

ANNUAL PROCUREMENT PLAN
FINANCIAL YEAR 2026-27

S.No.	Description	Reference No.	Category	Proposed Procurement Method	Source of Funds	Tentative Timings of Procurement			
						1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
01	IT Equipment for SPHF	PK-SPHF-17-GO-NCB	Goods	National Competitive Bidding Single Stage 1 Envelope (EPADS)	ADP	August 2026			
02	Training for Capacity Enhancement and Sensitization on Gender Related Safeguards	PK-SPHF-18-NC-NCB	Non-Consulting Services	National Competitive Bidding Single Stage 1 Envelope (EPADS)	ADP	August 2026			
03	Production of Documentary on Balochistan People's Housing Program	PK-SPHF-19-NC-NCB	Non-Consulting Services	National Competitive Bidding Single Stage 1 Envelope (EPADS)	ADP	August 2026			
04	Cloud Storage for SPHF	PK-SPHF-20-NC-NCB	Goods	National Competitive Bidding Single Stage 1 Envelope (EPADS)	ADP	September 2026			
05	Development and Deployment of an Integrated Program Intelligence System	PK-SPHF-21-NC-NCB	Non-Consulting Services	National Competitive Bidding Single Stage 1 Envelope (EPADS)	ADP	September 2026			

Wtm2

Prepared By: _____
Chief Procurement Officer- SPHF



[Signature]

Approved By: _____
Chief Executive Officer - SPHF



GOVERNMENT OF SINDH
SERVICES, GENERAL ADMINISTRATION &
COORDINATION DEPARTMENT
Karachi, dated the 18th April, 2025

NOTIFICATION

No. SO (C-IV)/SGA&CD/4-23/2022-: In pursuance of Sindh Public Procurement Rules, 2010 (Amended 2019), a Procurement Committee (PC), is hereby constituted to carry out procurement activities in Sindh Peoples Housing for Flood Affectees (SPHF), Government of Sindh with immediate effect as per following Composition & ToRs:

i.	Chief Operating Officer, SPHF	Chairman
ii.	Chief Procurement Officer, SPHF	Member / Secretary
iii.	Section Officer (Dev.), G.A Wing, SGA&CD, Govt. of Sindh	Member

Terms of Reference:

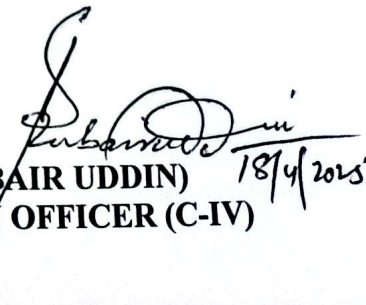
The Procurement Committee shall exercise its power and perform its functions as assigned to it under the provision of the Sindh Public Procurement Rules, 2010 (Amended 2019).



(ABID SALEEM QURESHI)
SECRETARY (I&C)

A copy is forwarded for information to:

1. The Chairman, Planning & Development Board, Government of Sindh, Karachi.
2. The Principal Secretary to Governor, Sindh, Karachi.
3. The Principal Secretary to Chief Minister, Sindh, Karachi.
4. The Secretary (G.A), SGA&CD, Government of Sindh, Karachi.
5. The Secretary, Finance Department, Government of Sindh, Karachi.
6. The Secretary, Law, Parliamentary Affairs & Criminal Prosecution Department, Government of Sindh, Karachi.
7. The Chief Executive Officer, Sindh Peoples Housing for Flood Affectees (SPHF), Govt. of Sindh, Bungalow No.20, Block 7/8, Modern Cooperative Housing Society, Karachi.
8. The Chairman / Members of the Procurement Committee
9. PS to Chief Secretary Sindh Karachi.
10. PS to Secretary (I&C), SGA&CD, Govt. of Sindh Karachi.
11. Master File.


(ZUBAIR UDDIN) 18/4/2025
SECTION OFFICER (C-IV)



NO: DEV/SGA&CD/3(498)/2026
GOVERNMENT OF SINDH
SERVICES, GENERAL ADMINISTRATION AND
COORDINATION DEPARTMENT
Karachi Dated the 10th September, 2026

NOTIFICATION

NO:DEV/SGA&CD/3(498)/2026: In Pursuance of Rule-31 of the Sindh Public Procurement Rules, 2010 a Departmental Complaint Redressal Committee comprising of following officers is constituted as under to resolve complaints of aggrieved bidders:-

- ✓ 1. Khalid Mehmood Shaikh, CEO, SHPF (Chairman)
2. Representative of Accountant General Sindh (Member)
3. Independent Professional from the relevant field to be nominated by the head of procuring agency. (Member)

ToRs

- To perform according to Rule-31 of SPPRA, 2010
- Perform any other function ancillary and incidental to the above.

(MUHAMMAD ALI KHOSO)
SECRETARY (GA)

NO: Dev/SGA&CD(3498)/2026

Karachi dated the 10th September, 2026

A copy is forwarded for information and necessary action to:-

1. All Members of the Committee.
2. PS to Chief Secretary Sindh
3. P.S to Secretary (G.A) SGA&CD.
4. Master file.

(NAVEED AHMED SOOMRO)
SECTION OFFICER (DEV)



FORWARD

3169

15. Sep. 2026

FOR PEOPLE'S HOUSING FOR
FLOOD AFFECTEES

[Handwritten signature]

[Handwritten signature]
16/9/26



Government of Sindh
Sindh Peoples Housing for Flood Affectees
(SPHF)



Invitation for Bids (IFB)

**DEVELOPMENT AND DEPLOYMENT OF AN
INTEGRATED PROGRAM INTELLIGENCE SYSTEM**

Date: 24th September 2026
IFB No.: PK-SPHF-21-NC-NCB

1. The Sindh People's Housing for Flood Affectees (SPHF) has received the funding from Government of Sindh towards the cost of Sindh Flood Emergency Housing Reconstruction Project (SFEHRP). It is intended that part of the proceeds of the allocated fund will be applied to eligible payments under the contract for *Procurement of Development and Deployment of an Integrated Program Intelligence System*. Bidding is open to all bidders, under Sindh Public Procurement Rules 2010 (Amended time to time).
2. The Sindh People's Housing for Flood Affectees (SPHF) now invites bids for the Procurement of *Development and Deployment of an Integrated Program Intelligence System*. Complete details with the description of service have been mentioned in the bidding documents.
3. Interested eligible bidders may download the bidding documents from the e-Pak Acquisition and Disposal System (EPADS) <https://portalsindh.eprocure.gov.pk/#/> & from SPHF's official website www.sphf.gos.pk. For any inquiries email at procurement.officer@sphf.gos.pk
4. Companies/firms with at least two years of relevant experience and a proven track record of successfully completing atleast one assignment of a similar nature are invited to submit their bids. The detailed qualification criteria are provided in the bidding documents.
5. The bid security of PKR 400,000 in shape of Pay Order may be submitted to SPHF's Office on or before the bid submission date & time.
6. The e-bids, prepared in accordance with the instructions in the Bidding Documents, must be submitted through e-Pak Acquisition and Disposal System (EPADS) on or before **16th October 2026 at 03:00 PM**. The e-bids will be opened by using EPADS on the same day i.e., 16th October 2026 immediately after the e-bid closing time in the office of SPHF on following mentioned address. The bidders who wish to observe the online bid opening proceedings in the office of SPHF are welcomed to attend. Manual submission of Bids shall not be entertained
7. The bidders are requested to give their best and final prices as no negotiations are expected.



KHALID MEHMOOD SHAIKH
Chief Executive Officer – SPHF
Bungalow # 20 Block 7/8,
Modern Cooperative Housing Society,
Tipu Sultan Road Karachi.

Sindh People's Housing for Flood Affectees



Bidding Documents

For

National Competitive Bidding

PROCUREMENT OF DEVELOPMENT AND DEPLOYMENT OF AN INTEGRATED PROGRAM INTELLIGENCE SYSTEM

(IFB No. PK-SPHF-21-NC-NCB)

PART ONE (FIXED)

- Instructions to Bidders (ITB)
- General Conditions of Contract (GCC)

September 2026

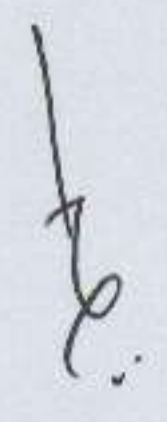


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Instructions to Bidders

A. Introduction

1. Source of Funds

- 1.1 The Procuring agency has received /applied for loan/grant/federal/provincial/local government funds from the source(s) indicated in the bidding data in various currencies towards the cost of the project /schemes specified in the bidding data and it is intended that part of the proceeds of this loan/grant/funds/ will be applied to eligible payments under the contract for which these bidding documents are issued.
- 1.2 Payment by the Fund will be made only at the request of the Procuring agency and upon approval by the Government of Sindh., and in case of a project will be subject in all respect to the terms and conditions of the agreement. The Project Agreement prohibits a withdrawal from the allocated fund account for the purpose of any payment to persons or entities, or for any import of Goods, if such payment or import, to the knowledge of the Federal Government/ Sindh Government, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Procuring agency shall derive any rights from the Project Agreement or have any claim to the allocated fund proceeds.

2. Eligible Bidders

- 2.1 This Invitation for Bids is open to all suppliers from eligible source as defined in the SPP Rules, 2009 and its Bidding Documents except as provided hereinafter.
- 2.2 Bidders should not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Procuring agency to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the Goods to be purchased under this Invitation for Bids.
- 2.3 Government-owned enterprises in the Province of Sindh may participate only if they are legally and financially autonomous, if they operate under commercial law, and if they are not a dependent agency of the Government of Sindh.
- 2.4 Bidders shall not be eligible to bid if they are under a declaration of ineligibility for corrupt and fraudulent practices issued by the

any government organization in accordance with sub clause 34.1

3. Eligible Goods and Services

- 3.1 All Goods and related services to be supplied under the contract shall have their origin in eligible source countries, defined in the SPP Rules, 2009 and its Bidding Documents, and all expenditures made under the contract will be limited to such Goods and services.
- 3.2 For purposes of this clause, "origin" means the place where the Goods are mined, grown, or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 3.3 The origin of Goods and services is distinct from the nationality of the Bidder.

4. Cost of Bidding

- 4.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Procuring agency named in the Bid Data Sheet, hereinafter referred to as "the Procuring agency," will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. The Bidding Documents

5. Content of Bidding Documents

- 5.1 the bidding documents include:
- (a) Instructions to Bidders (ITB)
 - (b) Bid Data Sheet
 - (c) General Conditions of Contract (GCC)
 - (d) Special Conditions of Contract (SCC)
 - (e) Schedule of Requirements [Not used]
 - (f) Technical Specifications
 - (g) Bid Form and Price Schedules
 - (h) Bid Security Form
 - (i) Contract Form
 - (j) Performance Security Form
 - (k) Manufacturer's Authorization Form [Not used]
- 5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the

rejection of its bid.

- 6. Clarification of Bidding Documents** 6.1 A interested Bidder requiring any clarification of the bidding documents may notify the Procuring agency in writing. The Procuring agency will respond in writing to any request for clarification of the bidding documents which it receives no later than three working days prior to the deadline for the submission of bids prescribed in the Bid Data Sheet. Written copies of the Procuring agency's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all interested bidders that have received the bidding documents.
- 7. Amendment of Bidding Documents** 7.1 At any time prior to the deadline for submission of bids, the Procuring agency, for any reason, whether at its own initiative or in response to a clarification requested by an interested Bidder, may modify the bidding documents by amendment.
- 7.2 All interested bidders that have received the bidding documents will be notified of the amendment in writing, and will be binding on them.
- 7.3 In order to allow interested bidders reasonable time in which to take the amendment into account in preparing their bids, the Procuring agency, at its discretion, may extend the deadline for the submission of bids.

C. Preparation of Bids

- 8. Language of Bid** 8.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Procuring agency shall be written in the language specified in the Bid Data Sheet. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the Bid Data Sheet, in which case, for purposes of interpretation of the Bid, the translation shall govern.
- 9. Documents Comprising the Bid** 9.1 The bid prepared by the Bidder shall comprise the following components:
- (a) a Bid Form and a Price Schedule completed in accordance with ITB Clauses 10, 11, and 12;
 - (b) documentary evidence established in accordance with ITB

performance characteristics of the Goods;

- (b) a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the Goods for a period to be specified in the Bid Data Sheet, following commencement of the use of the Goods by the Procuring agency; and
- (c) an item-by-item commentary on the Procuring agency's Technical Specifications demonstrating substantial responsiveness of the Goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications.

14.4 For purposes of the commentary to be furnished pursuant to ITB Clause 14.3(c) above, the Bidder shall note that standards for workmanship, material, and equipment, as well as references to brand names or catalogue numbers designated by the Procuring agency in its Technical Specifications, are intended to be descriptive only and not restrictive. The Bidder may substitute alternative standards, brand names, and/or catalogue numbers in its bid, provided that it demonstrates to the Procuring agency's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.

15. Bid Security

15.1 Pursuant to ITB Clause 9, the Bidder shall furnish, as part of its bid, a bid security in the amount specified in the Bid Data Sheet.

15.2 The bid security is required to protect the Procuring agency against the risk of Bidder's conduct which would warrant the security's forfeiture, pursuant to ITB Clause 15.7.

15.3 The bid security shall be in Pak. Rupees and shall be in one of the following forms:

- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring agency's country, in the form provided in the bidding documents or another form acceptable to the Procuring agency and valid for thirty (30) days beyond the validity of the bid; or
- (b) irrevocable encashable on-demand Bank call-deposit.

15.4 Any bid not secured in accordance with ITB Clauses 15.1 and 15.3 will be rejected by the Procuring agency as nonresponsive, pursuant to ITB Clause 24.

15.5 Unsuccessful bidders' bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by the Procuring agency pursuant to ITB Clause 16.

15.6 The successful Bidder's bid security will be discharged upon the Bidder signing the contract, pursuant to ITB Clause 32, and furnishing the performance security, pursuant to ITB Clause 33.

15.7 The bid security may be forfeited:

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- (b) in the case of a successful Bidder, if the Bidder fails:
 - (i) to sign the contract in accordance with ITB Clause 32;
 - or**
 - (ii) to furnish performance security in accordance with ITB Clause 33.

**16. Period of
Validity of
Bids**

16.1 Bids shall remain valid for the period specified in the Bid Data Sheet after the date of bid opening prescribed by the Procuring agency, pursuant to ITB Clause 19. A bid valid for a shorter period shall be rejected by the Procuring agency as nonresponsive.

16.2 In exceptional circumstances, the Procuring agency may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security provided under ITB Clause 15 shall also be suitably extended. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid, except as provided in the bidding document.

**17. Format and
Signing of Bid**

17.1 The Bidder shall prepare an original and the number of copies of the bid indicated in the Bid Data Sheet, clearly marking each "ORIGINAL BID" and "COPY OF BID," as appropriate. In the event of any discrepancy between them, the original shall govern.

17.2 The original and the copy or copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a

person or persons duly authorized to bind the Bidder to the contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.

