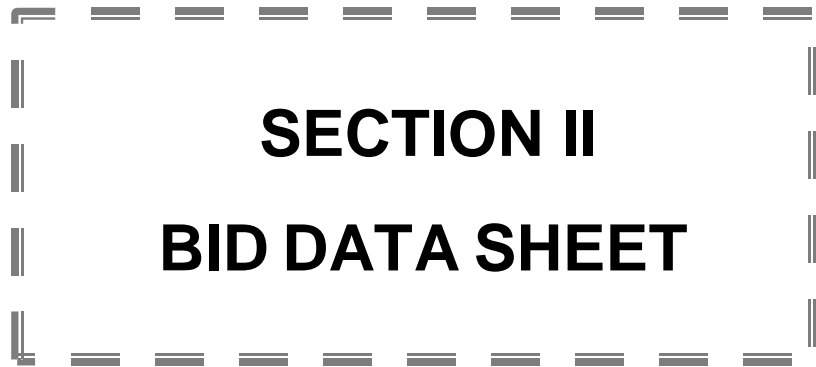
41.3 The Contract is to be made on a non-judicial stamp paper worth of PKR. 500/-.

IB.42 General Performance of the Bidders

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

IB.43 Integrity Pact

43.1 The Bidder shall sign and stamp the Integrity Pact provided in Bid Forms in the Bidding Documents, for all procurement contracts exceeding Rupees ten million. Failure to provide such Integrity Pact shall make the bidder non-responsive.



SECTION II
BID DATA SHEET

BID DATA SHEET

| IB Reference | Description | Detail |
|---------------------|---|---|
| | Issuance of Bidding Document | As per invitation letter |
| IB 1.5 | Tentative scope of project | Description |
| IB 1.6 | Point of delivery | The software and all allied equipment and personnel shall be deployed at the designated office of the HDA. |
| IB 3 | Eligible Countries | All countries of the world with whom Government of Islamic Republic of Pakistan have commercial / trade relations, except those upon which international sanctions are imposed. |
| IB Clause 9 | <u>Address for communication:</u> Director General H.DA | |
| IB Clause 11 | Language of bid | English |
| IB Clause 14 | | |
| IB Clause 19 | Bid validity period | 90 Days |
| IB Clause 20 | Amount of bid security | PKR 2Million |
| IB Clause 22 | | |
| IB Clause 25 | Deadline for Submission | As per invitation letter |
| IB Clause 28 | <ul style="list-style-type: none"> i. Date, time and ii. Venue of Bid Opening | |
| IB 33 | Comparison of Bids | In PKR |

SECTION – III
EVALUATION AND
QUALIFICATION CRITERIA

EVALUATION AND QUALIFICATION CRITERIA

A. Mandatory Requirements

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

| Sr. No. | Documents/Capabilities and Compliance Required | Attachment/ Required Document |
|----------------|---|--|
| 1 | The Bidder (at least one partner in JV) shall be a registered/incorporated company in Pakistan with SECP (or any government registering entity) for at least for the last 10 years | Certificate of registration |
| 2 | The Bidder shall have a valid Registration Certificate for Income Tax, Sales Tax and/or other allied agencies / organizations / regulatory authorities | Valid Registration Certificate for Income Tax, Sales Tax |
| 3 | The Bidder shall be an Active Taxpayer as per the Federal Board of Revenue (FBR)'s database i.e. Active Taxpayer List (ATL) | Valid Registration Certificate |
| 3 | The Bidder shall be an Active Taxpayer with Sindh Revenue Board (SRB) i.e. Active Taxpayer List (ATL) | Valid Registration Certificate |
| 4 | The Bidder must provide on letterhead the name of the organization, details of offices across Pakistan and the location of the Head office, the size of the company (number of employees), and the number of years of being incorporated. | Details on company letterhead |
| 5 | Provision of audited financial statements to demonstrate that the lead Bidder/ at least one partner in JV had a minimum average annual turnover of over PKR 500 million in the past three (05) financial years. | Audited Financial Statements |
| 6 | The Bidder must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement of 100 million or equivalent. | Supporting Credit Line Letter from Bank |

| | | |
|----|---|---|
| 7 | The bidder (lead partner and JV partner/s) has not been blacklisted by any Provincial or Federal Government Department, Agency, Organization or autonomous body or | Affidavit on stamp paper |
| 8 | 100% Compliance to the required specifications. Fill out all the relevant Bid Forms for Technical Information of offered meters are enclosed in Section- IVA, Technical Bid Forms. Attach specific literature/ brochure of product with brand and model number verifying all required specifications (General brochure having partial coverage of the specifications will not be acceptable). Attach Technical information including drawing and performance curve (of the offered model) also. | Appendix A to Bid |
| 9 | General Specification of Software (SRS and FRS Documents incorporating the BPR, AS-IS and TO-BE processes) | Appendix B to Bid |
| 10 | Quality Assurance / Control Methodology. | Appendix C to Bid |
| 11 | Documentary proof (certificate of registration and Licenses) | Appendix D to Bid |
| 12 | Demonstration of proposed Software (Approach and Methodology) | Appendix E to Bid |
| 13 | Authenticated Copy of Company Human Resource profile including engineering and managerial capability | Appendix H to Bid |
| 14 | Minimum Five (05) year SLA of offered Goods and Services. | Appendix J to Bid |
| 15 | Implantation Schedule and timelines with Resource Allocation Matrix (RAM) | Appendix K to Bid |
| 16 | Proposed Staff for Software development/customization, GIS mapping, physical survey and data entry operations | Appendix L to Bid |
| 17 | In case of JV, Bidder shall demonstrate the all the partners must in Business of IT product are services. | Documentary proof that all the JV partner |
| 18 | In case of JV, the maximum no. of partner allowed are five (05). Lead Partner shall be written prominently in the agreement. | JV Agreement |

B. Scoring Items

Scoring Criteria:

Maximum points for Technical Evaluation are **100**. In the 1st stage, technical bids will be opened. Bidders who score 70 or more in the technical evaluation will be technically successful. Bidders who fail to gain a score of 70 in technical evaluation will be disqualified. Relative Weights given to the different evaluation criteria are shown in the table below:

The technical criteria and their details are given below:

| Sr. # | Required Criteria | Maximum Marks | Documentary Evidence |
|----------|---|------------------|--|
| 1 | <p>General Work Experience</p> <p>*Bidder/JV Partner MUST provide evidence in the form of a copy letter from customer/work order and completion certificate (copy) of relevant Software Projects that have been successfully and substantially completed and that are similar to the proposed Information System including Support & Maintenance or Service Level Agreement after Software Development completed in the last 10 years.</p> <p>One (01) *large-scale projects – 05 marks Two (02) *large-scale projects – 10 marks Three (03) *large-scale projects – 15 marks</p> <p>*Large Scale Project Criteria => PKR 500 million</p> | 15 | A copy of an operational acceptance and contract mentioning the scope and value of the project shall document completed similar contracts. |

| | | | |
|---|---|----|---|
| 2 | <p>Similar/Technical Work Experience</p> <p>*Bidder/JV Partner MUST provide evidence in the form of a copy letter from customer/work order and completion certificate (copy) of relevant Software Projects completed in the last 10 years</p> <p>(A) Experience of undertaking Digitalization with provision of hardware equipment/or on BOT or turnkey basis: 5 marks 2.5 Marks for each project of similar nature completed successfully</p> <p>(B) Experience of successful Development/Customization of Land Record/Plot Information Management system: 5 marks 2.5 Marks for each project of similar nature completed successfully</p> | 10 | <p>Completion Certificate & Contract mentioning the scope & value of the project.</p> |
| 3 | <p>Financial Capability: Financial strength of the of Bidder in last three (3) years – Annual Turnover (PKR) *Bidder MUST provide Audit report and relevant proof of financial strength</p> <p>Calculation Criteria: From 500 to 750 million per year – 05 marks 750+ Million to 1000 million – 10 marks 1001+ Million – 15 Marks</p> <p>The combined financial strength will be considered of both lead and JV partner but at least one partner in JV shall demonstrate the financial strength of average annual turnover of 500 million.</p> | 15 | <p>Audited Financial Statements of the last three years</p> |
| 4 | <p>The Bidder must demonstrate access to, or availability of financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means,</p> | 10 | <p>Supporting Credit Line Letter from Bank</p> |

