

GOVERNMENT OF PAKISTAN
MINISTRY OF COMMUNICATIONS
PAKISTAN POST

TENDER DOCUMENT

For

Procurement of

New State-of-the-Art ICT Digital Platform

The sealed tenders are invited from well-established and reputed firms/ software houses registered with Income Tax and Sales Tax departments for the provision of:

1. A Customized Industry Standard Software on Pro Bono (Free of Cost "for the public good") basis. Modern Digital Platform along with Free of Cost Source Code and Intellectual Property (IP) rights will be property of Pakistan Post with Cloud Hosting(scalable) up to 10,000 concurrent users. The IP rights will be transferred to PPOD with full authority to use, reuse, change and update the source code as per PPOD's will. PPOD is not interested in reselling it. The Software will provide the Track & Trace for all barcoded articles, International Postal System (IPS) integration, Mobile Delivery Update system (MDUS) with all related components and the Complaint Management System with Call Center along-with all related components.
2. Operations and Management (O&M) of proposed Digital Platform that will completely replace the existing software (EMTTS).
3. 2500 Postmen mobile handsets, (please refer to the datasheet attached as Annexure-E), preloaded with Rider App/ delivery software to update the delivery of domestic and international articles. The SIMs and the monthly expenditure for connectivity with monthly package including calls, SMS and mobile internet (Data: 2Gb, Call: 100 minutes @ all networks, 10000 minutes @ Close User Group, SMS: 100 SMS all networks).
4. The Software, cloud hosting service (that will be handed over to PPOD at the end of contract period), any third-party software licenses (where applicable and required for deployment and operations of the platform) and, any hardware provided including the mobile phones will be property of Pakistan Post at the end of project period i.e. 3 years. However, the registrations and licenses will be registered in the name of PPOD at the start of contract (primary owner will be PPOD while the payment owner will be the vendor). PPOD shall not be liable to pay for any cloud hosting (up to the stated capacity of 10,000 concurrent users to use the entire platform and all related integrations and functionalities as narrated in this tender document) or hardware infrastructure (detailed in the Annexure-E datasheets), any third-party software or service (including SMS up to the volume stated in the RFP) in addition to the agreed lump sum annual O&M cost, during this contract period. Therefore, the competing bidders should incorporate any such costs on account of hardware/software licenses, infrastructure or services required to smoothly operate the offered solution into this agreed lump sum annual O&M cost for a contract of 3-years.

5. SMS alert capability on booking and delivery of each barcoded article (approximately 8 million per annum initially).
6. Integration with International Postal System (IPS), Custom Declaration System (CDS) of UPU and any 3rd party systems as required by PPOD.
7. Deployment of Development Team of at-least 2 Resources within Islamabad/PPOD headquarters for entire contract duration of 3 years. This Support Development Team will be responsible for bugs fixing and change management. However, it will be the responsibility of vendor to ensure seamless transition from old to new software. Any additional deployment will be his responsibility.
8. Deployment of a separate team of 9 Site Engineers; one in each Postal Circle, for trouble shooting and support purposes on day-to-day basis.
9. DSL internet connectivity and additional wireless 4G internet connectivity at 157 automated locations including GPOs, DMOs, IMO and other automated Post Offices. List of 150 locations are given in annexure A, B & C. The remaining 7 locations are miscellaneous locations that will be identified by PPOD as deemed appropriate.
10. Deployment of Complaint Management System (CMS) with a Call Centre of 9 Agents, situated within Islamabad, for 8 hours a day and 6 days a week basis.
11. Automation of one new post office per month for the entire duration of contract is required. For the sake of simplicity, the successful bidder will have to automate 36 new post offices during a contract period of 3 years. This activity may be planned in consultation with concerned officers of PPOD in mutually agreed batches as well (these are other than the 500+157 locations that are already digitalized outlets of PPOD. The successful bidder will deploy its software platform in all of these 157+500 places before 30th June 2022). The automation means provision of one counter set of hardware including new Desktop/Laptop PC, Barcode Scanner, Printer and internet connectivity (DSL + Wireless 4G) required for smooth operations of the offered digital platform.
12. The maintenance of above customized software for a period of 3 years which may subsequently be extended for a period of 3 years on yearly basis upon satisfactory performance.
13. The vendor will assimilate all the costs in O & M costs and no separate payment for purchase of software Platform, 8-Million SMS per Annum, hardware; i.e. 2500 handsets along with basic call, data and SMS bundles (Data: 2Gb, Call: 100 minutes @ all networks, 10000 minutes @ Close User Group, SMS: 100 SMS all networks), inland cloud hosting scalable for 10,000 concurrent users, 3rd party services and other services; i.e. 9-support engineers, 2-Support Dev, 9-Agents call centers, DSL & 4G internet connectivity at 157 locations, 36 new post offices digitalization in 3-years etc. will be done. However, the component wise cost will be provided as given in the Financial Evaluation sheet. Initial contract period will be 3 years, so the cost spread would be done on 3 years period.

