



**COUNTER TERRORISM DEPARTMENT (CTD)
KHYBER PAKHTUNKHWA**

REQUEST FOR PROPOSAL (RFP)

FOR

DEVELOPMENT/UPGRADATION OF SOFTWARE

FOR

CRIMINAL RECORD MANAGEMENT SYSTEM (CRMS), ASSETS MANAGEMENT SYSTEM (AMS), WEB PORTAL FOR RECRUITMENT, SOFTWARE MODULES FOR INITIAL FORENSIC LAB (IFL) & CRIME SCENE UNIT, MOBILE APPLICATIONS AND DEVELOPMENT & DESIGNING OF CTD WEBSITE ETC.

Pre-Bid meeting:	24/10/2024 11:00 A.M.
Last Date for Submission:	29/10/2024 11:00 A.M.
Bids Opening Date:	29/10/2024 11:30 A.M.

**COUNTER TERRORISM DEPARTMENT (CTD)
KHYBER PAKHTUNKHWA POLICE**

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IMPORTANT:

- This Request for Proposal ('RFP') does not constitute a binding agreement or an offer or invitation by the Counter Terrorism Department (CTD) Khyber Pakhtunkhwa to any party other than the qualified bidders to submit the bids. The principal purpose of this RFP is to provide the bidders with information that shall form the basis of their proposals or bids. This RFP contains the minimum requirements and information desired by the Counter Terrorism Department (CTD) Khyber Pakhtunkhwa. The contents hereof may be supplemented by the Counter Terrorism Department (CTD) Khyber Pakhtunkhwa as it deems appropriate. Each bidder may conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information given in this RFP to its satisfaction. The Counter Terrorism Department (CTD) Khyber Pakhtunkhwa makes no representation or warranty and shall incur no liability under any law, rules or regulations as to the accuracy, reliability or completeness of the RFP. The Counter Terrorism Department (CTD) Khyber Pakhtunkhwa may, at its sole discretion but without being under any obligation to do so, update, improve or supplement the information in this RFP.
- Bidders must ensure that they submit all the required documents indicated in the bidding Documents without fail. Bids received without valid documentary evidence, supporting documents and various requirements mentioned in the bidding Documents are liable to be rejected at the initial stage. It is intimated that no objection/revision/supplement shall be entertained regarding the terms and conditions of the bidding Documents submitted by the bidder.
- At any time prior to the deadline for submission of bid, the Counter Terrorism Department (CTD) Khyber Pakhtunkhwa may amend the bid Documents by issuing addenda/corrigenda. Any addendum/ corrigendum issued shall be part of the bid Documents and shall be communicated in writing to all who have obtained the bid Documents from the Counter Terrorism Department (CTD) Khyber Pakhtunkhwa. To give prospective bidders, reasonable time in which to take an addendum into account in preparing their bids, the Procuring Entity may, at its discretion, extend the deadline for the submission of applications.
- A bidder shall be an entity or any combination of entities in the form of a Joint Venture (JV) with a formal intent to enter into an agreement or under an existing agreement. In the case of a JV,
 - all partners to the JV shall be jointly and severally liable; and
 - a JV shall nominate a representative to act as the lead partner who shall have the authority to conduct all business for and on behalf of any and all the partners of the JV during the bidding process, and in the event the JV is awarded the contract, during contract execution.
- In case of short listing of a firm as a standalone entity or in JVs, it will be the prerogative of the firm to indicate in writing as to whether it conducts the assignment as a standalone entity or in JVs.

SECTION 1: LETTER OF INVITATION

Dear Sir/Madam.:

1. The *Counter Terrorism Department (CTD) Khyber Pakhtunkhwa* (hereinafter called “Procuring Entity”) now invites proposals to provide the following consulting services:

“Development/Upgradation of Software: Criminal Record Management System (CRMS), Assets Management System (AMS), Web Portal for recruitment, Software Modules for Initial Forensic Lab (IFL) & Crime Scene Unit, Mobile Applications and development & designing of CTD website etc.”.

The project consists of development/upgradation of software of Counter Terrorism Department (CTD) Khyber Pakhtunkhwa along with development of some additional software modules and training of the staff of Counter Terrorism Department (CTD) Khyber Pakhtunkhwa regarding the solution/ entire setup.

More details on the services are provided in the Terms of Reference.

2. The firm will be selected under Quality and Cost Based Selection (QCBS) System and single stage two envelope bidding procedure, in accordance with the Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA) Rules which may be downloaded from www.kppra.gov.pk.
3. The RFP includes the following documents:
 - Section 1 - Letter of Invitation
 - Section 2 - Instructions to Consultants
 - Section 3 - Technical Proposal - Standard Forms
 - Section 4 - Financial Proposal - Standard Forms
 - Section 5 - Terms of Reference
 - Section 6 – Technical Evaluation Criteria
4. It is mandatory for bidders to submit proposals using the standard forms furnished in Section 3 and Section 4 of this RFP. Proposals that are not submitted in the prescribed format may be discarded. If any information, required in the forms, is found missing or written elsewhere, no credit shall be given in the relevant section of the evaluation.
5. As per Rule (10) of KPPRA, a Procuring Entity may ask bidders for clarification of the bid to assist in the evaluation. To avoid delay, the Procuring Entity may hold a pre-bid conference with the prospective bidders at least five working days before the last day for submission of bids.
6. The tender is open to all eligible bidders, meeting the minimum qualification criteria mentioned in the RFP documents. The detailed tender/RFP documents, which would be the integral part of this tender may be obtained from the Counter Terrorism Department (CTD) Khyber Pakhtunkhwa during office hours or may be downloaded from KP Police website www.kppolice.gov.pk.

7. Sealed Technical and Financial Proposal, addressed to undersigned, along with Bid Security i.e., 2% of the bid amount in favor of Additional Inspector General of Police Counter Terrorism Department (CTD) Khyber Pakhtunkhwa, Peshawar along with all requisite documents as mentioned in the RFP, must reach on or before the **aforementioned date** at the office of the Additional Inspector General of Police Counter Terrorism Department (CTD) Khyber Pakhtunkhwa, Peshawar. The bids will be opened on the same day at 1130 hours in the presence of the bidders or their representatives who wish to attend the proceedings.
8. The Procuring Entity reserves the right to accept / reject any or all or part of the proposals or cancel the tender at any time prior to the acceptance of bid or proposal for which the reason may be conveyed if desired (following the KPPRA Procurement rules 2014).
9. For any query related to this tender notice, please feel free to contact Director IT, Counter Terrorism Department (CTD) Khyber Pakhtunkhwa, Peshawar.

Director IT
For Additional Inspector General of Police
Counter Terrorism Department (CTD),
Khyber Pakhtunkhwa, Peshawar.

SECTION-02. INSTRUCTIONS TO CONSULTANTS

1. Definitions

- a) “BS” means Bid Security.
- b) “Company/Firm/Vendor/Service Provider” means the bidder who submitted the bids in response to this RFP.
- c) “Consultant” means a professional who can study, design, organize, evaluate and manage projects or assess, evaluate and provide specialist advice or give technical assistance for making or drafting policies, institutional reforms and includes private entities, consulting firms, legal advisors, engineering firms, construction managers, management firms, procurement agents, inspection agents, auditors, international and multinational organizations, investment and merchant banks, universities, research institutions, government agencies, nongovernmental organizations, and individuals
- d) “Contract” means an agreement enforceable by law and includes conditions of the contract.
- e) “CTD” Counter Terrorism Department, Khyber Pakhtunkhwa Peshawar
- f) “Data Sheet” means such part of the instructions to consultants that is used to reflect specific assignment conditions.
- g) “Day” means calendar day including holiday.
- h) “Government” means the Government of Khyber Pakhtunkhwa.
- i) “Instructions to Consultants” (Section 2 of the RFP) means the document which provides shortlisted consultants with all information needed to prepare their proposals.
- j) “KP” means Khyber Pakhtunkhwa
- k) “LOI” (Section 1 of the RFP) means the Letter of Invitation sent by the Procuring Entity to the consultant.
- l) “Procuring Entity (PE)/Client” means Counter Terrorism Department, Khyber Pakhtunkhwa Peshawar
- m) “Proposal” means the Technical Proposal and the Financial Proposal.
- n) “RFP” means the Request for Proposal prepared by the Procuring Entity for the selection of consultants.
- o) “CRMS” means Criminal Record Management System
- p) “AMS” means Assets Management System
- q) “Solution/Entire Setup” means the complete scope of services described in TOR of RFP
- r) “Terms of Reference” (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 Entity and the consultant, Payment terms and exacted results and deliverables of the assignment.

s) “Working Day” means Government working day excluding Gazetted holidays.

