



# REQUEST FOR PROPOSAL

Digitization/Automation of Export Processing Zones Authority's  
Trade Related Processes

TORs

EXPORT PROCESSING ZONES AUTHORITY  
MOI&P, GOVERNMENT OF PAKISTAN

KARACHI

June, 2024

—/—  
4/6/2024  
ENGR. NASIR HIDAYAT KHAN  
General Manager (Engineering)



## IMPORTANT NOTICE

This Request for Proposal is invited from firms/companies/contractors or State Owned Entities (SOEs) for use in preparing and submitting Bids as per provisions of Rule 36(b) Single Stage Two Envelope procedure of the PPRA Rules 2004 for digitization of EPZA's trade related processes. This Request for Proposal (RFP) is being issued by the Export Processing Zones Authority, Ministry of Industries & Production Government of Pakistan solely for use in considering the Project. Unless expressly specified otherwise, all capitalized terms used herein shall bear the meaning ascribed thereto in the Glossary of this Request for Proposal (RFP).

The evaluation criteria was determined by Export Processing Zones Authority, Government of Pakistan. Neither any firm/companies/contractor or SOE nor their employees, personnel, agents, make any representation (expressed or implied) or warranties as to the accuracy or completeness of the information contained herein, or in any other document made available to a person in connection for the Project and the same shall have no liability for this Request for Proposal or for any other written or oral communication transmitted to the recipient in the course of the recipient's evaluation of the Project. Neither any of these entities, nor their employees, personnel, agents, advisors and contractors etc. will be liable to reimburse or compensate the recipient for any cost fees, damages or expenses incurred by the recipient in evaluating or acting upon this Request for Proposal or otherwise in connection with the Project as planned herein.

The Bids submitted in response to the Request for Proposal by any of the eligible firm/company/contractor or SOE shall be upon the full understanding and agreement of any and all terms of the Request for Proposal and such submission shall be deemed as an acceptance to all the terms and conditions stated in the Request for Proposal. Any Bids in response to the Request for Proposal submitted by any firm/company/contractor or SOE shall be read based on the understanding that the Bidder has done a complete and careful examination of the Request for Proposal and has independently verified all the information received (whether written or oral) from the Export Processing Zones Authority (including from its employees, personnel, agents, advisors and contractors etc.).

The Export Processing Zones Authority (EPZA) reserves its right, in its full discretion, to modify the Request for Proposal and/or the Project at any time to the fullest extent permitted by law, and any increase in costs, taxes, expenses etc. due to said modification(s) shall be agreed mutually between the successful firm/company/contractor or SOE and EPZA.

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ENGR. MASIR HIDAYAT KHAN  
General Manager (Engineering)



## 1. INVITATION LETTER

Dear Sir/Madam,

### **Sub: Digitization of Export Processing Zone's Trade Related Processes**

The Export Processing Zones Authority, Government of Pakistan (the "**Procuring Agency**"), invites "Technical and Financial proposals" from firms/companies/contractors or State Owned Entities for tendering as per provisions of Rule 36(b) Single Stage Two Envelope Procedure of the PPRA Rules 2004. The firms/companies/contractor shall be required to accomplish the works/services exclusively through their own resources or in the form of a joint venture or as a sub-contractor.

2. A detailed description of the assignment and its objectives are given in the enclosed Terms of Reference (TORs).

3. Eligible and interested firms/companies/contractors are encouraged to fully acquainted themselves with the project and local conditions before submitting their proposals, by sending written queries to the Procuring Agency, if any. Please note that no cost of any such visit or queries is reimbursable.

4. A firm / Company /contractor will be selected as per the criteria mentioned in this RFP, in accordance with the Rule 36(b) of Public Procurement Regulatory Authority (PPRA) Rules, 2004. The participants are therefore advised to carefully go through these statutes to understand nature of their possible relationship with the client and the rules governing this relationship.

### 5. **The RFP includes the following documents:**

- Section 1: Letter of Invitation
- Section 2: Instructions to Bidders (including Data Sheet)
- Section 3: Technical Proposal - Standard Forms
- Section 4: Financial Proposal - Standard Forms
- Section 5: Terms of Reference
- Section 6: Evaluation Criteria and Scoring System
- Section 7: Integrity Pact
- Section 8: Affidavit

Yours sincerely,

General Manager (Engineering)  
Export Processing Zones Authority

ENGR. NASIR Hidayat Khan  
General Manager (Engineering)



## 2. INSTRUCTIONS TO FIRM/COMPANY/CONTRACTOR OR SOE

### 2.1 Definition:

All capitalized terms not defined herein shall have the meaning set forth in the said project /service Contract.

<b>Bid(s)</b>	Any and all proposals and bids submitted by a Firm/Company/Contractor or SOE as a response to this RFP that are prepared and submitted in accordance with this RFP and are in compliance of the same.
<b>Bid Price</b>	The fee for the digitization of Export Processing Zones process quoted by Firm/Company/Contractor or SOE in its Financial Bid
<b>Contract</b>	means contract awarded to the successful Firm/Company/Contractor or SOE for execution of subject project.
<b>Firm/Company/Contractor</b>	Firm/Company/Contractor or SOE as per provisions of Rule 36(b) of the PPRA Rules 2004. The Firm/Company/Contractor or SOE shall be required to accomplish the works/services exclusively through its own resources collaboration private sector as a partner or in the form of a joint venture or as a sub-contractor.
<b>Selection Committee</b>	A Selection Committee notified by the Procuring Agency pursuant to Public Procurement Regulatory Authority (PPRA) Rules, 2004 (amended in 28 <sup>th</sup> June 2021) to hire a suitable Firm/Company/Contractor or SOE for the Project.
<b>Data Sheet</b>	means such part of the Instructions to Bidders that is used to reflect specific assignment conditions.
<b>Day</b>	means calendar day including holiday.
<b>Government</b>	means the EPZA, MOIP Government of Pakistan.
<b>Instructions to Bidders</b>	(Section 2 of the RFP) means the document which provides the bidders with all information needed to prepare their Proposals.
<b>Key Professional Staff</b>	means the professionals assigned by the Firm/Company/Contractor or SOE to undertake project as listed under Evaluation Criteria and Scoring System given in Section 8(8.1.3).
<b>LOI</b>	(Section 1 of the RFP) means the Letter of Invitation sent by the procuring agency to the successful Firm/Company/Contractor or SOE.

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<b>Procuring Agency</b>	means the Export Processing Zones Authority (EPZA) with which the selected Firm/Company/Contractor or SOE signs the Contract for the Assignment.
<b>Proposal</b>	means the Technical Proposal and the Financial Proposal.
<b>Proposal Deadline</b>	The deadline for the Firm/Company/Contractor or SOE to submit their Proposal as given in the Data Sheet
<b>Request for Proposal / RFP</b>	means the Request for Proposal prepared by the Procuring Agency for the selection of Firm/Company/Contractor or SOE.
<b>PPRA</b>	Public Procurement Regulatory Authority
<b>Terms of Reference</b>	(TOR) means the document included in the RFP as Section 5 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the procuring agency and the selected Firm/Company/Contractor or SOE and expected results and deliverables of the project.

