

Request for Proposal (RFP)

For

"Development, Operate & Maintenance of Desktop Application for Expo Cell to Manage the Hospitality extended to Foreign Guests visiting Texpo Pakistan"

Trade Development Authority of Pakistan

MINISTRY OF COMMERCE, GOVERNMENT OF PAKISTAN

Block-A, 5th Floor, Finance & Trade Centre, Shahrah-e-Faisal, Karachi-75350 Fax: 021-99206461

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INVITATION FOR BIDS (IFB)

1.1 This Invitation for Bids (IFB) is being issued for the TDAP's project, "Development, Operate & Maintenance of application to manage the Hospitality extended to foreign guests visiting various Expos organized by TDAP". TDAP intends to encourage every potential business interested in exporting products from Pakistan. Through this project TDAP aims to automate the service delivery to all the foreign guests visiting Texpo Pakistan.

1.2 The Trade Development Authority (TDAP) invites sealed bids from eligible Bidders for the "Development, Operate & Maintenance of application to manage the Hospitality extended to foreign guests visiting Texpo Pakistan". The project is for a period of Six months.

1.3 Interested eligible Bidders may obtain further information from TDAP and inspect the Bidding Documents during normal working hours at the address given below.

1.4 Bids must be delivered to the address below before **1100 hours, December 14, 2018**. All bids must be accompanied by a bid bond, in the shape of a **Demand Draft/Pay Order not less than two (02) percent** of the bid price in favor of **Accounts officer, TDAP**. **Late bids will be rejected.**

1.5 The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements.

(Asadullah Qureshi)
Assistant Manager (IT)
Trade Development Authority of Pakistan
Address: 3rd Floor, Block A, Finance & Trade Center
Shahrah-e-Faisal, Karachi
Telephone: 92-21-111-444-111 E-230
Email: asadullah.queshi@tdap.gov.pk
Website: <http://www.tdap.gov.pk>

2. OVERVIEW

2.1 Objectives of the Trade Development Authority of Pakistan

This project is being launched for "Development, Operate & Maintenance of application to manage the Hospitality extended to foreign guests visiting Texpo Pakistan".

3. SCOPE OF WORK:

For convenience of all bidders, the scope of work is broken down into four parts:

a) **Development Part (Data Entry/Reports (But Not Limited to))**

Registration No.
Registration Date
Name of Person
Passport Number
Business Name
City & Country
VAT No.
Mailing Address
Manufacturing Address of Unit
Date of Establishment
Contact No.
Email (if any)
Major Business
Annual turnover
Products of Interest in Expo Pakistan
Hotel Reservation i.e. Name of Hotel, Room etc
Travel Information i.e. Flight No. Date, Time etc
Country information
Mission Recommendation
Country wise buyers information
Product wise buyers information
Hotel Accommodation detail
Picture upload
Hospitality Criteria Report
Buyers Summary Report
Various Reports as per requirement
Web Interface

e-inventory application

Vendor management
Stock Entry management
Bill Entry
Store item Issuance management
Web Interface

Above scope of work may vary at the time of development and on need to need basis.

b) **Minimum Software Requirement**

Oracle 11i or Higher
Software Licensing will be the responsibility of Vendor

c) Maintenance

Maintenance of the application will start after final UAT & ORT of the application. The data uploaded onto application is of critical nature hence it becomes very vital to maintain such database. This includes items described below but not limited to:

- Maintain integrity of modules (error correction etc)
- Verifying registration database and its integrity
- Updating Country Database, Reports Generation etc
- Monitoring all posted data including databases and related items
- Remove Missing Page Links or Bad Pages
- Other necessary activities as per requirement

d) On-Site Human Resource Requirement (As per schedule define by Authority)

- a) Oracle Developer 01**
- b) Data Entry Operator 03**

4. TERMS & CONDITIONS

4.1 The lead bidder should be a company/firm having legal presence in Pakistan.

4.2 A bidder can submit only one bid with one proposed solution as multiple bids and offers of multiple alternative solutions shall not be considered.

4.3 Bidders shall provide such evidence of their continued eligibility satisfactory to the TDAP, as the TDAP shall reasonably request.

4.4 By submission of documentary evidence in its bid, the Bidder must establish to the TDAP's satisfaction:

- that it is a Pakistani firm/company incorporated in Pakistan
- that it has been in business for the last Five (5) years;

4.5 By submission of documentary evidence in its bid, the Bidder must establish to the TDAP's satisfaction:

- that it has at least ten fulltime relevant technical resources.

4.6 The bid opening committee reserves the right to accept/reject any or all bids without assigning any reason, at any stage of the tender process.