2. Introduction

- 2.1 **Procuring Entity:** The Procuring Entity named in the Data Sheet will select a consulting firm/organization (the consultant) in accordance with the method of selection specified in the Data Sheet.
- 2.2 **Proposal Submission Method:** The interested consultants are invited to submit a Technical Proposal and a Financial Proposal, as specified in the Data Sheet. The proposals should be in separate marked and sealed envelopes. The proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected consultant.
- 2.3 **Pre-bid Conference:** Consultants should familiarize themselves with rules / conditions and take them into account while preparing their proposals. Attending the pre-proposal conference is, however optional. Consultants may liaise with Procuring Entity’s representative for gaining better insight into the assignment.
- 2.4 **Proposal Preparation Cost Liability:** Consultants shall bear all costs associated with the preparation and submission of their proposals including any presentation(s) and demonstration(s) of proposed solution(s)/system(s) and contract negotiation. The Procuring Entity reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the consultants.
- 2.5 **Inputs and Facilities from Client:** The Client will timely provide, at no cost, to the consultants the inputs and facilities specified in the Data Sheet, assist the firm in obtaining licenses and permits needed to carry out the services, and make available relevant project data and reports.
- 2.6 **Conflict of Interest:** The Khyber Pakhtunkhwa Prevention of Conflict-of-Interest Act, 2016 states that “Any contract made in violation of the provisions of this Act may be declared void and may be rescinded by the contracting governmental agency within five years of signing and execution of such contract, upon the recommendation of the Commission”. It is therefore required that the consultants shall provide professional, objective, and impartial advice and holding the Procuring Entity interest paramount. They shall strictly avoid conflict with other assignments or their own corporate interest. Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the Procuring Entity, or that may reasonably be perceived as having such effect. Failure to disclose said situations may lead to the disqualification of the consultant or the termination of its contract.

Without limitation on the generality of the foregoing, consultants, 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:

- (i) A consultant that has been engaged by the Procuring Entity 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 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's consulting services for such preparation or implementation.

- (ii) A consultant (including its Personnel and Sub consultants) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the consultant to be executed for the same or for another Procuring Entity.
- (iii) A consultant (including its Personnel) that has a business or family relationship with a member of the Procuring Entity's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the Assignment, the selection process for such assignment, or (iii) supervisions of the contract, may not be awarded a contract, unless the conflict stemming from this relationship has been resolved.

2.7 **Conflicting Relationships:** Government officials and civil servants may be hired as consultants only if:

- (i) They are on leave of absence without Pay;
- (ii) They are not being hired by the Entity they were working for, six months prior to going on leave; and
- (iii) Their employment would not give rise to any conflict of interest.

2.8 **Fraud and Corruption:** It is Government's policy that consultants 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 Entity follows the instructions contained in Khyber Pakhtunkhwa Public Procurement Rules 2014 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 attempt mislead a party to obtain a financial or other benefit or to avoid an obligation;

Under Rule 44 of KPPRA 2014, "The PE 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 KPPRA. Provided that any supplier or contractor who is to be blacklisted shall be accorded adequate opportunity of being heard".

2.9 **Only One Proposal:** Shortlisted consultants shall submit only one proposal. If a consultant submits or participates in more than one proposal, such proposals shall be disqualified. Participation of the same sub consultant, including individual experts, to more than one proposal is not allowed.

- 2.10 **Proposal Validity Period:** The Proposals must remain valid for one year from the date of bid opening. During this period, consultants shall maintain the availability of professional staff nominated in the proposal. The Procuring Entity will make its best effort to complete negotiations within this period. Should the need arise; however, the Procuring Entity may request consultants to extend the validity period of their proposals. Consultants 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 proposal, consultants may submit new staff in replacement, who would be considered in the final evaluation for contract award. Consultants who do not agree have the right to refuse to extend the validity of their proposals.

3. Clarification and Amendment in RFP Documents

- 3.1 Consultants may request for a clarification of contents of the bidding document in writing, and Procuring Entity shall respond to such queries in writing within three calendar days, provided they are received at least eight calendar days prior to the date of opening of proposal. The procuring Entity shall communicate such response to all parties who have obtained RFP document without identifying the source of inquiry. Should the PE deem it necessary to amend the RFP as a result of a clarification, it shall do so.
- 3.2 The Procuring Entity may amend the RFP five days before the closing date by issuing an addendum/ corrigendum in writing. The addendum shall be sent to all consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give consultants reasonable time in which to take an amendment into account in their proposals the Procuring Entity may, if the amendment is substantial, extend the deadline for the submission of proposals.

4. Preparation of Proposals

- 4.1 In preparing their proposal, consultants are exacted 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.
- 4.2 **Language:** The proposal as well as all related correspondence exchanged by the consultants and the Procuring Entity 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.
- 4.3 **Technical Proposal Format and Content:** While preparing the Technical Proposal, consultants must give particular attention to the following:
- (i) If a consultant considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other firms or entities in a joint venture as appropriate.
 - (ii) It is desirable that the majority of the key professional staff proposed be Permanent employees of the firm or have an extended and stable working

relationship with it.

- (iii) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) shall be submitted for each position.

4.4 The Technical Proposal shall provide the following information using the attached Standard Forms (Section 3):

- (i) A brief description of the consultant organization and an outline of recent experience (each partner in case of joint venture) on assignments of a similar nature. For each assignment, the outline should indicate, *inter alia*, the profiles of the staff, duration of the assignment, contract amount, and firm's involvement.
- (ii) CVs of the proposed professional staff and the authorized representative submitting the proposal.
- (iii) The list of the proposed staff team by specialty, the tasks that would be assigned to each staff team member, and their timing (Section 3).
- (iv) 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.
- (v) A detailed description of the proposed methodology, work plan for performing the assignment, staffing, and monitoring of training.
- (vi) Any additional information requested in the Data Sheet.

4.5 The Technical Proposal shall not include any financial information.

4.6 **Financial Proposals:** The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment. Alternatively, consultants may provide their own list of cost. If appropriate, these costs should be broken down by activity. 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. All the cost shall include government applicable taxes.

4.7 **Taxes:** The consultants will be subject to all admissible taxes including stamp duty and service charges at a rate prevailing on the date of contract agreement unless exempted by relevant tax authority.

4.8 **Currency:** Consultants must express their bids in Pakistan Rupees (PKR).

4.9 **Firm Price:** Prices quoted by the bidder must be all inclusive, firm and final, and shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price (including licenses, software(s) required etc.) at site and should include all Govt. taxes, Viz. sales tax, service tax, excise & custom duties etc. on the final finished outputs/services tendered for. No hidden charges/prices not mentioned/ evaluated in the Financial bid would be payable/ acceptable.