## 2.2 Introduction:

- 2.2.1 The Procuring Agency named in the Data Sheet will select a Firm/Company/Contractor or SOE in accordance with the method of selection specified in the Data Sheet.
- 2.2.2 The Firm/Company/Contractor or SOE are invited to submit a Technical Proposal and a Financial Proposal as specified in the Data Sheet.
- 2.2.3 The Firm/Company/Contractor or SOE should familiarize themselves with rules / conditions and take them into account while preparing their Proposals. The Firm/Company/Contractor or SOE may liaise with Procuring Agency's representative named in the Data Sheet for gaining better insight into the project.
- 2.2.4 The Firm/Company/Contractor or SOE shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Procuring Agency reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Firm/Company/Contractor or SOE in line with Public Procurement Regulatory Authority (PPRA) Rules, 2004 (amended in 28<sup>th</sup> June 2021)
- 2.2.5 While submitting the Technical Proposal, the composition of the proposed team and task assignment to individual personnel shall be clearly stated.

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Nairobi, Kenya



### 2.3 Time Table:

The estimated timetable for the bidding process is as follows:

Activity	Target Date
Issuance of RFP	6 <sup>th</sup> June, 2024
Clarifications / Comments Request Deadline	12 <sup>th</sup> June, 2024
Pre-Bid Conference	17 <sup>th</sup> June, 2024
Response to Questions Document Issuance	21 <sup>st</sup> June, 2024
Bids Submission Deadline	27 <sup>th</sup> June, 2024
Technical Bids Opening	27 <sup>th</sup> June, 2024
Financial Bid Opening	5 <sup>th</sup> July, 2024
Announcement of Preferred Bidder	10 <sup>th</sup> July, 2024
Letter of Award	17 <sup>th</sup> July, 2024
Execution of Contract	24 <sup>th</sup> July, 2024

### 2.4 Conflict of Interest:

- 2.4.1 The Firm/Company/Contractor or SOE are required to provide professional, objective, and impartial advice and hold the Procuring Agency interest paramount. It shall strictly avoid conflict with other assignments or their own corporate interest. The Firm/Company/Contractor or SOE have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Procuring Agency, or that may reasonably be perceived as having such effect. Failure to disclose said situations may lead to the disqualification of the Firm/Company/Contractor or SOE the termination of its contract.
- 2.4.2 Without limitation on the generality of the foregoing, Firm/Company/Contractor or SOE and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:
- A Firm/Company/Contractor or SOE that has been engaged by the Procuring Agency to provide goods, works or services other than consulting services for a project, any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a Firm/Company/Contractor or SOE hired to provide consulting services for the preparation or implementation of a project, any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the Firm/Company/Contractor or SOE consulting services for such preparation or implementation.
  - A Firm/Company/Contractor or SOE any of its affiliates shall not be hired for any project that, by its nature, may be in conflict with another project of the Firm/Company/Contractor or SOE to be executed for the same or for another Procuring Agency.
  - A Firm/Company/Contractor or SOE that has a business relationship with a member of the Procuring Agency's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection



process for such assignment, or (iii) supervision of the contract, may not be awarded a contract, unless the conflict stemming from this relationship has been resolved.

## **2.5 Fraud and Corruption:**

- 2.5.1 It is Government's policy that contractors under the contract(s), observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the Procuring Agency follows the instructions contained in Public Procurement Rules 2004 notified vide SRO 432(1)/2004 dated June 9, 2004 which defines:

"Corrupt and fraudulent practices" includes the offering, giving, receiving, or soliciting, directly or indirectly of anything of value to influence the act of another party for wrongful gain or any act or omission, including misrepresentation, that knowingly or recklessly misleads or attempts to mislead a party to obtain a financial or other benefit or to avoid an obligation;

Under Public Procurement Regulatory Authority (PPRA) Rules, 2004 (amended in 28<sup>th</sup> June 2021) "The Procuring Agency can inter-alia blacklist bidders found to be indulging in corrupt or fraudulent practices. Such barring action shall be duly publicized and communicated to the PPRA, provided that any supplier or contractor who is to be blacklisted shall be accorded adequate opportunity of being heard".

## **2.6 Integrity Pact:**

Pursuant to Public Procurement Regulatory Authority (PPRA) Rules, 2004 (amended in 28<sup>th</sup> June 2021) Firm/Company/Contractor or SOE undertakes to sign an Integrity pact in accordance with prescribed format attached hereto for all the procurements estimated to exceed Rs.25 millions.

## **2.7 Only One Proposal:**

Eligible Firm/Company/Contractor or SOE may submit only one proposal. If a Firm/Company/Contractor or SOE submits or participates in more than one proposal, such proposals shall be disqualified. Participation of the same Firm/Company/Contractor or SOE including individual experts, to more than one proposal is not allowed.

## **2.8 Proposal Validity:**

The Data Sheet indicates Proposal's validity period. During this period, Firm/Company/Contractor or SOE shall maintain the availability of Professional staff nominated in the Proposal. The Procuring Agency will make its best effort to complete the evaluation within this period. Should the need arise; however, the Procuring Agency may request Firm/Company/Contractor or SOE to extend the validity period of their proposals. The Firm/Company/Contractor or SOE who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or in their confirmation of extension of validity of



the Proposals per PPRA Rules 2004, Firm/Company/Contractor or SOE may submit new staff in replacement, who would be considered in the final evaluation for contract award. Firm/Company/Contractor or SOE who do not agree have the right to refuse to extend the validity of their Proposals.

**2.9 Clarification and Amendment in RFP Documents:**

- i. The Firm/Company/Contractor or SOE may request for a clarification of contents of the bidding document in writing, and Procuring Agency shall respond to such queries in writing within three calendar days, provided they are received at least five calendar days prior to the date of opening of Proposal. The procuring agency shall communicate such response to all parties who have obtained RFP document without identifying the source of inquiry. Should the Procuring Agency deem it necessary to amend the RFP as a result of a clarification, it shall do so.
- ii. At any time before the submission of Proposals, the Procuring Agency may amend the RFP by issuing an addendum/ corrigendum in writing. The addendum shall be sent to all Firm/Company/Contractor or SOE (or uploaded on procuring agency website) and will be binding on them. The Firm/Company/Contractor or SOE shall acknowledge receipt of all amendments. To give Firm/Company/Contractor or SOE reasonable time in which to take an amendment into account in their Proposals the Procuring Agency may, if the amendment is substantial, extend the deadline for the submission of Proposals.

**2.10 Preparation of Proposals:**

- i. In preparing their Proposal, the Firm/Company/Contractor or SOE are expected to examine in detail the documents comprising the RFP. Material deficiencies (deviation from scope, experience and qualification of personnel) in providing the information requested may result in rejection of a Proposal.
- ii. Your proposal shall be prepared in two separate parts, each to be contained in a separate cover as follows:  
Cover 1: Technical Proposal  
Cover 2: Financial Proposal

**2.11 Language:**

The Proposal as well as all related correspondence exchanged by the Firm/Company/Contractor or SOE and the Procuring Agency shall be written in English. However, it is desirable that the firm's Personnel have a working knowledge of the national and regional languages of Islamic Republic of Pakistan.