17.3 Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

17.4 The Bidder shall furnish information as described in the Form of Bid on commissions or gratuities, if any, paid or to be paid to agents relating to this Bid, and to contract execution if the Bidder is awarded the contract.

D. Submission of Bids

18. Sealing and Marking of Bids

18.1 The Bidder shall seal the original and each copy of the bid in separate envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." The envelopes shall then be sealed in an outer envelope.

18.2 The inner and outer envelopes shall:

- (a) be addressed to the Procuring agency at the address given in the Bid Data Sheet; and
- (b) bear the Project name indicated in the Bid Data Sheet, the Invitation for Bids (IFB) title and number indicated in the Bid Data Sheet, and a statement: "DO NOT OPEN BEFORE," to be completed with the time and the date specified in the Bid Data Sheet, pursuant to ITB Clause 2.2.

18.3 The inner envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

18.4 If the outer envelope is not sealed and marked as required by ITB Clause 18.2, the Procuring agency will assume no responsibility for the bid's misplacement or premature opening.

19. Deadline for Submission of Bids

19.1 Bids must be received by the Procuring agency at the address specified under ITB Clause 18.2 no later than the time and date specified in the Bid Data Sheet.

19.2 The Procuring agency may, at its discretion, extend this deadline for the submission of bids by amending the bidding documents in accordance with ITB Clause 7, in which case all rights and

obligations of the Procuring agency and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

20. Late Bids

- 20.1 Any bid received by the Procuring agency after the deadline for submission of bids prescribed by the Procuring agency pursuant to ITB Clause 19 will be rejected and returned unopened to the Bidder.

21. Modification and Withdrawal of Bids

- 21.1 The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Procuring agency prior to the deadline prescribed for submission of bids.
- 21.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of ITB Clause 18. by a signed confirmation copy, postmarked not later than the deadline for submission of bids.
- 21.3 No bid may be modified after the deadline for submission of bids.
- 21.4 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security, pursuant to the ITB Clause 15.7.

E. Opening and Evaluation of Bids**22. Opening of Bids by the Procuring agency**

- 22.1 The Procuring agency will open all bids in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place specified in the Bid Data Sheet. The bidders' representatives who are present shall sign a register evidencing their attendance.
- 22.2 The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of requisite bid security and such other details as the Procuring agency, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the Bidder pursuant to ITB Clause 20.

22.3 Bids (and modifications sent pursuant to ITB Clause 21.2) that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

22.4 The Procuring agency will prepare minutes of the bid opening.

23. Clarification of Bids

23.1 During evaluation of the bids, the Procuring agency 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.

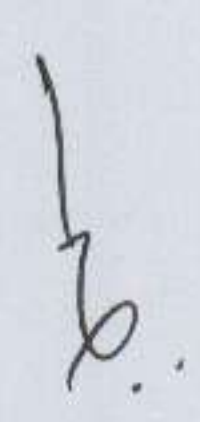
24. Preliminary Examination

24.1 The Procuring agency will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

24.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the Supplier does not accept the correction of the errors, its bid will be rejected, and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.

24.3 The Procuring agency may waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

24.4 Prior to the detailed evaluation, pursuant to ITB Clause 25 the Procuring agency will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these Clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations. Deviations from, or objections or reservations to critical provisions, **such as** those concerning Bid Security (ITB Clause 15), Applicable Law (GCC Clause 30), and Taxes and Duties (GCC Clause 32), will be deemed to be a material deviation. The Procuring agency's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.



24.5 If a bid is not substantially responsive, it will be rejected by the Procuring agency and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

25. Evaluation and Comparison of Bids

25.1 The Procuring agency will evaluate and compare the bids which have been determined to be substantially responsive, pursuant to ITB Clause 24.

25.2 The Procuring agency's evaluation of a bid will be on delivered duty paid (DDP) price inclusive of prevailing duties and will exclude any allowance for price adjustment during the period of execution of the contract, if provided in the bid.

25.3 The Procuring agency's evaluation of a bid will take into account, in addition to the bid price quoted in accordance with ITB Clause 11.2, one or more of the following factors as specified in the Bid Data Sheet, and quantified in ITB Clause 25.4:

- (a) incidental costs
- (b) delivery schedule offered in the bid;
- (c) deviations in payment schedule from that specified in the Special Conditions of Contract;
- (d) the cost of components, mandatory spare parts, and service;
- (e) the availability Procuring agency of spare parts and after-sales services for the equipment offered in the bid;
- (f) the projected operating and maintenance costs during the life of the equipment;
- (g) the performance and productivity of the equipment offered; and/or
- (h) other specific criteria indicated in the Bid Data Sheet and/or in the Technical Specifications.

25.4 For factors retained in the Bid Data Sheet pursuant to ITB 25.3, one or more of the following quantification methods will be applied, as detailed in the Bid Data Sheet:

- (a) Incidental costs provided by the bidder will be added by Procuring agency to the delivered duty paid (DDP) price at

the final destination.

(b) *Delivery schedule.*

- (i) The Procuring agency requires that the Goods under the Invitation for Bids shall be delivered at the time specified in the Schedule of Requirements which will be treated as the base, a delivery "adjustment" will be calculated for bids by applying a percentage, specified in the Bid Data Sheet, of the DDP price for each week of delay beyond the base, and this will be added to the bid price for evaluation. No credit shall be given to early delivery.

or

- (ii) The Goods covered under this invitation are required to be delivered (shipped) within an acceptable range of weeks specified in the Schedule of Requirement. No credit will be given to earlier deliveries, and bids offering delivery beyond this range will be treated as nonresponsive. Within this acceptable range, an adjustment per week, as specified in the Bid Data Sheet, will be added for evaluation to the bid price of bids offering deliveries later than the earliest delivery period specified in the Schedule of Requirements.

or

- (iii) The Goods covered under this invitation are required to be delivered in partial shipments, as specified in the Schedule of Requirements. Bids offering deliveries earlier or later than the specified deliveries will be adjusted in the evaluation by adding to the bid price a factor equal to a percentage, specified in the Bid Data Sheet, of DDP price per week of variation from the specified delivery schedule.

(c) *Deviation in payment schedule.*

- (i) Bidders shall state their bid price for the payment schedule outlined in the SCC. Bids will be evaluated on the basis of this base price. Bidders are, however, permitted to state an alternative payment schedule and indicate the reduction in bid price they wish to offer for such alternative payment schedule. The Procuring agency may consider the alternative payment schedule offered by the selected Bidder.

or

- (ii) The SCC stipulates the payment schedule offered by

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the Procuring agency. If a bid deviates from the schedule and if such deviation is considered acceptable to the Procuring agency, the bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the bid as compared with those stipulated in this invitation, at the rate per annum specified in the Bid Data Sheet.

(d) *Cost of spare parts.*

- (i) The list of items and quantities of major assemblies, components, and selected spare parts, likely to be required during the initial period of operation specified in the Bid Data Sheet, is annexed to the Technical Specifications. The total cost of these items, at the unit prices quoted in each bid, will be added to the bid price.

or

- (ii) The Procuring agency will draw up a list of high-usage and high-value items of components and spare parts, along with estimated quantities of usage in the initial period of operation specified in the Bid Data Sheet. The total cost of these items and quantities will be computed from spare parts unit prices submitted by the Bidder and added to the bid price.

or

- (iii) The Procuring agency will estimate the cost of spare parts usage in the initial period of operation specified in the Bid Data Sheet, based on information furnished by each Bidder, as well as on past experience of the Procuring agency or other procuring agencies in similar situations. Such costs shall be added to the bid price for evaluation.

(e) *Spare parts and after sales service facilities in the Procuring agency's country.*

The cost to the Procuring agency of establishing the minimum service facilities and parts inventories, as outlined in the Bid Data Sheet or elsewhere in the bidding documents, if quoted separately, shall be added to the bid price.

(f) *Operating and maintenance costs.*

Since the operating and maintenance costs of the Goods under procurement form a major part of the life cycle cost of the equipment, these costs will be evaluated in accordance with the criteria specified in the Bid Data Sheet or in the Technical Specifications.

(g) *Performance and productivity of the equipment.*

- (i) Bidders shall state the guaranteed performance or efficiency in response to the Technical Specification. For each drop in the performance or efficiency below the norm of 100, an adjustment for an amount specified in the Bid Data Sheet will be added to the bid price, representing the capitalized cost of additional operating costs over the life of the plant, using the methodology specified in the Bid Data Sheet or in the Technical Specifications.

or

- (ii) Goods offered shall have a minimum productivity specified under the relevant provision in the Technical Specifications to be considered responsive. Evaluation shall be based on the cost per unit of the actual productivity of Goods offered in the bid, and adjustment will be added to the bid price using the methodology specified in the Bid Data Sheet or in the Technical Specifications.

(h) *Specific additional criteria indicated in the Bid Data Sheet and/or in the Technical Specifications.*

The relevant evaluation method shall be detailed in the Bid Data Sheet and/or in the Technical Specifications.

Alternative

25.4 Merit Point System:

The following merit point system for weighing evaluation factors can be applied if none of the evaluation methods listed in 25.4 above has been retained in the Bid Data Sheet. The number of points allocated to each factor shall be specified in the Bid Data Sheet.

[In the Bid Data Sheet, choose from the range of]

16.

Evaluated price of the Goods	60 to 90
Cost of common list spare parts	0 to 20
Technical features, and maintenance and operating costs	0 to 20
Availability of service and spare parts	0 to 20
Standardization	0 to 20
Total	100

The bid scoring the highest number of points will be deemed to be the lowest evaluated bid.

26. Contacting the Procuring agency

- 26.1 Subject to ITB Clause 23, no Bidder shall contact the Procuring agency on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Procuring agency, it should do so in writing.
- 26.2 Any effort by a Bidder to influence the Procuring agency in its decisions on bid evaluation, bid comparison, or contract award may result in the rejection of the Bidder's bid.

F. Award of Contract

27. Post-qualification

- 27.1 In the absence of prequalification, the Procuring agency will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB Clause 13.3.
- 27.2 The determination will take into account the Bidder's financial, technical, and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 13.3, as well as such other information as the Procuring agency deems necessary and appropriate.
- 27.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Procuring agency will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

28. Award Criteria

- 28.1 Subject to ITB Clause 30, the Procuring agency will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is

determined to be qualified to perform the contract satisfactorily.

**29. Procuring
agency's Right
to Vary
Quantities at
Time of Award**

29.1 The Procuring agency reserves the right at the time of contract award to increase or decrease, by the percentage indicated in the Bid Data Sheet, the quantity of Goods and services originally specified in the Schedule of Requirements without any change in unit price or other terms and conditions.

**30. Procuring
agency's Right
to Accept any
Bid and to
Reject any or
All Bids**

30.1 The Procuring agency reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Procuring agency's action.

**31. Notification of
Award**

31.1 Prior to the expiration of the period of bid validity, the Procuring agency will notify the successful Bidder in writing by registered letter or by cable, to be confirmed in writing by registered letter, that its bid has been accepted.

31.2 The notification of award will constitute the formation of the Contract.

31.3 Upon the successful Bidder's furnishing of the performance security pursuant to ITB Clause 33, the Procuring agency will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 15.

**32. Signing of
Contract**

32.1 At the same time as the Procuring agency notifies the successful Bidder that its bid has been accepted, the Procuring agency will send the Bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.

32.2 Within thirty (30) days of receipt of the Contract Form, the successful Bidder shall sign and date the contract and return it to the Procuring agency.

**33 Performance
Security**

33.1 Within twenty (20) days of the receipt of notification of award from the Procuring agency, the successful Bidder shall furnish the performance security in accordance with the Conditions of Contract, in the Performance Security Form provided in the bidding documents, or in another form acceptable to the Procuring agency.

33.2 Failure of the successful Bidder to comply with the requirement of ITB Clause 32 or ITB Clause 33.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid

security, in which event the Procuring agency may make the award to the next lowest evaluated Bidder or call for new bids.

**34. Corrupt or
Fraudulent
Practices**

34.1 The Government of Sindh requires that Procuring agency's (including beneficiaries of donor agencies' loans), as well as Bidders/Suppliers/Contractors under Government-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the SPPRA, in accordance with the SPP Act, 2009 and Rules made thereunder:

- (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) "corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution; and
 - (ii) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Procuring agency, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Procuring agency of the benefits of free and open competition;
- (b) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- (c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a Government-financed contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a Government-financed contract.

34.2 Furthermore, Bidders shall be aware of the provision stated in sub-clause 5.4 and sub-clause 24.1 of the General Conditions of Contract.

Part One - Section II. General Conditions of Contract

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General Conditions of Contract

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the agreement entered into between the Procuring agency and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations.
- (c) "The Goods" means all of the equipment, machinery, and/or other materials which the Supplier is required to supply to the Procuring agency under the Contract.
- (d) "The Services" means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training, and other such obligations of the Supplier covered under the Contract.
- (e) "GCC" means the General Conditions of Contract contained in this section.
- (f) "SCC" means the Special Conditions of Contract.
- (g) "The Procuring agency" means the organization purchasing the Goods, as named in SCC.
- (h) "The Procuring agency's country" is the country named in SCC.
- (i) "The Supplier" means the individual or firm supplying the Goods and Services under this Contract.
- (j) "The Project Site," where applicable, means the place or places named in SCC.
- (k) "Day" means calendar day.

2. Application

2.1 These General Conditions shall apply to the extent that they are



not superseded by provisions of other parts of the Contract.

3. Country of Origin

3.1 All Goods and Services supplied under the Contract shall have their origin in the countries and territories eligible under the rules and further elaborated in the SCC.

3.2 For purposes of this Clause, "origin" means the place where the Goods were mined, grown, or produced, or from which the Services are supplied. Goods are produced when, through manufacturing, processing, or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

3.3 The origin of Goods and Services is distinct from the nationality of the Supplier.

4.1 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the Goods country of origin. Such standards shall be the latest issued by the concerned institution.

5. Use of Contract Documents and Information; Inspection and Audit by the Government

5.1 The Supplier shall not, without the Procuring agency's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the Procuring agency in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2 The Supplier shall not, without the Procuring agency's prior written consent, make use of any document or information enumerated in GCC Clause 5.1 except for purposes of performing the Contract.

5.3 Any document, other than the Contract itself, enumerated in GCC Clause 5.1 shall remain the property of the Procuring agency and shall be returned (all copies) to the Procuring agency on completion of the Supplier's performance under the Contract if so required by the Procuring agency.



- 5.4 The Supplier shall permit the Procuring agency to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the procuring agency, if so required.

6. Patent Rights

- 6.1 The Supplier shall indemnify the Procuring agency against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the Goods or any part thereof in the Procuring agency's country.

7. Performance Security

- 7.1 Within twenty (20) days of receipt of the notification of Contract award, the successful Bidder shall furnish to the Procuring agency the performance security in the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the Procuring agency as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- 7.3 The performance security shall be denominated in the currency of the Contract acceptable to the Procuring agency and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the Procuring agency's country, in the form provided in the bidding documents or another form acceptable to the Procuring agency; or
 - (b) a cashier's or certified check.
- 7.4 The performance security will be discharged by the Procuring agency and returned to the Supplier not later than thirty (30) days following the date of completion of the Supplier's performance obligations under the Contract, including any warranty obligations, unless specified otherwise in SCC.