| | | | |
|---|--|----|---------------------------------|
| | <p>other than any contractual advance payments to meet the following cash-flow requirement of 100 million or equivalent.</p> <p>From 100 to 200 million – 03 marks 200+ million to 300 million – 06 marks 300+ million – 10 Marks</p> | | |
| 5 | <p>Approach & Methodology, demonstration of the turnkey proposed solution</p> <p>(A) Approach and Methodology: Evaluation will be done in the following areas.</p> <p>i. How developed is the Work Breakdown Structure (WBS) for the assignment? ii. How suitable is the Resource Assignment Matrix (RAM) and its linkage with the WBS? iii. How suitable is the Work Plan (staffing schedule): is the resource utilization sufficient and practical?</p> <p>(B) Project Management & Work Plan</p> | 10 | |
| 5 | Demonstration of Proposed Software Bidder | 25 | |
| 6 | <p>Company Profile</p> <p>(A) Years of incorporation: Below 10 years of incorporation = 0 marks 10-12 years = 1 marks 12-14 years = 2 marks 15 above = 3 marks</p> <p>(B) ISO certification: Valid ISO-9001-2015 Certification or any other certification related to quality of software development: 1 mark</p> | 5 | Relevant Document/Certification |

| | | | |
|---|---|----|---------------------------------|
| 7 | <p>Technical and Management Staff:</p> <ul style="list-style-type: none"> • PMP Certified Project Manager - 03 marks • Software Engineer/Developer (4 no.) - 02 marks • GIS Developer (2 no.) – 1 Marks • Surveyor (4 no.) - 1 Marks • S/W Quality Assurance Engineer (2 no.) - 1 Marks • Network Engineer (no.2) - 1 Marks • Data Entry Operator (4 no.) - 1 Marks <p>(A) Degree:</p> <p>All staff must have at least master degree (16 years) in ICT or relevant field (except for Data Entry Operator and Surveyor where intermediate is required qualification)</p> <p>(B) Experience:</p> <p>>7 years = 100% >5 years = 80% >3 years = 70% >1 years = 40% <1 years = No marks</p> | 10 | CV + Experience Certificates |
|---|---|----|---------------------------------|

NOTE:

- Total Technical Marks = **100 Marks**
- Minimum Technical Qualifying Marks = **75 Marks**
- Financial Marks = **100 Marks**
- Weightage of Technical Marks is **70%**
- Weightage of Financial Marks is **30%**

Technical Proposals Evaluation Summary:

- The Bidders shall be first checked for the eligibility, as per the requirements in eligibility criteria. Thereafter, all eligible bidders shall be shortlisted against the technical requirements.
- The shortlisted Bidders shall be technically evaluated and those securing a minimum of 70 marks in the technical evaluation will be qualified for Financial Evaluation;
- During the technical evaluation no amendments by the bidder in the technical proposal shall be permitted;
- After the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publicly at the time, date and venue announced and communicated to the bidders in advance, within the bid validity period;
- The financial proposal of bids found technically non-responsive shall be returned unopened to

the respective bidders;

- Technical Proposal Evaluation carries 70% weightage; whereas
- Financials Proposal Evaluation carries 30% weightage.

Please see below the formula for calculating the weightage:

- a. Technical score calculation: Bidder's Score= (Points Obtained in Technical Domain/Total points of Technical Domain) x 100
- b. Financial score calculation: Bidder's Score= (Min Bid Value / Bid in Consideration) x 100
- c. Total score = (Technical Score x 80%) + (Financial Score x 20%)

SECTION IV

BIDDING FORMS

**SECTION –IV A
BIDDING FORMS FOR
TECHNICAL BID**

TECHNICAL BID FORM 1
BIDDER INFORMATION SHEET

Date:

ICB No.:

Page of..... pages

| Bidder's Information | |
|--|--|
| Bidder's legal name | |
| Bidder's country of constitution | |
| Bidder's year of constitution | |
| Bidder's legal address in the country of constitution | |
| Bidder's Authorized Representative (name, address, telephone numbers, fax numbers, e-mail) | |
| Authorization to represent the Bidder in accordance with Instructions to Bidders | |

TECHNICAL BID FORM 2

LETTER OF TECHNICAL BID

(To be submitted with Technical Bid)

Name of the Framework Contract: **Digitization and Automation of Records of HDA**

To: [Name and address of the Employer]

Dear Sir/Madam,

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

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

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

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

We undertake that, in competing for (and, if the award is made to us, in executing) the above Framework Contract, we will strictly observe the laws against fraud and corruption in force in Pakistan.

We confirm that we comply with the eligibility requirements as per IB clauses 15 & 16 of the bidding documents.

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

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

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

Signature of the person named above _____

Dated on _____ day of _____

TECHNICAL BID FORM 3

AFFIDAVIT

I/We, the undersigned solemnly state that:

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

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

Signed:

In the capacity of [*insert: title or position*]

Duly authorized to sign this bid/affidavit for and on behalf of [*insert: name of Bidder*]

TECHNICAL BID FORM 4

ORIGINAL EQUIPMENT SOFTWARE MANUFACTURER

(In case OEM as JV partner)

To: [Name & Address of the Employer]

WHEREAS [name of the Manufacturer] who are established and reputable Manufacturers of [name and/or description of the goods] having factories at [address of factory] acting as bidder/JV partner, do hereby authorize [name and address of Bidder/JV partner] to submit a bid, and sign the Contract with you against the Invitation for Bids No. [Reference of the Invitation to Bid] for the goods manufactured by us.

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

Signature: -----

Designation: -----

Official Stamp: -----

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

TECHNICAL BID FORM 5

SLA FORM

To: *(The Employer)*

Whereas [Name of Supplier] (hereinafter called “the Supplier”) has undertaken, in pursuance of Contract No. ----- dated ----- to supply consumer water meters (hereinafter called “the Contract”).

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

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

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

Signature: -----

Designation: -----

Official Stamp: -----

**This undertaking should be on the letter head of the Manufacturer of Goods and should be signed by a person competent and having the power of attorney to bind the Manufacturer. It should be included by the Bidder in its bid.*

TECHNICAL BID FORM 6

INTEGRITY PACT

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

Contract No. _____ Dated _____

Contract Value: *[To be filled in at the time of signing of Contract]*

Contract Title: _____

.....[Name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sind or any administrative subdivision or Agency thereof or any other entity owned or controlled by Government of Sind through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from Government of Sind, except that which has been expressly declared pursuant hereto.

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

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

Notwithstanding any rights and remedies exercised by Government of Sind in this regard, [name of Supplier] agrees to indemnify Government of Sind for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to Government of Sind in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given

by [name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from Government of Sind.

Name of Employer: _____ Name of Bidder/Supplier: _____
Signature: _____ Signature: _____



APPENDICES TO BID

APPENDIX A TO BID

Technical Information of Offered Equipment to be installed at all HDA site

[The Bidder is required to attach:

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

APPENDIX B TO BID

TECHNICAL BID FORM A-1 (a)

Certifications of Equipment to be installed

[The Bidder is required to attach:

1. Compliance certificate of ISO]

APPENDIX C TO BID

List of Quality Assurance, security and operational Methodology

[The Bidder will provide a detailed description of quality assurance standards, security procedures and protocols and operational methodology of software deployment and service delivery at all HDA site.]

