

# **PUNJAB SKILLS DEVELOPMENT FUND**

## **TENDER DOCUMENT**

### **Digital Verification & Validation Project**

**November 2019**



**Submission Date for RFP: November 26, 2019 on or before 03:00 PM**

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## 1- Invitation to Bids

Punjab Skills Development Fund (PSDF) is a section 42, not for profit Company set up under the Companies Ordinance 1984 by the Government of the Punjab. Sealed bids/proposals will be invited from established firms/companies for **DIGITAL VERIFICATION & VALIDATION PROJECT** (hereafter called as bidders) to PSDF. All interested and eligible bidders are requested to go through the Tender document and provide relevant information along with supporting documents mentioned in this tender document.

## 2- Instruction to Bidders

The selection of firm/company will be based on **Least Cost Method** through **Single Stage Two Envelopes** bidding procedure

- a) The bid shall be a single package consist of two separate envelopes, containing separately Technical and Financial proposals. Technical Proposal shall be placed in a sealed envelope clearly marked as “TECHNICAL PROPOSAL”, Similarly the Financial Proposal shall also be placed in a sealed envelope clearly marked as “FINANCIAL PROPOSAL” followed by the name of the assignment. The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and it should also be sealed. The outer envelope shall bear the details of the bidder with complete address and title of the Assignment (Provisioning of Digital Verification & Validation Project Services).
- b) In the first instance, the “Technical Proposal” shall be opened and envelope marked as “Financial Proposal” shall be retained unopened in the custody of PSDF.
- c) PSDF shall evaluate Technical Proposal in a manner prescribed in section–8 given in the document, without reference to the price and condition shall reject any proposal which does not conform to specified requirements.
- d) During the technical evaluation no amendments in Technical Proposal shall be permitted. However, PSDF reserves the rights to get clarification/details of any provided document.
- e) PSDF holds the rights to increase or decrease the scope of work, SLA terms, number of devices while awarding the contract to the qualified bidder.
- f) After the evaluation and approval of the technical proposals, the fund shall open the financial proposals of the technically responsive bids publicly and the time, date and venue shall be announced and communicated to the bidders in advance, within the bid validity period.
- g) The financial bids against technically nonresponsive bids shall be returned unopened to respective bidders.
- h) The Technical and Financial Proposal shall be evaluated based on the evaluation criteria prescribed in section–08 and 09 of document.
- i) This document has different sections carrying information of eligibility, technical evaluation and scope of work, conditions of tender, type of contract etc. to assist potential bidders to develop their Technical Proposals. Bidders those found eligible and qualify in technical evaluation will be called for financial bid opening.
- j) Passing criteria for technical evaluation shall be 70 marks.
- k) Project delivery timeline should not exceed 8-10 weeks including end to end solution development, deployment and Handheld devices availability for pilot as per [Annex K \(Project Launch Plan\)](#)

### 3. Conditions for Eligibility

The successful bidder, fulfilling the following criteria, will be considered as an eligible bidder for the technical evaluation process;

- i. A Telecom Company in \*Consortium with Bank must be using NADRA Verification API services. (a declaration on letterhead depicting they are authorised to use NADRA API services)
- ii. The Firm/Company must be an active taxpayer (last filed tax return not older than 2 Years from the date of Publishing of tender)
- iii. Provide NTN, GST/PST details, if applicable. (Copy of Registration is required)
- iv. Evidence of the firm/company's registration/incorporation is required. (Copy of certificate(s) of registration/incorporation is required)
- v. Must not be blacklisted by any government or bilateral/multilateral financial institution/any organizations (Declaration on stamp paper)
- vi. Compliance to the Software SLA [Annexure E](#) (signed and stamped on letter head is required)
- vii. Compliance to the Hardware SLA [Annexure F](#) (signed and stamped on letter head is required)
- viii. Bidder must ensure that the offered device is not falling under End of Manufacturing/End of Sales/End of life/End of Support within next 2 Years (Declaration on Company Letter head)
- ix. A signed and stamped letter is required by the bidding organization that their proposed solution completely complies with all the requirements mentioned in the **Scope of Work** in this document (signed and stamped on letter head is required)
- x. Associated with Scheduled Bank or Micro-finance Bank must have Banking license from State Bank of Pakistan having experience and capability for alternate payment mechanism i.e. CNIC or MWALLET based system through telecom companies associated with banks (Copy of license from State Bank of Pakistan is required)
- xi. Schedule Bank or Micro-finance Bank must have earned Credit Rating of at least **"A" long term** (Provide current credit rating on bank's letterhead which should be verified through the website of State Bank of Pakistan).
- xii. Should be ready to open a separate bank account in their associated bank for the funds provided by PSDF for stipend disbursement. (declaration required on company's letter head).

Any, failure to provide information as per the above mentioned or fulfillment under the requirement of, "Eligibility Criteria Checklist" bidder shall be deemed to be or declared ineligible for the bidding process and its technical evaluation will not be carried out.

**Note: marking & flagging the supporting documents for Eligibility Criteria Checklist is must.**

\* **Consortium:** A Tri-party agreement will be signed with Telecom as lead and bank as Financial service provider for disbursement only. Service cost against financial Services will be directly paid to the Financial Institute.