**2.12 Technical Proposal Format and Content:**

While preparing the Technical Proposal, the firm/company/contractor or SOE must give particular attention to the following:

- i. It is desirable that majority of the Key Professional Staff proposed be permanent employees of the firm or have an extended and stable working relationship with it.



- ii. The proposed Key Professional Staff must, at a minimum, have the experience indicated in the Evaluation Criteria as given in Section 8, preferably working under similar geographical conditions.
- iii. Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) shall be submitted for each position. The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):
  - i. A brief description of the Firm/Company/Contractor or SOE and an outline of recent experience on assignments (Form Tech-2) of a similar nature. For each assignment, the outline should indicate, inter alia, the profiles of the staff, duration of the assignment, contract amount (if any) and scope of assignment.
  - ii. Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Procuring Agency (FormTech-3).
  - iii. A detailed description of the proposed methodology, work plan for performing the assignment, staffing (FormTech-4).
  - iv. The list of the proposed Key Professional Staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (FormTech-5).
  - v. CVs recently signed by the proposed Key Professional Staff and the authorized representative submitting the proposal (Form Tech-6). Key information should include number of years of relevant experience and role in various assignments.
  - vi. Estimates of the total staff input (professional and support staff; staff time) needed to carry out the assignment, supported by bar chart diagrams showing the time proposed for each professional staff team member (Form Tech-7 and FormTech-8).
  - vii. Any additional information requested in the Data Sheet.

The Technical Proposal shall not include any financial information.

#### **2.13 Financial Proposals:**

The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment. All activities and items described in the Technical Proposal must be priced separately; activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

#### **2.14 Taxes:**

The Firm/Company/Contractor or SOE will be subject to all admissible taxes including stamp duty and service charges at a rate prevailing on the date falling four (04) days before the bid submission unless exempted by relevant tax authority. Any changes in taxes after the aforementioned date shall be adjusted in contract price.

#### **2.15 Submission, Receipt, and Opening of Proposals:**

- 2.15.1 Proposal shall contain no interlineations or overwriting. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN- 1 of Section 4. All pages of the original Technical and Financial Proposals will be initialed by an authorized representative of the



Firm/Company/Contractor or SOE.

- 2.15.2 All required copies of the Technical Proposal are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.

The Technical Proposal shall be submitted, in duplicate (one original and one copy). Each Technical Proposal shall be in a separate sealed envelope indicating the proposal as original or copy clearly marked as "ORIGINAL" and "COPY", as appropriate. The Technical Proposal shall be placed in a sealed envelope clearly marked as "TECHNICAL PROPOSAL" and the Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL". The two envelopes, in turn, shall be sealed in an outer envelope bearing the address and information indicated in the Data Sheet. The envelope shall be clearly marked: "DO NOT OPEN, EXCEPT IN PRESENCE OF THE SELECTION COMMITTEE". Any Firm/Company/Contractor or SOE who submits or participate in more than one Bid will be disqualified.

- 2.15.3 The Proposals must be sent to the address indicated in the Data Sheet and received by the Procuring Agency no later than the time and the date indicated in the Data Sheet, or any extension to this date. Any proposal received by the Procuring Agency after the deadline for submission shall be returned unopened. In order to avoid any delay arising from the postal or Procuring Agency's internal dispatch workings, Firm/Company/Contractor or SOE should ensure that proposals to be sent through couriers should reach a day before the deadline for submission.

**2.16 Basic Eligibility Criteria:**

- 2.16.1 Each bidder must be a Firm/Company/Contractor or SOE.
- 2.16.2 The Firm/Company/Contractor or SOE shall be required to accomplish the works/services exclusively through their own resources without involving private sector as a partner or in the form of a joint venture or as a sub-contractor.
- 2.16.3 The Firm/Company/Contractor or SOE must have relevant experience in digitizing trade related processes of government departments. The experience details shall be provided as given in Form-TECH 2 (B) along with supporting documentation in any form, for each listed experience on Form Tech-2 (B). Any Firm/Company/Contractor or SOE fails to provide any documentary proof will make them ineligible for scoring/marking. The Procuring Agency reserves the right to verify any experience mentioned under Form Tech-2(B).

**2.17 Proposal Evaluation:**

- 2.17.1 The Selection Committee shall first check the basic eligibility criteria pursuant to section 2.16 in Technical Proposal of all bids received. Any Technical Proposal which does not meet basic eligibility criteria shall not be evaluated further for technical score. Such bid will stand non-compliant and rejected.
- 2.17.2 From the time the Proposals are opened to the time the contract is awarded, the Firm/Company/Contractor or SOE should not contact the Procuring Agency on any



matter related to its Technical and/or Financial Proposal. Any effort by Firm/Company/Contractor or SOE to influence the Procuring Agency in the examination, evaluation, ranking of Proposals, and recommendation for award of contract may result in the rejection of the Firm/Company/Contractor or SOE Proposal. Evaluators of Technical Proposals shall have no access to the Financial Proposals until the Technical Evaluation is concluded.

2.17.3 A QCBS method will be adopted in evaluating the proposal. In the first stage Technical

Evaluation will be carried out. Only those Technical proposals, which score at least 75 points out of 100, shall be considered for Financial Evaluation in the second stage. The evaluation of the Technical and Financial bids shall be held under the Quality and Cost Based Selection (QCBS) method. The Evaluation Criteria under QCBS are at Section 8A.

**2.18 Evaluation of Technical Proposals:**

2.18.1 The Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score (TS). A Proposal shall be rejected at this stage if it fails to achieve the minimum technical score indicated in the Section 8A.

2.18.2 After the Technical Evaluation is completed, the Procuring Agency shall notify the bidders in writing that have secured the minimum qualifying marks, the date, time and location, allowing a reasonable time, for opening the Financial Proposals. Bidders' attendance at the opening of Financial Proposals is optional. Financial proposals of those bidders who failed to secure minimum qualifying marks shall be returned un-opened.

**2.19 Evaluation of Financial Proposals:**

2.19.1 Financial Proposals shall be opened publicly in the presence of the Firm/Company/Contractor or SOE representatives who choose to attend. The name of the Firm/Company/Contractor or SOE and the technical scores of the Firm/Company/Contractor or SOE shall be read aloud. The Financial Proposal of the Firm/Company/Contractor or SOE who met the minimum qualifying marks will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copy of the record shall be sent to all Firm/Company/Contractor or SOE.

2.19.2 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

Handwritten signature and a blue official stamp of the Public Procurement Regulatory Authority (PPRA).



#### **2.20 Negotiations:**

Negotiations will be held at the date and address to be communicated by the Procuring Agency. The invited Firm/Company/Contractor or SOE will, as a prerequisite for attendance at the negotiations, confirm availability of all Key Professional Staff. Failure in satisfying such requirements may result in the Procuring Agency proceeding to negotiate with the next-ranked Firm/Company/Contractor or SOE representatives conducting negotiations on behalf of the Firm/Company/Contractor or SOE must have written authority to negotiate and conclude a contract.