Documentary Proof as Original Manufacturer of Software

[The Bidder/JV partner will provide Documentary Proof to the effect that they are the Original Equipment Manufacturer of the required goods

APPENDIX E TO BID

Details of Supply Orders

[The Bidder shall provide details of similar software installations in Pakistan having in last 5 years. Supply Order details showing contract amount and Performance Certificates are to be submitted].

APPENDIX F TO BID

HR Profile of Company

[The Bidder shall provide the complete Human Resource Profile of company.]

APPENDIX G TO BI

Tax Registration Details

[The Bidder/JV partner shall submit the relevant tax documents/taxpayer registration certificate of FBR National Tax Number Certificate and sales tax registration.]

APPENDIX H TO BI

Service Level Agreement

The BOT firm shall provide as per agreement 5 years support and maintenance for the system and equipment under the scope of the project.

APPENDIX I TO BI

BIDDING FORMS FOR FINANCIAL BID

Financial Proposal

Name of the Firm:

Bid Reference No:

Date of opening of Technical Bid:

We hereby undertake to abide by all the technical and financial terms & conditions of the RFP for “**Digitization and Automation of Records for Hyderabad Development Authority on BOOT Basis**”.

The prices mentioned below include all the costs associated with the implementation of SoW Inclusive of all licenses/services.

| Sr. No. | Description | Unit Price excl. GST | Total Price incl. GST |
|---------|---|-------------------------|--------------------------|
| 1 | Price Per digitally generated, allotment letter, possession letter, transfer letter or any document through the vendor’s system to be charged to the property owner. Royalty per transaction for Hyderabad, If any | | |

Signed & Stamped:

In the capacity of *[insert: title or position]*

Duly authorized to sign this bid for and on behalf of *[insert: name of Bidder]*

*Any change/deviation from the RFP terms and condition may lead into disqualification of bidder

SECTION –V

ELIGIBLE COUNTRIES

Eligible Countries

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

PART – 2

EMPLOYER'S REQUIREMENTS

SECTION – VI
TECHNICAL SPECIFICATIONS AND
Scope of Work

REQUIREMENTS

HDA requires to the centralized system in Hyderabad for the purpose of digitizing the records for transparency and efficacy. The model shall lead to E-enablement of the HDA and shall archive and digitize the existing manual record of the organization.

The following technical specifications includes the equipment and software specification as per requirement of the, HDA.

HDA reserves the right to add new modules and features to the software specifications and demand integration with any legacy system that HDA is using.

TECHNICAL SPECIFICATIONS OF SOFTWARE

Details of Required Specifications for Software are as under:

| Digitization Model | |
|---------------------------|---|
| 1 | Technology |
| | <ul style="list-style-type: none"> i. Open-Source Platform ii. Secured Connectivity |
| 2 | General Features |
| | <ul style="list-style-type: none"> i. Digital Records of all the properties ii. Secure from unauthorized access and queue-based processes iii. Access Control and Management iv. Automation of Processes v. Secured Printing Mechanism vi. Real Time Verifications |
| 3 | Archive |
| | <ul style="list-style-type: none"> i. Cloud based on demand Archive. ii. Optimized storage with referencing. |
| 4 | Connectivity |
| | <ul style="list-style-type: none"> i. Encrypted VPN based connectivity ii. Each site with limited geo location-based access iii. Live update of the central database iv. Online easy to switch disaster recovery v. Live connectivity of Bio Metric and Imaging Device vi. Incorporated error reporting mechanism vii. High speed independent bandwidth at each site viii. Connectivity with HDA ix. Remote Accessibility for relevant personnel |

TECHNICAL SPECIFICATIONS OF HARDWARE

Details of Required Specifications for Hardware are as under:

| Generic Hardware | |
|-------------------------|--|
| 1 | Categories |
| | <ul style="list-style-type: none"> i. Networking ii. Application |
| 2 | Networking |
| | <ul style="list-style-type: none"> i. Independent Switch at Each site capable of Layer 3 and Layer 2 Switching and Routing ii. EVPN Capability iii. MAC binding and Access Restriction iv. Gigabit Connectivity v. Intrusion prevention and Firewall |
| 3 | Archive |
| | <ul style="list-style-type: none"> i. Reputed Cloud based storage with margin of expansion ii. API based connectivity with main application. |
| 4 | Application |
| | <ul style="list-style-type: none"> i. Dedicated servers complying to Forrester’s standard of Data Privacy ii. Centralized processing with independent resource allocation iii. Licensed GUI based easy to use OS at HDA site iv. All-in-One Core i5 systems at each site and relevant offices v. Dock based Tablets for Authorized personnel vi. SSD Storage with Futuristic Scaling vii. Gigabit connectivity viii. Multiple site disaster recovery and backup servers Certified Bio metric and Imaging devices |

TENTATIVE QUANTITIES OF PRODUCTS

| S# | Item |
|----|---|
| 1 | Development of Land Management Information System with GIS (Details are given below) |
| 2 | Software Operation & Maintenance initially for 7 Years but extendable for another 3 years upon the satisfactory performance of the contactor after approval from competent authority |
| 3 | Data Entry Operation of 43805 files / Data Entry of routine files. (details are given in Annex-A) |
| 4 | Drone Ground Survey of 25.64 Acre Area |

| S# | Item | Quantity |
|----|--|--|
| 1 | Computer (Desktop/Laptops) Core-i5 | 15 |
| 2 | Furniture | 1 Locations (Details are given below) |
| 3 | Servers (for Data Center upgradation) | 2 |
| 4 | SAN Storage | 1 |
| 5 | Licenses (GIS, OS, DBMS) | 2 |
| 6 | Local Area Network of 01 sites | 3 |
| 7 | Internet Connectivity (10 MBs CIR) at 01 Sites | 28 |

Furniture Details

| S.# | Item | Qty |
|-----|-------------------------------|-----|
| 01. | Office Table | 3 |
| 02. | Office Chair | 3 |
| 03. | Guest Chairs | 10 |
| 04. | Separators | 2 |
| 05. | Reception Counter Table | 1 |
| 06. | Reception Counter Chair | 1 |
| 07. | Help Desk Counter Table | 1 |
| 08. | Help Desk Counter Chair | 3 |
| 09. | Visitors Chairs at Help Desk | 3 |
| 10. | Visitors Chair at CSR Counter | 08 |
| 11. | Back Office Table | 04 |
| 12. | Back Office Chair | 10 |
| 13. | Waiting Area Chairs | 20 |
| 14. | Waiting Area Sofa Seats | 14 |
| 15. | Document Cabinets | 12 |
| 16. | Documents Steel Racks | 1 |
| 17. | Counter Drawers | 12 |

Disclaimer: The quantities of hardware mentioned here are purely tentative/ indicative and it shall not be binding, the accurate quantity shall be determined at the time of the approval of the model of the shortlisted bidders.

SCOPE OF WORK

The scope of this project is to improve the governance structure and business processes of HDA by automating and improving its existing business processes including application processing and implementing e-filing. The Hyderabad Development Authority intends get the following consultancy services from the vendor on a turn-key basis for the development and implementation of LRMS software and provision of the following services;

1. Business Process Re-Engineering (BPR), System/Functional Requirements Specification and development of LRMS, developmental activities
2. Integration with already under implementation ERP (Enterprise Resource Planning) Solution and integration with One-Window facility
3. Finance
4. Human Resource
5. Revenue
6. Data Entry, Scanning & Indexing of Property Files / Relevant Records
7. Provision of Hardware, Licenses and other necessary equipment for the one-window operations center at HDA and 2 other locations
8. Operation and Maintenance for period 5-7 Years

Details:

1. BUSINESS PROCESS RE-ENGINEERING (BPR), AND DEVELOPMENT OF SRS, FRS DOCUMENTS AND OF LRMS, DEVELOPMENTAL ACTIVITIES APPLICATION

The scope of BPR and development of LRMS application is that currently there currently there is not customized application for management of Land Record. The service provider will have to perform the following activities on this application;

1.1 BPR

The service provider should study the current system and processes running in HDA and propose a better service delivery model that re-engineers the workflow and streamlines the work processes to achieve significant level of improvement in efficiency, quality, time management and effort. The reengineered processes should cater for but not limited to the following features.