#### 4- Scope of Work

Detailed scope of work

1. Provisioning of biometric enabled automated service for Trainee and Trainer's registration through NADRA verification service.
  2. Managing daily attendance and receiving of different items (i.e. Uniform & Bags etc.) through biometric handheld device based on biometric images captured at the time of NADRA verification.
  3. Disbursement of monthly stipend to trainees through M-wallet or Disbursement through CNIC
  4. High level required system flow design is in [Annex – J](#)
- a) Biometric enabled handheld devices with
- I. Provisioning, maintenance and onsite/offsite support of internet enabled and pre-provisioned (2g/3g/4g enabled) for smooth execution of validation and verification services that is provided by the bidder i.e. registration, attendance etc. Handheld biometric devices to all locations of PSDF training service providers, device should also be able to use WIFI internet in case of non-availability of 2g/3g/4g Service.
  - II. Minimal Specifications of Handheld Biometric Device: (Bidder may propose equivalent or better specs)
    - **CPU** Quad Core 1.3 GHz
    - **RAM** 2GB
    - **Memory:** 16 GB
    - **OS:** Android 6
    - **Display** 5"-10" inches
    - **Rating:** IP67 (Rugged industrial grade)
    - **Battery:** 6000mAh
    - **Protection:** Silicon Case and Screen Protector
    - **Band:** 2g (GSM 850/900/1800/1900)/3g (WCDMA 2100 Optional 850/1900)/4g (B1/B2/B3/B7/B20/B40/B41)
    - **GPS:** Yes
    - Each provided device should have internet service available and enabled
    - Mobile Device Management services should be provisioned on each device, details in [Annex I](#)
    - All the devices will be locked for the usage of this application till the approval from PSDF is received to unlock the device. Before unlocking the device bidder or its service provider will ensure, permanent deletion of all the data and applications from the device and immediate termination of 2g/3g/4g services from the SIM that is allocated to device.
- b) Mobile Application that enables Business Process Execution:
- Brief as follows (Details SOW on this is in [Annex I](#))
- I. Verification / Registration / Attendance Services
    - Registration of Trainees through Real time NADRA verification services for the registration of PSDF Trainee & Trainers. (NADRA API services provisioning (requests/approval/NOCs) will be the responsibility of bidder)
    - Per Trainee & Trainer Daily Biometric Attendance based on biometric images capture at the time of NADRA verification (Two times i.e. Sign-INS and Sign-Outs)

- Uniform & Bags, other items etc. receiving from trainees through biometrics
- c) The application running on above hand held device will send and receive data on real time basis, to PSDF existing Management Information System (MIS) s through webservice, in order to handle any jitters or unavailability of data transmission the android application will hold/queue the data in temporary tables until sending of data / receiving of data is completed.
- d) Disbursement of stipend to Trainees via Mobile Financial System digitally through CNIC \ MWALLET with details of requirements as below

PSDF provides stipend to its trainees to overcome the loss of economic activity due to undergoing training. A trainee receives a stipend of PKR 500 to PKR 3,000 per month depending upon training scheme requirements but generally PKR 1500 per month over the training period is paid to a trainee. The selected organisation is to disburse stipend to trainees of different training schemes.

This part of work includes but not limited to;

- I. Opening of PSDF Bank Account for stipend Disbursement in the Bank of minimum long-term rating of "A" associated with Telecom.
  - II. Transfer of specific amount of funds against a valid CNIC or MSISDN Wallet account of trainees from PSDF bank account for stipend disbursement.
  - III. Preparation of document with PSDF marketing and Communication team to educate the training service providers and trainees regarding the proposed Stipend Disbursement and Collection process. This will also include district wise and city wise information of branches, franchise, retail outlets etc and updated on quarterly basis.
  - IV. Conducting the awareness session for Training Service Providers to be arranged by PSDF at the time of contract signing with PSDF
  - V. Provisioning of location mapping of branches, franchise and retailers (district and city wise)
  - VI. Customer services on helpline number which will be operative 24/7.
  - VII. Provision of dedicated staff for liaison with PSDF.
  - VIII. Present different reports for PSDF management consideration.
  - IX. Complete the transaction (Receiving of data from PSDF and disbursement to trainee) in three working days subject to disbursement of required funds by PSDF in PSDF bank account for stipend Disbursement.
  - X. Provide PSDF API for Stipend Disbursement (if the bidder has the capability to provide this API, they are encouraged to provide this) or real time reporting portal with disbursement and collection detail data
- e) General or Special Conditions of Contract
- I. PSDF reserves the right to award or not to award the contract and bidders who fail to complete and attach all the relevant documents shall deem to be or declared ineligible.
  - II. No tender document shall be accepted, if not **properly sealed, marked, signed and stamped**.
  - III. Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. **Bids received after the closing time and date will NOT be accepted.**
  - IV. All documents and information received by PSDF from bidder will be treated in strict confidence. Documents submitted to PSDF will not be returned.
  - V. All expenses related to participation in this bidding document shall be borne by the bidder.
  - VI. Documents shall be submitted in hard copies in a sealed envelope marked as "PROPOSAL" as a hard copy in a sealed envelope for "**Digital Verification & Validation Project**". The envelope containing hard copies of the technical proposal and financial proposal shall be received on the postal address given below;

**Procurement Department:**

Punjab Skills Development Fund, 21A, H Block, Dr. Mateen Fatima Road, Gulberg II Lahore

Email: [Procurement@psdf.org.pk](mailto:Procurement@psdf.org.pk) Phone: +92423575240810, Fax: +924235752190.

- VII. To attend the pre-bid meeting, the organization can get confirmation to attend the meeting by dropping an email at [Procurement@psdf.org.pk](mailto:Procurement@psdf.org.pk) on or before Nov 15, 2019, any organization joining without email request will not be allowed to participate in the pre-bid meeting. Pre-bid meeting will be held on Nov 18, 2019 at 1100 hrs. in PSDF Lahore office
- VIII. PSDF also reserves the right to verify any information provided by the bidder or may visit business premises to verify the information shared in tender documents.
- IX. Bidder presenting information intentionally incorrectly or fraudulently shall be disqualified.
- X. Questions about the technical proposal can be made only in writing through a letter or an email and it must be asked by or before 3 days of bid submission date. For any other related information please contact the **Procurement Department** at [procurement@psdf.org.pk](mailto:procurement@psdf.org.pk)

\*\*\*Although adequate thought has been given in the drafting of this document, errors such as typos may occur without any responsibility on PSDF's part.

**f) Company Branding**

Bidder will brand the applications that has to be used as our customer facing Applications (App running on Tablet, Ticketing portal etc.) according to the PSDF specification and branding guidelines (all the branding digital material (logos, Banners, Color Coding etc.) shall be provided to the bidder once contract is awarded).