#### **2.21 Technical Negotiations:**


Technical Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, organization and staffing, and any suggestions made by the Firm/Company/Contractor or SOE to improve the Terms of Reference. The Procuring Agency and the Firm/Company/Contractor or SOE finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as part of the Scope of Work. Minutes of negotiations, which will be signed by the Procuring Agency and the Firm/Company/Contractor or SOE will become part of Contract agreement.

#### **2.22 Availability of Key Professional Staff:**

The Firm/Company/Contractor or SOE must submit CV for each required Key Professional Staff. Moreover, the Key Professional Staff team will be made an integral part of the services contract. Before contract negotiations, the Procuring Agency will require assurances that the Key Professional Staff will be actually available. The Procuring Agency will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as transfer/resignation/leaving employment, death or medical incapacity. If this is not the case and if it is established that Key Professional staff were offered in the proposal without confirming their availability, the Firm/Company/Contractor or SOE may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Firm/Company/Contractor or SOE within the period of time specified in the letter of invitation to negotiate.

#### **2.23 Award of Contract:**

After completing negotiations, the Procuring Agency shall award the contract to the selected Firm/Company/Contractor or SOE and within seven days of the award of contract, Procuring Agency shall publish on the website of the PPRA and on EPZA's own website, the result of the bidding process, identifying the bid through procuring identifying number, if any and the following information, Evaluation Report, form of contract and letter of award, bill of quantity or schedule of requirement, as the case maybe.

  
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General Manager (Engineering)



#### 2.24 Confidentiality:

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Firm/Company/Contractor or SOE who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Firm/Company/Contractor or SOE of confidential information related to the process may result in the rejection of its Proposal.

#### 2.25 Schedule of Deliverables:

- 2.25.1 Business Analysis with Plan.
- 2.25.2 EPZA core application design and development (around 1000-1500users).
- 2.25.3 Annual Maintenance.
- 2.25.4 Hardware Infrastructure (if required).

#### 2.26 DATA SHEET

The following specific data shall supplement the provisions in the Document.

1	<b>Project Name</b>	<b>Digitization/Automation of Trade Related Processes of Export Processing Zones Authority.</b>
2	<b>Address and Contact Person of Procuring Agency</b>	<b>Chairman</b> , Export Processing Zones Authority (EPZA), MOIP Government of Pakistan Karachi. Tel: +92-21-99208003-4
3	<b>Address and Contact Person of Project Manager and Submission of Bids</b>	<b>Engr. Nasir Hidayat Khan/GM(Engineering)</b> , Karachi Export Processing Zone, Landhi Industrial Area, Extension Mehran Highway, Karachi. Tel: +92-21-99208036/ 99208050 Email: <a href="mailto:nasir.hidayat@epza.gov.pk">nasir.hidayat@epza.gov.pk</a>
4	<b>Pre-Bid Meeting</b>	<b>Conference Room</b> , Karachi Export Processing Zone, Landhi Industrial Area, Extension Mehran Highway, Karachi.
5	<b>Submission Deadline Date and Time</b>	27 <sup>th</sup> June, 2024 up to 11:30 A.M
6	<b>Technical Bid Opening Date and Time</b>	27 <sup>th</sup> June, 2024 At 12:00 Noon

ENGR. NASIR HIDAYAT KHAN  
General Manager (Engineering)



7	<b>Envelops</b>	<b>"ORIGINAL PROPOSAL"</b> TECHNICAL PROPOSAL and FINANCIAL PROPOSAL sealed in separate envelops with appropriate directions; DO NOT OPEN, EXCEPT IN PRESENCE OF THE FIRM/COMPANY/CONTRACTOR or SOE SELECTION COMMITTEE on outer big Envelop.
8	<b>Language of Bid and Correspondence</b>	English
9	<b>Proposal Validity</b>	90 days from the closing date of submission of proposal.
10	<b>Evaluation Criteria</b>	Minimum 75 points for Technical Proposal qualification. Refer Section 6A
11	<b>Scoring System</b>	Refer Section 8(8.1.3)
12	<b>Method of Selection</b>	Quality and Cost Based Selection (QCBS) Method
15	<b>Contract Stamping</b>	Duly stamped @ 0.35% of bid price by successful bidder at its own cost
16	<b>Tax Liability</b>	All applicable taxes as per FBR/SRB will be deducted as Per Rules.

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3. **TECHNICAL PROPOSAL – STANDARD FORMS:**

[Comments in brackets [ ] provide guidance to the Firm/Company/Contractor or SOE for the preparation of their Technical Proposals; they should be deleted from the Technical Proposals to be submitted.]

Form TECH-1. Technical Proposal Submission Form

Form TECH-2. Firm/Company/Contractor or SOE, Organization and Experience

A – Firm/Company/Contractor or SOE Organization

B – Firm/Company/Contractor or SOE Experience

Form TECH-3. Comments and Suggestions on the Terms of Reference

Form TECH-4. Description of Approach, Methodology and Work Plan for Performing the Assignment

Form TECH-5. Team Composition and Task Assignment

Form TECH-6. Curriculum Vitae (CV) for proposed Key Professional Staff

Form TECH-7. Staffing Schedule

Form TECH-8. Work Schedule

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General Manager (Engineering)



**FORM TECH-1. TECHNICAL PROPOSAL SUBMISSION FORM**

[Location, Date]

To:  
General Manager Engg,  
Export Processing Zones Authority,  
Government of Pakistan,  
Karachi.

Dear Sir:

We, the undersigned, offer to provide the services for [] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We hereby undertake and confirm that M/s [name of company (bidder)] is a Firm/Company/Contractor or SOE duly registered with Software Export Board (PSEB) and member of Pakistan Software Houses Association (PSHA) and active tax payer list (ATL). We further undertake that we shall accomplish the work or the services including consultancy services, exclusively through our own resources with collaboration with involving private sector as a partner or in the form of a joint venture or as a sub-contractor

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in the Data Sheet, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated in the Data Sheet.

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

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_  
Name and Title of Signatory: \_\_\_\_\_  
Name of Firm: \_\_\_\_\_  
Address: \_\_\_\_\_

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**FORM TECH-3. COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE**

**On the Terms of Reference (TORs)**

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

1.

2.

3.

4.

5.

..

..

**Understanding of the Assignment**

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**FORM TECH-4. DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT**

The approach and methodology will be detailed precisely under the following topics.

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

- 1) **Technical Approach and Methodology.** In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
- 2) **Work Plan.** In this chapter you should propose the main activities of the assignment for digitization of EPZA Trade Related Processes, design and software development of cross boarder and core processes which includes business Analysis, Software Development, testing and development, EPZA Core Application Planning and implementation for around 1000 to 1500 users. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR. The work plan should be consistent with the Work Schedule of Form-VIII.
- 3) **Organization and Staffing.** In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]

**FORM TECH-5. TEAM COMPOSITION AND TASK ASSIGNMENT**

<b>I. Key Professional Staff</b>					
S. No	Name	Firm	Area of expertise	Position	Task Assignment
1					
2					
3					
4					
..					
...					