A secured mechanism of biometric technology will be used for every approval, report etc. on titled documents, such as finger prints of both hands at minimum of two authorized officers.

- Develop process flows based on the requirements collected during the Business Requirements Gathering phase;
- Develop workflows and Business Process Management in-line with the applicable

- laws/ rules/ procedures;
- Propose re-engineered process flows if required; and get sign off from relevant stakeholder's/ process owners
 - Formulate a To-Be Process report on gains by adopting recommended business process re-engineering and automation over current over the current as-is process. This may include but not limited to gains in time of man-hours saved, redundant processes automated, bottlenecks addressed.
 - Review the documentation & manual processes implemented.
 - Develop the Code and Physical Scheme of customized software/application.
 - Propose and Develop Updates Business Process through BPR.
 - Development of FS with details coding function details to enable the developer for adding new updates (new updates in relation to the proposed application to be made by the service provider).
 - Linked with GIS for providing graphical information for the purpose of planning.
 - Provide / demonstrate updates business processes through story boarding / prototype in real time scenario.
 - Updates the application with reference to newly proposed and developed business process.
 - Implement Updates customized application.
 - UAT at user site.

1.2 DEVELOPMENT OF FUNCTIONAL & SYSTEM REQUIREMENTS SPECIFICATIONS DOCUMENTS

The vendor shall review the existing processes and define the Functional Requirement Specification (FRS) and System Requirement Specification (SRS) which shall include but not limited to covering the following aspects:

- An architectural framework supported by detailed requirements and technical parameters based on comprehensive system analysis and design;
- The FRS shall identify all Use cases of the system and identify user roles;
- Highlight the additional details on the quality related aspects as well as other behavioral aspects of the system including but not limited to system response times (Data search and retrieval), Performance needs and metrics, Latencies in a particular timeframe or during high volume transactions, System failures and recovery management, Security levels and accessibility constraints, Data Backup and archiving Capabilities, Legal compliance needs etc. The broader definition of the term 'system' also includes integrations with all types of devices
- The Consultant shall define the reporting needs of the system in the FRS, including but not limited to the scope and format of the report, data elements and contents required on the report, file types and extraction mechanisms, user base and

accessibility levels, the frequency of report extractions etc.;

- The Consultant shall identify the integration needs and state all required interfaces with anything external to the proposed solution including hardware, software, and users. The FRS shall include Architectural overview diagrams, high-level data flow diagrams, table structures and schema, interface protocols, API's, Error conditions, Error validations, and messaging needs, Auto-processing requirements, hardware and software dependencies, Upgrade requirements, compatibility issues with existing frameworks and solutions, etc.;
- The FRS shall elaborate Data Migration/ Conversion of soft data Requirements of the required system by providing full identifying information for the automated system, application, or situation for which the Data Conversion Plan applies.
- The FRS shall include detailed functional requirements including use cases, system inputs and outputs, process flows, diagrams, and mock-ups;
- The FRS shall include detailed workout on integration of the platform with the relevant applications
- User Management (Access Control);
- Logging history ensuring applicable electronic transactions laws
- Customizable as per individual stakeholder requirements;
- Centralized dashboard mechanism for informed decision making;
- Specifications to ensure confidentiality, integrity and availability of data on the move and at rest;
- Compatibility with Mobile, Tablet and Desktop Platforms;
- Provide scalability and interoperability plan for the solution in terms of all aspects including growth of users, data and the addition of modules;
- Determine and propose necessary cyber security protocols for the solution at network and application layers;
- Determine and propose mechanisms and policies for soft data migration, maintenance of logs, addition /deletion of users;
- Determine and propose policies for defining roles and responsibilities for different levels of users;
- Determine and propose Access Control policies based on Data Classification based on Government Roles and hierarchy;
- The Consultant shall ensure the following while proposing the technical parameters:
- Simplicity for ease of operation and improved efficiency;
- Ability to provide optimal possible information;
- Capability and effectiveness to integrate all relevant stakeholders
- Scalability, user experience and interoperability;

- Ease of customization Process flows;
- Time to complete a process before and after deploying proposed solution; and
- Compliance with the OWASP security threats and w3c
- Compliance with Digital Laws regarding electronic transactions and digital records for legal use/ operations.

Development of LRMS

Following are the modules to be included but not limited to in developed PLRMS Plot Management

1. Complete Plot and Revenue Record Management System (PLRMS) module need to be developed and will be integrated of the existing financial ERP system, which will cover the following listed main modules but not limited to:
2. New project/town planning (Commercial/housing society) management
3. Details of Land acquisition
4. PMS (Plot management system) may include but not limited to the following;
 - Plot category (Residential/commercial/govt organization etc.), size, owner information, map (GIS/Town plan map integration) and street information with width.
 - Issuance of intimation/Allocation letters: Intimation/allocation of the plots/files will be managed systematically, and the said letter/certificate will be generated by the system securely and should keep track of history and activities.
 - Plot history management: the application should manage the history of the file from balloting to the current owner (or multiple owners), the history of the file/plot will be automatically HDA after transfer or allocation without manual intervention.
 - Plot caution(s)/Block/Release Management: disputed files/plot (s) may be marked cautions/blocked in system as per by laws. No or limited operation may be performed on the file/plots until it got release/clear form dispute or court case.
 - No Demand Certificate (NDC)/Non-Encumbrance Clearance certificate: NDC (No demand certificate) NEC process will be automated prior to plot/file transfer or mortgage.
 - File/Plot Transfer Module: File transfer/sale/purchase will be automated as per by laws.
 - Payment/fee collection: Payment/fee collection process will be integrated with the existing ERP system
 - Attachment of scanned file as history: As mentioned the existing physical files will be scanned and 'll be converted to image, PDF and 'll be saved encrypted in database as well, so incase image/PDF file got damaged the

same will be generated by the database data, also the pdf will be encrypted/ password secured (each file 'll have a unique password) and 'll not readable. These will be bound in PLRMS plot details so that the file 'll be easily traceable/searchable.

- Other attachment: other activity performed by LPLRMS system must have the option to attach /Scan documents where needed.
- Search and reports: Aforementioned all modules must have a quick search and reporting option (Excel/PDF).
- Map and Design Architecture: History of plot/flat will be maintained
- By laws violation and penalties management system will be developed
- Water/utility billing will be maintained in the system
- Search for plot(s) using Block, Plot No. and Owner Name, CNIC etc.
- File Management
 - Association of plots with files and search of file(s) using File No., Block, Plot No., etc.
- One Window
 - Receiving of applications through one window and generating application numbers.
 - Marking the required documents attached with the case and forwarding the case to the respective department for further processing.
 - Tracking the disposal time of each department for all cases and related reporting.
- Case Processing
 - Virtual desk of the officer showing all cases assigned to him for further processing.
 - Provision to add notes on the case and marking the case to some other officer.
 - Tracking of the case status and person currently holding the case at any time.
 - Payment handling of any dues deposited for the case.
 - Role based access to approval/disapproval of the case and biometric identification for approval/disapproval of the case.
 - Automatic generation of different case related letters like Sale Deed,

Transfer Letter and Clearance Certificate etc. after approval of the case.