**5- Form of Contract**

- a) The successful bidder shall sign and execute the standard contract of PSDF including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with the mutual consent of both parties.
- b) The successful bidder will sign a contract for a period of one (1) year which shall be extended further based on the satisfactory performance of the bidder for the period of 1 year.
- c) The successful bidder shall provide the agreed goods/services within agreed timeline according to the contract/purchase order.
- d) The penalty shall be imposed on the successful bidder, if fails to deliver the goods/services on agreed terms & conditions mentioned in the contract.
- e) The PSDF may reject all bids or proposals at any time prior to the acceptance of a bid or proposal.
- f) PSDF shall upon request communicate to any bidder, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- g) The PSDF undertakes to pay the valid and complete invoice based on the successful performance of the successful bidders within thirty (30) days after the delivery of goods/services as per the completion of milestones mentioned in **Annex – D Form of Bid/ Financial Proposal Section → Payment Process (c)**
- h) Payment shall be made in PKR after deduction of all the applicable taxes.
- i) The bid shall remain valid for the period of **120 days** from the date of opening.
- j) PSDF may reserves the right to add or delete any clause in the contract based on the results of pilot project to secure the interests of both parties after mutual consent.



#### **6- Form of Bid**

The bidders shall follow the Form of Bid specified in **Annex D** to submit the financial proposal;

#### **7- Performance Security**

- a) The successful bidder will submit a performance guarantee (Pay order or Bank guarantee) of 2% of contract value (for Nadra Verification Cost, Software Development Cost, Software Maintenance Cost & Stipend Disbursement Services Charges) at the time of signing the contract, which will be returned after completion of the contract.
- b) Any delay in development delivery or deployment of the Project as per agreed time frame will be subject to a penalty of @0.5% per day, up to a maximum 10% of the total respective invoice value.

#### **8- Technical Evaluation Criteria**

This document is governed by the procedure approved by PSDF management and PSDF Procurement Rule, 2016. The technical proposal of eligible organizations will be evaluated against requirements specified in the in **“Annex – C”**.

#### **9- Financial Evaluation Criteria**

The Financial Proposals of only eligible and technically responsive bidders will be opened in the presence of all qualified bidders. All bids shall be opened publicly in the presence of bidders or their representatives who may choose to be present, at the time and place announced prior to the financial proposal opening and person designated for PSDF shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening. Please provide information regarding Financials in **Annex – D”**.

#### **10- Submission of Bids (Technical and Financial Proposal):**

A complete bid containing Technical and Financial proposal along with bid security, all required information and documentary evidence must be submitted before closing date i.e. **November 26, 2019 on or before 03:00 PM**. Technical proposals will be publicly opened on the same day **November 26, 2019 at 03:30 PM** in the presence of bidder’s representatives who wish to attend it. Bid Security of disqualified bidders will be returned after awarding the business to the successful bidder.

##### **a. Bid Security**

Bid Security of Rs. 50,000 (Fifty Thousand) in the form of pay order or demand draft favoring Punjab Skills Development Fund shall be submitted along with the proposal. The Bid Security should be valid for a period not less than 6 months and must be enclosed with the financial bid.

##### **b. Cover Letter for the Submission of Technical Proposal**

A cover letter as specified in **Annex H** shall be submitted with the proposal.

**Annex – A Organizational Information**

Organization Information		
Sr. #	Required Information	Response
1	Legal name of the organization	
2	Year of Registration / Establishment of the Organisation	
3	National Tax Number	
4	General / Punjab Sales Tax Number	
5	What is the legal status of your organization? Tick the relevant box (one box only).	Public Sector Organisation
		Section 42 Company
		Public Ltd. Company
		Private Ltd. Company
		Private Partnership Firm
	Others (Please specify)	
6	Name and designation of 'Head of Organization'	
	Mobile:	
	Phone/s:	
	Email:	
	Fax:	
	Address of organization:	
	Website address:	
7	Name and designation of 'Contact Person':	
	Phone/s:	
	Mobile:	
	Email:	
	Fax:	

### Annex – B Eligibility Response Checklist

Eligibility Check List					
Sr. No	Eligibility Criteria Details	Response/Elaboration/Proof Required	Flag/Marker Reference	Attached Supporting Documents/Proof and mark Yes/No	
				Yes	No
1	A Telecom Company in *Consortium with Bank must be using NADRA Verification API services.	A declaration on letterhead depicting they are authorised to use NADRA API services		<input type="checkbox"/>	<input type="checkbox"/>
2	The Firm/Company must be an active taxpayer	last filed tax return not older than 2 Years from the date of Publishing of tender		<input type="checkbox"/>	<input type="checkbox"/>
3	Provide NTN, GST/PST details, if applicable.	Copy of Registration is required		<input type="checkbox"/>	<input type="checkbox"/>
4	Evidence of the firm/company's registration/incorporation is required.	Copy of certificate(s) of registration/incorporation is required		<input type="checkbox"/>	<input type="checkbox"/>
5	Must not be blacklisted by any government or bilateral/multilateral financial institution/any organizations	Declaration on stamp paper		<input type="checkbox"/>	<input type="checkbox"/>
6	Compliance to the Software SLA <b>Annexure E</b>	Signed and stamped on letter head is required		<input type="checkbox"/>	<input type="checkbox"/>
7	Compliance to the Hardware SLA <b>Annexure F</b>	Signed and stamped on letter head is required		<input type="checkbox"/>	<input type="checkbox"/>
8	Bidder must ensure that the offered device is not falling under End of Manufacturing/End of Sales/End of life/End of Support within next 2 Years	Declaration of Company Letter head		<input type="checkbox"/>	<input type="checkbox"/>
9	A signed and stamped letter is required by the bidding organization that their proposed solution completely complies with all the requirements mentioned in the <b>Scope of Work</b> in this document	Signed and stamped on letter head is required		<input type="checkbox"/>	<input type="checkbox"/>
10	Associated with Scheduled Bank or Micro-finance Bank must have Banking license from State Bank of	Copy of license from State Bank of Pakistan is required		<input type="checkbox"/>	<input type="checkbox"/>