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**FORM TECH-6. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED KEY PROFESSIONAL STAFF**

1. **Proposed Position** [only one candidate shall be nominated for each position]:
2. **Name of Staff** [insert full name]: \_\_\_\_\_
3. **Date of Birth**: \_\_\_\_\_
4. **Nationality**: \_\_\_\_\_
5. **Educational Qualification**: [Summarize college/university and other specialized education of staff member, giving names of schools, dates attended and degrees obtained]: \_\_\_\_\_
6. **Membership of Professional Societies**: \_\_\_\_\_
7. **Other Training** [indicate significant training since degrees under 5 – Education were obtained]: \_\_\_\_\_
8. **Countries of Work Experience**: [list countries where staff has worked]: \_\_\_\_\_
9. **Languages** [for each language indicate proficiency: good, fair, or poor in speaking, reading and writing]: \_\_\_\_\_
10. **Employment Record**:

[Starting with present position, list in reversed order, every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, position held]:

From [Year]: \_\_\_\_\_ To [Year]: \_\_\_\_\_ Employer: \_\_\_\_\_  
Position held: \_\_\_\_\_

11. **Detailed Tasks Assigned** [List all tasks to be performed under this assignment]:
12. **Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned** [Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 12]:

Name of Assignment or Project: \_\_\_\_\_  
Year: \_\_\_\_\_  
Location: \_\_\_\_\_  
Line Department: \_\_\_\_\_

**13. Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualification and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

\_\_\_\_\_  
[Signature of staff member or authorized representative of the staff] Date: \_\_\_\_\_  
Full name of authorized representative: \_\_\_\_\_ Day/Month/Year

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**FORM TECH-7. STAFFING SCHEDULE**

**Months (in the Form of Bar Chart)**

S. No.	Name	Position	Report Due/ Activities	Months												Number of Months
1																Sub Total (1)
2																Sub Total (2)
3																Sub Total (3)
4																Sub Total (4)
...																
....																

Part Time:

  
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4. **FINANCIAL PROPOSAL – STANDARD FORMS:**

[Comments in brackets [ ] provide guidance to the Firm/Company/Contractor or SOE for the preparation of their Financial Proposals; they should be deleted from the Financial Proposals to be submitted.]

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided under Section 2. Such Forms are to be used as per the selection method.

Form FIN-1. Financial Proposal Submission Form

Form FIN-2. Summary of Costs

—/—  
ENGR. NASIR Hidayat KHAN  
General Manager (Engineering)



FORM FIN-1.

**FINANCIAL PROPOSAL SUBMISSION FORM**

[Location, Date]

To:  
General Manager Engineering,  
Export Processing Zones Authority,  
Government of Pakistan,  
Karachi.

**Subject: AUTOMATION / DIGITIZATION OF EPZA PROCESSES**

Dear Sir:

We, the undersigned, offer to provide the services for digitization of **Export Processing Zone's Trade Related Process** in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures<sup>1</sup>].

Our Financial Proposal shall be binding upon us up to expiration of the validity period of the Proposal, i.e. before the date indicated in the Data Sheet.

Yours faithfully,

Authorized Signature [In full and initials] \_\_\_\_\_

Name and Title of Signatory \_\_\_\_\_

Name of Firm \_\_\_\_\_

Address \_\_\_\_\_

[The Financial Proposal is to be filled strictly as per the format given in RFP.

Amounts must coincide with the ones indicated under Total Cost of Financial proposal in Form FIN-2.

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General Manager (Engineering)



**FORM FIN-2. SUMMARY OF COSTS (in Local Currency PKR)**

Description	Amount (in Rs)
<p><b>Design and Software development of Cross Boarder and core process for digitization of EPZA Processes.</b></p> <ol style="list-style-type: none"><li><b>1. Business Analysis with Plan</b></li><li><b>2. Core Application Software Development &amp; Implementation (around 1000-1500 users initially but with ability to create new accounts without any limitations)</b></li><li><b>3. Annual Maintenance Charges.</b></li><li><b>4. Hardware Infrastructure and Hosting requirements (if required)</b></li><li><b>5. Cloud Infrastructure One time &amp; Recurring Cost</b></li></ol>	
<b>Total Costs inclusive of Taxes</b>	

**Hardware Infrastructure (if required).**

**Project duration is estimated at 18 months**

**Infrastructure assessment to determine requirement for office equipment**

**\*\* Total Costs net of taxes shall be considered for financial evaluation Note: No escalation shall be payable during the services period.**

↓  
[Faint stamp]



## 5. TERMS OF REFERENCE:

### 5.1 Project Background:

The Government of Pakistan established EPZA through an Ordinance IV of 1980 with the mandate to plan, develop and operate EPZs in Pakistan. EPZA is an autonomous body working under the administrative control of Ministry of Industries & Production. It has a nine-member Board of Directors.

### 5.2 Authorized Mandate:

EPZA is mandated to setup EPZs in Pakistan under Section 2 (k) of the Ordinance IV of 1980.

- To create enabling environment for promotion / setting up of efficient and environment friendly industries to achieve overall objective of Export led Growth in line with EPZA's mandate.
- The Exports from EPZA in the last financial year was US\$ 908.00 Million with the Development of KEPZ Phase-III Project the target of Exports from EPZA will be US\$ 1.50 billion by 2025 through proactive Facilitation of Investors and by creating Conducive Environment for them to Enhance Export-led Manufacturing, Trading & Warehousing facilities for investment.
- Export Processing Zones Authority is a Government of Pakistan venture conceived and designed to increase and improve the exports of the country. Its main objectives are accelerating the pace of industrialization in the country and enhancing the volume of exports by creating an enabling environment for investors to initiate ambitious export-oriented projects in the Zones which would, as a corollary, create job opportunities, bring in new technology and attract foreign investment.
- The EPZA is pursuing an Extensive programmed to create a Network of Export Processing Zones in Pakistan. These EPZs are being established in close cooperation or under joint venture arrangements with the private sector.

### 5.3 EPZ Policies:

The Federal Government / Federal Board of Revenue, in order to Regulate and Control Imports and Exports of goods into and from the Export Processing Zones enacted the legislation "Export Processing Zones Rules, 1981" notified vide SRO 1058 (1)/81 dated 23-9-1981". The Rules cover the following aspects of EPZ development and operations:

- Import of goods into the Zones
- Import of goods into the Zones from Tariff Area
- Export of goods from the zone
- Export of goods from the zone to Tariff Area
- Unaccounted goods

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- Remission of duties
- Restriction on removal of goods from zone
- Transfer of ownership

EPZA undertook an extensive industrial program for setting up a chain of Export Processing Zones in Pakistan. These EPZs are set up in close cooperation or under joint venture arrangement with Private Sector / Provincial Governments. Karachi Export Processing Zones (KEPZ) phase-I and KEPZ Phase-II and Al-Tuwairqi Steel at Karachi, Sialkot EPZ, Gujranwala EPZ in Punjab, Risalpur EPZ at KP, Saindak and Duddar and Reko Diq Export Processing Zones in Balochistan, North Waziristan District (NWD) Single Entity Export Processing Zone by DEW at North Waziristan District have been established.