- Departments Covered
 - All the case types (Exemption, Transfer, Permissions to Mortgage, Clearance Certificate, Issuance of Sui Gas NOC, General/Special Power of Attorney and Building Period Extension etc.) of DLD have to be covered by the application.
 - All the case types (Allotment (Through CM Quota, Open Balloting, Auction), Transfer, Permission to Mortgage, Issuance of Sui Gas NOC, General/Special Power of Attorney, Building Period Extension etc.) of DEM have to be covered.
 - All the case types (Building Plan Addition/Alteration approval, Completion Certificate, Sub Division of plot etc.) of TP have to be covered by the application.
 - The software will cover all of the areas managed by the HDA within the laws and policies readily available for each process.
 - The software will be a comprehensive decision support system which will facilitate the concerned by the reporting facility on one touch readily available reference documents and reports required in specific process for immediate and fast decision making. E.g.
 - Grant of Exemption / Land sharing Model
 - Certified Ownership documents such as fard, mutation, registry etc are available in scanned format.
 - Scanned copy of Award B and C will be readily available with the reports for verification with complete details
- Allotment
 - All types of quotas will be verified by the respected allotment quota base documents, readily available in the process of each case. e.g. Chief Minister Quota required verification of CM summary, CM directive etc.
 - Allotment through Balloting from balloting and application form.
 - Judicial quota by the allotment letter issued by the respective court.
 - Army quota by the respective allotment letter from GHQ.
 - Or any other allotment verified by relevant document(s)
 - The quota distribution is automatically counted as per law available. e.g. authority decision, law policy etc.
 - NOC Issuance
 - The following reports will be available to the screen textual as well as the scanned copy for fast disposal of NOC issuance
 - Owner verification
 - Ballot Report

- Scanning Report
- Site reports
- Land Use Reports
- Building Plan and Completion certificate reports
- Account verification and challan generation should be made through the same software with all the accounting principles to be adhered during any financial transaction with bank scroll automatically updated in the system for payments received and books will be attached of HDA system with bank system.
- The System should be a web-based solution, providing different user functionality for different type of users such as public, normal, functional and technical users and external organizations. The system should have connectivity between HDA's different offices.
 - A complete transfer of knowledge and technology to HDA shall be required by the service provider for future maintenance and other related jobs. The service provider should provide its knowledge transfer methods and the time required for the same in person days. The service provider should provide the source code and complete documentation (SRS, FS, Coding Convention, SQL queries, DB Schema, Data Dictionary, Training, installation, deployment manuals etc.) in case of non-pre-packaged solutions to HDA.
 - The proposed system should integrate with the existing software system. It shall be the responsibility of the solution provider to integrate and run the
- Proposed system with the existing system. Wherever needed, the customization of ERP package shall be carried out by the service provider to suit to HDA's business processes operation.
 - The proposed ERP system should have the capability to be compatible with HDA business practices (existing or as developed in section-1).
 - The proposed system should adhere to advance and up-to-date security framework in relation to functioning, flow of data across the Network etc.
 - There should be a hierarchy of functions pertaining to different levels of job functioning with option to provide role based access levels as per the business needs to individual user(s).
 - Service provider will provide the details of the underlying technology including Integrated Development Environment (IDE) used for development and reporting tools.
 - The service provider shall conduct AS IS study, IS TO BE Study and GAP Analysis Study and prepare the documentations accordingly and shall recommend Business Process Reengineering (BPR) by coordinating with various divisions / departments / sections of HDA.
 - All licenses third-party components and freeware components used in the application shall be clearly mentioned.

- The service provider shall have valid intellectual property rights for marketing, selling and servicing of the solution offered. Any violation of the IPR in any of the component shall be the sole liability of the service provider.
- The service provider shall be capable of delivering the complete product with customization in a form acceptable to HDA within 06 months of the execution of the contract. However, service provider from their end can mention the time required to complete the ERP system implementation in all respect from the date of placement of order in the form of bar chart showing all the steps and stages of the implementation.
- The consultant (service provider) shall hand over the workable documented source code in the version control environment, user manuals and training materials to HDA with a plan of regular maintenance. Furthering to this, the consultant shall not provide any code, part of the code, logos and data to any other party, and HDA will be the only custodian and owner of the source code.
- The LRMS solution will provide a public interface to the general citizens to enable them for the online submission of application form to the HDA for the provision of various services related to LRMS. For this purpose, the system will be integrated with the Integrated Digital Payment Platform wherein citizens will be given options to pay service fee through digital medium.

Data Entry, Scanning & Indexing of Property Files / Relevant Records

Data Entry, Scanning & Indexing of property files / relevant records is an important requirement in achieving the overall objective of this project. There are about **property files** and other relevant record in the form of registers (Award, Possession, khasrawar, Misalband etc.).

The average volume of pages per file is approximately 150. These files and record serves as master data in each type of Transaction related to each plot / property in HDA jurisdiction. This will serve as a repository against a single unit in which all the proceedings / operations on that unit is stored. The sanctity and authenticity of these records is of utmost importance. HDA intends to scan and index all this data for safe keeping and to be used as an input to the automated system for processing of any case to be registered and executed under the new system. This newly scanned and indexed data needs to be attached with LRMS software already developed so that with each case processing, relevant scanned file can be checked.

The Project aims to enhance the current IT infrastructure in Hyderabad Development Authority to, improve internal communications, facilitate service delivery and provide appropriate, transparent and speedy access of information. Quantum of scanning and indexing is given below. The service provider have to scan and index the below mentioned files / relevant record approximately in the start. The quantity can vary depending on progressive elaboration of project.

| S.# | Name of Scheme | Total No: of Plots | Routine Files as + when received |
|----------------|-----------------------------------|---------------------------|---|
| 01 | Gulistan-e-Sarmast Housing Scheme | 31747 | |
| 02 | Kohsar Extension Housing Scheme | 7571 | |
| 03. | Kohsar (GP) Housing Scheme | 381 | |
| 04 | Gulshan-e-Quaid Housing Scheme | 792 | |
| 05. | Qasimabad Phase-I Housing Scheme | 1016 | |
| 06. | Qasimabad Phase-II Housing Scheme | 940 | |
| 07. | East Qasimabad Housing Scheme | 150 | |
| 08. | North Extension Qasimabad H.S | 311 | |
| 09. | Hosh Nagar Housing Scheme | 560 | |
| 10. | Commercial Housing Scheme | 45 | |
| 11. | Civilian Housing Scheme | 17 | |
| 12. | Site Pocket Housing Scheme | 275 | |
| Total:- | | 43805 | |

Scanning of award registers and related records such as policies, laws etc will be also part of the scope in addition to aforementioned files. The total count may increase or decrease during the execution of project. However, service provider till have to take the aforementioned figures as benchmark and have to estimate scope, time and cost based on these figures. Cost will be given on unit rate basis, so that any increase or decrease in the scope can be adjusted accordingly.

Service Provider is offered following process of document scanning and its validation of HDA files and relevant records.

File Numbering, Scanning & Indexing

File Scanning will be done by using centralized method (i.e. Client server architecture for saving scanned/indexed file record and updates) in the space provided by Hyderabad Development Authority in PDF format. Documents of the files will be numbered and scanned after complete authentication. Concerned directorate staff will also be deputed with the firm to guide them and help them in file record related issues.

Numbering, Scanning and Indexing process will comprise the following:

Access to Plot Files

HDA will provide access to all files related to scanning, for that matter proper document handling procedure will be used to perform the whole operation. HDA will be responsible for secure handover of files to the company and their retrieval. Service provider will log the provided files in prescribed form to HDA

Quality Assurance (Physical Verification)

Service provider will perform the physical verification (i.e. physical status of file and its pages, checking manual numbering of noting and correspondence pages of property files, torn/damage pages or some ambiguous section of file etc.) of the received files from HDA. In this phase the supervisor will assess the condition of files. This activity will be done by the staff deputed by service provider & HDA representatives of respected schemes.