	Pakistan having experience and capability for alternate payment mechanism i.e. CNIC or MWALLET based system through telecom companies associated with banks				
11	Schedule Bank or Micro-finance Bank must have earned Credit Rating of at least <b>"A" long term</b>	Provide current credit rating on bank's letterhead which should be verified through the website of State Bank of Pakistan		<input type="checkbox"/>	<input type="checkbox"/>
12	Should be ready to open a separate bank account in their associated bank for the funds provided by PSDF for stipend disbursement	(declaration required on company's letter head)		<input type="checkbox"/>	<input type="checkbox"/>

**Note: Marking & flagging the supporting documents for Eligibility Criteria Checklist is must.**

### Annex – C Technical Evaluation Criteria

<b>Technical Evaluation Criteria</b> (Attachment of relevant evidence in each case is mandatory. In case of noncompliance no points will be awarded)					
S. No.	Descriptions	Total Points	Category Points	Flag/Marker Reference	Remarks
<b>1</b>	<b>Experience</b>	<b>15</b>			
	Experience in utilizing biometric verification Solutions for equal to or more than 40 Million Customers (Customers based Across Pakistan as per Authority)		15		Documentary proof of biometric validated Customer base (as of April 2019) on company letterhead which should be verifiable from PTA
	Experience in utilizing biometric verification Solutions for less than 40 million or more than and equal to 25 million customers (Customers based Across Pakistan as per Authority)		10		
	Experience in utilizing biometric verification Solutions for less than 25 million or more than 10 million Customers (Customers based Across Pakistan as per Authority)		5		
<b>2</b>	<b>Mobile Financial Services (MFS) Capability</b>	<b>10</b>			
	Total number of MFS retailers equal to or more than 70,000 Retailers Nation wide		10		To be Provided on the Company (Banks) Letter Head signed and stamped
	Total number of MFS retailers less than 70,000 and more than 40,000 Retailers Nation wide		6		
	Total number of MFS retailers less than 40,000 and more than 20,000 Retailers Nation wide		3		
<b>3</b>	<b>Credit Rating of Financial Institution</b>	<b>15</b>			
	Commercial Bank or Microfinance Bank having long term credit rating “AA” or above		15		Please provide supporting as an evidence
	Commercial Bank or Microfinance Bank having minimum long-term credit rating “A”		7		
<b>4</b>	<b>Financial services provisioning capability</b>	<b>10</b>			
	Telecommunication Company associated with Financial Institution under subsidiary / Associated company relationship		10		State bank documentary proof of registration.
	Telecommunication Company associated with Financial Institution other than subsidiary / Associated company relationship		5		
<b>5</b>	<b>Financial Capability</b>	<b>15</b>			
	Annual Turnover/Revenue of the company should be greater than or equal to PKR 100 billion		15		Copy of 2017-18 or 2018-19 financial audit report done by ICAP/SBP

	Annual turnover/revenue of the company less than PKR 100 billion, but greater than or equal to PKR 75 Billion		10		registered auditing firm or tax return of 2017-18 or 2018-19 (in-case of applying for both solutions Financial Audit Reports or tax returns of both Companies)
	Annual turnover/revenue of the company less than PKR 75 billion, but greater than or equal to PKR 50 Billion		5		
<b>6</b>	<b>Projects done for a public Sector organization</b>	<b>15</b>			Must provide the agreement/Contract Copy and relevance of the project along with Service order.
	Biometric Verification Project done for the Govt or Semi Govt. Contract length equal to and more than 2 Years		15		
	Biometric Verification Project done for the Govt or Semi Govt. Contract length is less than 2 Years		5		
<b>7</b>	<b>Devices Support &amp; Maintenance Locations</b>	<b>10</b>			Documentary details of support and maintenace office on company's letterhead with addresses of Offices.
	Support & Maintenance Offices with Staff that resides in 3 or more districts of Punjab		10		
	Support & Maintenance Offices with Staff that resides in less than 3 or at least in 1 district of Punjab		5		
<b>8</b>	<b>Software Support &amp; Maintenance</b>	<b>10</b>			Organogram of inhouse Team which must have 4 Layers of hierarchy from top management to developers along with their names, roles and Years of experiences. Accepting all liabilities in case of joint venture on company letterhead.
	Inhouse Software Development & Support Team		10		
	Software Developed by Third-party development Team		5		
<b>Total Technical Score (TTS)</b>		<b>100</b>			

**Note:**

Please mark/flag the supporting documents for Technical Evaluation Criteria.

**Annex – D Form of Bid/ Financial Proposal**

**Note: Please submit your financial bid inclusive of all applicable duties and taxes;**

<b>(A) Biometric Verification and Registration through NADRA</b>					
SR #	Description	Unit	Quantity	Unit Cost in PKR (inclusive of all applicable taxes)	Total Cost (PKR) (inclusive of all applicable taxes)
A	Biometric Verification and Registration through NADRA	Trainees/Trainers	100,000 (Approx.)		
<b>(B) Biometric Services Solution Cost (as per section 4 of Scope of Work)</b>					
SR #	Description	Unit	Quantity (Man-days for Development to be mentioned by the Bidder)	Unit Cost in PKR (inclusive of all applicable taxes) per Man-Day Rate to be mentioned	Total development Cost (PKR) (inclusive of all applicable taxes)
B.1	Software Development Cost	Man-days for Development			
SR #	Description	Unit	Quantity (Months)	Monthly Cost in PKR to be mentioned (inclusive of all applicable taxes)	Total Cost (PKR) (inclusive of all applicable taxes)
B.2	Software Support & Maintenance Cost	Monthly	12		
<b>Total Cost of B = Total Cost of B.1+ Total Cost of B.2</b>					
<b>(C) Stipend Disbursement</b>					
SR #	Description	Unit Value	Qty	Services Charges in % (inclusive of all applicable taxes) on amount to be disbursed	Total Cost (PKR) (inclusive of all applicable taxes)
C.1	Stipend Disbursement Services Charges for M-Wallet to disburse 275 Million (PKR) among Trainees	275,000,000	1		
C.2	Stipend Disbursement Services Charges for CNIC disburse 275 Million (PKR) among Trainees	275,000,000	1		
<b>Total Cost of C = Total Cost of C.1 + Total Cost of C.2</b>					
<p>Note: Stipend Disbursement Value is based on 100,000 individual trainees to whom stipend of 1,500 (PKR) to be disseminated per month for a period of three and a half (3 ½) months, and the total approximate amount comes out to be 550 Million (PKR). We assume that 50 % of the stipend may be disseminated among trainees through M-Wallet and 50% through CNIC, this % may change at the sole discretion of PSDF or change of regulation</p>					