The selected company will be bound to implement/ roll over the above new software in the post offices of Pakistan Post in line with the below schedule:

- i. Implementation and smooth running of new software in 7 International Mail Offices-IMOs (in terms of integration with the existing IPS as a mandatory requirement), 90 General Post Offices (GPOs), 53 District Mail Offices (DMOs), miscellaneous 7 offices and 500 Post Offices which are already equipped with basic IT infrastructure; i.e. Desktop/Laptop PC, Barcode Scanner, Printer and internet connectivity, within 3 months. The period of contract will start from the day, the existing system is closed and new system take over the entire operation.
- ii. Implementation of Last Mile Delivery Reporting System through provision of 2500 mobile phones for postmen, preloaded with delivery reporting app and integration with IPS Mobile Delivery Update System within 3 months of award of contract.
- iii. Complaint Management System with Call Center by deputing 9-Agents; 9 am to 5 pm, 6 days a week, to respond to complaints received through phone, website, mobile app etc. from the 1st day of award of contract.
- iv. The existing system and new system may run side by side for a pilot period mutually decided but the payment for new contract will start from the day, the old system is closed. However, the old system should stop on or before 30th June, 2022.

PROJECT INTRODUCTION, SCOPE AND TECHNICAL DETAILS

- a)** Pakistan Post has received an un-solicited proposal under rule 37(A) of PPR-2004 for the provision of a state-of-the-Art ICT Digital Platform for digital booking, sorting and track and trace of articles and allied systems. In addition to the IT platform, it includes devices, components and functionality aligned with modern business requirements of PPOD. The methodology of PPR-2004 will apply for finalization of bidding process.
- b)** In pursuance of 36(b) of PPR-2004, single stage two envelope procedure will be followed. Both the sealed Envelopes marked separately as Technical and Financial Proposals should be put in a Single Envelope and addressed to the Director General Pakistan Post with Full Name, Complete Address, Fax/ Telephone Number of the Bidder, should reach the undersigned by 09-03-2022 up to 11:00 am. Technical Bids will be opened on the same day at 11:30 am in the presence of authorized representatives of the bidders who wish to attend.
- c)** The Bidder should be registered with concerned Income Tax and General Sales Tax Departments, and EOBI etc. having minimum Eight years' experience in the field of Information Technology or postal industry. The copies of certificates for being Filer of Income Tax, General Sales Tax registration, EOBI Registration and accreditation certificates/copies of relevant licenses, sole dealership etc. should be attached with the bid. The firm having country wide network, skilled/professional manpower, its own software house, a strong team of developers will be preferred.
- d)** The bidder should provide a list of similar jobs done during the **last 02 years**, Clients' list with Telephone Numbers/Addresses etc. with their Technical Proposal.
- e)** The successful bidder shall not sublet, transfer or assign the contract or any part thereof (except for cloud hosting, SMS, hardware including but not limited to mobile, computing/storage, networking and peripheral devices, voice and internet connectivity services including DSL/4G and/or any third party service(s), security certificates etc. required for seamless operations of the platform). In the event of sub-contracting or contravening the conditions, Pakistan Post shall be entitled to place contract elsewhere on the bidder's account and at her risk and the bidder shall be liable for any loss or damage which the Pakistan Post may sustain in consequence or arising due to such award of the contract.
- f)** The evaluation of Technical Proposal will be carried out in line with the devised Technical Evaluation Criteria. However, obtaining **80%** marks in Technical Evaluation is compulsory to qualify.
- g)** The Financial Proposals of only technically qualified Bidder will be opened
- h)** The Technical & Financial Proposals will be evaluated at ratio of **60:40** respectively
- i)** The bidder scoring the highest accumulated points, in accordance with the 37(A)-1(d) of the PPRA rules, will be considered as the most advantageous bid and will be awarded the contract.
- j)** In case of tie in aggregate marks/points, the contract will be awarded in the light of PPRA rule 37(A).
- k)** The credentials of the bidder including a copy of CNIC of the Director/s with their Income Tax returns etc. as listed in preliminary examination Performa should be attached with the bid
- l)** The Source Codes of offered solution along-with technical documentation, user manual, database structure, schema and restorable backup will be the property of Pakistan Post. Furthermore, PPOD

will take over the source code along with necessary technical documentation including but not limited to database structure, schema and restorable backup in order to be able to operate, maintain and customize through its own technical resources or engage a vendor; the solution provider or any other, at PPOD's own discretion / management decision, after completion of 3-years agreement under this RFP.