5. Submission, Receipt, and Opening of Proposals

- 5.1 The consultant shall deliver 2 (two) copies of the technical & financial proposal each copy being physically separated, bound, sealed and labeled as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” (One Original and one copy), labeled as such on their respective envelopes. The Bid Security of 2% of the offer in shape of Bank guarantee or Pay Order shall be enclosed in the envelope marked “FINANCIAL PROPOSAL” without which the financial proposal shall not be considered and bid shall be rejected.
- 5.2 The bidders shall seal all the envelopes in another single envelope titled [Name of Assignment].
- 5.3 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 consultant. The authorization shall be in the form of a written power of attorney accompanying the proposal.
- 5.4 All required copies of the Technical and Financial Proposals are to be made from the original. If there are discrepancies between the original and the copies of the Technical Proposal, the original governs.
- 5.5 The proposals must be sent to the address indicated in the Data Sheet and received by the PE no later than the time and the date indicated in the Data Sheet, or any extension to this date. Any proposal received by the PE after the deadline for submission shall be returned unopened. In order to avoid any delay arising from the postal or PE’s internal dispatch workings, consultants should ensure that proposals to be sent through couriers should reach a day before the deadline for submission.
- 5.6 Initially, only the envelope marked TECHNICAL PROPOSAL shall be opened, and evaluated in a manner as per the clauses mentioned in this document; and proposals which do not conform to the specified requirements as listed in said document will be rejected.
- 5.7 Copy of the Technical Proposal shall be retained in the custody of the Client without being opened;
- 5.8 During the technical evaluation no amendments in the technical proposal shall be permitted;
- 5.9 Financial Proposal of technically qualified bidders shall be opened publicly at a time, date and venue announced and communicated to the bidders after completing the Technical Evaluation process;

6. Proposal Evaluation

- 6.1 From the time the proposals are opened to the time the contract is awarded, the consultants should not contact the PE on any matter related to its Technical and/or Financial Proposal. Any effort by consultants to influence the PE in the examination, evaluation, ranking of

proposals, and recommendation for award of contract may result in the rejection of the consultants' proposal.

- 6.2 **Evaluation of Technical Proposals:** 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 Technical Evaluation Criteria. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it fails to achieve the minimum technical score indicated in the Data Sheet.

After the technical evaluation is completed, the PE shall notify in writing consultants that have secured the minimum qualifying marks, the date, time and location for opening the Financial Proposals. Consultants' attendance at the opening of Financial Proposals is optional.

Financial proposals of those consultants who failed to secure minimum qualifying marks shall be returned un-opened.

- 6.3 **Evaluation of Financial Proposal:** Financial Proposals shall be opened publicly in the presence of the consultants' representatives who choose to attend. The name of the consultants and the technical scores of the consultants shall be read aloud. The Financial Proposal of the consultants who met the minimum qualifying mark 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.

- 6.4 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 formers 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.

- 6.5 In case of Quality and Cost Based Selection QCBS method the lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Technical Evaluation Criteria. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1). $S = St \times T\% + Sf \times P\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

- 6.6 **Negotiations:** Negotiations will be held at the date and address which will be communicated to the consultant. The invited consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all professional staff. Failure in satisfying such requirements may result in the PE proceeding to negotiate with the next-ranked consultant. Representatives conducting negotiations on behalf of the consultant must have written authority to negotiate and conclude a contract.

- 6.7 **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 consultant to improve the Terms of Reference. The PE and the consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the contract as “Description of Services”. Minutes of negotiations, which will be signed by the PE and the consultant, will become part of contract Agreement.
- 6.8 **Financial Negotiations:** If applicable, it is the responsibility of the consultant, before starting financial negotiations, to contact the local tax authorities to determine the tax amount to be paid by the consultant under the contract. The financial negotiations will include a clarification (if any) of the firm’s tax liability, and the manner in which it will be reflected in the contract; and will reflect the agreed technical modifications in the cost of the services. Consultants will provide the PE with the information on remuneration rates described in the Appendix attached to Section 4 (i.e., Financial Proposal - Standard Forms of this RFP).

7. Availability of professional staff/experts

- 7.1 Having selected the consultant on the basis of, among other things, an evaluation of proposed professional staff, the PE expects to negotiate a contract on the basis of the professional staff named in the proposal. Before contract negotiations, the PE will require assurances that the professional staff will be actually available. The PE 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 death or medical incapacity. If this is not the case and if it is established that professional staff were offered in the proposal without confirming their availability, the consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the consultant within the period of time specified in the letter of invitation to negotiate.

8. Award of Contract

- 8.1 After completing negotiations, the Procuring Entity shall award the contract to the selected consultant within seven days after letter of acceptance or award has been issued. The Procuring Entity shall announce the final results of a bid evaluation giving justifications for acceptance or rejection of bids at least ten days prior to the award of a contract and place the same on its and authority website.
- 8.2 After publishing of award of contract consultant required to submit a performance security at the rate indicated in data sheet.
- 8.3 The consultant is expected to commence the assignment on the date and at the location specified in the Data Sheet.
- 8.4 The selected consultant will submit contract for which draft may be obtained from the Procuring Entity within 20 (twenty) days of receipt of Letter of Intent/Work order/ Award

of contract.

- 8.5 The successful bidder has to sign an agreement with the Procuring Entity on the Stamp Paper of worth not less than Rs. 10000/- (Rupees Ten Thousand only).
- 8.6 The successful bidder has to complete the assignment is **5 months** starting from the date of signing of contract

9. Confidentiality

- 9.1 Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the consultants 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 consultant of confidential information related to the process may result in the rejection of its proposal.

10. Payment Schedule

- 10.1 Payment Schedule may be finalized through mutual discussion with the consultants during the second stage of the bidding Procedure.

11. Bid Security (BS)

- 11.1 Bid Security i.e., 2% of the bid amount must be accompanied with the financial bid. The Bid Security in Pak Rupees shall be acceptable only in shape of Demand Draft / Pay Order/Banker's Cheque or CDR in favor of **Additional Inspector General of Police, CTD Khyber Pakhtunkhwa, Peshawar** issued from any scheduled bank operating in Pakistan without which the proposal will be rejected straight away. An affidavit stating that 2% bid security has been included in the Financial Proposal must be submitted with Technical Proposal.

The BS may be forfeited:

- i. If a bidder withdraws his bid or change his bid after the commencement of Second Stage of bidding Procedure or upon submission of any misleading / false information / statement which may also lead to Black Listing of the bidder besides other legal actions under the law;
 - ii. If the successful bidder fails to sign the Agreement with the Procuring Entity after the receipt of letter of intent/work order/award of contract or fails to furnish Performance Bank Guarantee within specified time.
- 11.2 The BS of unsuccessful bidders will be released after the award of contract to a successful bidder or as the case may be.

12. Performance Bank Guarantee (PBG)

- 12.1 The successful bidder shall furnish the Performance Bank Guarantee equal to 10% (Ten Percent) of the total contract value (it may be on the basis of value of task/phase completed) issued from any scheduled bank operating in Pakistan. The Performance Bank

Guarantee should be valid till the completion of the assignment and maintenance & support period of **01 (one) year** or any such extended period as agreed between the solution provider and the Procuring Entity. The Procuring Entity reserve the right to relax the PBG validity period i.e.; submission /renewal on yearly basis or PBG on completion of task/phased based manner, however, in no case it would be considered as the right of the consultant.

- 12.2 The Procuring Entity reserves the right to encash the PBG upon unsatisfactory performance from the consultant or breach of any clause of the signed agreement / contract. However, PBG may be released upon satisfactory completion of the project period.
- 12.3 **Acceptable Banks:** All bank related documents should be submitted issued only from scheduled banks operating in Pakistan.

13. Software & Hardware Licenses

- 13.1 Bidders should clearly highlight how their licensing method is ensuring that the Procuring Entity will NOT be required to incur further costs during the 5 years post award of the contract for any software/database etc. licenses. All bidders need to clearly show that their offered licensing quantities in their commercial proposal are sufficient for CTD KP for the next 5 years post contract award.
- 13.2 All Licenses should be perpetual.

14. Integrity Pact

- 14.1 The bidder shall sign and stamp in the form of Integrity Pact provided in this document in the bidding document for all procurement contracts exceeding Rupees ten (10) million. Failure to provide such Integrity Pact shall make the bid non-responsive.