8. Inspections and Tests

- 8.1 The Procuring agency or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the Procuring agency. SCC and the Technical Specifications shall specify what inspections and tests the Procuring agency requires and where they are to be conducted. The Procuring agency shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.
- 8.2 The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery, and/or at

the Goods final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data shall be furnished to the inspectors at no charge to the Procuring agency.

8.3 Should any inspected or tested Goods fail to conform to the Specifications, the Procuring agency may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Procuring agency.

8.4 The Procuring agency's right to inspect, test and, where necessary, reject the Goods after the Goods arrival in the Procuring agency's country shall in no way be limited or waived by reason of the Goods having previously been inspected, tested, and passed by the Procuring agency or its representative prior to the Goods shipment from the country of origin.

8.5 Nothing in GCC Clause 8 shall in any way release the Supplier from any warranty or other obligations under this Contract.

9. Packing

9.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods final destination and the absence of heavy handling facilities at all points in transit.

9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the Procuring agency.

10. Delivery and Documents

10.1 Delivery of the Goods shall be made by the Supplier in accordance with the terms specified in the Schedule of Requirements. The details of shipping and/or other documents to be furnished by the Supplier are specified in SCC.

10.2 Documents to be submitted by the Supplier are specified in SCC.

6.

11. Insurance

- 11.1 The Goods supplied under the Contract shall be delivered duty paid (DDP) under which risk is transferred to the buyer after having been delivered, hence insurance coverage is sellers' responsibility.

12. Transportation

- 12.1 The Supplier is required under the Contract to transport the Goods to a specified place of destination within the Procuring agency's country, transport to such place of destination in the Procuring agency's country, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier, and related costs shall be included in the Contract Price.

13. Incidental Services

- 13.1 The Supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

- (a) performance or supervision of on-site assembly and/or start-up of the supplied Goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;
- (d) performance or supervision or maintenance and/or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this Contract; and
- (e) training of the Procuring agency's personnel, at the Supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied Goods.

- 13.2 Prices charged by the Supplier for incidental services, if not included in the Contract Price for the Goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged for other parties by the Supplier for similar services.

14. Spare Parts

- 14.1 As specified in SCC, the Supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the Supplier:

- (a) such spare parts as the Procuring agency may elect to purchase from the Supplier, provided that this election shall not relieve the Supplier of any warranty obligations under the Contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) advance notification to the Procuring agency of the pending termination, in sufficient time to permit the Procuring agency to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the Procuring agency, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

- 15.1 The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the Procuring agency's specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
- 15.2 This warranty shall remain valid for twelve (12) months after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.
- 15.3 The Procuring agency shall promptly notify the Supplier in writing of any claims arising under this warranty.
- 15.4 Upon receipt of such notice, the Supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective Goods or parts thereof, without costs to the Procuring agency.
- 15.5 If the Supplier, having been notified, fails to remedy the defect(s)

16.

within the period specified in SCC, within a reasonable period, the Procuring agency may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Procuring agency may have against the Supplier under the Contract.

16. Payment

16.1 The method and conditions of payment to be made to the Supplier under this Contract shall be specified in SCC.

16.2 The Supplier's request(s) for payment shall be made to the Procuring agency in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and Services performed, and by documents submitted pursuant to GCC Clause 10, and upon fulfillment of other obligations stipulated in the Contract.

16.3 Payments shall be made promptly by the Procuring agency, but in no case later than sixty (60) days after submission of an invoice or claim by the Supplier.

16.4 The currency of payment is Pak. Rupees.

17. Prices

17.1 Prices charged by the Supplier for Goods delivered and Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in SCC or in the Procuring agency's request for bid validity extension, as the case may be.

18. Change Orders

18.1 The Procuring agency may at any time, by a written order given to the Supplier pursuant to GCC Clause 31, make changes within the general scope of the Contract in any one or more of the following:

- (a) drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Procuring agency;
- (b) the method of shipment or packing;
- (c) the place of delivery; and/or
- (d) the Services to be provided by the Supplier.

18.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be

made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Procuring agency's change order.

19. Contract Amendments

19.1 Subject to GCC Clause 18, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

20. Assignment

20.1 The Supplier shall not assign, in whole or in part, its obligations to perform under this Contract, except with the Procuring agency's prior written consent.

21. Subcontracts

21.1 The Supplier shall notify the Procuring agency in writing of all subcontracts awarded under this Contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the Supplier from any liability or obligation under the Contract.

21.2 Subcontracts must comply with the provisions of GCC Clause 3.

22. Delays in the Supplier's Performance

22.1 Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Procuring agency in the Schedule of Requirements.

22.2 If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Procuring agency in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Procuring agency shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of Contract.

22.3 Except as provided under GCC Clause 25, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 23, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of liquidated damages.

23. Liquidated

23.1 Subject to GCC Clause 25, if the Supplier fails to deliver any or

Damages

all of the Goods or to perform the Services within the period(s) specified in the Contract, the Procuring agency shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in SCC of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in SCC. Once the maximum is reached, the Procuring agency may consider termination of the Contract pursuant to GCC Clause 24.

24. Termination for Default

24.1 The Procuring agency, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- (a) if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Procuring agency pursuant to GCC Clause 22; or
- (b) if the Supplier fails to perform any other obligation(s) under the Contract.
- (c) if the Supplier, in the judgment of the Procuring agency has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.

“fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition.

24.2 In the event the Procuring agency terminates the Contract in whole or in part, pursuant to GCC Clause 24.1, the Procuring agency may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those

undelivered, and the Supplier shall be liable to the Procuring agency for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

25. Force Majeure 25.1 Notwithstanding the provisions of GCC Clauses 22, 23, and 24, the Supplier shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

25.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Procuring agency in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

25.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Procuring agency in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring agency in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**26. Termination
for Insolvency**

26.1 The Procuring agency may at any time terminate the Contract by giving written notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Procuring agency.

**27. Termination
for
Convenience**

27.1 The Procuring agency, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Procuring agency's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

27.2 The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Procuring agency at the

Contract terms and prices. For the remaining Goods, the Procuring agency may elect:

- (a) to have any portion completed and delivered at the Contract terms and prices; and/or
- (b) to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

28. Resolution of Disputes

28.1 The Procuring agency and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

28.2 If, after thirty (30) days from the commencement of such informal negotiations, the Procuring agency and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in SCC. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed manner and/or arbitration.

29. Governing Language

29.1 The Contract shall be written in the language specified in SCC. Subject to GCC Clause 30, the version of the Contract written in the specified language shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

30. Applicable Law

30.1 The Contract shall be interpreted in accordance with the laws of the Procuring agency's country, unless otherwise specified in SCC.

31. Notices

31.1 Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by cable, telex, or facsimile and confirmed in writing to the other party's address specified in SCC.

31.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

32. Taxes and Duties

32.1 Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Procuring agency.

Notes on the Instructions to Bidders

This section of the bidding documents provides the information necessary for bidders to prepare responsive bids, in accordance with the requirements of the Procuring agency. It also provides information on bid submission, opening, and evaluation, and on the award of contract.

Part One Section I contains provisions that are to be used unchanged. Part Two Section II consists of provisions that supplement, amend, or specify in detail information or requirements included in Part One Section I and which are specific to each procurement.

Matters governing the performance of the Supplier, payments under the contract, or matters affecting the risks, rights, and obligations of the parties under the contract are not normally included in this section, but rather under Part one Section II, General Conditions of Contract, and/or Part Two Section III, Special Conditions of Contract. If duplication of a subject is inevitable in the other sections of the document prepared by the Procuring agency, care must be exercised to avoid contradictions between clauses dealing with the same matter.

These Instructions to Bidders will not be part of the contract.



Notes on the General Conditions of Contract

The General Conditions of Contract in Part One Section II, read in conjunction with the Special Conditions of Contract in Part Two Section III and other documents listed therein, should be a complete document expressing all the rights and obligations of the parties.

The General Conditions of Contract herein shall not be altered. Any changes and complementary information, which may be needed, shall be introduced only through the Special Conditions of Contract in Part Two Section III.

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Bidding Documents

For

National Competitive Bidding

Procurement of Goods/ Non-Consulting Services

PART TWO (PROCUREMENT SPECIFIC PROVISIONS)

- Invitation for Bids (IFB)
- Bid Data Sheet (BDS)
- Special Conditions of Contract (SCC)
- Schedule of Requirements
- Technical Specifications
- Sample Form
- Eligibility

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Part Two

Section I. Invitation for Bids

Notes on the Invitation for Bids

The Invitation for Bids (IFB) shall be issued as an advertisement in at least three newspapers of general circulation in the Province of Sindh or Authorities web site as the case may be, allowing at least fifteen days for NCB and forty-five days (45) ICB for bid preparation and submission;

The Invitation for Bids provides information that enables interested bidders to decide whether to participate. Apart from the essential items listed in the Standard Bidding Documents (SBD), the Invitation for Bids should also indicate any important bid evaluation criteria or qualification requirement (for example, a requirement for a minimum level of experience in manufacturing a similar type of Goods for which the Invitation for Bids is issued) and that the bidders should give their best and final prices as no negotiations are allowed.

The Invitation for Bids should be incorporated into the bidding documents. The information contained in the Invitation for Bids must conform to the bidding documents and in particular to the relevant information in the Bid Data Sheet.

Invitation for Bids (IFB)

**DEVELOPMENT AND DEPLOYMENT OF AN
INTEGRATED PROGRAM INTELLIGENCE SYSTEM**

Date: 24th September 2026
IFB No.: PK-SPHF-21-NC-NCB

1. The Sindh People's Housing for Flood Affectees (SPHF) has received the funding from Government of Sindh towards the cost of Sindh Flood Emergency Housing Reconstruction Project (SFEHRP). It is intended that part of the proceeds of the allocated fund will be applied to eligible payments under the contract for *Procurement of Development and Deployment of an Integrated Program Intelligence System*. Bidding is open to all bidders, under Sindh Public Procurement Rules 2010 (Amended time to time).
2. The Sindh People's Housing for Flood Affectees (SPHF) now invites bids for the Procurement of *Development and Deployment of an Integrated Program Intelligence System*. Complete details with the description of service have been mentioned in the bidding documents.
3. Interested eligible bidders may download the bidding documents from the e-Pak Acquisition and Disposal System (EPADS) <https://portalsindh.eprocure.gov.pk/#/> & from SPHF's official website www.sphf.gos.pk. For any inquiries email at procurement.officer@sphf.gos.pk
4. Companies/firms with at least two years of relevant experience and a proven track record of successfully completing atleast one assignment of a similar nature are invited to submit their bids. The detailed qualification criteria are provided in the bidding documents.
5. The bid security of PKR 400,000 in shape of Pay Order may be submitted to SPHF's Office on or before the bid submission date & time.
6. The e-bids, prepared in accordance with the instructions in the Bidding Documents, must be submitted through e-Pak Acquisition and Disposal System (EPADS) on or before **16th October 2026 at 03:00 PM**. The e-bids will be opened by using EPADS on the same day i.e., 16th October 2026 immediately after the e-bid closing time in the office of SPHF on following mentioned address. The bidders who wish to observe the online bid opening proceedings in the office of SPHF are welcomed to attend. Manual submission of Bids shall not be entertained
7. The bidders are requested to give their best and final prices as no negotiations are expected.

---Signed---

KHALID MEHMOOD SHAIKH
Chief Executive Officer – SPHF
Bungalow # 20 Block 7/8,
Modern Cooperative Housing Society,
Tipu Sultan Road Karachi.



Section II. Bid Data Sheet

Notes on the Bid Data Sheet

Section II is intended to assist the Procuring agency in providing the specific information in relation to corresponding clauses in the Instructions to Bidders included in Part one Section I, and has to be prepared for each specific procurement.

The Procuring agency should specify in the Bid Data Sheet information and requirements specific to the circumstances of the Procuring agency, the processing of the procurement, the applicable rules regarding bid price and currency, and the bid evaluation criteria that will apply to the bids. In preparing Section II, the following aspects should be checked:

- (a) Information that specifies and complements provisions of Part One Section I must be incorporated.
- (b) Amendments and/or supplements, if any, to provisions of Part One Section I as necessitated by the circumstances of the specific procurement, must also be incorporated.

Bid Data Sheet

The following specific data for the Goods/Non-Consulting Services to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB) Part One. Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

Introduction	
ITB 1.1	Sindh People's Housing for Flood Affectees (SPHF)
ITB 1.1	Government of Sindh
ITB 1.1	Sindh Flood Emergency Housing Reconstruction Project (SFEHRP)
ITB 1.1	Development and Deployment of an Integrated Program Intelligence System
ITB 1.2 ITB 2.1 ITB 2.2	'Non-Consulting Services' instead of 'Goods' are being procured through these bidding documents therefore: - Word 'Goods' may be replaced with 'Non-Consulting Services' in the entire bidding document - Word 'Supplier' may be replaced with 'Service Provider' in the entire bidding document - Word 'Specification' may be replaced with 'Description of Services' in the entire bidding document
ITB 4.1	Sindh People's Housing for Flood Affectees (SPHF)
ITB 6.1	Address: Bungalow # 20 Block 7/8, Modern Cooperative Housing Society, Tipu Sultan Road Karachi. Contact: 021-99222326
ITB 8.1	Language of the bid: English

Bid Price and Currency	
ITB 11.2	The price quoted for the required non-consulting services shall be fixed /lumpsum. The applicable taxes shall be mentioned separately.
ITB 11.5	The price shall be fixed/Lumpsum

Preparation and Submission of Bids	
ITB 13.3 (d)	Qualification requirements: a) The firm must be Registered with FBR/SRB and/or concerned authorities. b) The firm must have at least two (02) years of experience in providing these types of services in Sindh Province. c) The firm must have completed at least one (01) similar nature contract in last two (02) years. Completion certificates of the completed contract must be provided with the bid. d) The average annual turnover of the firm must be PKR 10 Million during last two provide evidence/bank statement for the said period. Note: Number of years shall be calculated on the bid closing date.
ITB 15.1	Amount of bid security: PKR 400,000
ITB 16.1	Bid validity period: 45 days
ITB 17.1	Number of copies: 01 Original
ITB 18.2 (a)	Address for bid submission: https://portalsindh.eprocure.gov.pk/#/
ITB 18.2 (b)	IFB title and number: Development and Deployment of an Integrated Program Intelligence System. (PK-SPHF-21-NC-NCB)
ITB 19.1	Deadline for bid submission: 16 th October 2026 at 03:00 pm
ITB 22.1	Time, date, and place for bid opening: 03:00 pm on 16th October 2026, at Bungalow # 20 Block 7/8, Modern Cooperative Housing Society, Tipu Sultan Road Karachi.