In case a file contains illegible / damaged pages or some papers are found missing it will be returned after entry in prescribed File Return log.

Quality Assurance (Contents)

The QA Supervisor will review the contents of the file and will tag the related sections accordingly and will forward to the Scanning Supervisor for further processing. In case of any discrepancies in the contents, the files will be returned and logged.

Number, Scanning & Indexing

- The Scanning Supervisor will disassemble the plot files and will take out the desired pages that are to be scanned and deliver it for numbering, stamping and scanning by the operator.
- Operator will generate page numbers on the file pages on upper right corner of the page.
- Page numbering will be done on both sides of the page and blank pages will also be numbered. Each and every document that exists in file will be numbered on both sides, e.g. Copy of NIC, Photographs etc.
- Both Noting and correspondence section of the file will be numbered separately such that both sections will run their own numbering sequence starting from 1 till end of the section.
- Blank pages will not be scanned. Further on the page immediate before the blank page, stamp reading “Next Page Blank” will be pasted on bottom of the page so that existence of the blank page can be recorded in our scanned copy of the file as the blank page itself will not be part of this scanned copy of the file.

- The operator will scan the documents of the files.
- The operator will index the keyword of scanned document/page.
- The supervisor will perform Quality Assurance of the scanned and indexed data and will take necessary steps.
- HDA personnel will verify the quality assured data by comparing the numbered and scanned file with the original file. For any discrepancy a Discrepancy Report will be generated and forwarded to the Supervisor for re-work.
- HDA personnel will also count the number of pages that are scanned by the scan operator and compare it with the original file. The count of pages will be logged in the HDA Scan Count Acceptance Report. The total pages mentioned in the form will be used for invoicing HDA for the Scanning & Indexing service.

Scanning & indexing relevant records / registers (Award, Possession, Khasrawar, Misalband etc.)

- Land award and Awardees information against khasra plan is managed in registers, called Register-A, Register-B and Register-C or files in LAC (Land Acquisition Collector) branch.
- The supervisor will get the relevant record maintained in the form of Registers or files whatever the case is from concerned branch; proper document handling procedure will be used to perform the whole operation. HDA will be responsible for secure handover of registers/ files to the company and their retrieval.
- Scan Operator will scan and Index the register.
- The QA team will perform the Quality Assurance of the scanned and indexing and will take necessary steps.
- HDA personnel will verify the quality of the scanned registers. For any discrepancy a Discrepancy Report will be generated and forwarded to the Supervisor for re-work.

Data Entry of Property Files / Relevant Records

- Data entry of the property files / relevant records is an essential part of the project. This will be executed in coordination with scanning and indexing portion of the project to be completely in-sync and integrated with customized software to be built by vendor for case processing. The data will be entered in the software screens. These screens will be developed after the BPR activity on the current software and adding and changing the flow of application with regards to BPR process.
- There are different categories for entry of data available in the file e.g. case related to Estate Branch, Private Housing Society Branch, Building Control Agency and Engineering Branch.

Time Duration and Infrastructure arrangements

Duration for Data Entry, scanning and indexing will be 6 months after the award of contract. All the equipment, resources and dependent accessories to run the operations of data entry, scanning and indexing site will be the responsibility of service provider e.g. power backup,

Refreshment for staffs, water arrangements, UPS, networks. The space and files will be provided by HDA. The scanned and indexed files will be attached with the data entry in the software so that they can be cross referenced at the time of processing of any transaction on that specific file.

Intended audience

The intended audience for this document of project includes:

- a. Hyderabad Development Authority
- b. Stakeholder involved with the implementation of the project
- c. Service Provider firm(s).

Overall description

This section will provide an overview of the characteristics of the software applications in the project. It will specify the environment, in which it will be used, the anticipated users of the software applications of the project, the known constraints, assumptions and dependencies.

User characteristics

The users of the software applications in the project will be staff of Hyderabad Development Authority.

Design and implementation constraints

This section will cover design and implementation constraints that will be encountered during the development of software applications in the project. The service provider shall resolve and provide the solutions accordingly.

Software Constraints

- The web access module should be interoperable with all major browsers.
- This web facility to track the status of application will be available at authorized level
- All the business processes should be studied and BPR activity to be performed.
- Developed application should not be client software dependent. For example, if the user's browser has a high security level; it should not breach it. The developed applications should have its own installation module that should take care of all the initial requirements and the end user should not be concerned about this aspect.
- The design should follow UML standards and should be documented at every stage.
- The developed application should have a high degree of cohesion such that each module deals with a separate task. Modules should not be highly dependent on other modules such that changes in a related module necessitate major changes in the main module.
- Developed application should be upgradeable, configurable and easily maintainable.
- The software applications in the project shall have capability to replicate the data on a specified schedule or on an as-needed basis.

Hardware Constraints

- The developed software applications in the project shall be designed to efficiently interoperate with the highly heterogeneous hardware currently available. The current

hardware setup ranges between laptops and desktop PCs in addition to low-end computers for data entry at the Directorate level.

- The developed software applications in the project shall leverage the hardware used by software applications in the project and make transition to the new system in a phased schedule. This in turn means that, while phasing the transition, the application shall be backward compatible as well as account for performance enhancements resulting from emerging hardware.

Security

- Given the sensitivity of the information managed by the proposed project, the design of the project must pay special attention to the security of the software applications in the project. The proposed architecture of software applications in the project must address the following security considerations:
 - **Authentication:** There should be biometric authentication and can be implemented at each level where it is required. There would be an option to store all 10 fingers and to match all while authentication if required. The system must implement role-based access control. There must be different levels of security and privileges according to the use, department and authority of a user.
 - **Online Security Certificates:** For highly sensitive information, for instance right of modifying an existing entry over the Intranet / Internet, the system provision for the use of Intranet / Internet security certificates in web browsers.
 - **Encryption:** In order to protect sensitive data on the network, the system must use encrypted connections for all network traffic.
 - **Integrity:** The system must include mechanisms for ensuring integrity of sensitive data by digital checksums and digital fingerprinting.
 - **Persistent Versioning:** The system must be designed to maintain persistent and retrievable versions of all data entered in the system.
 - Ability of the system to detect any manual tampering of the data at DB level by someone with systems level access.
 - Ability of the system to detect and block any unauthorized machine from getting on the network.
 - Ability of the system security supervisor to block any user, machine on the system. Or to approve the registration of a new machine or user at one level below.
 - Ability of the system to detect any tampering with log files.

Due to the critical nature of data the system should provide:

- **Data Security**

The application should not be portable i.e. once installed on certain location should not be deployed at any other location with same ID.

As the data is highly classified field level encryption may be provided, if deemed appropriate, in the database for storage as well as in the communication.

- **Data Integrity**

The software applications in the project must ensure persistence of records and log updates to track changes in the system; the system must ensure that no record is ever deleted, while changes to the database must always be traced back to an authorized person.

Due to the critical nature of data, secure online transactions are required; the digital signature mechanism (or any other security mechanism for secure online communication) for the secure communication.

- **Data Authenticity**

Once the data has been entered no one can modify the original entry; a digital checksum or message digest mechanism should be used for data authentication.

Customization

Since the operational users can increase therefore expansion of the systems should be seamless. The System should be flexible and modular, changeable as per requirements since software used in the project shall be operational in complete organization. The software used in software applications in this system shall be operated in English language. The report formats will be provided during the analysis phase of software used in the project. The, customized updates patches of the product can be integrated in the system during the maintenance phase.

Performance

Response time for this application is critical as HDA deals with highly sensitive and important information.

The areas where response time is critical are given below:

- Reporting Process.
- Application processing
- Communication (Data Transfer)
- Query Processing.
- Form saving
- Retrieval of scanned data

Assumptions and dependencies

Currently, the software to be developed in Project does not have any assumptions and dependencies.