DATA SHEET

Clause	Description
1	Name of the Assignments: Development/Upgradation of Software: Criminal Record Management System (CRMS), Assets Management System (AMS), Web Portal for recruitment, Software Modules for Initial Forensic Lab (IFL), Mobile Applications and development & designing of CTD website etc.
2.1	The Name of the PE's official (s): Additional Inspector General of Police, Counter Terrorism Department (CTD), Khyber Pakhtunkhwa Peshawar +92-91-9212518-19, Fax: 92-91-9212530
6.5	The method of selection: Quality & Cost Based Selection (QCBS) System Bidding Procedure: Single Stage Two Envelopes The Edition of the Guidelines is: KPPRA Rule 2014
2.2	Financial Proposal to be submitted together with Technical Proposal: Yes Technical and Financial Proposal to be submitted in separate sealed envelopes both enclosed in a single envelope.
5.5	The Proposal submission address is: Office of the Additional Inspector General of Police, Counter Terrorism Department (CTD), Khyber Pakhtunkhwa Peshawar +92-91-9212518-19, Fax: 92-91-9212530 Proposals must be submitted no later than the date and time mentioned above.
8.3	Expected date for commencement of consulting services: <i>Soon after the award of contract</i>
	Location: Counter Terrorism Department (CTD), HQrs, Malik Muhammad Saad Shaheed Police Lines, Peshawar
2.3	Pre-bid meeting date: October 24, 2024 at 11:00 AM
2.3	Clarifications may be requested before or during the pre-bid conference. Queries received after the pre-bid conference shall not be entertained.
4.4 (v)	Training on all components of this assignment: Yes
4.9	Amounts payable by the PE to the consultant under the agreement to be subject to local taxation: Yes Deduction of such taxes at source, in accordance with applicable tax laws/rules, while making payments to the consultant throughout the currency of the agreement: YES

5.1	Consultant must submit the original of the Technical Proposal and the original of the Financial Proposal.
12.1	Successful consultant is required to submit 10% Performance security in form of Pay order, demand draft or bank guarantee.
8.6	Duration of the assignment is 6 months starting from the date of signing of contract.

SECTION-03: TECHNICAL PROPOSAL - STANDARD FORMS

- TECH-1:** Consultant's Organization and Experience
- TECH-2:** Curriculum Vitae (CV) for Proposed Professional Staff
- TECH-3:** Description of the Approach, Methodology and Work Plan for Performing the Assignment
- TECH-4:** Comments or Suggestions on the Terms of Reference provided by the PE
- TECH-5:** Team Composition and Task Assignments
- TECH-6:** Staffing Schedule
- TECH-7:** Work Schedule
- TECH -8:** Technical Proposal Submission Form

FORM TECH-01: CONSULTANT'S EXPERIENCE

A - consultant's Organization

[Provide here a brief description of the background and organization of your firm/entity (including organogram) and each associate for this assignment.]

1. Firm Background:
2. Chief Executive Officer
3. Board of Directors / Partners.
4. Departmental Structure of the Firm.
5. Organogram

A-I,

Whether your firm is ISO/CMMI Certified? If so, provide a copy of valid ISO/CMMI Certification.

B - Consultant's Experience

Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted for carrying out consulting services similar to the ones requested under this Assignment. Please provide Client's certification and/or evidence of the contract agreement.

Assignment name:	Cost of the Project:
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total No of staff-months (by your firm) on the assignment:
Start date (month/year): Completion date (month/year):	1. Total value of the consultancy agreement 2. Value of consultancy services provided by your firm under the agreement (in current PKR or US\$):
Name of associated consultants, if any:	No of professional staff-months provided by associated consultants:
Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):	
Narrative description of Project (<i>You may attach one extra sheet-one side only</i>):	
Description of actual services provided by your staff within the assignment:	
1. Firms Name:	
2. Completion Certificate/ Contract/ Work-Order/ Certificate by the Client / Employer that proves the performance of the above consultancy service.	

FORM TECH-02: CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

1. Proposed Position [Title of the position]: _____
2. Name of Firm [Insert name of firm proposing the staff]: _____
3. Name of Staff [Insert full name]: _____
4. Date of Birth: _____ Nationality: _____
5. CNIC No (if Pakistani): _____ or Passport No: _____
6. Education:

Degree	Major/Minor	Institution	Completion Date (MM/YYYY)

7. Membership of Professional Associations: _____
8. Other Training [Indicate significant training since degrees under 6 - Education were obtained]:

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 reverse order every employment held by staff member since graduation, giving for each employment on the following format:

Employer	Position	From (MM/YYYY)	To (MM/YYYY)

1. Detailed Tasks Assigned

[List all tasks to be performed under this assignment]

2. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, 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] _____

Full name of authorized representative (attach authority letter): _____

Date: (Day/Month/Year) _____

FORM TECH-03: DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (Demonstration of systems, inclusive of charts and diagrams) divided into the following three chapters:

a) 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.

b) Work Plan: In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-8.

c) 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-04: COMMENTS AND SUGGESTIONS ON THE TERMS OF
REFERENCE PROVIDED BY THE PE**

On the Terms of Reference

[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.] (You may attach one extra sheet-one side only):

FORM TECH-05: TEAM COMPOSITION AND TASK ASSIGNMENTS

Professional Staff							
S. No.	Name of Staff	CNIC No./Passport	Firm	Area of Expertise	Position	Task Assigned	Full time/part time/consultant
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

FORM TECH-06: STAFFING SCHEDULE

Full time input

Part time input

S. No.	Name of Staff ¹	Staff input (in the form of a bar chart) ²							Total
		Duty	Jan	Feb	Mar	Apr	May	Jun ...	
Local Staff									
1		Home							
		Field ³							
2		Home							
		Field							
3		Home							
		Field							
4		Home							
		Field							
5		Home							
		Field							
And so on.....									
Grand Total									

1. For professional staff the input should be indicated individually; for support staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).
2. Months are counted from the start of the assignment. For each staff indicate separately staff input for home and field work.
3. Field work means work carried out at a place other than the consultant's home office.

FORM TECH-07: WORK SCHEDULE

S. No.	Activity ¹	Month ²					
		Jan	Feb	Mar	Apr	May	Jun...

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2. Duration of activities shall be indicated in the form of a bar chart

FORM TECH-08: TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To:

To: [Name and address of Client]

Dear Sir/Madam:

We, the undersigned, offer to provide the consulting services for *[Insert title of assignment]* 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 are submitting our proposal in association with: *[Insert a list with full name and address of each associated consultant]*

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, 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 consulting 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.

Yours sincerely,

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

SECTION-04. FINANCIAL PROPOSAL - STANDARD FORMS

[Comments within brackets [] provide guidance to the shortlisted consultants for the preparation of their Financial Proposals; they should not appear on 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 Clause no. 4.4 of Section 2.

<u>FIN-1:</u>	Financial Proposal Submission Form
<u>FIN-2:</u>	Summary of Costs
<u>FIN-3:</u>	Breakdown of Costs by Activity
<u>FIN-4:</u>	Breakdown of Remuneration
<u>FIN-5:</u>	Reimbursable expenses

FORM FIN-01: FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To: [Name and address of PE]

Dear Sir/Madams:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for proposal dated: [Insert date] Our attached Financial proposal is for the sum of [Insert amount(s) in words and figures¹].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the proposal.

Yours sincerely,

Authorized Signature [In *full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

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

FORM FIN-02: SUMMARY OF COSTS

Item	Costs	
	<i>Cost in Figures</i>	<i>Cost in Words</i>
Total Costs of Financial proposal ¹		

1. Indicate the total costs of consultancy services, inclusive of all local applicable taxes and duties, to be paid by the Client in Pak Rupee. Such total costs must coincide with the sum of the relevant Subtotals indicated in all Forms FIN-3 provided with the proposal.

FORM FIN-03: BREAKDOWN OF COST BY ACTIVITY¹

S. No.	Group of Activities (Phase) ²	Description ³
	<hr/> <hr/>	<hr/> <hr/>
	Cost component	Cost (Rs.)
	Remuneration ⁴	
	Reimbursable Expenses ⁴	
	Subtotals	

1. Form FIN-3 shall be filled at least for the whole assignment. In case some of the activities require different modes of billing and payment (e.g., the assignment is phased, and each phase has a different payment schedule), the consultant shall fill a separate Form FIN-3 for each group of activities. The sum of the relevant Subtotals of all Forms FIN-3 provided must coincide with the Total Costs of Financial Proposal indicated in Form FIN-2.

2 Names of activities (phase) should be the same as, or correspond to the ones indicated in the second column of Form TECH-8.