Bid Evaluation	
ITB 25.3 ITB 25.4	Criteria for bid evaluation. The quoted prices/ financial proposals shall be evaluated on the basis of net price (i.e. excluding all the applicable taxes) as mentioned ITB clause 11.2. The other criteria options mentioned in 25.3 and 25.4 are not applicable.

Contract Award	
ITB 29.1	Not Applicable

Section III. Special Conditions of Contract

Notes on the Special Conditions of Contract

Similar to the Bid Data Sheet in Section II, the clauses in this Section are intended to assist the Procuring agency in providing contract-specific information in relation to corresponding clauses in the General Conditions of Contract.

The provisions of Section III complement the General Conditions of Contract included in Part one, Section II, specifying contractual requirements linked to the special circumstances of the Procuring agency, the Procuring agency's country, the sector, and the Goods purchased. In preparing Section III, the following aspects should be checked:

- (a) Information that complements provisions of Part one Section II must be incorporated.
- (b) Amendments and/or supplements to provisions of Part one Section II, as necessitated by the circumstances of the specific purchase, must also be incorporated.

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12.

Special Conditions of Contract

The following Special Conditions of Contract shall supplement the General Conditions of Contract. Whenever there is a conflict, the provisions herein shall prevail over those in the General Conditions of Contract. The corresponding clause number of the GCC is indicated in parentheses.

1. Definitions (GCC Clause 1)

GCC 1.1 (g)—The Procuring agency is: Sindh People's Housing for Flood Affectees (SPHF)

GCC 1.1 (h)—The Procuring agency's country is: Islamic Republic of Pakistan

GCC 1.1 (i)—The Service Provider is: -----

Sample Provision

GCC 1.1 (j)—The Project Site: Karachi, Sindh.

2. Country of Origin (GCC Clause 3)

All countries and territories as indicated in Part Two Section VI of the bidding documents, "Eligibility for the Provisions of Goods, Works, and Services in Government-Financed Procurement".

3. Performance Security (GCC Clause 7)

GCC 7.1 — The amount of performance security, as a percentage of the Contract Price, shall be: 10% of the Contract Price.

GCC 7.4 — The amount of the performance security will not be reduced during the implementation of the contract. The performance security shall be entirely discharge within 30 days following the date of the satisfactory completion of the services.

4. Inspections and Tests (GCC Clause 8)

GCC 8.6 — Not Applicable

5. Insurance (GCC Clause 11)

GCC 11.1 — Not Applicable

6. Payment (GCC Clause 16)

GCC 16.1 Payment shall be made in Pak. Rupees in the following manner:

- (i) **System Development:** 20% of the total Contract Price will be paid on the approval of System Development by the Procuring Agency.
- (ii) **Hand Over and GO-Live:** 40% of the total Contract Price will be paid on the approval of Hand Over and Go-Live report of the System by the Procuring Agency.
- (iii) **Final Report:** 10% of the total Contract Price will be paid on the approval of Final Report by the Procuring Agency.
- (iv) **SLA Fee:** 30% of the total Contract Price (to be paid on monthly basis after the Go-Live/Commissioning of the system.)

Note:

- The service provider must provide at least three hard copies of each of the deliverable(s) and a soft copy.

7. Resolution of Disputes (GCC Clause 28)

GCC 28.3—The dispute resolution mechanism to be applied pursuant to GCC Clause 28.2 shall be as follows:

In the case of a dispute between the Procuring agency and the Service Provider, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Procuring agency's country.

8. Governing Language (GCC Clause 29)

GCC 29.1—The Governing Language shall be: English

9. Applicable Law (GCC Clause 30)

GCC 30.1-The Contract shall be interpreted in accordance with the laws of Islamic Republic of Pakistan which includes the following legislation:

The Employment of Children (ECA) Act 1991
The Bonded Labour System (Abolition) Act of 1992
The Factories Act 1934

10. Notices (GCC Clause 31)

GCC 31.1—Procuring agency's address for notice purposes:

Bungalow # 20 Block 7/8, Modern Cooperative Housing Society, Tipu Sultan Road Karachi.

—Service Provider's address for notice purposes:

Section IV. Schedule of Requirements

Not used

Section V. Description of Services

1. Background

Sindh People Housing for Flood Affectees (SPHF) is a not-for-profit company established by the Government of Sindh to implement the Sindh Flood Emergency Housing Reconstruction Project, delivered with World Bank support. The project responds to the 2022 monsoon floods, which displaced an estimated 33 million people nationwide, damaged 2.2 million houses, and destroyed more than 13,000 kilometres of road infrastructure. Sindh absorbed a disproportionate share of that damage: 792 of the 1,731 nationally reported casualties occurred in the province, and more than 4.9 million acres of agricultural land were affected, over half the national total. Pakistan's Post-Disaster Needs Assessment placed total damages at USD 14.9 billion and estimated rehabilitation and reconstruction needs at USD 16.3 billion.

Against that backdrop, SPHF's mandate is to deliver approximately two million multi-hazard resilient core housing units through a beneficiary-driven reconstruction model, supported by community skills development and technical assistance to the Government of Sindh. Its day-to-day operations span physical construction progress tracked through an MIS/Qlik dashboard, governance decisions recorded in board minutes, planning and financing documentation such as PC-1s and World Bank project files, financial disbursement managed in SAP, and beneficiary complaints and grievances handled through a dedicated GRM process. A programme operating at this scale, across every district the floods affected, produces a volume and variety of institutional records that few conventional information systems are built to hold together, and that few teams could reasonably be expected to reconcile by hand.

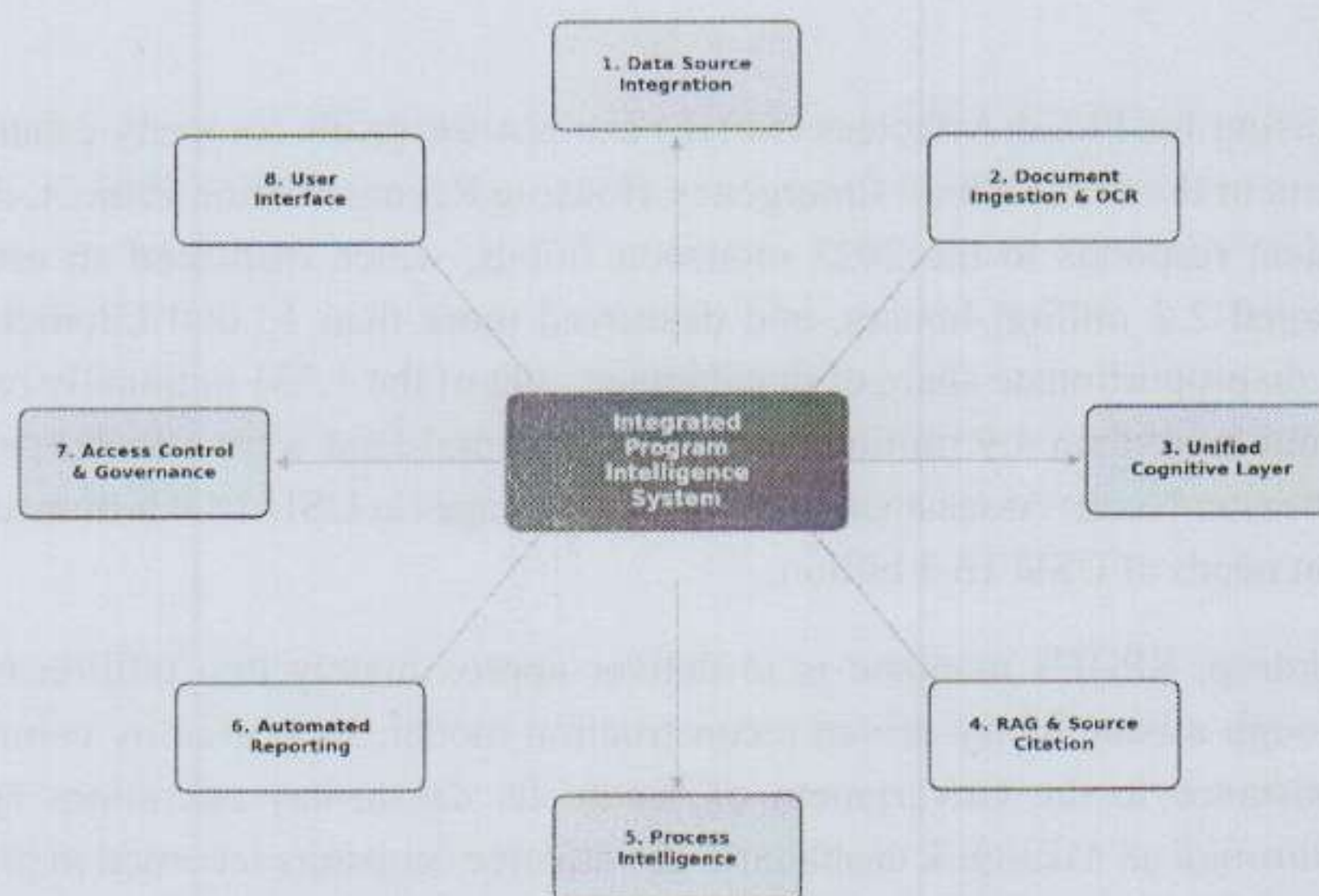
2. Objectives of the Assignment

The Integrated Program Intelligence System is required to meet the following objectives:

- Provide a single natural-language interface to query records across all of SPHF's identified data sources.
- Ensure every answer the system gives cites the specific source document it came from, so answers are verifiable and auditable.
- Digitise and make searchable every document format currently in use: typed documents, scanned files, spreadsheets, and handwritten forms.
- Model each operational domain as a hierarchy of processes and sub-processes, so the system understands how documents relate to the workflow they came from, not just which folder they sit in.
- Enforce role-based access so each user only sees the records relevant to their function, for example finance staff see finance records and GRM staff see GRM records.
- Automate the generation of summaries, analysis, and reports that currently require manual compilation across systems.
- Keep all data, processing, and models within SPHF's own infrastructure, avoiding recurring third-party licensing costs and external data exposure.
- Design the platform so it can extend to additional data sources and process domains beyond those identified today, without requiring the core system to be rebuilt.

3. Scope of Work

The scope below is organised by capability rather than by source system, since the value of the platform lies in how these capabilities work together across every source, not in any one connector on its own.



Eight capability areas, delivered together as one platform, not eight separate tools (Section 4)

Figure 8: The eight capability areas in Section 4, delivered as one integrated platform rather than eight separate tools.

3.1 Data Source Integration

Connect to and bring in content from SPHF's identified data sources, including MIS/Qlik, board minutes, World Bank documents and PC-1s, SAP finance data, and GRM data on M3Tech's servers, using the connection method appropriate to each: API or database connector, scheduled sync, or direct upload. Full detail is in Section 7. Connectors must be built as independent, self-contained modules, so that sources discovered during the discovery workshop, beyond the five listed here, can be added without disturbing existing integrations.

3.2 Document Ingestion and OCR

Build an ingestion pipeline that accepts PDFs, Word and Excel files, scanned documents, and handwritten forms. The pipeline performs optical character recognition and layout-aware parsing that preserves tables and structure, classifies each document by type, source, and, where a process hierarchy has been defined for that domain, by the process stage it belongs to, and tags it with metadata such as date, source system, category, and access level automatically as it arrives.

Today this work is largely manual: documents in different formats are gathered, key figures are re-typed by hand into spreadsheets, files are named and filed from memory, and each source system is handled separately. This typically takes staff days per batch of documents and produces inconsistent file names and occasional re-keying errors that often only come to light during an audit. The pipeline is required to bring this down to minutes per batch, with each document searchable as soon as it is loaded and low-confidence pages flagged for a quick human check rather than silently mis-read.

[Handwritten signature]

MANUALLY, TODAY	WITH THE PIPELINE
1. Gather documents in whatever form they exist (typed, scanned, handwritten, spreadsheets)	1. Documents arrive exactly as they are today — no reformatting or prep needed
2. Re-key figures and text by hand into a sheet — slow, and every retype is a chance for a typo	2. The system reads every page itself. OCR + layout extraction, automatically
3. Name, date and file it, by memory — findable only by the person who saved it	3. Named, dated and tagged automatically. source, category and process stage applied consistently
4. Repeat separately for every source system — each with its own format, its own person doing it	4. The same pipeline handles every source. one consistent process, not five separate habits
Days of staff time per document batch	Minutes per document batch, not days

Figure 2: Extraction is currently a manual, repeated effort per source and per document; the pipeline replaces it with one consistent, automatic process.

3.3 Unified Cognitive (AI) Layer

Deploy a self-hosted natural-language understanding layer that interprets questions worded differently from the source text, identifies the domain and process context implied by the question, and retrieves the relevant passages across all connected sources to compose an answer.

3.4 Retrieval-Augmented Generation and Source Citation

Implement a retrieval pipeline so that every answer is grounded in retrieved document passages rather than open-ended generation, and every answer names and links back to the exact source document and location. Where the system cannot identify a supporting source, it must decline to answer rather than produce an unsupported response.

3.5 Process Intelligence

Design and implement process hierarchies for each in-scope domain, mapping how documents relate to the sequence of activities that produced them, so the system can answer questions that span multiple stages of a workflow, not only questions about a single document. This capability is described in full in Section 6.

3.6 Automated Reporting and Analytics

Provide the ability to generate structured summaries, trend analysis, and exportable reports in PDF, Word, or Excel format, drawing on both structured data such as MIS and SAP figures and unstructured documents such as minutes, PC-Is, and GRM narratives. Examples include a progress-versus-disbursement summary for a given quarter, a GRM trend report by category, or a full procurement-cycle summary drawing on every stage of the process hierarchy.

3.7 Access Control and Governance

Implement role-based access control mapped to SPHF's departments and roles, so each user sees only the sources relevant to them, and maintain a full audit log of every question asked and answer given, for review.

3.8 User Interface

Deliver a single web-based chat and browse interface, accessible to the whole team, requiring no special search syntax and no formal training to use, with the ability to browse by domain and process in addition to free-text search.

16.

3.9 Out of Scope

The following are excluded from this engagement unless separately agreed in writing:

- Modifying the business logic, workflows, or data structures of SPHF's existing systems (SAP, Qlik/MIS, the M3Tech GRM platform). The Integrated Program Intelligence System is required to read from these systems; it must not alter them.
- Procurement, supply, or warranty of physical server or GPU hardware (see Section 10).
- A native mobile application. Delivery is a responsive web application.
- Data sources beyond those confirmed at the end of the discovery and scoping stage described in Section 7. Additional sources identified later are scoped and quoted as an extension once discovery has established what is involved.