#### 5.4 **Mission Statement:**

Mobilize and promote utilization of the nation's resources for social and economic development of the country for the purpose of enhancing the exports from EPZs. This task is carried out through coordination between national development agencies and external cooperation programs and technical assistance; and through the promotion and monitoring of private sector investments.

#### 5.5 **Project Vision & Objectives:**

A dire need for automation of EPZA's core functions fits very well with the following objectives:

- To create a network of export facilitation by all functional EPZs.
- To facilitate all the entrepreneurs of EPZs for imports / exports NOCs/permissions quickly.
- Enable EPZA to perform better in the competitive international trade environment.
- Includes business Analysis.
- Software Development of all core business processes.
- Plan for implementation for around 1500 users with capacity to accommodate more users in future.

#### 5.6 **Scope of Services:**

The task for Digitization of EPZA's entire operation / working of EPZA will be assigned to Domain Team. In EPZA, some or how in EPZA three (3) software applications (i.e., Revenue Collection System (RCS), Human Capital Management (HCM) and Pre-Generated G.L) presently running in Finance & Facilities Division; but they are not fulfilling the purpose in all respect. In order to introduce the use of technology and replace the manual working environment by reducing human intervention at minimum level and introduce integrated management system / process through software technology for an effective database management system is a need of time. This module will provide "Web Based Panel ID" for every EPZs investor i.e. existing & new. This module will be user friendly and interconnected with all Divisions / Sections to resolve the investors' issues / queries / status of new investment proposals etc. Through this module they will be able to communicate with



the Authority for any services:

In EPZA, three (3) software applications (i.e., Revenue Collection System (RCS), Human Resource Management (HCM) and Pre-Generated G.L) are presently running but not fulfilling the requisite implementations of all EPZA business processes.

To be a part of this technology a fully developed and user-friendly digitization/automation system for EPZA is necessary to promote exports for cross border trade.

A need of time to introduce the use of technology and replace the manual working environment. Introduce integrated management system/process through software technology for an effective database management system, user-friendly digitization/automation system for EPZA is necessary to promote exports for cross border trade, attract and facilitate foreign direct investment in EPZs of the country. Automated system would be the integral part of EPZA and all Zone offices will manage day-to-day affairs of the Authority. To ensure the availability of information at all times to the higher management for functional control and decision making. On-line submission of Investment Proposals, Request for Additional business activity, Rental request, NOC for import / exports, Internal Sale, Request for Sale / Purchase / Transfer of units, Request for Utility Connections (Electricity, Water), Request for Sui Gas & PTCL Connections, Request for registration of Clearing & Forwarding agents and so on.

Investment related queries from new investors regarding EPZ incentives / Rules for doing business in EPZs. Submission of employment data and related documents i.e., Photographs of employees, Scanned Copy of CNIC, Request for issuance & renewal of Zone card and other employees related information, which will be used in Labor Module for card printing, Medical for Clinical Services and entrance in Zone. .

On-line deposit of AGR, Presumptive Tax / EPZA Service Charges, Utility Bills, Waste Cleaning Charges, EMC-invoices, Utility Connection Charges, Weighbridge Charges, Sales of Tender Documents, Fine & Penalties, Registration & Renewal fee of Clearing & Forwarding Agents, Charges for preparation of ID cards etc.  
Web Based Panel ID for every EPZs investor i.e. existing and new

## **6. Design and Development of EPZA Core Applications Processes:**

The digitization/automation of EPZA core business process will include the following works:

### **6.1 On-line submission**

- Investment Proposals
- Request for Additional business activity
- Rental request
- NOC for import/exports
- Petty Items Gate Passes,
- Internal Sale
- Request for Sale/Purchase/Transfer of units



- Request for Utility Connections (Electricity, Water)
- Request for Sui Gas & PTCL Connections
- Request for registration of Clearing & Forwarding agents.
- Investment related queries from new investors regarding EPZ incentives / Rules for doing business in EPZs.
- Investment related queries from new investors
- Issuance of possession orders of plots
- Issuance of Site Plan,
- Submission of building drawings,
- Construction Time Lines as per Lease Agreement,
- Building Completion Certificates,
- License Agreement and its renewal,
- On-line deposit of AGR, Utilities, Fine and Penalties,
- Integration with OBUs and other Banks
- Payment of EPZA Service charges and Presumptive Tax.
- Submission of employment data and related documents i.e. Photographs of employees, Scanned Copy of CNIC,
- Request for issuance & renewal of Zone card and other employees related information, which will be used in Labor Module for card printing,
- Medical for Clinical Services,
- Provision for Encashment Certificates by Investors,
- Entry & Exit of Vehicles and Persons.
- Any other processes to be identified during system analysis phase.
- user-friendly digitization/automation system for EPZA is necessary to promote exports for cross border trade, attract and facilitate foreign direct investment in EPZs of the country
- Automated system would be the integral part of EPZA and all Zone offices will manage day-to-day affairs of the Authority.
- To ensure the availability of information at all times to the higher management for functional control and decision making
- On-line submission of Investment Proposals, Request for Additional business activity, Rental request, NOC for import / exports, Internal Sale, Request for Sale / Purchase / Transfer of units, Request for Utility Connections (Electricity, Water), Request for Sui Gas & PTCL Connections, Request for registration of Clearing & Forwarding agents and so on.
- Investment related queries from new investors regarding EPZ incentives / Rules for doing business in EPZs.
- Submission of employment data and related documents i.e., Photographs of employees, Scanned Copy of CNIC, Request for issuance & renewal of Zone card and other employees related information, which will be used in Labor Module for card printing, Medical for Clinical Services and entrance in Zone.
- On-line deposit of AGR, Presumptive Tax / EPZA Service Charges, Utility Bills, Waste Cleaning Charges, EMC-invoices, Utility Connection Charges, Weighbridge Charges, Sales of Tender Documents, Fine & Penalties, Registration & Renewal fee of Clearing & Forwarding Agents, Charges for preparation of ID cards etc.
- Web Based Panel ID for every EPZs investor i.e., existing and new

→ 1

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General Manager (Engineering)



6.2 **Investment Promotion Module:**

- Approval of new investment proposals
- Change of directors / partners / status of firm
- Sale / Transfer of Units
- Merger of Units
- Permission for additional business activity
- Permission for Rental in other investor's premises
- Execution & Renewal of License Agreement
- North zone investment proposals
- Define Lease Period i.e., start and expiry of lease period
- Scanning of documents with investors profile / photographs etc.