System Requirement

- **Design Requirements**

This section specifies the high-level design requirements for the development and implementation of software to be developed in the project.

- **Operating Environment**

The operating requirement of software developed in the project will be distributed, may comprise of heterogeneous hardware, a diverse set of users and evolving user requirements.

- **Architectural Environment**

The architecture of the developed software in the project shall be modular, extensible and

portable. Specifically, the developed software system must meet the following requirements:

- Software will have the capability to run in distributed model as well as centralized model. The architecture will be client server based with all entries directly entering into central location.
- The developed software should be based on a layered architecture decoupling the application software and the database.
- The software in project must be based on a clearly delineated object-oriented design. Each module in this software must have a clean, well-defined interface with other modules in the system, permitting separation of concerns and modular updates.
- The developed software in project shall have a comprehensive and easy to use installation mechanism, capable of installing, configuring and trouble- shooting the installation on a variety of platforms.
- The software in project shall be designed for a smooth transition from the current system to a fully automated solution, permitting phased upgrades without disrupting the operation of the system.

Software Requirement Nonfunctional Requirement Documentation

The software to be developed in the project shall be documented at all levels of design:

- Functional Specification
- Architectural Design
- Application Programmer Interface (API)
- The design of the software should follow UML standards and should be documented at every stage

Supportability

The code and supporting modules of the system should be well documented and easy to understand. Online user documentation and help must be required in the developed application.

Personal Verification

In order to facilitate the record verification and personal identification, the system could provide record matching of data from NADRA.

Requirement Traceability

Upward Traceability

Traceability from each requirement in this specification to the system or subsystem requirements it addresses.

Downward Traceability

Traceability from each system or subsystem requirement to the requirements contained in this

specification.

Computerization of Record

The computerization is a necessity keeping in mind the needs of HDA. The computerization makes it easy for all stakeholders to take over the management of data as well as to streamline all activities and operations relating to the management of Housing records and customer-based transactions. The software system shall be developed and designed to run on web interface that opens the venues for operations and can be used on any operating system or any device including cell phones, tablet and PCs. The software will have a provision to provide a real-time dashboard to get an overview and summary of all activities being performed at all the locations and will also enable the management to take note of any lapses and malpractices at all regions.

Digitally Stored and Secured Record

The digital storage of record shall be safe, reliable and secured from loss or theft with centralized access for all. The records shall be digital hence these will reduce the time for search, update, edit and report generation. The hassle of bulk record maintenance will be reduced. The data shall be encrypted with custom based 256-bit encryption mechanism to avoid any risk or issues associated to unauthorized access and at the same time readily available for any activity. The transmission of data will also be secured through encryption.

Access Management

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

Secured Printing System

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

Reporting Tools

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

Operations

The system shall be introduced at each Region with connectivity to the Central Establishment of HDA. The service Centers for Ease and convenience of owners shall be operated at major stations. The Central location shall have live monitoring of the activities in real time. The archive of all data shall be digitally available for reference and verification at all relevant

locations. Each transaction shall be validated through biometric verification system.

DATA Handling

The System will save storage space on the servers by integration of File Compression System resulting in optimization of data. System also entails 1-File Uploading system saving dozens of keystrokes, mouse clicks, and scrolling for a single person resulting in saving of time and hassle on thousands of records.

Geographical Information System

In-built demonstrable GIS integration in the portal will provide a foundation for mapping and analysis, helping in understanding patterns, relationships, and geographic context.

Storage System

Portal will be hosted locally resulting in fast loading time and security including the ease and expandability of upgrades with enhancement in performance.

Complaint Management

The System shall make it easy for all stakeholders to interact with the department and have their complaints resolved in an optimal time frame. The availability of SMS based system with voice alerts to owners through IVRs shall allow ease of access for HDA to perform and monitor day to day activities. The Call Center Services shall enhance the customer satisfaction and ease of access as well complaints resolution. The system will also be integrated with 24/7 Online support channel.

Entry Management

Custom-built ID Scanner Software to manage all entries at HDA offices with time of entry & identity card information gathering in the HDA software for extra security measures and management.

Implementation

The solution shall be implemented in Phases to avoid any unforeseen hindrance during the time span of 9 Months.

3. ACCEPTANCE

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

3.1 Acceptance Criteria

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

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

Executive Engineer HPCD-I

Address:

Telephone:

Facsimile:

Email:

Website:

- 3.1.1 A complete set of Bidding Documents in English may be collected from the above office on request by payment of Rs.5000/-.
- 3.1.2 All bids must be accompanied by a bank guarantee, of not less than Rs. 1.5. Million.
- 3.1.3 The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements (iii) Criminal Actions may be initiated on violations of Intellectual Property Rights.
- 3.1.4 The lead bidder should be a Private Limited Company/Firm having legal presence in Pakistan.
- 3.1.5 A bidder can submit only one bid with one proposed solution as multiple bids and offers of multiple alternative solutions shall not be considered.
- 3.1.6 The Bidders offer complete software solution that caters all technical and functional requirements.
- 3.1.7 By submission of documentary evidence in its bid, the Bidder or the partner in charge (in case of joint bid) must establish to the Purchaser's satisfaction:
- 3.1.8 That it is a Pakistani firm/company incorporated in Pakistan.
- 3.1.9 By submission of documentary evidence in its bid, the Bidder must establish to the Departments' satisfaction:
- 3.1.10 That it has at least twenty full time relevant resources for last one year.
- 3.1.11 The vendor shall provide a demo of the software that confirms to the technical and functional requirements as mentioned in the technical specifications.
- 3.1.12 Subcontracting any part of the Bid shall not be allowed and Bids that include an

element of subcontracting shall be rejected as non-responsive.

- 3.1.13 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser will in no case be responsible or liable for those costs.
- 3.1.14 The Bidder may wish to visit and examine the site or sites of the system and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.
- 3.1.15 No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.
- 3.1.16 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP. Failure to furnish all information required by the RFP or to submit a bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of its bid.

3.2 Acceptance Procedure

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

OFFICE OF THE EXECUTIVE ENGINEER




HOUSING PROJECT CONSTRUCTION DIVISION-I H.D.A

NO.EE/HPCD-I/HDA 82 2026
Hyderabad dated: 21-5 2026

NOTIFICATION


In pursuance of approval of the Competent Authority and in accordance with Rule-31 (2) of SPPRA Rules-2010, a Complaint Redressal Committee is hereby constituted comprising of the following members for the works of Hyderabad Development Authority.

- | | |
|--|----------|
| 1. Director, Planning & Dev: Control H.D.A Or Secretary HDA | Chairman |
| 2. District Accounts Officer, Hyderabad, Or his representative. | Member |
| 3. Mr. Muhammad Sharif Gill, Independent Professional /Retired Superintendent Engineer HDA | Member |


EXECUTIVE ENGINEER
HOUSING (P) CONSTT: DIVN-I
HDA HYDERABAD

Copy forwarded to:

1. The Project Director Housing Project-I HDA.
2. The Director Planning & Development Control HDA.
3. The Secretary Hyderabad Dev: Authority H.D.A.
3. Mr. District Account Officer Hyderabad.
4. Mr. Muhammad Sharif Gill Retired Superintendent Engineer H.D.A.
5. PS to the Director General HDA.