4.7 A 2% bid bond as earnest money of the tender value in the shape of Bank Draft in favor of Accounts officer TDAP, Karachi SHOULD BE INCLUDED IN THE FINANCIAL PROPOSAL.

4.8 The amount deposited as earnest money will be refunded to the successful bidder after providing deliverables and its acceptance from the competent authorities.

While earnest money of unsuccessful bidders can be collected from the TDAP office within thirty days of final award of contract.

4.9 The successful bidder shall co-ordinate with the concerned person appointed by TDAP.

4.10 The successful bidder will undertake to provide the agreed services approved by the TDAP within the approved time frame from the date of signing the agreement. In case of delay TDAP reserves the rights to impose a penalty not exceeding 5% of the total amount of the contract for each day of delays.

4.11 If the quality of work done is not made to the satisfaction of TDAP, the TDAP has the right to cancel the entire work and may allot to other company subject to the condition that if the first party has to pay any amount in excess of the agreement amount the difference will be recovered from the second party.

4.12 The Government taxes will be deducted from the Contractor as per rules.

4.13 Proposals sent by fax or email and after due date will not be accepted.

4.14 An effort by any firm(s) to influence TDAP, "directly or indirectly through unfair means", in TDAP proposal evaluation, proposal comparison or contract award decisions, to meet or discuss with any TDAP official unless desired by the TDAP may result in the rejection of bidder's proposal.

4.15 All responses to this RFP shall become the property of TDAP.

4.16 TDAP will not bear any expense incurred in the preparation of proposals in response to this RFP.

4.17 Bids not conforming to the terms & conditions specified in RFP will be rejected.

4.18 TDAP has the rights to add, enhance or remove any functionality not disturbing the major scope of work.

4.19 Companies must have office in Karachi with substantial Web Development team

Joint venture/ consortium

4.20 Joint Venture/Consortium not allowed.

Subcontracting

4.21 Subcontracting any part of the Bid shall not be allowed and Bids that include an element of subcontracting shall be rejected as non-responsive.

Cost of Bidding

4.22 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the TDAP will in no case be responsible or liable for those costs.

5. TDAP's Right to Accept Any Bid and to Reject Any or All Bids

TDAP reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award as per PPRA rules, without thereby incurring any liability to the Bidders.

6. Withholding Tax

The Bidders are hereby informed that the TDAP shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments for services rendered by any Bidder who signs a contract with the TDAP.

7. Support and Warranties

7.1 The Bidders should mention the warranties they propose for products and services to be rendered.

7.2 After the final deployment, the Bidder as part of the Bid should provide on call support for twelve (12) months.

8. INSTRUCTIONS FOR SUBMISSION OF THE BIDDING DOCUMENTS

8.1 Content of Bidding Documents

8.1.1 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP. Failure to furnish all information required by the RFP or to submit a bid not substantially responsive in every respect will be at the Bidder's risk and may result in the rejection of its bid.

8.1.2 At any time prior to the deadline for submission of bids, the TDAP may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend the RFP.

8.1.3 Amendments will be provided in the form of Addenda to the RFP and will be sent in writing, cable, facsimile, or electronic mail to all prospective Bidders that have received the RFP and will be binding on them. Bidders are required to immediately acknowledge receipt of any such Addenda, and it will be assumed that the amendments contained in such Addenda will have been taken into account by the Bidder in its bid.

8.1.4 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the TDAP may, at its discretion, extend the deadline for the submission of bids, in which case, the TDAP will notify all Bidders by cable confirmed in writing of the extended deadline.

9.2 Preparation of Bids

Language of Bid

9.2.1 The language of all correspondence and documents related to the bid is English.
Documents Comprising the Bid

9.2.2 The Technical bid submitted by the Bidder shall comprise the following:

- Company Profile, Certificates, Registrations, etc
- Human Resource Technical & Administrative
- Similar Type of Projects completed
- Client List, Public Sector & Private Sector
- An undertaking that the Bidder is not been blacklisted by any government or public sector organization

Financial Bid comprises following documents

- 2% Bid Bond
- Duly filled BOQ

9.2.3 Bidders are reminded that their bids may be considered as non-responsive if material deviations are taken.

9.3 Bid Prices & Currency

9.3.1. Bidders may be required to provide a breakdown of any composite or lump-sum items included in the price.

9.3.2. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and not subject to increases on any account. Bids submitted that are subject to price adjustment will be rejected.

9.3.3. All prices shall be quoted in Pak Rupees.

9.4 Bid Validity and Security

9.4.1. A bid security will be required. The amount of bid security required is two (02) percent of the Total Bid Price. This bid security has to be submitted in a shape of Demand Draft or Pay Order.