6.3 **Facilities Division:**

- Sub-contracting (Incoming/Outgoing)
- Reverse Sub-contracting
- Issuance of Import and Export NOCs
- Issuance of Import and Export Gate Passes
- Request for Extension of Import NOC
- Bringing Machinery / Equipment on Rental Basis
- Repair of Machinery / Equipment
- Entry of Petty Items from Tariff Area
- Adjustment of Presumptive Tax & Service Charges (Subject To the Cancellation of Shipment within the Limits of Zone)
- Operating of Weigh Bridge
- Issuance of Gate Pass for Samples
- Issuance of Exit / Entry Gate Pass for Time Bound Returns
- Procedure for Registration of Clearing & Forwarding Agents
- Procedure for Collection of Presumptive Tax and EPZA Service Charges
- Disposal of 3% Waste Material
- Internal Sale

6.4 **Engineering Module:**

- Procedure after approval of project
- Issue the Site plan to investors
- Issue possession order to investors
- Approval & Submission of drawings for construction of buildings
- Completion certificate after construction
- Procedure for new Gas Connection
- Estimates for new electrical connection and enhancement of load
- Water Connection in Zones
- Procedure to provide power supply to KEPZ investor
- Procedure for maintenance of Electrical Faults / Breakdown
- Providing telephone connections to investors in Zone
- Disposal of Industrial Waste & Kitchen Waste
- Auction of Industrial Waste Management
- Infrastructure development of Up-coming Zones / quotations / tendering process
- Engineering Store and handling of store.



6.5 **Budget Module:**

- Department Budget Demand
- EPZA Budget Demand
- Budget Approval Workflow
- Budget Releases
- Budget Allocation
- Budget Re-Appropriation
- Additional Budget Demand
- Budget Vs Expenditure
- MIS Reports

6.6 **Accounts & Finance & Fixed Asset Module:**

- Chart of Account
- Receivable Account
- Payable Account
- Journal
- Vendor Payment Management
- Employee Related Payment Management
- Subscription Payment Management
- Utilities & Fee Management
- General Ledger
- Trial Balance
- Cash Flow Statement
- Cash & Bank Book
- Profit & Loss Account
- Balance Sheet
- Asset Category & Classification
- Asset Record
- Asset Barcode/QR Code Tag
- Asst Allocation / Re-Allocation
- Asset Transfer
- Asset Disposal
- Depreciation Management
- MIS Reports

6.7 **Revenue Collection Module:**

- Re-engineering of all the RCA existing module

6.8 **Human Resource Management Module:**

- Department Sanction Post
- Recruitment Entire Lifecycle and Workflow
- Leave Management
- Loan Management
- Employee Requisition Management
- Transfer & Posting Management
- Training Management
- KPI Management



- Appraisal Management
- Promotion Management
- Disciplinary Action
- Employee Service Book/ Record
- Employee Self Portal
- MIS

6.9 **Time Attendance & Payroll Module:**

- Integrated with Bio-Metric Devices
- Shift Management
- Roster Management
- In/Out Editor
- Approval Workflow
- Late Coming / Early Going Policies
- Attendance Management
- Attendance Reports
- Designation Management
- Pay scale Management
- Provident Fund Management
- Gratuity Management
- Loan Management
- Income Tax Slab Management
- Monthly Pay Register
- Pay Slip
- Tax Deduction Statement
- Employee Salary Register
- MIS Reports

6.10 **Medical Centre Module:**

- Medical Requisition
- Approval Workflow
- Medical Bill Submission
- Bill Approval
- Bill Payments
- Medical Reimbursement
- MIS Reports

6.11 **Transport Management Module:**

- Pool Vehicle Management
- Fuel Management
- Travel Request Management
- Vehicle Maintenance Management
- MIS Reports

6.12 **Procurement Module:**

- Purchase Requisition
- RFQ / RFP Management



- Comparative Statement
- Purchase / Service Order
- Goods Receipt Note
- Quality Check
- Vendor Bill Payment
- MIS Reports

**6.13 Inventory Module:**

- Warehouse Management
- Stock Issuance Requisition
- Stock Issuance
- Item Profile
- Stock Adjustment
- Stock Transfer
- MIS Reports

**6.14 Users & Security Module:**

- Authentication Module
- Activity Audit Log Report
- Standard Security Protocol

**6.15 Integration:**

- All modules should be integrated
- Integration with other external / internal application (if any)

**6.16 Functional Requirements**

**6.16.1 Business Process Analysis/Business Process Reengineering**

(a) **The consultant is required to provide Business Process Analysis/ Business Process Reengineering of the following modules.**

1. Companies/Unit Module
2. Investment Promotion Module
3. Facilities Module
4. Engineering Module.
5. Budget Module
6. Accounts, Finance & Fixed Asset Module
7. Revenue Collection Module
8. Human Resource Module
9. Time Attendance & Payroll Module
10. Medical Module
11. Transport Module
12. Procurement Module
13. Inventory Module
14. User & Security Module



### 15. Integrated all Modules and other external applications

- (b) The consultant is required for initiating Discovery sessions, Requirements Elicitation Phase, with the stakeholders; develop BRS (Business Requirements Specifications), System Requirements Specifications (User Interface (UI) and User Experience (UX) Design, System Architecture and Design, Assumptions and Constraints, Dependencies) & Requirement Traceability Matrix.
- (c) **Deliverables**
1. BRS (Business Requirements Specifications) document
  2. SRS (System Requirements Specifications) document
  3. RTM (Requirement Traceability Matrix) document

### 6.16.2 Software Design & Development

- (a) The consultant is required to propose Software Development Methodology (Agile, Waterfall, or a hybrid approach), Technology Stack, Quality Assurance process & Application testing.
- (b) The consultant is required to develop and implement software development of the core modules mentioned in clause 6.6
- (c) The consultant is required to develop a project management methodology, communication management Plan & Project Timelines.
- (d) **Deliverables**
1. Technical Design Document (Software's Architecture, Database Design, Data Flow, and Integration Points).
  2. Testing Artifacts (Test Plans, Test Cases, and Test Reports).
  3. Developed Application.
  4. Source Code

### 6.16.3 General Requirements:

- SLA with 99.9% uptime and infrastructure guarantee.
- 24/7 Technical Support of the hosting infrastructure.
- The system must be web-enabled
- Data Import and export facility.
- Must have an access control module built-in to control input screens individually/group wise.
- Must have a complete audit trail system for each and every entry.
- Must have a foolproof system to generate and restore backups.
- Must have an attractive User Interface.
- Must have built-in Dashboards.

ENGR. NASIR Hidayat KHAN  
General Manager (Engineering)



#### 6.16.4 Security Requirements

- Web Application Firewalls (WAF)
- Centralized Logging
- Multi-Factor Authentication (MFA)
- Role-Based Access Control (RBAC)
- Code Review and Testing
- Database Encryption
- Data Encryption in Transit
- Regular Backups
- Disaster Recovery Plan(DRP)
- Secure Coding Practices
- Cross-Site Scripting (XSS) Protection
- Server-Side Scripting Protection
- Ddos attack
- HTTPS and TLS encryption
- Source Code

#### 6.16.5 Software Support and Maintenance

- (a) The consultant is required to provide 3 years ongoing software support & maintenance training to users, helping them make the most of the software's features and functionalities.
- (b) **Deliverables**
  1. User Training and Support.
  2. Technical Support.
  3. Documentation Updates.