EXECUTIVE ENGINEER
HOUSING (P) CONSTT: DIVN-I
HDA HYDERABAD

OFFICE OF THE EXECUTIVE ENGINEER

HOUSING PROJECT CONSTRUCTION DIVISION-I H.D.A



NO.EE/HPCD-I/HDA /14 2026

Hyderabad dated: 11-06-2026

NOTICE INVITING TENDER

The Hyderabad Development Authority (H.D.A), Hyderabad, invites sealed tenders through E-Pak Acquisition & Disposal System (E-PADS) from eligible firms/companies/consortiums/Joint Ventures (JVs) having proven experience in Digitization, Record Management, Data Automation, IT Infrastructure, Software Development, Document Management Systems (DMS), Enterprise Resource Planning (ERP), GIS, and related IT-enabled services for the following project under Single Stage One Envelope Procedure in accordance with the provisions of Sindh Public Procurement Regulatory Authority (SPPRA) Rules, 2010 (Amended from time to time).

| S# | Name of Scheme / Work | Bid Security | RFP Fee |
|----|--|-----------------|-------------|
| 1 | Digitization and Automation of Records for Hyderabad Development Authority: HDA and other related projects of Hyderabad Development Authority: HDA on Build Operate Transfer (BOT) and Turnkey basis | 1.5 Million PKR | Rs. 5,000/- |

SCHEDULE OF TENDER SHALL BE AS FOLLOWS:

| SCHEDULE | DATE & TIME | VENUE |
|--|--|--|
| Availability / Downloading of Tender Documents | From 12 June, 2026 to the 30 June 2026 | Office of the Executive Engineer HPCD-I HDA Mezzanine Floor Civic Center Thandi Sarak Hyderabad. |
| Opening of Tender | 02 July, 2026 At 2:30 PM | Same as Above |

TERMS AND CONDITIONS:

- In case of any reason, if the tenders are not responded on the above date, the next date of opening of bids will be 20.07.2026 at 2.30 PM.
- Single Stage One Envelope Procedure shall be adopted. The bidder shall submit a single bid containing all required documents, technical details, financial offer, bid security and supporting documents through E-PADS.
- Interested bidders may obtain/download the Tender Documents through E-PADS upon payment of non-refundable fee of Rs.5,000/- in shape of Pay Order / Demand Draft in favor of Project Director Housing Project HDA.
- Bidders are required to submit their tenders electronically through E-PADS. The submission shall include scanned copies of:
 - Tender Fee,
 - Bid Security,
 - Required supporting documents.

The original Bid Security and Tender Fee instruments shall be submitted in sealed envelopes to the office of the Executive Engineer HPCD-I H.D.A prior to the deadline of tender submission.

- Tenders shall be opened publicly on the scheduled date and time in the presence of the Procurement Committee and authorized representatives of bidders who wish to attend.


- In case the date of opening or submission is declared a public holiday or non-working day due to any reason, the next working day shall be considered the revised date. Time and venue shall remain unchanged.
- The Procuring Agency reserves the right to reject any or all tenders and/or cancel the procurement process at any stage in accordance with the provisions of SPPRA Rules, 2010 (Amended from time to time).
- Canvassing in connection with the procurement process is strictly prohibited. Any bidder found involved in canvassing shall be liable to disqualification.
- Late tenders or tenders submitted through means other than E-PADS shall not be entertained.
- All corrections, overwriting, or amendments in tenders shall be properly initialed and stamped by the authorized signatory of the bidder.
- Non-fulfillment of any mandatory requirement, eligibility criterion, or submission requirement mentioned in the tender document shall result in disqualification.
- The Procuring Agency shall not be responsible for technical issues, internet failures, or submission errors encountered by bidders during electronic submission.

Eligibility Criteria:

- a. Copy of Valid CNIC.
- b. Bidder shall be an Active Tax Payer List (ATL) of Federal Board of Revenue (FBR) or Sindh Revenue Board (SRB) as the case may be failing to which the bidder shall not be eligible to take part in bid in accordance with amendment made in Rule-46 in sub rule(1) in clause (a) in sub clause (iii) on 4th October 2024.
- c) The Bidder (at least one partner in JV) shall be a registered/incorporated company in Pakistan with SECP (or any government registering entity) for at least for the last 10 years
- d) The Bidder shall have a valid Registration Certificate for Income Tax, Sales Tax and/or other allied agencies/organizations / regulatory authorities
- e) The Bidder must provide on letter head the name of the organization, details of offices across Pakistan and the location of the Head office, the size of the company (number of employees), and the number of years of being incorporated.
- f) Provision of audited financial statements to demonstrate that the lead Bidder/ at least one partner in JV had a minimum average annual turnover of over PKR 500 million in the past Five (05) financial years.
- g) The Bidder must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement of 100 million or equivalent.
- h) The bidder (lead partner and JV partner/s) has not been blacklisted by any Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan. (Affidavit to be submitted on stamp paper)
- i) Authenticated Copy of Company Human Resource profile including engineering and managerial capability
- j) In case of JV, Bidder shall demonstrate the all the partners must in Business of IT product are services.

All original documents must be shown upon the request of the procurement committee for verification.

NOTE: PROCUREMENT PROCESS SHALL BE GOVERNED UNDER SPPRA RULE 2010 (AMENDED FROM TIME TO TIME.)


EXECUTIVE ENGINEER
HOUSING (P) CONSTT DIVN-I
HDA HYDERABAD
EXECUTIVE ENGINEER
HOUSING PROJECT CONSTT DIVN:
H.D.A HYDERABAD



OFFICE OF THE EXECUTIVE ENGINEER

HOUSING PROJECT CONSTRUCTION DIVISION-I H.D.A


NO.EE/HPCD-I/HDA 81 2026

Hyderabad dated: 21-5-2026

NOTIFICATION

In pursuance of approval of the Competent Authority and in accordance with Rule-07 Page-31 of SPPRA Rules-2010, a Procurement Committee is hereby constituted comprising of the following members for the works of Hyderabad Development Authority.

1. Executive Engineer
Housing Project Constt: Division-I H.D.A Chairman
2. Mr.Ali Raza Arain,
Assistant Director,
Sindh Building Control Authority Member
3. Mst. Yasmeen Fasih,
Account Officer,
Housing Project H.D.A Member


EXECUTIVE ENGINEER
HOUSING (P) CONSTT: DIVN-I
HDA HYDERABAD


Copy forwarded to:

1. The Project Director Housing Project-I HDA.
2. Mr. Ali Raza, Assistant Director, Sindh Building Control Authority.
3. Mst. Yasmeen Fasih, Account Officer, Housing Project-I HDA.
4. PS to the Director General HDA.

EXECUTIVE ENGINEER
HOUSING (P) CONSTI: DIVN-I
HDA HYDERABAD

OFFICE OF THE EXECUTIVE ENGINEER HPCD-I HDA
CIVIC CENTRE THNADI SAKH HYDERABAD
ANNUAL PROCURMENT PLAN
(WORKS GOOD AND SERVICES)
FINANCIAL YEAR 2026-27

| S.#. | DESCRIPTION OF PROCUREMENT | QTTY.(WHERE APPLICABLE) | ESTIMATED UNIT COST (WHERE APPLICABLE) | ESTIMATED TOTAL COST | FUNDS ALLOCATED | SOURCE OF FUND(ADP/ NON ADP) | PROPOSED PROCUREMENT METHOD | TIMING OF PROCUREMENTS | | | | REMARKS |
|------|--|-------------------------|--|----------------------|-----------------|------------------------------|-------------------------------------|------------------------|---------------------|---------------------|---------------------|---------|
| | | | | | | | | 1 ST Qtr | 2 ND Qtr | 3 RD Qtr | 4 TH Qtr | |
| 1 | Digitization and Automation of Records for Hyderabad Development Authority: HDA and other related projects of Hyderabad Development Authority: HDA on Build Operate Transfer (BOT) and Turnkey basis | - | - | - | - | - | Single Stage One Envelope Procedure | - | - | - | - | BOT |


 EXECUTIVE ENGINEER
 HOUSING (P) CONSTT: DIVN-I
 H.D.A HYDERABAD
EXECUTIVE ENGINEER
 HOUSING PROJECT CONSTT: DIVN:
 H.D.A HYDERABAD