4. Layer Requirements

<u>Layer</u>	<u>Function</u>	<u>Required Characteristics</u>
Source Systems	SPHF's existing systems of record	• Read-only access at all times • No modification to source-system data or logic • Expandable to sources identified during discovery
Source Connector	Bridges each source into the pipeline	• Independent, versioned, individually testable modules • API/DB pull, scheduled sync, or direct upload as appropriate • New connectors added without touching existing ones
Ingestion, OCR and Normalisation	Converts every format into structured, searchable text	• Layout-aware OCR for typed, scanned and handwritten content • Per-page confidence scoring • Human-in-the-loop review for low-confidence pages
Knowledge and Process Intelligence	Indexes content by meaning and by process context	• Structure-aware chunking and vector indexing • Process hierarchy graph linking documents to workflow stages • Detailed in Section 6
Unified Cognitive	Understands questions and composes grounded answers	• Intent parsing and domain/process disambiguation • Multi-source, hybrid semantic retrieval with re-ranking • Cite-or-decline answer requirement
Analytics and Reporting	Turns structured and unstructured data into reports	• Narrative synthesis grounded in cited evidence • Rule-based aggregation of MIS, finance and GRM metrics • Export to PDF, Word and Excel
Access and Governance	Enforces who can see what, and records everything	• Role-based access control mapped to SPHF roles/departments • Full audit trail of every question and answer • Spans every layer above, not only the interface
Application	The single interface the team uses	• Responsive web application: chat and guided browse • Deployed on SPHF's internal network • No special query syntax required

4.2 Required Design Principles

- Open technology foundation: the platform must not depend on a single commercial AI vendor's API or pricing.
- On-premises by default: documents, embeddings, and model weights must remain on SPHF's servers at every stage of processing.
- Grounded answers only: the system must answer only from retrieved SPHF content, with a visible citation, or state that it does not know.
- Read-only integration: the platform must ingest copies or streams from source systems; it must not write back to SAP, Qlik, or M3Tech.
- Modular ingestion: each source must be a separate, independently testable connector, so that new sources can be added without redesigning the core.
- Process-aware by design: the indexing and retrieval layers must be built to understand workflow structure from the outset, not added afterward.
- Extensible by configuration: new domains, process hierarchies, and document types must be addable through configuration rather than by rebuilding the pipeline logic.

4.3 Architecture in Action: a Single Query

The layers above are illustrated below through a single question moving through the system. A user submits a question in plain language. The access and governance layer must check the user's identity and role and determine which sources are visible to them. The query understanding layer must parse the intent and detect the domain and process context implied by the wording. The retrieval layer must search across the permitted sources, filtered by process hierarchy position, and re-rank the candidate passages by relevance. The generation layer must then compose an answer strictly from the retrieved passages, attaching a citation to each claim. Where no supporting passage is found, the system must decline to answer and state why, rather than producing an unsupported response. Both outcomes, an answer or a decline, must be written to the audit trail in the same way.

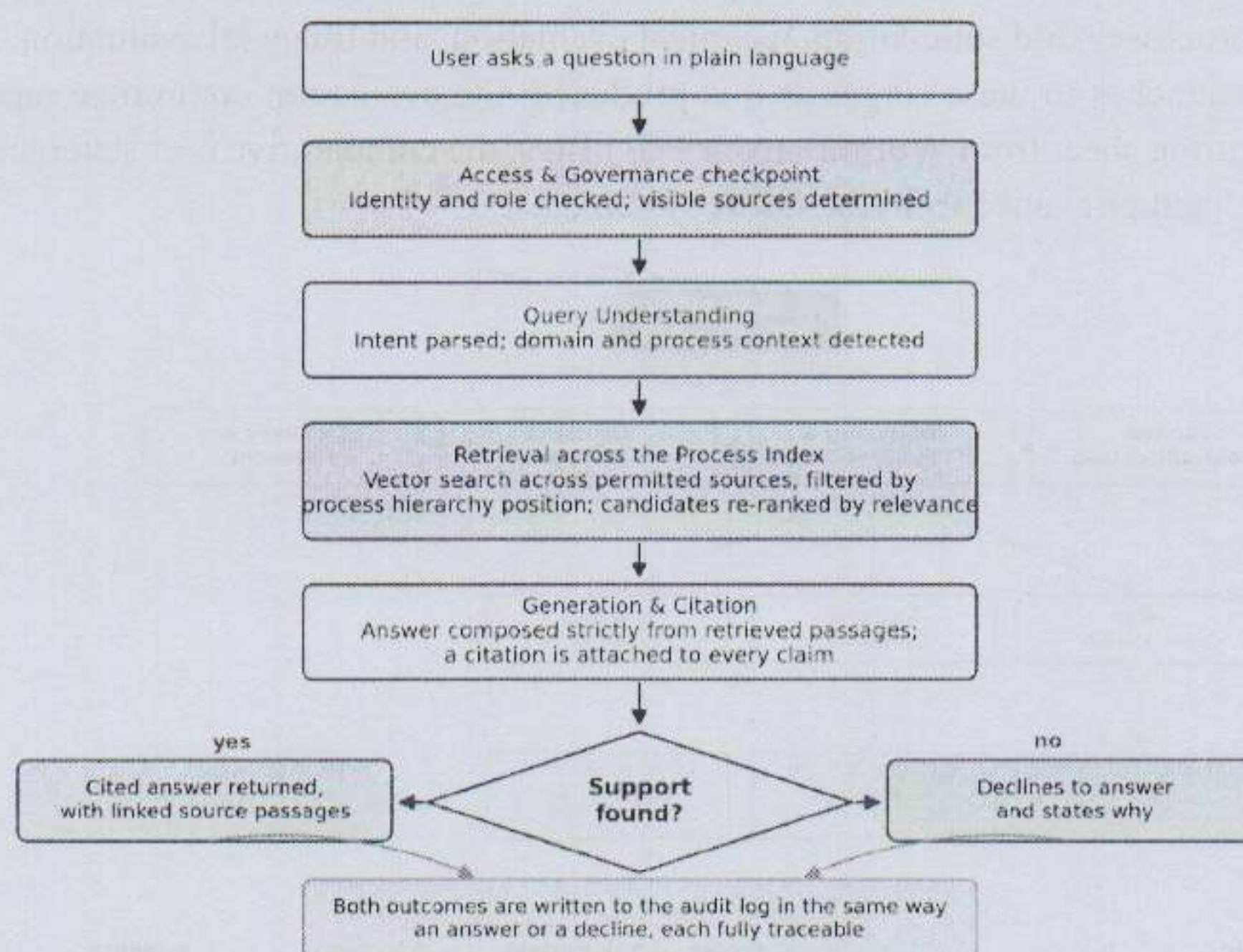


Figure 4: Query lifecycle, from a plain-language question through to a cited answer or a stated decline, with every step logged.

5. Process Intelligence Design

Most of SPHF's operational domains are not flat document repositories; they are processes. A procurement decision moves through prequalification, tendering, evaluation, and award before payment is disbursed. A grievance moves through intake, categorisation, investigation, and resolution. A construction milestone moves through planning, physical execution, verification, and reporting. Treating each of these as an unordered pile of files, searchable only by keyword, sets aside the very structure that gives a document its meaning.

The Integrated Program Intelligence System is required to represent this structure explicitly, as a process hierarchy, rather than leave it implicit in institutional memory. This section sets out how that hierarchy must be designed, populated, and used by the retrieval and reasoning layers described in Section 5.

5.1 Why Process Structure Matters

A conventional document search system answers the question 'which files mention X?' The questions SPHF's teams actually need answered usually sit a level above that: what was the basis for this decision, where in the cycle did this stall, what evidence supports this stage being complete. Answering these well requires knowing not just what a document says, but where it sits in a sequence of activities, and what typically precedes and follows it.

Process intelligence is required to close that gap. By encoding each domain as a hierarchy of domain, process, sub-process, and the evidence attached at each stage, the system must be able to reason across a workflow rather than across a flat index. This is also expected to improve retrieval quality: knowing that a query concerns the evaluation stage of a procurement process should allow the system to narrow and re-rank candidate passages more precisely than semantic similarity alone would allow.

5.2 Illustrative Example: Procurement

Procurement is a useful illustration because it is a domain most public-sector organisations, including SPHF, run repeatedly, and one where documents are currently scattered across board minutes, planning files, and finance records. Within the procurement domain, four processes run in sequence: vendor prequalification, tendering and evaluation, contract award, and delivery and payment. The tendering and evaluation process breaks down further into three sub-processes: bid solicitation, technical evaluation, and financial evaluation. Evidence from different source systems attaches to these stages as it is produced: the evaluation committee report from board minutes, the technical scoring sheet from World Bank or PC-1 files, the comparative cost statement from SAP, and, where relevant, any related grievance from the GRM system.

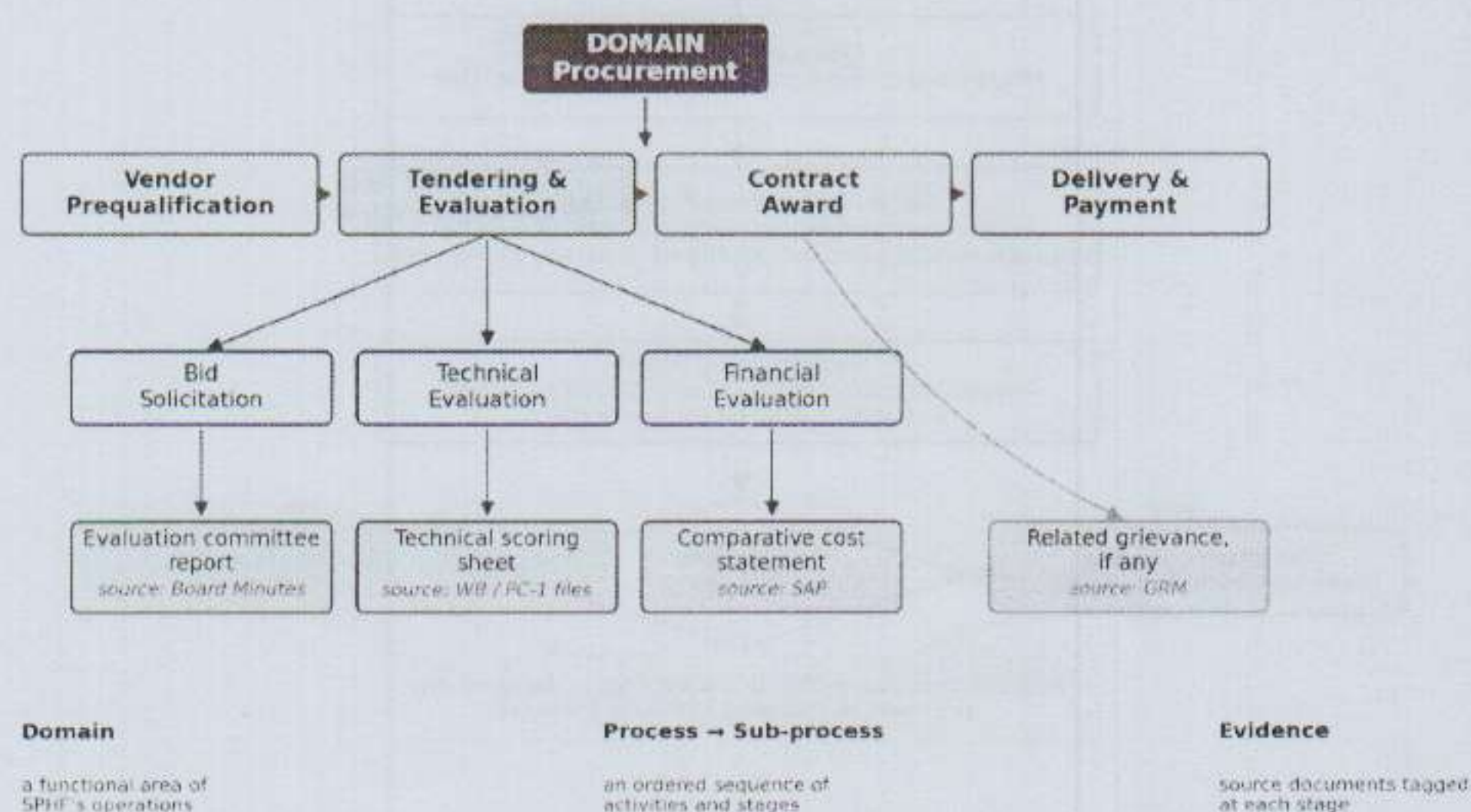


Figure 5: Illustrative process hierarchy required for the Procurement domain, showing how evidence from different source systems must attach to specific sub-process stages

<u>Hierarchy Level</u>	<u>Meaning</u>
Domain	A functional area of SPHF's operations, for example Procurement, Grievance Handling, or Disbursement.
Process	A defined sequence of activities within a domain, ordered by how the work actually flows.
Sub-process	A discrete stage within a process, the level at which most documents naturally sit.
Evidence	The actual source documents and records tagged against a sub-process, drawn from any connected system.

This capability is required because a question such as what was the basis for awarding a particular contract needs the system to recognise that the award decision sits downstream of the evaluation, which itself sits downstream of the tendering process; a flat keyword search cannot reconstruct that chain on its own. The same hierarchy pattern must apply to SPHF's other domains, including physical construction progress, disbursement, and grievance handling, each with its own process map, to be defined jointly with SPHF during discovery. Hierarchies must be held as configuration rather than code, so that new processes, sub-processes, or stages can be added as SPHF's own operating procedures are captured, without re-engineering the retrieval pipeline.

5.3 How Hierarchies Are Built

Process hierarchies must not be assumed in advance; they are to be drawn from how SPHF actually works, and then encoded as configuration that the ingestion and retrieval layers read at runtime:

- Discovery interviews and document review with process owners in each domain, including procurement, finance, GRM, construction monitoring, and others identified during scoping, to establish the actual sequence of activities, including informal steps that do not appear in any manual.
- Cross-referencing against existing SPHF documentation, including PC-1 templates, GRM standard operating procedures, and board approval workflows, to validate the hierarchy against what is already formally defined.
- Mapping each existing document type to the sub-process stage it evidences, using a combination of classification rules and model-assisted tagging, reviewed by SPHF process owners before being finalised.
- Encoding the validated hierarchy as structured configuration, so the retrieval layer can reason about what comes before or after a given stage without that logic being hard-coded into the application.

Because hierarchies must be held as configuration rather than code, they must be capable of being refined after go-live as SPHF's teams observe how the system is used in practice: a stage must be able to be split, renamed, or reordered without a re-engineering effort.

5.4 What This Enables

<u>Capability</u>	<u>Required Outcome</u>
Cross-stage questions	A question such as what was the basis for awarding this contract must pull evidence from the evaluation and award stages together, in sequence, rather than returning disconnected matches.
Bottleneck visibility	Reports must be able to show where in a process cycle documents or decisions are concentrated in time, surfacing stages that typically take longest.
Structured audit trails	An auditor must be able to request the full evidentiary chain behind a decision and receive it ordered by process stage, rather than as an unordered list of search results.
Sharper retrieval	Candidate passages must be narrowed by process context, not only by semantic similarity, to improve precision on domain-specific terminology.

<u>Capability</u>	<u>Required Outcome</u>
Reusable domain models	A hierarchy built for one domain must establish a pattern that can be reused to model the next domain as the rollout extends to further domains.