9.4.2. The bid validity period shall be One hundred twenty (120) days after the deadline for bid submission.

9.4.3. Bid security must be valid twenty-eight (28) days after the end of the bid validity period. Accordingly, a bid with a bid security that expires before twenty-eight (28) days after the end of the bid validity period shall be rejected as non-responsive

9.5. Format and Signing of Bid

9.5.1. The Bidder shall prepare separately Technical Bid & Financial Bid. Clearly marking each one as "FINANCIAL BID" and "TECHNICAL BID".

9.5.2. The original bids 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. The person or persons signing the bid shall initial all pages of the bid, except for unamended printed literature.

9.5.3. The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

9.6 Sealing and Marking of Bids

9.6.1 The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal. Clearly marking the envelopes as "TECHNICAL BID" & "FINANCIAL BID".

9.6.2 The inner envelopes shall also indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared "late."

9.6.3 The Bank Draft for Bid Bond to be enclosed in a separate envelope, labeled as "Bank Draft (Bid Bond)", and which should be sealed. Please ensure that Bid Bond should not be in envelop of financial proposal, it should be in a separate envelop.

9.7. Deadline for Submission of Bids

9.7.1 Bids must be received by the TDAP at the address specified in the RFP by 1100 hours, December 14, 2018

9.7.2 The TDAP may, at its discretion, extend this deadline for submission of bids by amending the RFP, in which case all rights and obligations of the TDAP and Bidders will thereafter be subject to the deadline as extended.

9.8 Late Bids

9.8.1 Any bid received by the TDAP after the bid submission deadline prescribed by the TDAP will be rejected and returned unopened to the Bidder

9.9 Modification and Withdrawal of Bids

9.9.1 Modifications to the submitted bid will not be accepted.

9.9.2 The Bidder may withdraw its bid after submission, provided that written notice of the withdrawal is received by the TDAP prior to the deadline prescribed for bid submission.

9.9.3 A Bidder wishing to withdraw its bid shall notify the TDAP in writing prior to the deadline prescribed for bid submission. A withdrawal notice may also be sent by electronic mail or facsimile, but it must be followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids. The notice of withdrawal shall be addressed to the TDAP at the address stated for bid submission. Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a validly submitted bid.

9.9.4 No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder's bid security.

9.10 Evaluation of Bids

Evaluation of bids will be done as per Single stage – two envelope procedure.-

- (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal.
- (ii) The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion.
- (iii) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened.
- (iv) The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the TDAP without being opened.
- (v) The TDAP shall evaluate the technical proposal, without reference to the price and reject any proposal which does not conform to the specified requirements.
- (vi) During the technical evaluation no amendments in the technical proposal shall be permitted.
- (vii) After the evaluation and approval of the technical proposal the TDAP shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders.
- (viii) The TDAP's evaluation of responsive bids will take into account technical factors, in addition to cost factors. The bidders who qualify technically will be eligible for financial bidding.

9.11 Award Criteria

9.11.1 The TDAP will evaluate and award the Contract to the Bidder whose bid has been determined as technically qualified and has the lowest financial bid among the technically qualified bidders, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

9.12 Notification of Award

9.12.1 Prior to the expiration of the period of bid validity, the TDAP will notify the successful Bidder in writing by registered letter that its bid has been accepted.

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

9.12.3 Upon the successful Bidder's furnishing of the signed Contract Form and a performance security, the TDAP will promptly notify each unsuccessful Bidder and will discharge its bid security.

9.13 Signing of Contract

9.13.1 At the same time as the TDAP notifies the successful Bidder that its bid has been accepted, the TDAP will send the Bidder the Contract Form, incorporating all agreements between the parties.

9.13.2 As soon as practically possible, but no more than fourteen (14) days following receipt of the Contract Form, the successful Bidder shall sign and date the Contract Form and return it to the TDAP.

9.13.3 The TDAP and successful Bidder may also agree to meet to finalize the Contract

9.14 Performance Bond (Upon execution of Contract)

9.14.1 The successful vendor shall be required to deposit in the form of a Bank Guarantee, a Performance Bond upon execution of the contract, a sum equivalent to ten percent (10%) of the contract value. The value of the performance bond will be reviewed on a yearly basis and will be adjusted to the value of the outstanding deliverables of the contract.

9.14.2 This Bank Guarantee shall be issued by a scheduled bank operating in Pakistan and the value for the outstanding deliverables of the contract will remain valid until the final and formal termination of Contract by TDAP (this includes the warranty period).

9.14.3 The Government shall forfeit the Performance Bond if the responding organization breaches any of its obligations under the contract, including slippages in the committed schedules.