3 Short description of the activities whose cost breakdown is provided in this Form.

4 Remuneration and Reimbursable Expenses must respectively coincide with relevant Total Costs indicated in Forms FIN-4, and FIN-5. Reimbursable expenses include costs other than man-months.

FORM FIN-04: BREAKDOWN OF REMUNERATION¹

(Information to be provided in this Form shall only be used to establish payments to the consultant for possible additional services requested by the Client)

S. No.	Name ²	Position ³	Staff-month Rate (PKR) ⁴		
			Field	Home	Total
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
And so on...					
Grand Total					

1. Form FIN-4 shall be filled in for the same professional and support staff listed in Form TECH-7.
2. Professional staff should be indicated individually; support staff should be indicated per category (e.g.: draftsmen, clerical staff, Class IV).
3. Positions of the professional staff shall coincide with the ones indicated in Form TECH-5.
4. Indicate separately staff-month rate and currency for home and field work.

FORM FIN-05: BREAKDOWN OF REIMBURSABLE EXPENSES

(Information to be provided in this Form shall only be used to establish payments to the consultant for possible additional services requested by the Client)

S. No.	Description¹	Unit	Unit Cost²

1 Delete items that are not applicable or add other items that are required

2 Indicate unit cost.

SECTION-05: TERMS OF REFERENCE (TOR)

Term of Reference for the “*Development/Upgradation of Software: Criminal Record Management System (CRMS), Assets Management System (AMS), Web Portal for recruitment, Software Modules for Initial Forensic Lab (IFL) & Crime Scene Unit, Mobile Applications and development & designing of CTD website etc.*”

C. SCOPE OF WORK

i. SUMMARY

CTD, Khyber Pakhtunkhwa is seeking a qualified and experienced consultant to partner with for this project. The consultant would be required to analyze, migrate, streamline and implement the business processes based upon Business Process Study, Business Process Modeling, Re-engineering, and automation of business processes.

Additionally, the consultant will have to review the existing Software Solutions and upgrade according to the latest technology besides developing additional software modules.

The purpose of this RFP is to solicit responses from qualified consultants offering the functionality and features identified to up-grade or re-implement the systems. The PE seeks a qualified firm with the experience, expertise, and qualifications to provide a fully integrated, proven state-of-the-art solution. The PE will complete a fair and thorough evaluation of consultant responses to this RFP. The following areas are needed to be covered in the project.

ii. Project modules

The salient features of the modules should include but not limited to the following:

S. No	Modules
1.	Upgradation of Criminal Record Management System (CRMS)
2.	Assets Management System (AMS)
3.	Web Portal for recruitment
4.	Software Modules for Initial Forensic Lab (IFL) & Crime Scene Unit
5.	Mobile Applications
6.	Development & Designing of CTD Website

a. Upgradation of Criminal Record Management System (CRMS):

- The existing application needs to be upgraded to latest development tools and shall cover complete business processes as per police legal formats
- The system shall store scanned copies in different formats
- The application software shall have a comprehensive reporting portal to provide relevant pre-formatted reports to all levels of management as per their requirements.

- The software shall have the ability to generate reports as table, charts, and descriptive formats (export to docx, xlsx, csv, pdf etc).
 - A comprehensive reporting tool shall be provided to allow users to generate reports/queries as per their ad-hoc requirements through simple and easy-to-use interface requiring minimal learning
 - Application software shall have dashboards as per roles and responsibilities for effective monitoring and supervision of the cases
 - The system shall have a very strong search engine to enable searching using different sets of values
 - The system shall be user friendly, highly configurable, customizable, scalable and highly secure.
 - The solution shall be highly secure from hacking, scrapping, cracking and all types of unauthorized access and intrusions
 - Software & its database design shall provide provision for future modifications and shall be flexible enough so that new modules can be integrated easily.
 - The number of users can easily be increased without any limitations
 - The system shall maintain audit / trail for transactions
 - The overall solution shall be designed in a way to avoid any down time
 - Proper backup procedures and measures shall be in place
 - Facility to import existing data.
 - The information may not be limited to text only rather it may include images and video/audio, file etc.
 - Apart computer, the system should be accessible through PDAs like tablet and Cell Phone (cross platform) etc.
 - Various incidents taking place in the province shall be populated on the map from the place of occurrence.
 - Facility of integration with other databases i.e NADRA, KP Police CRMIS etc
 - Any other relevant activity assigned.
- b. **Assets Management System (AMS):**
- Simple and easy assets addition with complete profile of assets and its costing
 - Unique assets tagging
 - Audits and physical verification of assets
 - Software & its database design shall provide provision for future modifications and shall be flexible enough so that new modules can be integrated easily.
 - The number of users can easily be increased without any limitations
 - The system shall maintain audit / trail for transactions

- The solution shall be highly secure from hacking, scrapping, cracking and all types of unauthorized access and intrusions
 - The software shall have the ability to generate reports as table, charts, and descriptive formats.
 - A comprehensive reporting tool shall be provided to allow users to generate reports/queries as per their ad-hoc requirements through simple and easy-to-use interface requiring minimal learning
 - Application software shall have dashboards as per roles and responsibilities for effective monitoring and supervision.
 - Any other relevant activity assigned.
- c. **Web Portal for recruitment:**
- Web based application for recruitment.
 - Complete information of posting a job, registration of applicants, bio data (personal, educational, experience etc) and apply for a job etc.
 - Facility to scan and upload relevant documents.
 - Dashboards for administrator and candidates showing status of jobs.
 - Real time chat facility and keeping its history
 - Ability to perform short-listing of candidates as per prescribed requirements.
 - Software & its database design shall provide provision for future modifications and shall be flexible enough so that new modules can be integrated easily.
 - The system shall maintain audit / trail for transactions
 - The solution shall be highly secure from hacking, scrapping, cracking and all types of unauthorized access and intrusions
 - The software shall have the ability to generate reports as table, charts, and descriptive formats.
 - A comprehensive reporting tool shall be provided to allow users to generate reports/queries as per their ad-hoc requirements through simple and easy-to-use interface requiring minimal learning
 - Application software shall have dashboards as per roles and responsibilities for effective monitoring and supervision.
 - Any other relevant activity assigned.
- d. **Software Modules for Initial Forensic Lab (IFL):**
- The Initial Forensic Lab (IFL) have 03 sections i.e Digital Forensics, Ballistic, Fire Arms & Tool Marks Forensics and Fingerprint & DNA.
 - Applications having facility of record keeping, analysis and preparation of results on the basis of data are required for the sections.

- The software shall have the capability to carryout analysis on the basis of results.
 - Computerization of the Crime Scene Report generated by Crime Scene Unit.
 - Software & its database design shall provide provision for future modifications and shall be flexible enough so that new modules can be integrated easily.
 - The system shall maintain audit / trail for transactions
 - The solution shall be highly secure from hacking, scrapping, cracking and all types of unauthorized access and intrusions
- e. **Mobile Applications (secured):**
- i. To avoid third party involvement and secure the internal communication between and amongst various Officers/units of CTD, an application may be developed to be used for sharing messages including images, text, video, audios and documents within CTD on the pattern of WhatsApp for mobile (cross platform). The App shall be most secure and end-to-end encrypted, housed on CTD Server.
 - ii. An application to interact with CRMS for viewing reports as well as data entry by field operators including information/intelligence sharing.
 - iii. An application to automate the sending/receiving of data required from various organizations.
 - iv. An application for Crime Scene Unit (C SU) to send real time information from place of incident and preparation of crime scene reports with the facility of plotting on google map.

f. **Development & designing of CTD Website**

The module will cover but not limited to the following features:

- History, mandate, organizational details of CTD.
- Viewers will be given the facility to register and submit information about any suspicious activity.
- Details of all Proclaimed Offenders (POs) with head money
- Designing compatible with mobile devices.
- Ability to upload jobs, tenders, news and public awareness messages etc.
- Separate panel for administration.
- Any other relevant activity assigned.