Hardware Cost				
SR #	Description	Unit	Qty	Unit Price in USD (inclusive of all applicable duties & taxes)
D	Biometric Handheld Device Cost Including all the services mentioned in the SOW/HW SLAs, excluding courier charges	Each Device	1	

**The cost of the devices will be used only for the purpose of Financial evaluation**

1. Stipend cost is based on PKR 550 Million for 100,000 unique trainees (approx. 1500 PKR per trainee per month) annually, it's an approx. figure; PSDF may increase or decrease numbers. The Associated bank may directly invoice to PSDF as per agreed rates, which shall be mentioned in the contract
2. Stipend cost of Rs 1500 is just for estimation purpose, it may increase or decrease due to change in business rules
3. Number of devices may increase or decrease based on the number of TSPs that are in contract with PSDF. The Ownership of devices will be with Training Service Providers (TSPs). Cost of Handheld devices to be paid by TSPs themselves. PSDF will not be responsible, in case of misuse of devices.
4. For evaluation purpose the USD conversion rate to PKR will be applied, based on TT selling rate of State Bank of Pakistan on the date of bid opening.
5. The actual payment for the devices will be paid by the TSPs themselves in PKR and USD conversion rate will be used as per the TT selling rate of State Bank of Pakistan on the date of purchasing the device
6. Bidder to propose the mechanism for pick-up of faulty device from TSP's location for repair/replacement and return the replaced/repaired device back to TSP's location from bidder's premises, and the whole activity would be performed by the courier company under the supervision of bidder, and the cost for courier charges shall be reimbursed by PSDF.

**Software Change Requests:**

The Man-day unit rate which shall be offered by the bidder in B.1 of Annex-D shall be considered the same for the Change Request (CR), for any improvement or development in the solution

**CR Cost = Total cost of Software Solution/Total Man-days mentioned in B.1 of Annex-D**

**Business Award:**

The financial evaluation will be based on least cost method, which shall be calculated as per the below mentioned financial components.

Total Cost of A + Total Cost of B + Total Cost of C = X1

(D) = X2

**Formula for Calculation of least Cost shall be as followed:**

Total Evaluated Cost = 70% of X1 + 30% of X2

**Payment Process:**

- a) The cost for Nadra verification and stipend disbursement through CNIC and MWALLET shall be paid by PSDF on monthly basis, and payment shall be made within 30 days from invoice submission date after completion of services.
- b) PSDF shall pay 50% of the total software development cost after successful completion of UAT, and the remaining 50% of the software development cost shall be paid after successful implementation and system go-live, within 30 days from invoice submission date. Bidder shall obtain completion certification from PSDF to process the payment.





- c) Software support/maintenance cost shall be paid by PSDF on monthly basis, after assessing the penalties (if applicable) against the given SLA for software within 30 days from invoice submission date. Bidder will submit the invoice along with the SLA report for the month against which the invoice is raised.
- d) Devices shall be purchased directly by the PSDF's Training Service Providers (TSPs) under their ownership from the bidder or Bidder's nominated Service provider. Bidder will provide the process and terms & Conditions to PSDF so that same can be communicate to TSPs

**Note:** Once UAT is complete, PSDF will allow their TSPs to purchase the handheld devices from the Bidder or their designated service provider's locations.

## Annex – E Software Service Level Agreement

### SOFTWARE SERVICE LEVEL AGREEMENT

Bidder must comply with the following service levels and the corresponding responses and timelines.

Severity Level	Response/Acknowledgment Time	*Resolution Time
High	3 hours	12 hours
Medium	6 hours	Within 16 hours
Low	8 hours	Within 48 hours

### Penalty Clauses

Severity High: 2.5% penalty of Monthly Support & Maintenance Cost (Mentioned in the [Annex D B.2](#)) on High level severity, High level severity shall be calculated after 12 hrs has passed.

Severity Medium: 1.5% penalty of Monthly Support & Maintenance Cost (Mentioned in the [Annex D B.2](#)) on Medium level severity, Medium level severity shall be calculated after 24 hrs has passed.

Severity Low: 0.25% penalty of the Monthly Support & Maintenance Cost (Mentioned in the [Annex D B.2](#)) value imposed after every 48 hrs delay

Severity Level	Description
High	Services Disruption/outage that effect users to perform their desired Tasks Software / Application Bug that leads to complete service outage.
Medium	Services degradation that impacts more than one user to perform their desired Tasks. Or Service Disruption within the Reporting Module which will cause Delay in the System Reporting Software Malfunction that lead to service degradation, Incorrect Calculation of Numbers
Low	Any kind of issue that is affecting one or more than one user

### Note:

Bidder must provide how to invoke the process

\*Resolution Time is the total hours required by the bidder's support team to fix the issue.

Time: Non-Business hours are not included

All issues would be logged via Ticketing process mentioned in **Service Details [Annex I](#)** (Section 3)

## Annex – F Hardware SLA, Courier Service

### HARDWARE WARRANTY, SERVICE LEVEL AGREEMENTS & COURIER SERVICES

Participating bidder will propose a complete business process (helpdesk ticket system access / contact centre with number to raise a support ticket, courier mechanism for pickup & delivery of faulty device for its rectification along with the backup equipment provisioning within TAT mentioned below to assure seamless business operations for our Training Services Provider.