#### 6.16.6 Network, Hardware and Hosting Infrastructure Requirements

- (a) Based on the requirement analysis, the consultant is required to propose the network, hardware infrastructure and application hosting requirements for EPZA
- (b) Specify the number of servers required, detail the hardware specifications for each server, including processor type, clock speed, number of cores, and memory (RAM) capacity
- (c) **Deliverables**
  1. Hardware Components.
  2. Technical Specifications.
  3. Application Hosting

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General Manager (Engineering)



## 7. Procurement of the ERP System

The consultant shall support EPZA in designing of a suitable ERP program to cater for its internal operations pertaining to HR, Finance, Procurement, Inventory Management and other administrative and management functions. The consulting firm shall assist EPZA in designing of the RFP, and in evaluating the various proposals received through the tendering process

## 8. EVALUATION CRITERIA AND SCORINGSYSTEM

### 8.1 A – Evaluation Criteria

The evaluation of the technical and financial bids shall be held under the Quality and Cost Based Selection (QCBS) method. The total score of the technical and financial evaluation shall be 100, out of which 80% weightage shall be for the technical and remaining 20% weightage shall be for the financial.

### 8.2 Evaluation of Technical Proposals

The Technical Proposal will be evaluated on the basis of firm/company/contractor or SOE relevant experience, its understanding of assignment, proposed methodology, and work plan, the experience of Key Professional Staff. Only those firm/company/contractor or SOE whose Technical Proposals score 75 marks or more shall qualify for further consideration, and shall be ranked from highest to lowest on basis of their raw technical score (RTS). Financial proposals of those firm/company/contractor or SOE who secure less than 75 marks shall be returned unopened to the firm/Consortium.

The total score of the technical and financial evaluation shall be 100, out of which 80% weightage shall be for the technical and remaining 20% weightage shall be allocated to the financial evaluation.

The technical proposals shall be assigned marks/ score without weightage as RTS on the basis of the criteria mentioned at Section 8.

The final technical score (TSw) shall be calculated in the following manner:  
 $TSw = RTS \times 0.80$ .

### 8.3 Financial Bid Opening

A public Financial Bid opening shall be held at the time, date and venue which shall be communicated to all technically qualified Bidder(s).

The financial proposals shall first be checked for arithmetic errors. Financial scores shall be computed on the basis of following formula:  $FS = 100 \times (RFS \text{ min}/RFS)$ . Where 'RFS min' is the lowest bid price and 'RFS' is the bid price of the proposal under consideration. The financial scores thus obtained shall be assigned weightage (20%) and final weighted score will be arrived at  $FSw = FS \times 0.20$ , FSw is weighted financial score.



#### 8.4 Combined Score

The combined technical and financial proposal (CS) shall be calculated in the following manner, namely:  $CS = TSw + FS_w$ .

Bid obtaining maximum combined score shall be declared as the Best Evaluated Bid and the Firm/Company/Contractor or SOE offering the Best Evaluated Bid shall be declared as the successful Bidder and issued Letter of Acceptance, containing invitation for contract negotiation. Any factor having a bearing on the quoted price shall not be subject to negotiations.

The agreement shall however, be signed after getting the same duly vetted and approved from the competent Authority.

The Technical Proposal will be evaluated on the basis of the criteria given below:

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General Manager (Engineering)





2.	<b>Business Analyst(s)</b>	<b>Qualification:(05)</b> BS in Computer Science or related subject Bachelors in any Subject other than computer related field  <b>Relevant Experience:</b> •5-to-10-year Experience: 05 Marks •Less than 5 years' Experience: 02 Marks	
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	<b>TECHNICAL TEAM</b>	<b>Weightage</b>	<b>Marks Obtained</b>
1.	<b>Development Team Lead(s)</b>	<b>Qualification: (05)</b> BS in Computer Science or related subject:  Bachelors in any Subject other than computer related field  <b>Relevant Experience:</b> •7-to-10-year Experience: 05 Marks •Less than 7 years' Experience:02Marks	
2.	<b>Subject matter experts from relevant fields (customs, commerce, trade, free zone core functions related)</b>	<b>Qualification:(05 )</b> Bachelors in related subject Bachelors in any Subject other than computer related field <b>Relevant Experience:</b> •7-to-10-year Experience: 05 Marks •Less than 7 years' Experience: 02 Marks	
3.	<b>SQA Personnel(s)</b>	<b>Qualification: (05)</b> BS in Computer Science or related subject Bachelors in any Subject other than computer related field  <b>Relevant Experience:</b> •5-to-10-year Experience: 05 Marks •Less than 5 years' Experience: 03 Marks	
4.	<b>UI/UX Specialist</b>	<b>Qualification:(05)</b> BS in Computer Science or related subject Bachelors in any Subject other than computer related field  <b>Relevant Experience:</b> •5-to-10-year Experience: 05 Marks •Less than 5 years' Experience: 02 Marks	

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5.	<b>Dev Ops Specialist(s)</b>	<b>Qualification: (05)</b> BS in Computer Science or related subject Bachelors in any Subject other than computer related field:  <b>Relevant Experience:</b> •5-to-10-year Experience: 05 Marks •Less than 5 years' Experience: 03 Marks	
	<b>TECHNICAL TEAM</b>	<b>Weightage</b>	<b>Marks Obtained</b>
6.	<b>Network Engineer / Cloud</b>	<b>Qualification:(05)</b> BE in Network & Hardware or related subject: Bachelors in any Subject other than computer related field:  <b>Relevant Experience:</b> •5-to-10-year Experience: 05 Marks •Less than 5 years' Experience: 03 Marks	

<b>7. Understanding of the Assignment and Proposed Methodology</b>	Understanding of TOR and Comments	10	
	Proposed Methodology& Timeline	10	
	<b>TOTAL</b>	<b>20</b>	
	<b>Grand Total</b>	<b>100</b>	

ENGR. NASIR HADJI  
General Manager (Engineering)



**9. INTEGRITY PACT**

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.  
PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN  
CONTRACTS WORTH RS 25.00 MILLION OR MORE**

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 Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoP 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, firm/company/contractor or SOE, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in what firm/company/contractor or SOE from GoP, 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 GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

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

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

Name of Buyer:.....  
Signature:.....  
[Seal]

Name of Seller/Supplier:.....  
Signature:.....  
[Seal]

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INTEGRITY PACT  
Contract Management Department



**10. AFFIDAVIT**

**To:**

General Manager (Engineering),  
Export Processing Zones Authority,  
Government of Pakistan,  
Karachi

**Re: AUTOMATION / DIGITIZATION OF EPZA PROCESSES**

Pursuant to the Request for Proposal document dated [Please insert the Date] in respect of the Project, [Name of Prospective Bidder] hereby represents and warrants that, as of the date of this letter [Name of Prospective Bidder]:

- a. is not in bankruptcy or liquidation proceedings;
- b. has not been convicted of, fraud, corruption, collusion or money laundering;
- 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 Contract; and
- d. does not fall within any of the circumstances for ineligibility listed in Section 2.16 (Basic Eligibility Criteria) of the Invitation for Proposal.

Yours Sincerely,

Authorized Signature  
Name and Title Signatory Name of Firm  
Address

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ENGR. NASIR HIDAYAT KHAN  
General Manager (Engineering)