5.5 Scope of Process Modelling in This Engagement

The procurement example in this section illustrates the required modelling approach; the specific domains to be formally modelled, and the depth of hierarchy required for each, are to be confirmed during the discovery workshop against the document sample SPHF provides. Process hierarchies must be designed to be additive: a domain not modelled in the initial build must be capable of being added later using the same methodology, without affecting domains already in place.

6. Data Sources in Scope

The data sources identified by SPHF to date, and the required connection method for each, are set out below:

<u>Data Category</u>	<u>Source / System</u>	<u>How It Connects</u>	<u>Format</u>
MIS data (survey, physical progress, disbursement)	Hosted on cloud by TMC; reported via Qlik	Direct API/DB connection; near real-time	Structured (tables, dashboards)
Board meeting minutes	Internal records (PDF files)	Uploaded automatically as new minutes are filed	PDF, scanned
World Bank documents and PC-1s	Word and Excel project files	Uploaded directly, as is	DOCX, XLSX, PDF
Finance / disbursement data	SAP	Direct connector to SPHF's finance system	Structured (SAP tables)
GRM data	M3Tech's own servers (on-premises)	Synced on a regular schedule	Structured and free-text narrative

Access to each source, including credentials, API endpoints, or a scheduled export mechanism, is a client-side dependency and is tracked as an assumption in Section 16.

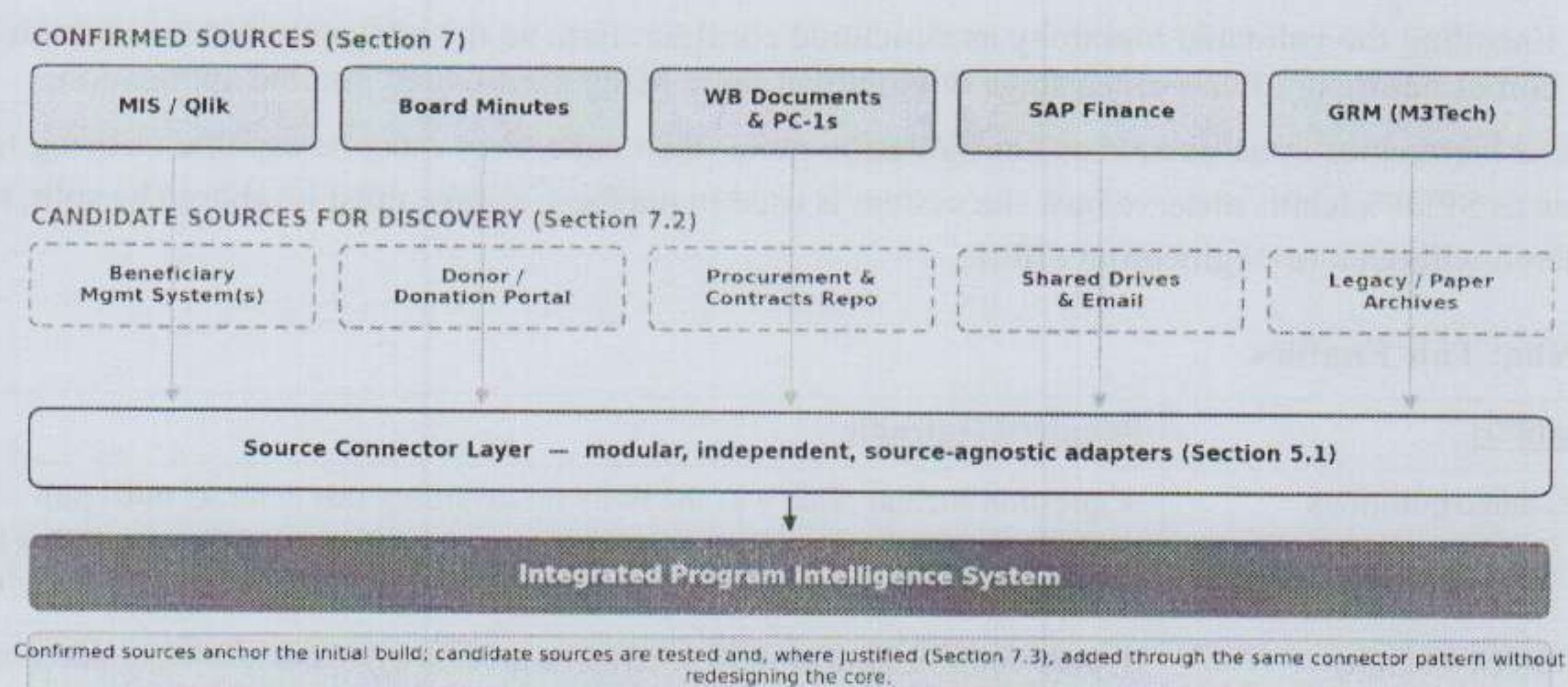


Figure 9: The data source landscape. Confirmed sources anchor the initial build; candidate sources are to be tested during discovery; both connecting through the same modular connector layer.

7.1 Source Profiles: Requirements and Considerations for Each System

A connector list on its own does not convey what is required to integrate each source correctly. The profiles below set out, for each of the five confirmed sources, what it contains, why it is load-bearing for the questions this system is required to answer, and the specific integration risk discovery will need to close out.

MIS / Qlik — physical progress, survey, and disbursement-trigger data

This is the operational record of construction on the ground: household eligibility and verification status, site- and unit-level milestones, and the progress markers that trigger disbursement. Nearly every reconciliation question in this ToR, physical progress against payment, payment against approval, ultimately resolves against a figure recorded here, making it the most load-bearing source in the platform. It is also the source furthest from SPHF's direct control: the system is hosted on TMC's cloud infrastructure rather than SPHF's own, so the connector is dependent on TMC's willingness and technical readiness to expose a live API or database connection. Where that is not immediately available, the fallback is a scheduled export, which discovery is required to confirm is acceptable given the near-real-time expectations set elsewhere in this document. It should also be noted that Qlik itself is a reporting layer over underlying survey and inspection records; some of the detail behind a milestone, such as a signed site inspection form, may exist only as a scanned document that Qlik does not surface, and discovery is required to establish whether those underlying records need to be ingested separately.

Board meeting minutes — governance decisions and their evidentiary basis

Minutes are the authoritative record of why a decision was made: contract awards, budget approvals, policy changes, and escalations all trace back to a minute. Volume is modest compared to MIS, but each set can run to dozens of pages once annexures are included, and historical sets are more likely than any other source to exist only as scans of signed hard copies. Filing practice is typically inconsistent, by date, by meeting number, or by whoever archived it, which is the institutional-memory dependency this engagement is required to remove. OCR quality and page-level indexing are more critical here than for any other source, since a citation that points to the wrong page of a fifty-page minute set provides limited value.

World Bank documents and PC-1s — the project's financing and planning envelope

These documents define the legal, technical, and financial envelope within which the entire programme operates, and are the first place a World Bank reviewer or auditor is expected to look to reconcile the project's record. The specific risk here is version control: PC-1s and World Bank documents are revised over the life of a project of this duration, and it is common for more than one version to be in circulation at once. Discovery is required to establish, for each document type, which version is authoritative before ingestion, so that the system does not cite a superseded figure as current, an error that would carry greater consequence here than in almost any other source given the intended audience of these documents.

SAP — disbursement and financial transaction data

SAP is the system of record for amounts actually paid, the figure every physical-progress narrative and every grievance ultimately reconciles against. It is also, by a wide margin, the most tightly governed of the five sources: finance data carries the highest sensitivity of anything in scope, and SAP access at most organisations is deliberately restricted even internally. The connector is required to be scoped field by field with SPHF's finance and IT teams, exposing only what reconciliation and reporting genuinely require, and consistent with the role-based access model set out in Section 11 rather than a blanket read of the underlying tables.

GRM (M3Tech) — beneficiary complaints and grievance case records

This is likely to be the smallest source by document count, but grievance patterns are often the earliest signal of a problem building up elsewhere in the programme, such as a stalled disbursement, a disputed verification decision, or a construction defect, which gives this source outsized value for early-warning reporting relative to its size. Like MIS, it sits outside SPHF's own infrastructure, on M3Tech's servers, so the sync method is dependent on M3Tech's cooperation and API availability. This dependency is flagged as a Medium risk in Section 12; discovery is required to confirm early whether M3Tech can support a live sync or only periodic exports, since this determines how current grievance data can realistically be within the platform.

7.2 Anticipated Candidate Sources for Discovery

The five sources above reflect what has been identified to date. Organisations operating at SPHF's scale typically hold operationally important records in places that only become visible once a structured discovery and environment-scoping exercise is carried out: departmental shared drives, email archives, individual officers' working files, legacy systems no longer in daily use, or paper archives not yet catalogued.

A closer read of SPHF's operating model also points to several specific candidates worth testing early, rather than waiting for them to surface incidentally. These are flagged here as hypotheses discovery is expected to confirm or rule out, not as commitments already made:

<u>Candidate Source</u>	<u>Why It Is Likely Relevant</u>	<u>What Discovery Needs to Confirm</u>
Beneficiary management system(s)	SPHF's broader operating model appears to include at least one system tracking beneficiaries from pre-verification through to house-grant award, distinct from the physical-progress view in MIS/Qlik.	Whether this exists as a standalone system or as a module within MIS/Qlik; who hosts it; what access method it supports.
Donor / donation portal	SPHF has separately scoped a donor-facing platform to manage donations and beneficiary sponsorship; once live, it will generate donor and funding records relevant to programme and donor reporting.	Whether the portal is in production at the time of discovery; its data model and API surface; ownership and hosting arrangement.
Procurement and contracts repository	Section 6's procurement process hierarchy assumes evaluation and financial-evaluation records exist somewhere; if these are held outside board minutes and SAP, they should be connected directly rather than assumed captured elsewhere.	Whether a distinct repository exists, or whether procurement evidence is in fact fully captured within board minutes and SAP as currently assumed.
Departmental shared drives and email archives	A common repository for informal correspondence, draft reports, and working files that never reach a formal system of record, but that often carry real decision-making context.	Which departments hold operationally material content this way, and the sensitivity and retention implications of ingesting email.
Legacy or paper archives	Records predating the current MIS/Qlik and SAP deployments, or from the initial emergency-response phase of the programme.	Whether such archives are catalogued, their physical condition, and whether their volume justifies inclusion in the initial build or a later phase.

Discovery at project kickoff includes a scoping and site-walkthrough exercise, alongside interviews with process owners in each domain, specifically to test the candidates above and surface any others before the technical build is finalised.

7.3 How Additional Sources Are Evaluated and Sequenced

Not every candidate source that surfaces during discovery belongs in the initial build. Each is assessed against the same set of criteria, applied jointly with SPHF process owners, so that inclusion decisions are consistent and defensible rather than ad hoc:

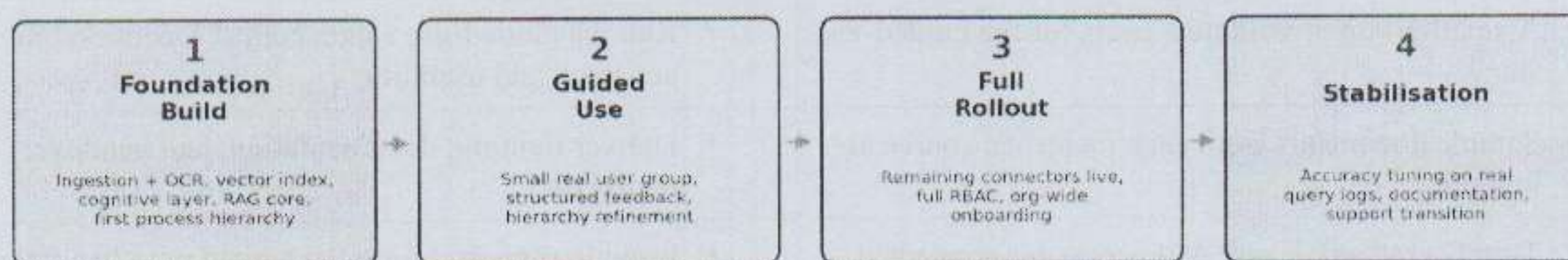
<u>Criterion</u>	<u>What It Means for Prioritisation</u>
Criticality to core reporting	Does the source directly support disbursement, audit, or donor reporting, or is its value mainly contextual?
Data sensitivity	Does it contain personally identifiable beneficiary information, financial data, or other material that needs stricter access controls established before ingestion?
Volume and format complexity	Is the content mostly structured, or does it require heavy OCR or handwriting support that adds materially to ingestion effort?
Ownership and access certainty	Is the source hosted by SPHF directly, or does onboarding depend on a third party's cooperation and timeline, as with TMC and M3Tech?
Incremental engineering effort	Given the modular connector design in Section 5.1, how much net-new work does onboarding this source represent, versus reusing an existing connector pattern?

Sources that score well on criticality and access certainty, and low on sensitivity and complexity, are natural candidates for early inclusion; the reverse combination is better suited to a later phase, once the platform's core patterns have been proven on lower-risk sources. This scoring must be carried out during the discovery workshop described in Section 8.1, and the resulting prioritised list, including which sources are confirmed for the initial build versus flagged for a follow-on phase, must be documented and agreed in writing before the technical build proceeds.

Because the connector layer (Section 5.1) and the ingestion pipeline are required to be built as modular, source-agnostic components, any additional source identified this way must be connectable using the same pattern as the sources already listed, without redesigning the core platform. Where a newly discovered source materially changes the effort involved, it must be scoped and agreed through the change-control process in Section 17 rather than folded silently into the existing commercial value.

8. Implementation Methodology

Delivery is required to follow a structured sequence: establish the technical foundation and demonstrate that it works on real documents, extend it into daily use with a real group of users, connect the remaining sources and roll out to the full team, then tune accuracy and performance against real usage patterns. Each stage must build on evidence from the one before it, so that effort is not spent building for assumptions that real usage later contradicts.



Commercial scope in this proposal covers Foundation Build; later stages are scoped once results from the stage before are available (Section 8.1)

Figure 10: Implementation roadmap. The commercial scope of this engagement covers Stage 1; later stages are scoped once results from the stage before are available.

8.1 Delivery Sequence

<u>Stage</u>	<u>Objective</u>	<u>Key Activities</u>
Foundation build	Establish a working system on an initial, representative set of sources	Ingestion and OCR pipeline; vector index; cognitive layer deployment; RAG core with citations; initial process hierarchy for the first domain modelled; chat interface
Guided use	Put the system in front of a small real user group and extend coverage	Structured feedback cycles with volunteer users; additional source connector brought online; initial RBAC; hierarchy refinement based on real queries
Full rollout	Connect every remaining source and onboard the whole team	Remaining connectors live; full RBAC across all users; reporting module live; organisation-wide onboarding; hierarchies extended to further domains
Stabilisation	Improve accuracy, monitor performance, and hand over cleanly	Accuracy tuning on real query logs; performance monitoring; documentation and handover; support transition

The commercial terms set out in Section 15 cover the foundation build only, using board minutes and World Bank/PC-1 documents as the initial representative sources, with the first process hierarchy serving as proof of the process intelligence design in Section 6. Extension to the remaining sources and domains is required to be scoped and quoted as a follow-on engagement once results and real usage patterns from the foundation build are available, so that SPHF is not committing budget for effort beyond what the initial build demonstrates is actually needed.