Note: Any 3rd party tools/services charges and integration required for this project will be the responsibility of consultant.

g. **Training**

- a. Training of end users

- b. Training of IT staff
- c. Development of training manual
- h. All required software licenses shall be part of financial proposal

ii. PHASES OF THE PROJECT

The scope of work shall include the following phases:

PHASE I

- Implementation / Configuration/ Integration for/with designated applications.
 - Project Planning
 - Deliverables:
 - ✓ Project Plan
 - Business Process Study, Software Requirement and Functional Requirements Specifications
 - Deliverables Required:
 - ✓ SRS and FRS Document
 - ✓ As-is and To-Be documents with re-engineered processes where required
 - ✓ Feasibility Study document regarding Disaster Recover Site & DR Plan and the proposal for Disaster Recovery (DR) Site & DR Plan to minimize the downtime/zero chances of loss of data and maximize the availability of the system/data as per prevailing standards being observed in the IT market
 - Customization / Development
 - Deliverables Required:
 - ✓ Developed and implemented customized Business Solution for CTD at designated sites.
 - Implementation / Migration / Testing of Migrated Data
 - Deliverables Required:
 - ✓ Installation of the Software solution with all paraphernalia
 - ✓ Installation and Configuration Manual
 - ✓ Operational and User Manual
 - ✓ Training Plan and Manual
 - ✓ Training & Capacity Building
 - ✓ Information System Security & Audit Plan and Policy Document
 - Testing / UAT (For Customized Solution/ Data Migration)
 - Deliverables Required:
 - ✓ Test Plan and strategy document
 - ✓ Test case document for all modules
 - ✓ UAT and sign off
 - Roll Out
 - Deliverables Required:
 - ✓ Phase Sign Off Report
 - ✓ Commencement of Support and Maintenance Period.
 - Configuration Management

- Deliverables Required:
 - ✓ Configuration Management and associated Document
 - ✓ Version Controlling Mechanism and associated Document
 - ✓ Change Request Form etc.;
- Implementation of Centralized Reporting / Business Intelligence/ Trend Analysis based on Decision Support System (DSS) for but not limited to
 - Day to Day Reporting at different entity levels
 - Management Reporting and in-sighting
 - Analysis reporting

PHASE II

iii. PROJECT MANAGEMENT REQUIREMENTS

The following are considered as minimum mandatory project requirements:

- i. Full-time project team designated for the project.
- ii. Detailed project plan and milestones etc. before project starting date be presented and got approved
- iii. Complete documentation of all work, projects, actions, changes, etc.
- iv. Detailed Communication Plan before the project start date
- v. Discovery, Documentation, Implementation of solution/Entire setup, development/ customization/configuration, installation, data migration & maintenance
- vi. Installation & training of business software/solutions in the centralized environment at CTD HQRs and field offices.
- vii. Efficient and Successful completion of Project
- viii. All implementations should be carried out in a professional manner

iv. DETAILED SCOPE OF WORK

The proposed solutions should be scalable, reliable, flexible, efficient, secure, and technology proven. The summary scope of work has been provided above in this RFP document and the flow for the initial phase is as follows & should be delivered as per the given approach:

I. PROJECT PLANNING AND BUSINESS PROCESS STUDY

1. Perform analysis & detailed study of existing business processes & practices of CTD operations and management along with the associated business information flow among different units/offices.
2. Prepare refined and comprehensive **detailed business documentation which should include Infrastructure, IT Systems & Organization** based on analysis & detailed study of existing business processes. This study will essentially include but not limited to the following;
 - a. Project Planning**
 - i. Prepare a brief project plan, scheduling with tentative milestones and deliverable dates for the whole project.
 - ii. Prepare project communication modes and identify the main stakeholders of the project from both the consultant and CTD side and decide the communication

- modes and review meeting frequencies, etc.
- iii. Prepare a risk management plan including responsibilities of all stakeholders, involvement in the different processes, process ownerships, associated risks, and their mitigation, etc.
- b. Business Processes Report**
- i. Detailed documentation on existing business processes and highlighted key possible improvements and changes in existing processes to make them efficient that can be achieved through an alternate process available in the standard features of the new core business solution implementation.

II. Design Specification, Implementation, Customization, Consolidation & Data Migration

a. Technical Solution Design

1. Detailed **technical design documentation** on a proposed solution including:
 - i. Functional Specification Document with functional and non-functional requirements
 - ii. Traceability matrix
 - iii. Solution Architecture Document
 - iv. DB Design, etc.
 - v. Any other technical document

b. Implementation Responsibility of the Vendor

1. Establishment of a test environment for the solution/entire setup/system in the designated premises of CTD HQRs, Peshawar
2. Provision of Installation and Configuration Manuals
3. Provision of Operational and User Manuals
4. Complete customization, data migration, and implementation activities
5. Update implementation plan at every step as per actual scenario
6. Any other significant activity associated with successful implementation

c. Data Consolidation & Migration

Besides the design and implementation of new solutions/entire setup, the consultant is supposed to conduct a seamless transformation of Business from the existing environment to the proposed environment. The consultant is expected to create and test data migration procedures to ensure that before they go live data all the data migration issues are resolved.

III: Training & Capacity Building

The solution provider(s) are supposed to arrange/provide and conduct comprehensive training and associated extensive refresher training courses to the nominated officers of the procuring Department using all state-of-the-art tools and technologies of training along with relevant training material.

IV: Testing / UAT, Rollout

a. Testing/UAT

1. Prepare a comprehensive Test plan and strategy document with the consent of

CTD.

2. Prepare test cases and use cases to assess the functionality of the solutions in context with the CTD business.
3. Finalizing User Acceptance Test Plan taking into view the standard practice like load testing, stress testing, regression testing, and response time validation, etc.
4. Review of UAT results to assess any need for UAT1 or UAT2 etc.
5. Implementation in response to successful UAT.
6. Evaluation of implementation results.

b. Rollout

Centralized rollouts and systems live at HQRs levels.

- a. Identification of any suitable Section/Unit as a pilot site for rollout in consultation with CTD taking into consideration the characteristics/ behavior/ requirement/ volume & nature of the site to cover relevant modules and features of the solutions/setups.
- b. Coordination and implementation of the solutions to connect pilot branches to Centralized location besides activating the DR site with robust DR plan with special emphasis on minimum downtime and zero data loss with complete data recovery.
- c. Review of feedback received from the pilot phase and redressal there-off

V: Product/Solution/Entire Setup Support

Vendor must provide product/solution/**entire** setup support & maintenance through professional domain experts for a period of 2 years or as per the pleasure/satisfaction of the Procuring Entity.

VI: Implementation of Centralized Reporting and Business Intelligence

1. Design and develop Systems/Business reports as requested/required by CTD
2. Design reports/data export mechanism to provide data to specific external entities.
3. Generate standardized Business intelligence reports using any customized size of paper and any type of printer besides digital format (e.g.; .pdf, .txt, .xml, .xlsx etc.)

VII: Security

The selected firm should ensure that the system developed are secures in nature so that both the back-end system and from end use are not exposed to any kind of data manipulation and threat to the whole system. Should there be any problem related to it, the firm is responsible to ensure proper security and protocol measures adopted. After the system is usefully deployed, it shall be checked by a third party in respects of vulnerability testing tools and a report of penetration/vulnerability testing shall be shared with the consultant. The consultants shall be responsible to fix any vulnerabilities, if found in the penetration testing report, related to the system within the project contract period. The cost incurred on the security audit shall be bared by the consultant.

VIII: Confidentiality of Information

Since information and legacy data would be handled by the consultant during the

engagement of the project assignment is classified and restricted in nature, all the team members from the consultant's side must sign a Non-Disclosure Agreement with CTD.

It may be noted here that based on discussions/presentations/demonstrations/deliberations, knowledge sharing and feedback, etc. received/held during the "First Stage" between the consultants and the Procuring Entity, the contents of Section-3 "Scope of work", Evaluation Criteria or any contents of this RFP can be revised, deleted, modified or add any aspect of the technical requirements or evaluation criteria, or may add new requirements or criteria if such modifications/changes seem suitable for the business solution requirement of the CTD or would be in the public/government interest, however, such modifications are communicated to all bidders under the KPPRA Rules 2014.