9.15 Acceptance of Proposals

9.15.1 The TDAP reserves the right not to accept the lowest or any proposal and to annul the bidding process without assigning any reason whatsoever.

10. IMPLEMENTATION PLAN & SUPPORT

The Bidder shall consider the following in the Implementation:

10.1.1 Appropriateness of the Plan-Time Frame

10.1.2 The Plan should focus on achieving the implementation targets with time frames to be indicated for the Trade Development Authority Offices:

10.1.3 Implementation Plan must clearly show the following:

- Activities
- Duration of each activity
- Stages
- Milestones
- Deliverables

11. TECHNOLOGY OUTAGE REQUIREMENTS

In case of technology outage, Bidder is required to propose the strategy to run the office work smoothly and to be able to bring the system into synchronization with current state of work.

Bill Of Quantities (PKR)

Description	Quantity	Duration	Rate	Amount	GST	Total	
Application Development & Setup Charges (One Time)	01						
On-Site Oracle Developer Charges	01	04 Months					
On-Site Data Entry Operators	03	04 Months					
Other Charges (If any, please specify)							
a)							
b)							
c)							
d)							
e)							
		Grand Total					

Please Note:
Human Resource payment will be made on the actual number of months

Note: This document is part of the tender and has to be filled and attached along with the Technical Proposals.

Dear Sir,

1. Having examined the conditions of contract, specifications and schedule of requirements for the subject job and fully understand the same, I/We undersigned offer to undertake, compete and maintain the whole of the said work in conformity with the said conditions of contract specifications and at the rates given in accordance with the said terms and conditions.
2. I/We agree to execute the work in a manner of satisfactory to the Trade Development Authority of Pakistan whose decision shall be final and without appeal on all methods, specification, and the quality of materials equipment and workmanship.
3. I/We undertake if my/our tender is accepted to commence the work within specified time after receipt of the letter of intent/signing of contract and to complete and deliver the whole of work contained in the contract within the period specified in the tender documents.
4. I/We agree to supervise and furnish adequate supervisory staff, labor force, tools and finances to perform the work in time as specified in the agreed time schedule.
5. I/We understand that the Trade Development Authority of Pakistan is not bound to accept the lowest or any tender received without assigning any reasons

In the name of _____ Dated this _____ day of _____ 2018

Signature _____ in the capacity of _____

Duly authorize to sign tender for and behalf of _____

Witness

Signature: _____

Name: _____

Address: _____

TECHNICAL EVALUATION SHEET

1. Company Name: _____

2. Company Profile Establishment, Date of Incorporation: _____

Location of Head *Office*: _____

Details of Branch *Offices* across Pakistan: _____

Human Resource strength: _____
(provide Organogram & Resumes separately as format attached at Annex. A)

3. Team Composition (Staff dedicated on project with role(designation), strength, Shared! Full Time)

4. Company Relevant Experience in software application development.

5. Projects Detail

5.1. Projects Completed/In-hand (Desktop Application).

5.1.1. Number of projects so far completed with Public Organization/Banks. Name and year of completion (Most recent first): (with Contact Details)

5.1.2. Number of ongoing projects in hand with Public Organization/Banks. Name and year of acquirement (Most recent first): (with Contact Details)

5.1.3 Number of projects so far completed with Private Sector. Name and year of completion (Most recent first): (with Contact Details)

5.1.4. Number of ongoing projects in hand with Private Sector. Name and year of acquirement (Most recent first): (with Contact Details)

6. Industry Related Certification (Please Specify)

10. Attach Project Execution Plan (Indicating Time Frame for each milestone)

11. Attach detail of proposed solution (Flow Chart etc)

EVALUATION CRITERIA

S.no	Parameters against which technical evaluation done	Scoring brackets	Total points allocated
1	<u>Company Profile</u>		<u>30</u>
1.1	<u>Years of Experience:</u>		15
	≤ 5 year	5	
	≥ 6 ≤ 10 years	10	
	≤ 10 years	15	
1.2	<u>Profile of total software projects executed by the firm</u>		15
	≥ 1 ≤ 10 projects	05	
	≥ 11 ≤ 20 projects	10	
	≥ 20 projects	15	
2	<u>No. of Technical Staff</u>		<u>15</u>
	≥ 2 ≤ 5	05	
	≥ 6 ≤ 10	10	
	≥ 10	15	
3	<u>Public Sector Clients</u>		<u>15</u>
	≥ 2 ≤ 10	05	
	≥ 11 ≤ 20	10	
	≥ 20	15	
4	<u>Private Sector Clients</u>		<u>15</u>
	≥ 2 ≤ 10	05	
	≥ 11 ≤ 20	10	
	≥ 20	15	
		Total	75

(Passing marks / score = 40)