### Courier company will perform the following activities under the supervision of bidder;

Device Pickup from TSP's Location → Transfer to bidder's location → Troubleshooting the Device (bidder's responsibility) → Transfer back to TSP (Repaired or Backup device)

### Mandatory Benchmarks for selection of Courier Service Provider

- ✓ **Centre/Service location** 2400 or more
- ✓ **Fleet of** 4000 or more Vehicles
- ✓ **Consumer Touch Point** 15 million or more
- ✓ Customer B2B Portal availability

### Courier Services Features

- Courier Service Provider should have Package Pickup service from Origin
- Courier Service Provider should have Pickup and delivery services across Pakistan
- Courier Service Provider should have its own Fleet for service management
- All the Packages should be insured by Courier Service Provider
- Courier Service Provider should have the capability to provide 24/7 support by a Call centre for through a web portal

### Key Services

- Same day for big cities and second day delivery for Rural Area of Punjab
- Fragile & special handling
- Out-of-Service area deliveries holiday deliveries
- End to End Mail Management Solution
- Warranty Management
- Reverse Logistics

Note: Bidder to propose the mechanism for repair and replacement including (pickup & return deliveries)

Bidder would provide above mentioned process to cater following instances:

- 1) Warranty Claims
- 2) Defects that needs chargeable repairs to the device
- 3) Repair or Backup device provisioning and its return upon delivery of resolved device

**Turn Around Time (TAT):**

7 Working days that include time for Device Troubleshooting and Delivery of repaired or backup device to the Training Service Provider (TSP)

**Penalty Clauses**

At any single location, if the TAT exceeds the max threshold of 7 Working days per month the following penalty clause will be invoked, and the penalty amount will be calculated as per following formula and charged to the Principle bidder.

Total Penalty in a Month = (Monthly Invoice<sup>B.2</sup> \* 0.10%) x number of Days exceeding TAT x Number of Location(s) x Number of Instances

All the issues would log via Ticketing process mentioned in **Service Details Annex I** (Section 3)

**Device Repair and Maintenance: (Mandatory information)**

Bidder to provide BOM and Service Charges cost that will be paid by TSP for the device Parts, in case device requires repair and is not covered under the warranty. Bidder to provide terms and condition in which warranty shall not be claimed.

Below is the template to provide the spares cost, for all replaceable items in the biometric device. Service charges for repair & maintenance to be mentioned separately against each incident.

Sr #	Part Number (Item Code)	Part Name/Description	Price of Part in USD* (inclusive of all applicable duties & taxes)
1			
2			
3			
n			

## Annex – G Declaration

### Declaration

Kindly provide the declaration as per format provided below at the end of the proposal.

I, \_\_\_\_\_ hereby declare that:

- All the information provided in the technical proposal is correct in all manners and respects
- and I am duly authorised by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

<b>Name</b>	
<b>Designation</b>	
<b>Signature</b>	
<b>Date and Place</b>	

## Annex – H Cover Letter

### Cover Letter for the Submission of Technical Proposal

[Firm/Company letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guidelines]

**Re:** Technical Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the Services for **Digital Verification & Validation Project** in accordance with your Tender dated [Insert Date of Tender advertised]. We hereby submit our technical & financial proposal including the required documents in a sealed envelope.

Further, we hereby also declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory:

## Annex – I (Registration & Attendance Services Details)

### 1. Scope of the Work

#### 1.1 NADRA Verification Services

Key points for NADRA verification are to verify the CNIC, Age, Address (City/District) etc. For the purpose, we may require following information in order to register trainee or Trainer against each CNIC.

- I. CNIC Number
- II. City/District
- III. Date of birth (as per NADRA)

#### 1.2 Trainee Trainer Registration via Nadra Verified Data

Once Verified by NADRA following information would be required for registering Trainee and Trainer. Below information would be required in English/Urdu only. PSDF may increase or decrease the parameters based on mutual discussion of the technical teams.

- I. Name (As per NADRA)
- II. Father's Name (As per NADRA)
- III. CNIC Number
- IV. Address (as per NADRA)
- V. City/District (As per NADRA)
- VI. Date of birth (as per NADRA)
- VII. Mobile Number (as per NADRA)
- VIII. Geo Tag (Lat & Long)
- IX. Timestamp of Verification
- X. Biometric fingerprint data 1
- XI. Biometric fingerprint data 2
- XII. Biometric fingerprint data 3
- XIII. Biometric fingerprint data 4

Note: Above mentioned fields may change due to change in process, business rules of PSDF

#### 1.3 Daily/weekly/fortnightly/monthly Biometrics Attendance

All the Trainee/Trainers that are registered would be required to sign-in and sign-out the attendance based on biometric images captured at the time of NADRA verification respective at the beginning of the class and end of class using their registered Biometric fingers.

- I. Service Tag (Attendance/Receiving/Stipend Acknowledgement)
- II. CNIC Number
- III. Sign-in/Sign-out
- IV. Geo Tag (Lat & Long)
- V. Timestamp of Verification
- VI. Biometric fingerprint data (Finger Number)

Note: Above mentioned Fields may change due to change in process, business rules of PSDF

#### 1.4 Uniform + Bags Receiving

All the Registered Trainees will be required to confirm the receiving of their Uniforms and Bags via Biometric.

- I. Service Tag (Uniform & Bag Receiving)
- II. CNIC Number
- III. Geo Tag (Lat & Long)

- IV. Timestamp of Verification
- V. Biometric fingerprint data (Finger Number)

Note: Above mentioned fields may change due to change in process, business rules of PSDF

### 1.5 Data Push to PSDF on Realtime

Proposed system shall be pushing data to PSDF Information system via Web Services. (Web Services and workflow Information shall be shared once contract is awarded)

Backup System should be intelligent enough to cater data queuing for at least Seven (07) days in case of outage at PSDF end. If outage is for more than 7 days, PSDF will require data import and export in offline mode.

### 1.6 Backend Infrastructure

Entire backend infrastructure is to be provided and managed by the bidder. PSDF will cover the cost of Handheld device and Software.

PSDF will manage the Hardware of its end where final reporting will be done, and data is pushed by the bidder to PSDF's owned Management Information System.

### 1.7 Disclaimer & Notification

PSDF may show the bilingual disclaimer (English/Urdu) before or after the registration, Attendance, Uniform & Bag Receiving or/and at the time of Stipend Disbursement Authorization.

### 1.8 Geo Tagging

All the attendance will be marked with the originating request location geo tag to assess the location of the Trainee or Trainer.