1. DELIVERY & PAYMENT SCHEDULE:

S No.	Deliverable	Timeline	Percentage Payment
1.	Inception Report		10%
2.	Submission of SRS (Software Requirements Specifications)		15 %
3.	System Roll out including development, deployment and testing		20%
4.	Training of end users, User Acceptance Testing (UAT)		20%
5.	Training of IT staff and submission of Technical manual, Training Manual and User Manual		10%
6.	Data migration, Security audit and provision of source code		20%
7.	Project completion certificate		5%
	TOTAL		100%

SECTION 6: TECHNICAL EVALUATION CRITERIA

1. Initial Screening/Scrutiny Criteria

The initial screening / scrutiny of the technical bids will be carried out by the Procuring Entity to struck of the ineligible proposals. The bidder must provide the following for qualifying in the Initial Screening/Scrutiny Criteria along with copies of documentary proofs are submitted for all the qualification criteria mentioned below. Page numbers of the documentary proofs (signed/initialized) should be provided against the criteria in a tabular format. The Procuring Entity reserves the right to ask for the original documents, if desired. The proposals of bidders who fail to qualify this screening will be rejected straight away.

The below criteria is mandatory for qualification in Preliminary qualification phase.

S.N	Criteria	Supporting Documents Required
1	Bidder should have legal presence in Pakistan IT Business for at least 05 years	Company's Registration/Incorporation Certificate(s)
2	Registration with income tax department	Registration certificate (should be active)
3	Registration with Pakistan Software Export Board PSEB	Registration certificate (should be active)
4	Registration with Khyber Pakhtunkhwa Revenue Authority (KPRA)	Registration Certificate
5	Annual turnover of at least PKR 5 million during each of the last three years, as per auditor's report	Financial Audit Report of last three years
6	The bidder and its JV Partners (if any) should not be blacklisted by any Federal / Provincial Government/Public body	A fresh affidavit on a Stamp Paper attested by Notary Public should be submitted in this regard by the bidder and also by every JV Partner (if any).
7	Bid Security (BS) i.e., 2% of the bid money in favor of Additional Inspector General of Police, CTD, Khyber Pakhtunkhwa Peshawar in shape of DD, Pay Order, CDR or Bankers Cheque issued from any scheduled operating in Pakistan.	Bidders have to submit the BS along with Financial Proposal without which the bid would be rejected straight away An affidavit, mentioning that 2% bid security has been submitted with Financial Bid, shall be attached with the Technical Bid.

2. Technical Evaluation Criteria

Evaluation and Comparison of Technical and Financial Bids

The evaluation will be performed assuming the contract will be awarded to the bid most closely conforming to evaluation criteria and other conditions specified in the TORs.

Technical Evaluation Criteria and Comparison of Bid

The Technical Bids shall be evaluated on the basis of following parameters.

Weight	Evaluation Criteria	Weightage
W1	Profile	10
W2	Experience	40
W3	Financial Strength	10
W4	Project Team	20
W5	Approach and Methodology	20

The Technical Score will then be obtained by the following formula:

$$\text{Technical Score} = W1+W2 + W3 + W4 + W5$$

The technical criteria and their details are given below:

PROFILE (W1):

Profile of each bidder will be evaluated on the basis of the following four factors:

Item	Score	Criteria	Documentary Evidence
Years of incorporation (A)	2.5	5 to 10 years = 1.25 Above 10 years = 2.5	Registration/Incorporation Certificate
Quality Compliance (B)	2.5	ISO 9001	Relevant International Certification
Information Security (C)	2.5	ISO 27001	Relevant International Certification
Office in Khyber Pakhtunkhwa (D)	2.5	Office Address	Ownership evidence/ rent agreement
Total W1= (A+B+C+D)	10		

EXPERIENCE (W2):

Experience of each bidder will be evaluated on the basis of the following factors:

Item	Score	Criteria	Documentary Evidence
Value of Software Development and Implementation	25	5 million < Value ≤ 7 million = 5 marks per project 7 million ≤ Value ≤ 12 million = 10 marks	Completion Certificate along with contract mentioning the scope and

projects in last 10 years (E)		per project Above 12 million = 15 marks per project (Maximum marks should not exceed 25)	value of projects. (Cost of only software development will be considered)
Value of Application Software and implementation of similar nature in last 10 years (F)	15	5 million ≤ Value ≤ 7 million = 5 marks per project 7 million < Value ≤ 12 million = 10 marks per project Above 12 million = 15 marks per project (Maximum marks should not exceed 15)	Completion Certificate along with contract mentioning the scope and value of projects. Cost of only software development will be considered
Total W2 = (E+F)	40		

FINANCIAL STRENGTH (W3):

Financial Strength of each bidder will be evaluated on the basis of the following two factors:

Item	Score	Criteria	Documentary Evidence
Current Ratio of the last three years (G)	6	1 ≤ Current Ratio ≤ 1.5 = 4 marks Above 1.5 = 6 marks (Average of 03 years)	Audited Financial Statements of the last 03 years
Turn Over of the last three years (H)	4	20 ≤ Turn Over ≤ 40 = 2 marks 40 < Turn Over ≤ 40 = 3 marks Above 40 million = 4 marks (Average of 03 years)	Audited Financial Statements of the last 03 years
Total W3 = (G+H)	10		

PROJECT TEAM (W4):

This section of the evaluation rates the team nominated by the bidders to execute the assignment. Employment contract supported by bank statement/certificate of the last one year in respect of each employee shall be provided as proof of employment with the consultant, otherwise no score shall be provided under this category. For this, each CV will be evaluated separately on the basis of education and past experience of the following required human resource: -

Required Human Resource (Attach Detailed CVs)..... 20

- | | |
|--|---|
| a) Project Manager/ Team Lead | 5 (3 for qualification, 2 for experience) |
| b) Software Architect/ System Analyst | 4 (2 for qualification, 2 for experience) |
| c) Database Administrator | 3 (2 for qualification, 1 for experience) |
| d) Software/Application Developers (2) | 4 (1 for qualification, 1 for experience) |
| e) Testing/SQA Engineer | 2 (1 for qualification, 1 for experience) |

f) System Security Expert

2 (1 for qualification, 1 for experience)

All firms are to be evaluated for a project team as required above. Each required team member will be evaluated on the basis of the following four factors: -

Item	Criteria	Documentary Evidence
Relevant Education & Qualification (I)	MS or equivalent (18 year) 100% BS or equivalent (16 year) 50%	CV + Academic Documents
Professional Experience (J)	>8+ years = 100% <8 and >4 years = 50%	CV+ Experience Certificate
Total W4 = (I+J)		

APPROACH & METHODOLOGY (W5):

The procurement committee may award the marks for this section based on their proposal as well as demonstration.

Bidders will give presentation/demonstration of the proposed solution/entire setup. Bidder will be expected to present / demonstrate the entire technical solution and overall project management approach & Methodology, project plan and time schedule for execution and completion of the project.

This section will evaluate the bidder’s solution to the given problem, i.e., the consultancy assignment. This section, which comprises two sub sections, i.e., a) Understanding & Innovativeness, and b) Methodology, will be completed by the domain specialists.

Item	Score
Understanding, Readiness and Innovativeness (L)	10
Approach and Methodology (M)	10
Total W5 = (L+M)	20

The presentation/demonstration shall cover, but not limited to, following aspects of the project.

- i. Core Business Solution
- ii. Data Migration Strategy
- iii. Data centralization
- iv. DR Planning/DR sites activation
- v. Down time/uptime methodologies
- vi. Data security whether in transit, storage or in processing
- vii. Front end User interface
- viii. Maintenance & Support Methodology
- ix. Training & Capacity Building
- x. Mobile Services
- xi. Any other technical/business area associated to this project

Scoring System of Technical and Financial Evaluation

Financial bids of firms who score at least 70% of the technical evaluation (as a whole) will be opened before the representatives who wish to attend the tender opening. Marks below 70% will be considered as disqualified and their financial proposals will be returned without opening.