8.2 Feedback-Driven Refinement

Delivery must not be treated as a one-way handover; each stage is required to feed observations back into the ones already built: query logs must reveal where the process hierarchy needs another sub-process split, OCR confidence data must reveal which document types need pipeline tuning, and RBAC usage must reveal where role definitions were too coarse or too fine. This feedback loop must be built into the platform from the outset, rather than treated as a separate post-launch activity.

9. Roles and Responsibilities

<u>SPHF Responsibilities</u>	<u>Service Provider Responsibilities</u>
A place to host the system's servers, with network access to connect them	Design, build, and deploy the ingestion, OCR, process intelligence, RAG, and reporting pipeline
One IT contact who can help connect to SAP, Qlik/MIS, and M3Tech	Configure and test each data-source connector
Process owners available during discovery to validate process hierarchies for their domain	Run structured discovery to elicit and encode process hierarchies
A small group of volunteer users for the guided-use stage	Run the guided-use stage, collect feedback, and refine accuracy and usability
Sample documents from each identified source at kickoff	Deliver training, documentation, and handover materials
Timely credentials and API access for connected systems	Provide support during the agreed post-handover period

10. Infrastructure and Hosting Requirements

The system must be hosted entirely on SPHF's own premises rather than in the cloud, so that financial and project records do not leave SPHF's building, and so that there is no dependence on an outside company's servers or data-use terms.

Indicatively, the deployment must sit within SPHF's internal network and separate into three groups of components: a GPU compute node running the open-source language model, OCR, and embedding inference services; an application node holding the vector database, document store, ingestion and connector services, and the web application and API gateway; and a governance and operations group covering identity and role-based access control, audit logging and monitoring, and backup and recovery. All of these must communicate with SPHF's existing systems, MIS/Qlik, the board minutes repository, the WB/PC-1 file store, SAP, and the M3Tech GRM servers, on a read-only basis, and must be reachable by users only from within SPHF's internal network or an approved VPN. Component groupings here are logical rather than a fixed hardware count; final placement is to be confirmed during discovery and the guided-use stage.

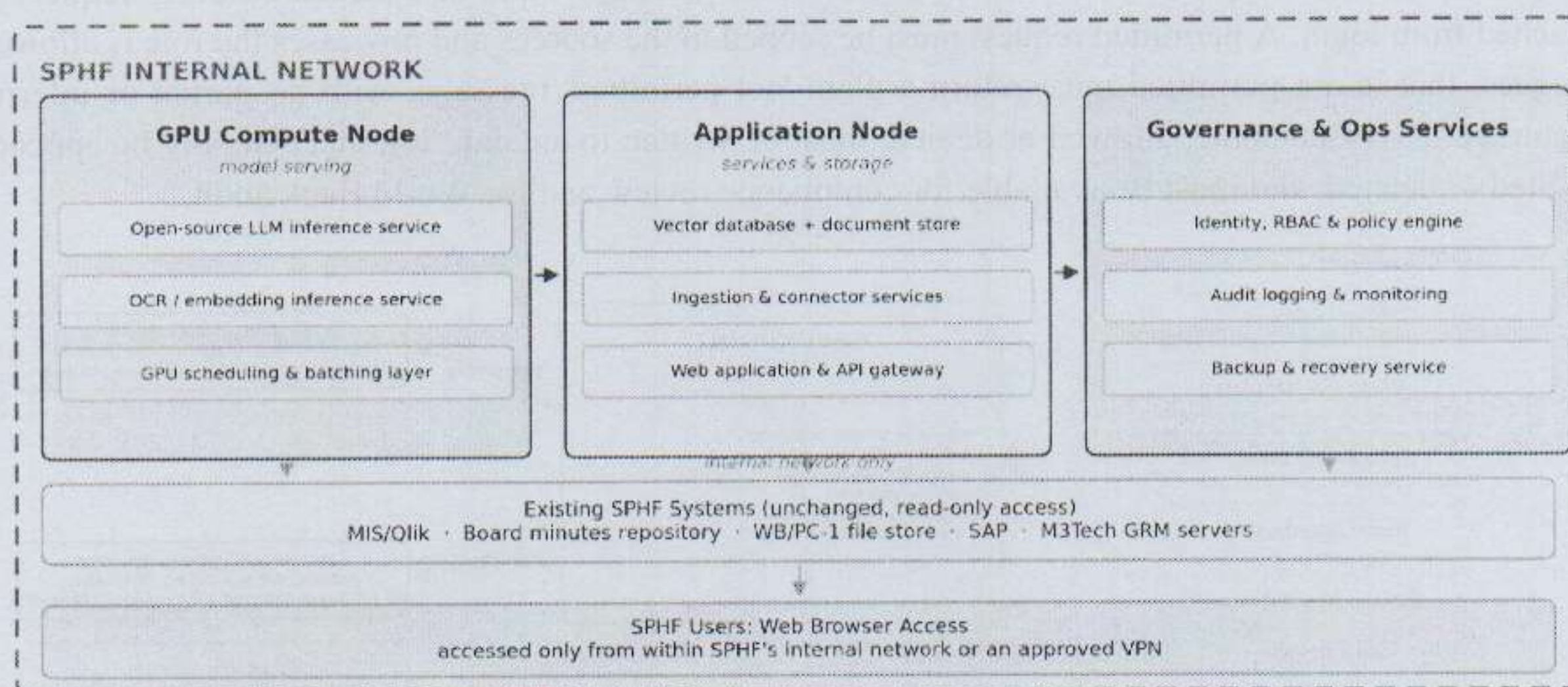


Figure 6: Indicative on-premises deployment topology. Component groupings are logical; final placement is confirmed during discovery.

10.1 Compute and Infrastructure Requirements

Rather than fix a hardware specification ahead of real usage data, this document defines the categories of infrastructure the platform requires. The service provider is required to confirm the exact sizing once real usage patterns are available from the guided-use stage, so that SPHF does not over- or under-provision:

- GPU-accelerated compute sufficient to serve model inference, OCR, embedding, and language understanding, for the full expected user base concurrently, with headroom to grow.
- General-purpose compute and storage for the application layer, vector index, and document store, sized to the expected document volume across all in-scope sources.
- Redundant storage or backup capacity to support the recovery approach agreed with SPHF's IT function.
- A hosting location with adequate power, cooling, and physical security for the equipment.
- Reliable internal network connectivity between the hosting location and each source system, and between the hosting location and end users.

10.2 Provisioning and Ownership

Procurement, cost, and ownership of the physical server and GPU hardware are to sit with SPHF unless a separate hardware-supply arrangement is agreed; the commercial value defined in Section 15 covers professional and development services only. The service provider is required to provide a detailed specification sheet once sizing

is confirmed, and may be asked to advise on or manage procurement on SPHF's behalf if requested.

10.3 Network and Access

- A hosting location with power and network connectivity for the platform's servers.
- Internal network access to reach SAP, Qlik/MIS, and the M3Tech GRM servers, and any additional sources identified during discovery.
- A single IT focal point to coordinate access approvals during setup.

11. Data Privacy, Security and Compliance

Access control must be designed as a policy layer that governs retrieval, reporting, and export consistently, rather than as a single check made at the point of login. Every request, whether from a finance officer, a GRM case handler, a programme officer, a board member, or a system administrator, must be evaluated at a single checkpoint before any document is touched: the checkpoint must determine which domains and processes are visible to that role, apply any row- or field-level rules that apply, and be checked on every request rather than cached from login. A permitted request must be scoped to the sources and processes the role is allowed to see; a request that is not permitted must return a plain 'not permitted' message, with no partial or inferred content returned. Every outcome, allowed or denied, must be written to an audit log that can only be appended to, not edited or deleted, and must be available for compliance review and for World Bank audit.

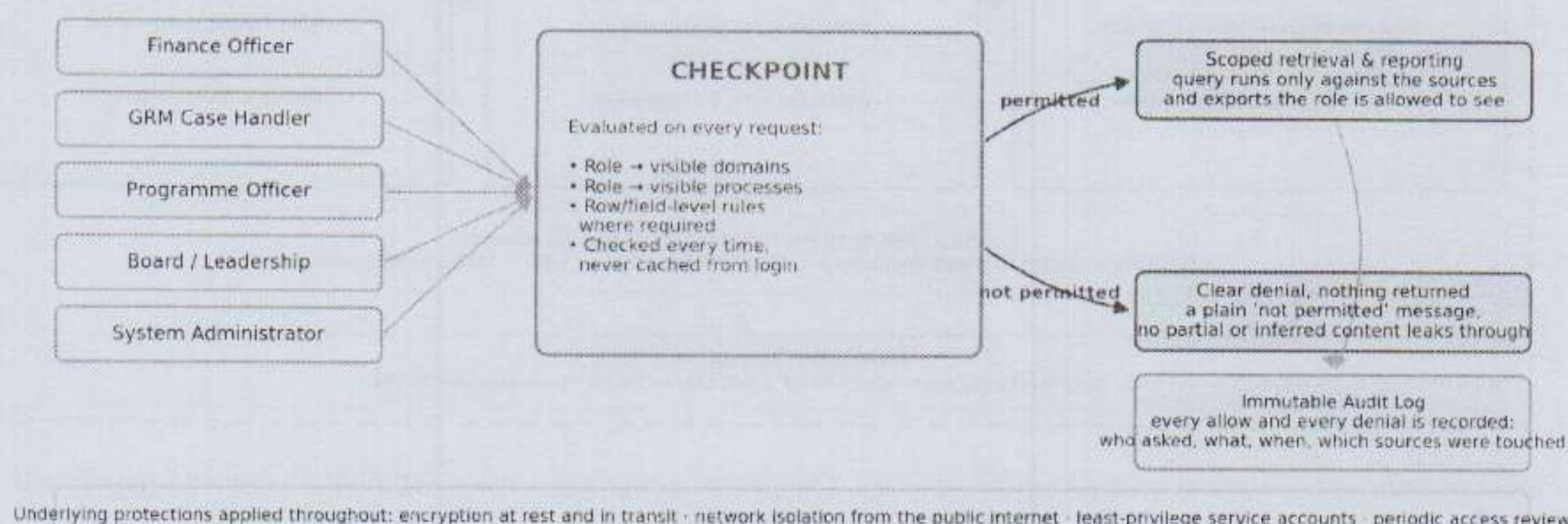


Figure 7: Required access control and governance model. Every request must be evaluated at a single checkpoint, and every outcome must be logged.

11.1 Core Protections

- On-premises only: all documents, embeddings, model weights, and logs must reside on SPHF's own servers; nothing may be sent to an external cloud or third-party AI API.
- Self-hosted models: required to remove reliance on external vendors' data-handling terms and recurring per-call costs.
- Role-based access control: each user must see only the sources and process domains relevant to their role, for example finance sees finance and GRM sees GRM.
- Full audit trail: every question and every answer, including declines, must be logged for review.
- Encryption: data must be encrypted at rest and in transit within SPHF's network.
- Cited answers only: the system must not answer without pointing to its source, which is required to reduce the risk of unverifiable or fabricated information reaching decision-makers.
- Network isolation: the platform must be reachable only from within SPHF's internal network or an approved VPN, not the public internet.
- SPHF retains full control over data retention periods and who is authorised to access the system.

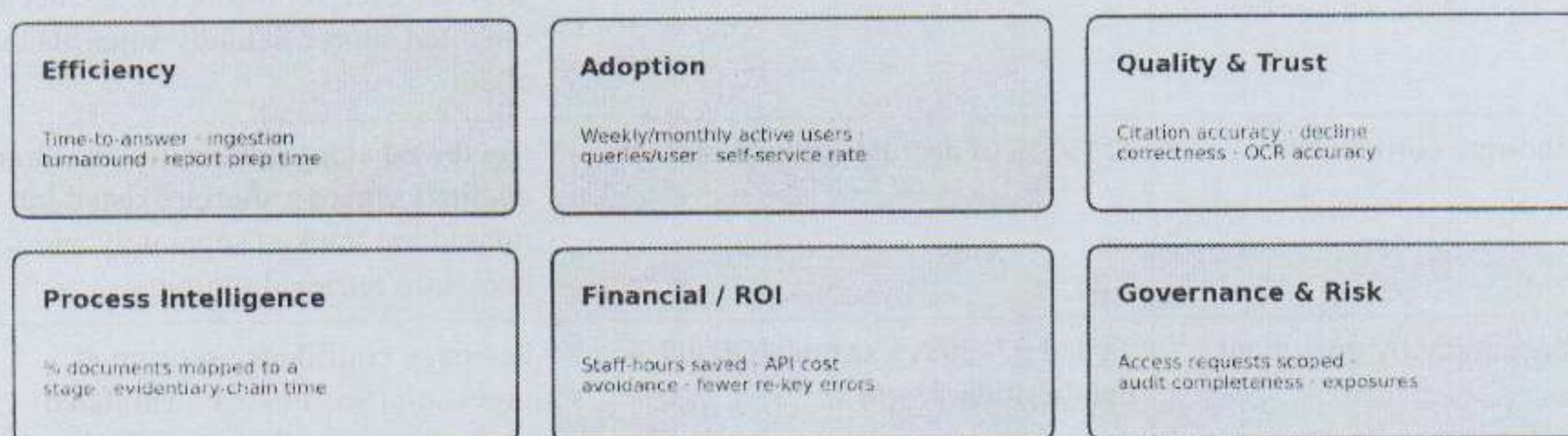
12. Risk Management

<u>Risk</u>	<u>Impact</u>	<u>Mitigation</u>
Some old or low-quality scans may be hard to OCR accurately	Medium	Anything the system is unsure about must be flagged for a quick human check before it is indexed.
The system could retrieve or state an answer incorrectly	Medium	Every answer must cite a source; if no supporting source is found, the system must decline rather than guess.
Many concurrent users could slow response times	Medium	The system must be load-tested with real usage before full rollout; compute sizing must be confirmed from real usage data.
GRM data sits on a separate on-premises system with its own access rules	Medium	A simple, regular sync method must be agreed and built early, with M3Tech's cooperation.
Delays in SAP/Qlik/M3Tech access approvals from system owners	Medium	A single IT focal point must be identified early; access requests must be initiated at project kickoff.
A process hierarchy is defined incorrectly or incompletely for a domain	Medium	Hierarchies must be validated with process owners before being finalised, and must be capable of refinement post-launch as configuration, not code.
Additional data sources surface late in discovery, affecting scope	Low	Discovery includes a dedicated scoping exercise; late-discovered sources go through change control (Section 17).
Scope creep beyond the agreed deliverables	Low	Change-control process (Section 17); additional work quoted and approved separately.

13. Success Metrics and Key Performance Indicators

Performance must be tracked across six categories: whether the system is faster, whether it is actually used, whether it can be trusted, whether it understands process structure as intended, what it is worth in financial terms, and whether it holds to the governance model in Section 11. The figures below are target ranges, not fixed commitments; the guided-use stage (Section 8.1) is the first point at which real usage data will exist, and each range must be validated and narrowed against that data before being carried into full rollout.