## 2. Mobile Device Management Services

### 2.1 Remote/Over the Air Update functionalities

The bidder shall provide and handover a secure & controlled application and mechanism for any over the air updates on the devices i.e. Launcher, PSDF Specific Applications etc. with followings

- i. Fingerprint SDK
- ii. PSDF and third-party applications etc.
- iii. Enable, disable and change system settings
- iv. Provided solution should have capability to lock and unlock specific device by generating PIN code on portal (This will unlock device without server connectivity). Also, functionality to unlock device with remote upgrades is required in single/bulk.
- v. Provided solution should have capability to change specific device/all device FQDN via PIN code.
- vi. Provided solution shall be capable to release any kind of software (Launcher, applications etc.) over the air upgrades on specific or all devices.
- vii. Bidder is responsible to provide end to end OTA upgrade software solution including third party software(s).
- viii. Bidder is responsible for complete OS and network related requirements that is required for the deployment of the OTA upgrade solution.
- ix. The control of OTA related functionality along with all pre-requisites e.g. software/hardware deployment shall be the responsibility of the bidder for the entire term of the project.
- x. Bidder resource should be on-board at PSDF premises for some specific time period during soft launch of OTA and the entire project.



- xi. User Manuals (for PSDF Training Service Providers) and Technical Manuals shall be required with solution and devices, with hands on trainings for PSDF TSPs on usage of application and device.
- xii. Bidder provided solution must be capable to integrate with device's existing (already in use) launcher and OTA solution.
- xiii. The provided devices should be able to integrate with 3rd party OTA, bidder will provide the complete documentation along with source code access.

## 2.2 Device Registration:

- I. New devices should be auto-register in the system and should assign default application group through launcher Application.
- II. New devices should be self OTA to the latest version of applications through launcher app upon start-up.
- III. Reset device should be updated to latest OS version, launcher and other applications.

## 2.3 Security Requirements:

- I. It shall not be possible to unlock the device except for the controlled unlocking.
- II. **Device Lock:** This means that PSDF will have limited access to device and can only use installed applications & APN settings.
- III. **Device Unlock:** This means that Bidder Admin will have complete access to device and can install any 3rd party application, can perform other activities over device.
- IV. The provided device should be able to integrate with 3rd party OTA.
- V. It shall not be possible to install any third-party applications on the devices in the locked mode.
- VI. It shall not be possible to install third party OS, android launcher and applications in the devices except for the controlled upgrade/application installation. Moreover, there must not be any application (Except PSDF required & provided Apps) pre-installed in ROM or at factory settings reset.
- VII. It shall be possible to control the visibility/access of allowed applications/settings in the device menus.
- VIII. Bidder shall be responsible to provide fixes for issues/vulnerabilities and missing functionalities which can be applied on the devices remotely through over the air updates throughout the warranty period.
- IX. SSL pinning must be implemented at device Launcher and OTA application whereas this SSL pinning must be configurable and can be ON/OFF as per need through OTA solution web interface. By Default, SSL pinning should be disabled.
- X. Bidder's solution proposal shall contain the detailed methodology and solution for fulfilling device and software security requirements. Its bidder responsibility to ensure device security by all means.
- XI. The device should not be able to store the transactions history & customer information customer Name, CNIC, fingerprints, etc.
- XII. The device should be able to discriminate between the living human fingerprints (liveness) and an artificial fake print and should be able to reject the artificial fake prints like silicone, rubber, play dough, etc. It must not verify picture of finger / thumb impressions.
- XIII. Bidder should be responsible to defend against any suspicious or malicious scanning activity performed on any device. All type of external interfaces should e.g. USB should be disabled and can be enabled administratively through OTA application

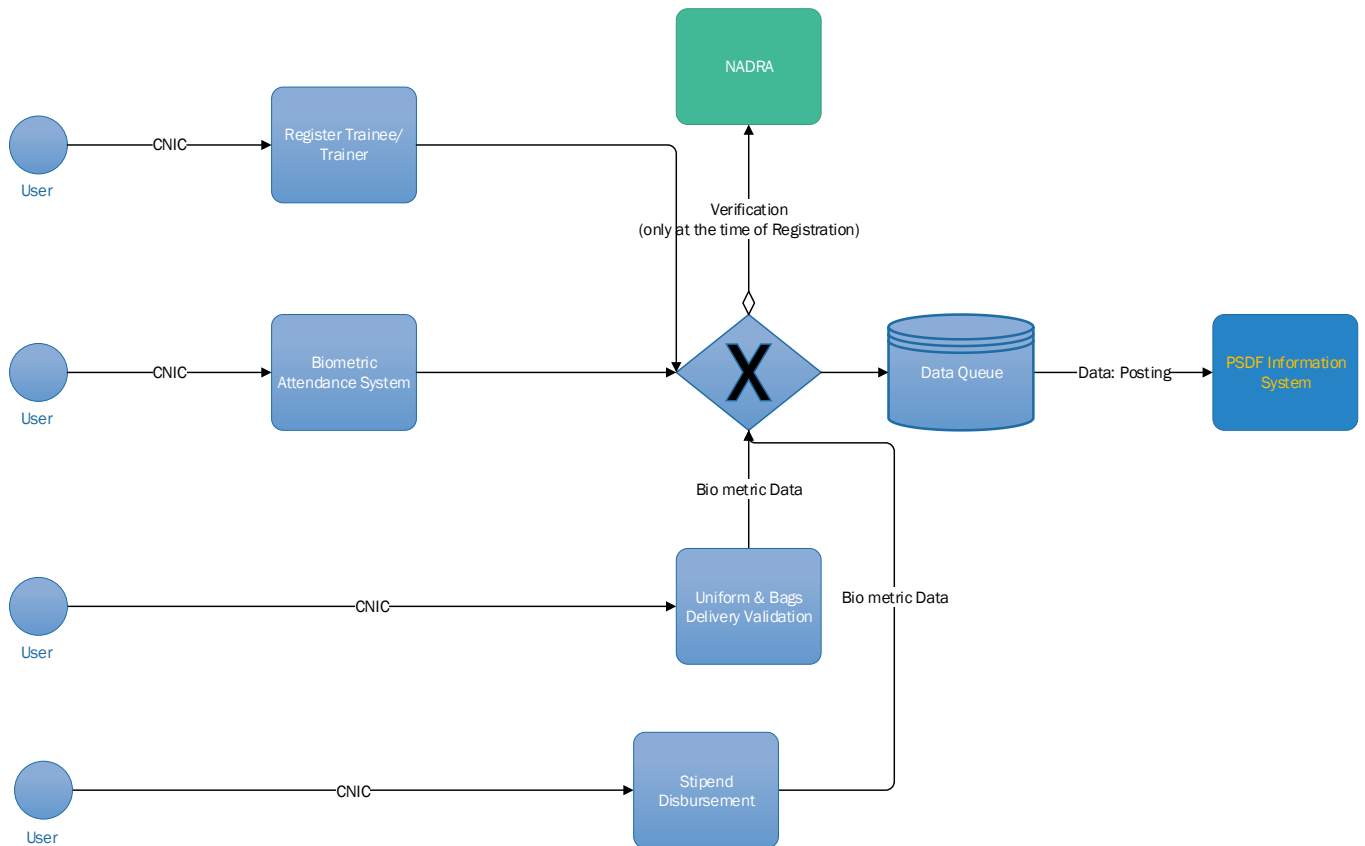
#### **2.4 Support Ticket Logging and Reporting**