1. **Financial Evaluation**

Financial bids of The Technically qualified Firms will be opened before the representatives who wish to attend the tender opening. 30% weightage will be given to Financial Proposals of the Firms. The formula for financial scoring is that the lowest bidder gets 30 points and for the other bidders (Lowest bid of the bidder divided by quoted bid, multiplied by 30).

Value quoted by lowest bidder = A

Value quoted by second lowest bidder = B

Value quoted by third lowest bidder = C

Financial scoring of the lowest bidder will be = 30

Financial scoring of the second lowest bidder will be = $(A/B)*30$

Financial scoring of the third lowest bidder will be = $(A/C)*30$

2. **Total Score**

Total Score = 70 of Technical Score + 30 of Financial Score

Points obtained in the detailed technical evaluation will be carried forward & prorated.

Tender will be awarded to the Firm with maximum accumulative points (Technical Score + Financial Score).

INTEGRITY PACT

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

Contract No. _____ Dated _____

Contract Value: _____

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 Khyber Pakhtunkhwa (GoKP) or any administrative subdivision or Entity thereof or any other entity owned or controlled by GoKP through any corrupt business practice.

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

Notwithstanding any rights and remedies exercised by GoKP in this regard, [name of Supplier] agrees to indemnify GoKP for any loss or damage incurred by it on account of its corrupt business practices and further Pay compensation to GoKP in an amount equivalent to ten time 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 GoKP.

Name of the Procuring Entity:

Name of the Bidder:

Signature and Seal:

Signature and Seal:

CONTRACT

CONTRACT AGREEMENT NO. _____ DATED / /2024
FOR DEVELOPMENT/UP-GRADATION OF THE CRIMINAL RECORD
MANAGEMENT SYSTEM (CRMS), ASSETS MANAGEMENT SYSTEM (AMS),
WEB PORTAL FOR RECRUITMENT, SOFTWARE MODULES FOR INITIAL
FORENSIC LAB (IFL), MOBILE APPLICATIONS AND DEVELOPMENT &
DESIGNING OF CTD WEBSITE ETC

This contract agreement is made and entered into on _____ / _____ /2024 BY AND BETWEEN, the Governments of the Province of the Khyber Pakhtunkhwa, through **Additional Inspector General of Police, Counter Terrorism Department (CTD) (hereinafter referred as the “purchaser”)** which expression shall whenever the context requires, include his successor-in-interest, representative and assignee of the First part and **M/S _____ (Pakistan)** which expression shall whenever the context requires, include his successor-in-interest, representative and assignee of the second part.

Whereas the First party desirous for Development/Up-gradation of the Criminal Record Management System (CRMS), Assets Management System (AMS), Web Portal for Recruitment, Software Modules for Initial Forensic Lab (IFL), Mobile Applications and Development & designing of CTD Website etc as per RFP through legal, transparent and fair means in the interest of the Counter Terrorism Department (CTD) Khyber Pakhtunkhwa.

AND WHEREAS the Second party has the specialty in Software development and is a registered firm under the law of Pakistan having its registered office at _____ **(Pakistan).**

AND WHEREAS the First party invited RFP for Development/Up-gradation of the Criminal Record Management System (CRMS), Assets Management System (AMS), Web Portal for Recruitment, Software Modules for Initial Forensic Lab (IFL), Mobile Applications and Development & designing of CTD Website etc and the Second party, being a successful bidder has accepted the offer of the Government in lieu of the consideration mutually agreed and, on such terms, and condition as may be reflected in this agreement.

NOW, THEREFORE, BOTH THE PARTIES HEREBY AGREED AS FOLLOWS:

- 1. Commencement, Duration and Extension: -**
 - 1.1 This agreement shall come into force on the date on which both the parties sign the agreement.
 - 1.2 This agreement shall be for Development/Up-gradation of the Criminal Record Management System (CRMS), Assets Management System (AMS), Web Portal for Recruitment, Software Modules for Initial Forensic Lab (IFL), Mobile Applications

and Development & designing of CTD Website etc and training duly agreed during proceedings as per RFP.

- 1.3 This agreement shall be valid for financial year 2024-25 or final execution of the agreement as the case may be.

2. Agreement Price and Product Specification: -

- 2.1 The agreement price for the current financial year 2024-25 and product particulars shall be as follows: -

Sr. No.	Description of item & specification	Qty	Rate per unit (PKR)	Total amount
1	Development/Up-gradation of the Criminal Record Management System (CRMS), Assets Management System (AMS), Web Portal for Recruitment, Software Modules for Initial Forensic Lab (IFL) & Crime Scene Unit, Mobile Applications and Development & designing of CTD Website etc and Training of the staff of CTD regarding the solutions.			

3. Responsibility of the Government: -

The following are the responsibilities of the Government.

- 3.1 Government shall place a demand for Development/Up-gradation of the Criminal Record Management System (CRMS), Assets Management System (AMS), Web Portal for Recruitment, Software Modules for Initial Forensic Lab (IFL), Mobile Applications and Development & designing of CTD Website etc and Training of the staff of CTD regarding the solution and shall make payment as per the schedule mentioned in the RFP after successful security audit by a third party.
- 3.2 Coordination with the Seller/Supplier and placing demand and payment.
- 3.3 Government will be responsible for placing the demand list to the Supplier.

4. Responsibility of the Seller/Supplier: -

- 4.1 Coordination with the Government in supply of the store.
- 4.2 Completion of the delivery will be -Days from the date of signing the contract.
- 4.3 A third party will carry out a security audit of the software developed and the concerned firm has to fulfill the security loop holes if pointed out by the third party.
- 4.4 Supplier will be responsible for depositing performance security @ 10% of the total contract value in shape of CDR.
- 4.5 Supplier will be responsible for removing the bugs during the warranty period.
- 4.6 Supplier will be responsible for payment of Sale Tax, Income Tax and other duties imposed by the Government from time to time.
- 4.7 Supplier will be responsible for payment of amount assessed by Government for damages suffered by Government due to violation of terms and condition of the contract.

- 4.8 In case of delayed supply, the Government will be at liberty to impose liquidated damages @ 2% per month maximum up to 5% of the total contract price.
- 5. Applicable Law: -**
The Government as well as the Seller/Supplier shall undertake to comply with all the relevant laws especially Procurement Laws for the time being in force.
- 6. Dispute Resolution: -**
- 6.1 The parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with this agreement.
- 6.2 In the event that a dispute arises between the parties that cannot be settled amicably, the dispute shall be referred to arbitration by a single arbitrator to be appointed by each party.
- 6.3 In case the dispute could not be resolved by the arbitrators, as so appointed, the matter shall be referred for arbitration under the arbitration Act, 1940. The decision under the said Act, in respect of the dispute, shall be final and binding on both the Parties. The seat of arbitration shall be Peshawar.
- 7. Termination of Agreement: -**
- 7.1 The Government may, at any time upon giving the Seller/Supplier thirty (30) days prior written notice to terminate this agreement, in case supplier fails to deliver as per conditions of the contract.
- 7.2 Government can terminate the agreement when any change occur which, in the opinion of the Government, impair or vary significantly the terms and conditions of this agreement; and
- 7.3 Consequently, upon the termination the Government or the Supplier, as the case may be, shall reimburse each other for any loss or damage arising out of the termination.
- 8. Notices: -**
- 8.1 Any notice given under the provisions of this agreement shall be in writing and if sent by registered mail, and shall be deemed to have been served on the following days i.e., date of posting, appropriately addressed. If notice is sent by telex or fax, it shall be deemed to have been served when transmissions thereof to the appropriate telex or fax number sent out below has been received.
- 9. Force Majeure: -**
- 9.1 The Parties shall not be responsible for any delay in fulfillment of the obligations under this Agreement due to circumstances of Force Majeure, such as acts of God, war, riots, civil commotion, strike, lock outs and other circumstances and disturbances, which are beyond the control of both the Parties. Any Party unable to fulfill the obligations under this Agreement shall immediately within one week inform other Party of the beginning and discontinuation of such circumstances. In the case of fulfillment of the obligations, the time of limit shall be extended for a corresponding period of time.