Six Categories of Measurement (Section 13)



All figures in Section 13 are target ranges to validate and narrow during the guided-use stage, not fixed contractual commitments.

Figure 11: The six categories against which performance must be tracked, each detailed in the subsections below.

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13.1 Efficiency

<u>Metric</u>	<u>Target Range</u>	<u>How It Is Measured</u>
Time-to-answer	Baseline 0.5–2 days (Section 2.2) → target under 1 minute	Sampled weekly against a fixed set of representative questions during the guided-use stage
Document ingestion turnaround	Baseline: staff-days per batch (Section 4.2) → target: minutes per batch	Measured automatically per ingestion run once the pipeline is live
Audit / donor-report preparation time	Hours saved per report, once a pre-system baseline is established	Compared on a matched pair of report cycles, before and after go-live

13.2 Adoption

<u>Metric</u>	<u>Target Range</u>	<u>How It Is Measured</u>
Weekly active users	40–65% of target users	Application logs, tracked weekly from the start of guided use
Monthly active users	70–90% of target users	Same logs, rolled up monthly
Queries per user per week	3–15, varying by role	Logged per user; expected to vary between occasional board users and daily programme officers
Self-service resolution rate	60–85% of questions resolved without escalation	Sampled user follow-up during guided use: did the answer resolve the question without a colleague or manual search being needed

13.3 Quality and Trust

<u>Metric</u>	<u>Target Range</u>	<u>How It Is Measured</u>
Citation accuracy rate	90–98% of sampled answers	Manual review of a random sample of answers each reporting cycle, checking the cited source actually supports the claim
Decline-rate correctness	85–95% of declines judged correct	Reviewed alongside citation accuracy; declines where a source existed but was missed are tracked separately and fed back into retrieval tuning
OCR accuracy by document type	Typed 97–99% · scanned 90–97% · handwritten 75–90%	Per-page confidence scoring at ingestion (Section 5.1), validated against a manually transcribed sample per document type

13.4 Process Intelligence

<u>Metric</u>	<u>Target Range</u>	<u>How It Is Measured</u>
Documents mapped to a process stage	70–90% in the initial domain during guided use, rising to 85–95% at full rollout	Tracked automatically per domain as hierarchies are built out (Section 6.4)

<u>Metric</u>	<u>Target Range</u>	<u>How It Is Measured</u>
Time to reconstruct a full evidentiary chain	60–90% reduction versus the manual baseline	Measured on a matched example, such as a procurement award justification, before and after go-live

13.5 Financial and Return on Investment

<u>Metric</u>	<u>Target Range</u>	<u>How It Is Measured</u>
Staff time reallocated from manual search	20–60% reduction in hours spent on manual cross-referencing	(Staff-hours saved per month across active users) × SPHF's internal loaded cost rate per staff-hour, recalculated from guided-use data
Third-party AI API / licensing cost avoided	Direct, running total from go-live	Estimated monthly query volume × prevailing market rate for equivalent hosted-LLM API access; quantifiable because the self-hosted design in Section 5.2 avoids this cost entirely rather than merely reducing it
Re-keying / transcription errors caught only at audit	50–80% reduction	Compared against SPHF's historical audit-finding logs, before and after adoption

13.6 Governance and Risk

<u>Metric</u>	<u>Target Range</u>	<u>How It Is Measured</u>
Access requests correctly scoped	Target 100%, zero tolerance	Logged and reviewed from the audit trail (Section 11) on every request, not sampled
Audit log completeness	Target 100% of question/answer pairs logged, including declines	Automatic; verified by periodic reconciliation between application logs and the audit store
Unauthorised cross-role data exposure	Target zero incidents	Verified through periodic access review and targeted testing during the guided-use stage (Section 11.1)

These ranges are deliberately wide at this stage: they are informed by comparable retrieval-augmented systems and by the baselines established elsewhere in this document, not by SPHF-specific usage data, which does not yet exist. The guided-use stage in Section 8.1 is required to replace each range with a validated figure before full rollout is committed to.

14. Deliverables Summary

- A working system covering board minutes and World Bank/PC-1 documents.
- Ingestion and OCR pipeline supporting typed, scanned, and handwritten documents.
- Self-hosted cognitive layer with a retrieval-based, source-cited answer engine.
- An initial process hierarchy, built and validated for at least one domain, demonstrating the process intelligence design in Section 6.
- Web-based chat/search interface with guided browse by domain and process.
- Deployment on SPHF-provided infrastructure, with configuration documentation.

- A short handover walkthrough for the SPHF IT focal point.
- A scoping note and cost estimate for extending to remaining sources and domains, informed by results from the initial build.

15. Commercial Terms

The commercial terms below define the pricing basis required for the foundation build described in Section 8, structured to demonstrate the platform's value on real SPHF documents before further investment is committed. A programme of SPHF's scale is expected to extend this foundation across every source and domain over time, and Section 8.1 sets out how that extension must be sequenced and evidenced rather than assumed upfront.

15.1 Scope Covered

The required commercial proposal must cover the initial build defined in Section 8 and Section 14: ingestion, OCR, the unified cognitive layer, the process intelligence design for the initial domain, the citation engine, and a chat/web interface for the initial two sources, board minutes and World Bank/PC-1 documents.

15.2 Exclusions

- Physical server/GPU hardware procurement and hosting infrastructure (Section 10).
- Any third-party licensing or access fees charged by SAP, Qlik, or M3Tech for connector access.
- Site network setup and internet/connectivity costs.
- Extension to additional sources and domains beyond the initial build, quoted separately once the initial build is complete.
- Applicable government taxes and duties, if any, are additional to the agreed fee.

15.3 Validity

Bidders are required to submit a detailed cost breakdown, together with proposed payment terms, as part of their technical and commercial proposal.

16. Assumptions

- SPHF will provide a small set of sample documents from each source at project kickoff.
- SPHF will designate one IT focal person to coordinate access to SAP, Qlik/MIS, and M3Tech.
- SPHF will make process owners available during discovery to validate process hierarchies for their respective domains.
- Necessary access credentials and API endpoints are made available in a timely manner.
- Hosting infrastructure (servers/GPUs) is procured by SPHF, or procurement is agreed as a separate arrangement.
- Additional data sources identified during discovery, beyond those listed in Section 7, are scoped and agreed through change control before being added to the build.
- Scope beyond the initial build, including full multi-source integration, additional process domains, and organisation-wide rollout, is covered under a follow-on Statement of Work, scoped after initial results are reviewed.

17. Terms and Conditions

- Confidentiality: both parties will keep project information and SPHF's data confidential, during and after the engagement.
- Data ownership: SPHF retains full ownership of its documents and data at all times; the service provider retains rights to its own reusable frameworks, tooling, and methodology.

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- Change control: any change to the agreed scope will be documented and agreed in writing before work proceeds, with cost/timeline impact noted.
- Warranty and support: a defect-fix period following handover will be defined in the signed SOW; ongoing support beyond that period is available under a separate arrangement.
- Termination: either party may terminate with written notice as detailed in the signed SOW; work completed to date is payable.

18. Annexure A: Glossary of Terms

<u>Term</u>	<u>Meaning</u>
OCR (Optical Character Recognition)	Technology that converts scanned images or handwriting into machine-readable text.
RAG (Retrieval-Augmented Generation)	A technique where the system retrieves relevant document passages before generating an answer, so the answer is grounded in real source material.
Process Hierarchy	A structured model of a domain as a set of processes and sub-processes, used to link documents to the workflow stage that produced them.
Embedding	A numerical representation of text meaning, used to find passages that are relevant to a question even if the wording differs.
Vector Database	A database optimised for storing and searching embeddings by meaning rather than exact keywords.
RBAC (Role-Based Access Control)	A security model where what a user can see or do is determined by their assigned role.
GRM (Grievance Redress Mechanism)	SPHF's process and system for recording and resolving beneficiary complaints.
PC-1	The standard planning document used to appraise and approve public sector development projects in Pakistan.

Duration of Assignment: 18 Months (Including Development and subsequent SLA Period)

Section VI. Sample Forms

Notes on the Sample Forms

The Bidder shall complete and submit with its bid the **Bid Form** and **Price Schedules** pursuant to ITB Clause 9 and in accordance with the requirements included in the bidding documents.

When requested in the Bid Data Sheet, the Bidder should provide the **Bid Security**, either in the form included hereafter or in another form acceptable to the Procuring agency, pursuant to ITB Clause 15.3.

The **Contract Form**, when it is finalized at the time of contract award, should incorporate any corrections or modifications to the accepted bid resulting from price corrections pursuant to ITB Clause 16.3 and GCC Clause 17, acceptable deviations (e.g., payment schedule pursuant to ITB Clause 25.4 (c), spare parts pursuant to ITB Clause 25.4 (d), or quantity variations pursuant to ITB Clause 29. The Price Schedule and Schedule of Requirements deemed to form part of the contract should be modified accordingly.

The **Performance Security** and **Bank Guarantee for Advance Payment** forms should not be completed by the bidders at the time of their bid preparation. Only the successful Bidder will be required to provide performance security and bank guarantee for advance payment in accordance with one of the forms indicated herein or in another form acceptable to the Procuring agency and pursuant to GCC Clause 7.3 and SCC 11, respectively.

The **Manufacturer's Authorization** form should be completed by the Manufacturer, as appropriate, pursuant to ITB Clause 13.3 (a).

6.

Sample Forms

1. BID FORM AND PRICE SCHEDULES	23
2. BID SECURITY FORM.....	26
3. CONTRACT FORM.....	27
4. PERFORMANCE SECURITY FORM.....	28
5. BANK GUARANTEE FOR ADVANCE PAYMENT	29
6. MANUFACTURER'S AUTHORIZATION FORM.....	30

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2

1. Bid Form and Price Schedules

Date: _____
IFB N°: _____

To: *[name and address of Procuring Agency]*

Gentlemen and/or Ladies:

Having examined the bidding documents including Addenda Nos. *[insert numbers]*, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver *[description of Goods and services]* in conformity with the said bidding documents for the sum of *[total bid amount in words and figures]* or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

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 will obtain the guarantee of a bank in a sum equivalent to _____ percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Procuring agency.

We agree to abide by this Bid for a period of *[number]* days from the date fixed for Bid opening under Clause 22 of the Instructions to Bidders, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount and Currency	Purpose of Commission or gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____
(if none, state "none")		

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 19____.

[signature]

[in the capacity of]

Duly authorized to sign Bid for and on behalf of _____

✓

Price Schedule in Pak. Rupees

Not Used

2.

2. Bid Security Form

Whereas *[name of the Bidder]* (hereinafter called "the Bidder") has submitted its bid dated *[date of submission of bid]* for the supply of *[name and/or description of the Goods]* (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE *[name of bank]* of *[name of country]*, having our registered office at *[address of bank]* (hereinafter called "the Bank"), are bound unto *[name of Procuring agency]* (hereinafter called "the Procuring agency") in the sum of for which payment well and truly to be made to the said Procuring agency, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 20____

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Procuring agency during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form, if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders;

we undertake to pay to the Procuring agency up to the above amount upon receipt of its first written demand, without the Procuring agency having to substantiate its demand, provided that in its demand the Procuring agency will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including twenty eight (28) days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

[signature of the bank]



3. Contract Form

THIS AGREEMENT made the _____ day of _____ 19____ between [name of Procuring Agency] of [country of Procuring agency] (hereinafter called "the Procuring agency") of the one part and [name of Supplier] of [city and country of Supplier] (hereinafter called "the Supplier") of the other part:

WHEREAS the Procuring agency invited bids for certain Goods and ancillary services, viz., [brief description of Goods and services] and has accepted a bid by the Supplier for the supply of those Goods and services in the sum of [contract price in words and figures] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the General Conditions of Contract;
 - (e) the Special Conditions of Contract; and
 - (f) the Procuring agency's Notification of Award.
3. In consideration of the payments to be made by the Procuring agency to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Procuring agency to provide the Goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Procuring agency hereby covenants to pay the Supplier in consideration of the provision of the Goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, sealed, delivered by _____ the _____ (for the Procuring agency)

Signed, sealed, delivered by _____ the _____ (for the Supplier)

4. Performance Security Form

To: *[name of Procuring agency]*

WHEREAS *[name of Supplier]* (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No. *[reference number of the contract]* dated _____ 20__ to supply *[description of Goods and services]* (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a bank guarantee by a reputable bank for the sum specified therein as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of *[amount of the guarantee in words and figures]*, and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of *[amount of guarantee]* as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____ 20__.

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

✓

5. Bank Guarantee for Advance Payment

To: *[name of Procuring agency]*

[name of Contract]

Gentlemen and/or Ladies:

In accordance with the payment provision included in the Special Conditions of Contract, which amends Clause 16 of the General Conditions of Contract to provide for advance payment, *[name and address of Supplier]* (hereinafter called "the Supplier") shall deposit with the Procuring agency a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of *[amount of guarantee in figures and words]*.

We, the *[bank or financial institution]*, as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Procuring agency on its first demand without whatsoever right of objection on our part and without its first claim to the Supplier, in the amount not exceeding *[amount of guarantee in figures and words]*.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed thereunder or of any of the Contract documents which may be made between the Procuring agency and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until *[date]*.

Yours truly,

Signature and seal of the Guarantors

[name of bank or financial institution]

[address]

[date]

6. Manufacturer's Authorization Form

Not Used

6.

Integrity Pact

Declaration of Fees, Commission and Brokerage etc. Payable by the Supplier

Contract No. _____

Dated _____

Contract Value: _____

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 Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoS 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 object of obtaining or inducing procurement of contract, right, interest, privilege or other obligation or benefit in whatsoever form from Procuring Agency (PA), 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 PA and has not taken any action or will not take any action to circumvent 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 PA under any law, contract or other instrument, be voidable at option of PA.

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

Name of the Procuring Agency: _____ Name of the Supplier: _____

Signature: _____ Signature: _____

[Seal]

[Seal]

16.

Affidavit (non-blacklisting)

[On stamp paper of PKR 200]

[Location, Date]

To: [Name and address of PA]

**Re: DEVELOPMENT AND DEPLOYMENT OF AN INTEGRATED PROGRAM
INTELLIGENCE SYSTEM**

Dear Sir:

Pursuant to the Bidding Document dated *[insert the date]* in respect of the Project, *[Insert Name of the Attorney]* hereby represents and warrants that, as of the date of this letter, *[Insert Name of Bidder]*:

- (a) is not in bankruptcy or liquidation proceedings;
- (b) has not been convicted of, fraud, corruption, collusion or money laundering during the last three (03) years;
- (c) is not aware of any Conflict of Interest or potential Conflict of Interest arising from prior or existing contracts or relationships which could materially affect its capability to comply with the obligations under the Consultancy Contract; and
- (d) is not blacklisted by any Federal or Provincial governmental or non-governmental department/ agency in Pakistan, or any other provincial government/ governments of any foreign countries or their governmental bodies and /or International Organizations, as at the submission deadline; and

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