- I. Bidder will provide ticketing management for the TSPs to register their complaints pertaining to Software Application issue and Hardware related issue
- II. PSDF should be given the access to the reports to check the statistics of tickets raised by the TSP and their resolution turnaround time pertinent to software and hardware Ticketing system should have Web Access that is accessible from any location via simple web browser
- III. Credential to be used for ticketing purpose should be similar to the credentials TSPs would be using in their Tablet.

#### **3. Company Branding**

Bidder will brand the applications that has to be used as our customer facing Applications (App running on Tablet, Ticketing portal etc.) according to the PSDF specification and branding guidelines (all the branding digital material (logos, Banners, Colour Coding etc.) shall be provided to the bidder once contract is awarded).

### Annex – J (High level System flow)



This is a high-level flow for explaining the objective of the Project. Bidding firm can Innovate and propose the solution that completes the tasks and is SMART and workable.

## Annex – K Historical Information of Number of Location

### Project Launch Plan

Project execution has been divided into two phases as below. Purchase of devices by the TSPs will be done on the below mentioned numbers with the variation of up to  $\pm 20$  percent.

- **Pilot Launch**

Based on historical data pilot launch shall be done with limited number of TSPs and locations, approximate number would be as below with the variation of  $\pm 20$  percent.

Cluster	Locations	Classes	Approx. Devices Req
Cluster 1: Southern Belt	166	835	211
Cluster 2: Greater LHR & FSD	194	1041	262
<b>Total</b>	<b>360</b>	<b>1876</b>	<b>473</b>

**Table1: Approx. Devices requirement for the Pilot Launch**

Note: PSDF reserve the rights to change the cluster according to business need for the pilot project

- **Historical Cluster & City wise data of Y2018-19**

- The below number are for estimation only based on historical data of Year 2018-19 which includes total number of locations, classes and devices that may be required over the period of 1 Year with variation of 20 percent.
- PSDF will intimate the bidder keeping in view the lead time which is 8-10 weeks for the provisioning of devices.

Note: Numbers are based on assumptions that 1 device will serve 4 or less classes at a single location.

Cluster	City	Total Locations	Number of Classes	Approx. Devices Req
Cluster 1: Southern Belt	Bahawalnagar	28	164	41
	Bahawalpur	28	146	37
	Khanewal	10	39	10
	Lodhran	6	19	5
	Multan	44	298	75
	Rahimyar Khan	43	124	31
	Vehari	7	45	12
<b>Cluster 1: Southern Belt</b>		<b>166</b>	<b>835</b>	<b>211</b>
Cluster 2: Greater LHR & FSD	Faisalabad	53	259	65
	Lahore	106	692	173
	Nankana Sahib	28	37	10
	Sheikhupura	7	53	14
<b>Cluster 2: Greater LHR &amp; FSD</b>		<b>194</b>	<b>1041</b>	<b>262</b>
Cluster 3: Golden Industrial Triangle	Gujranwala	29	163	41
	Gujrat	42	137	35
	Hafizabad	25	25	7
	Narowal	49	69	18
	Sialkot	39	206	52
<b>Cluster 3: Golden Industrial Triangle</b>		<b>184</b>	<b>600</b>	<b>153</b>

Cluster 4: Agri Heartland	Chiniot	2	33	9
	Jhang	3	31	8
	Jhelum	7	80	20
	Khushab	39	41	11
	Mandi Bahauddin	1	2	1
	Sargodha	53	151	38
	Toba Tek Singh	6	24	6
<b>Cluster 4: Agri Heartland</b>		<b>111</b>	<b>362</b>	<b>93</b>
Cluster 5: Northern Belt	Attock	1	5	2
	Bhakkar	1	2	1
	Chakwal	1	8	2
	Islamabad	21	110	28
	Mianwali	1	21	6
	Rawalpindi	52	409	103
<b>Cluster 5: Northern Belt</b>		<b>77</b>	<b>555</b>	<b>142</b>
Cluster 6: Eastern Belt	Kasur	39	125	32
	Okara	30	69	18
	Pakpattan	27	27	7
	Sahiwal	20	72	18
<b>Cluster 6: Eastern Belt</b>		<b>116</b>	<b>293</b>	<b>75</b>
Cluster 7: South Western Belt	Layyah	6	127	32
	Muzaffargarh	9	66	17
	Rajanpur	34	69	18
<b>Cluster 7: South Western Belt</b>		<b>49</b>	<b>262</b>	<b>67</b>
Other than Punjab	Haripur	2	5	2
	Karachi	3	15	4
<b>Other than Punjab</b>		<b>5</b>	<b>20</b>	<b>6</b>
<b>Total</b>		<b>902</b>	<b>3968</b>	<b>1009</b>

Table 2: Cluster Wise Summary  
Skills for Success



Graph: Cluster & City Wise Projection