- m)** The solution offered by the bidder must be inclusive of all 3rd party components / 3rd party modules required to deploy, manage and operate the platform smoothly. This includes database engine, web servers, security certificates and/or any tools involved. Contractor must ensure that no pirated/cracked software is provided to PPOD. The Contractor shall legalize all compulsory & optional software applications of the subject project within the quoted annual rate/cost since project commencement till the whole period of contract
- n)** PPOD shall not accept any pirated version software/tools/DBMSs etc.;
- o)** **90 GPOs, 53 District Mail Offices (DMO), 07 International Mail Offices (IMOs), 7 Miscellaneous Offices** and around 500 Post Offices have been covered in the scope of the Tender (Refer to annexure A, B & C)
- p)** The bidder shall provide an efficient broadband connectivity at the stations given in the Annexure A, B and C. However, bandwidth of connectivity/internet should **not be less than 04 Mbps**.
- q)** Bidders are advised to study/assess the complete scope of project in the pre-bid meeting.
- r)** Earnest Money of Rs.**500,000** in the form of Bank Draft/ Pay Order in favor of Director General Pakistan Post Office Department Islamabad should be attached with the Technical Bid. Otherwise, tender of bidder shall be dropped/rejected

SOFTWARE APPLICATIONS

- 1) EP Website:** - Departmental web portal (www.ep.gov.pk) for postal customers is available to track their domestic and international articles. The web portal is a part of existing Express Mail Track & Trace System (EMTTS). Upon Replacement of EMTTS, ep.gov.pk will be connected with the new platform and its O&M will be the part of Scope of Work (SOW).
- 2) EMTTS Web-based Application:** - This application is currently functioning. It is web-based real time application, used for booking of Postal articles on counters of Post Offices. It is also used in District Mail Offices (DMOs) for sorting and transmission of articles and then for the sorting of articles beat-wise and finally the delivery of articles. Its Replacement with the new proposed ICT platform is the core of the SOW.
- 3) IPS Application:** - International Postal System is the product/software of Universal Postal Union (UPU), used for tracking international articles. Pakistan Post Office Department is only maintaining, configuring and up-keeping the system through the Contractor. However, the software usually does not require reengineering, updating etc. and software is using DBMS of Microsoft SQL Server. IPS system updates are released, periodically. Their version update and keeping the system UpToDate shall be within the SOW.

- 4) **EMTTS/IPS Integration:** - International articles booked via EMTTS or received from abroad, need to be tracked using EP domestic website, both-ways, i.e., from EMTTS to IPS and vice versa is required. Both applications (EMTTS to IPS) are currently synchronized to exchange their articles information. The Contractor will refine/fine-tune/re-engineer the smoothly running software patch, developed in C# and use for the synchronization/integration of new Track & Trace System. He will also keep on updating the versions of IPS as and when received from UPU. Presently IPS version 2019 is in use while IPS version 2021 has been launched by the UPU.
- 5) **Mobile Application to update delivery status of international articles:** The IPS National Server is continuously fed with the route status of international articles via Mobile Phone and EDAs/PDAs. As the proposed Software Platform will be integrated with the IPS system, it will be continuously updated about the route status of international articles and the same will be visible on the proposed customer Mobile app, that is tightly coupled with the proposed Software platform.
- 6) **Complaint Management System (CMS):**-Web-based interface is available for lodging customers' complaints via deployed staff of departmental Call Center and through website and from mobile app. These complaints are then sent to all Unit Officers of Pakistan Post for resolution. All unit officers of Pakistan Post have their Login IDs on this CMS and complaints are managed through this mechanism. This existing CMS will be replaced with the new one.

s) PROJECT SCOPE & SOFTWARE MAINTENANCE AND RE-ENGINEERING

The Contractor will be responsible to:

- 1) Provide a new scalable, state of the art software.
- 2) Maintain, update, re-engineer, troubleshoot, upgrade its new proposed software, Last Mile Delivery Reporting System and its integration with IPS Mobile Delivery Update System, CMS with Call Center and Integration Software including dashboard for the management, video tutorials, of entire new Software and all of its related components technical documentation and user manuals. PPOD expects the software to be customizable to suit its business processes. The bidders must offer solutions which are flexible and can fulfill this requirement.
- 3) Contractor shall extend application(s) to other locations as and when directed by the Client.
- 4) Technical Supervision of the project
- 5) Periodical software training to the relevant Counter and Supervisory Staff of Client.
- 6) Repair, maintenance & support services of the entire offered platform.
- 7) Provide inland cloud hosting scalable up to 10,000 concurrent users with software response time not more than 2 seconds.
- 8) Hosting of databases, software applications & web server(s) through secure Server (<https://>). SSL Certificate shall be implemented on all the components of the entire platform.
- 9) Upgrading, updating, maintaining and hosting of the relevant website(s)
- 10) The Contractor will also maintain the operation of an Intranet (i.e. www.dakhana.com) which is already available with department in working condition. The new Software will provide the

replacement of existing functionalities of the intranet www.dakhkhanam.com. The same domain may be used for that part of the functionalities.

- 11) Hosting & configuration of IPS National Server is already done at Islamabad and local servers at respective IMO's or any other station identified by Client
- 12) Seamless integration between IPS and the Proposed Solution for smooth and continuous data exchange.
- 13) Integration between Mobile Delivery Update System and IPS Server for smooth data exchange.
- 14) Maintenance of software applications along with relevant databases, infrastructure etc.
- 15) Deployment of Support Engineers (SE) as demanded by the client.
- 16) SE should either be an Expert of Computer Equipment, Operating System & networks or Diploma Holder in IT Discipline with good working experience.
- 17) Database maintenance, restorable backup and comprehensive Disaster Recovery Plan. Providing inland Cloud hosting for Active Disaster Recovery along-with DB licenses if any.

t) TECHNICAL MANAGEMENT AND VIGILANT SUPERVISION

- 1) The Contractor will ensure smooth running 24/7 of the project during the whole contractual period
- 2) Deployment of qualified & trained Support Engineers (at selected stations as per agreement)
- 3) Software products include software for Booking Offices, District Mail Offices, GPOs, IMO's, Delivery Offices, Headquarters, Web portal/website (s) etc.
- 4) Upon prior consent of Client, the Contractor will ensure appointment/dropping/transfer of SE
- 5) The Client has right to change station status any time from Full-Time to Visiting or Vice Versa
- 6) Exclusive deployment of SE for this project
- 7) Payment is subject to Satisfactory Performance Certificate (in compliance with KPIs clearly defined in contract), countersigned by designated officer(s).

u) NETWORK SECURITY AND MANAGEMENT

- 1) Maintenance, repairing, security and configuration of the new Solution.
- 2) Virus protection

v) IMPART PERIODICAL TRAINING TO CLIENT PERSONNEL (users of the new solution)

- 1) Periodical basic training of OS/network equipment to relevant Counter & Supervisory Staff Who will be using the proposed Software
- 2) Periodical software training to relevant Counter & Supervisory Staff of Client
- 3) Impart periodical training of the new software and all other components that are related/connected/integrated to the new software to Personnel/ Management of Client

w) THE TRAINING ARRANGMENT INCLUDING THE FOLLOWING:

- 1) Training & hand-on practice on any OS as required in order to access/use the new solution
- 2) Installation and configuration of new software platform, IPS, new CMS, MDUS, websites, Integration patches

- 3) Troubleshooting of day-to-day issues of the new software platform, IPS, CMS, MDUS, websites, Integration patches
- 4) Installation, configuration, safe backup creation/restoration and management of all databases related to the new software platform.
- 5) Maintenance, support and troubleshooting of hardware and network devices related to the new software platform.
- 6) Data replication on inland cloud
- 7) Periodical training & hand-on practice of the counter/supervision staff
- 8) Provide access of backend system to PPOD if needed.

x) MAINTENANCE AND SUPPORT

- 1) Maintenance of the new Platform, its accessories and peripherals
- 2) Resolving all types of technical issues, required for smooth running of all components of the new solution

y) PROVISION OF HOSTING SERVICES ON INLAND CLOUD

- 1) Hosting of databases, Web Application Server(s) through secure server (https)
- 2) Hosting of Web Portals/Sites through secure server (https)

z) MANAGEMENT OF New Software Platform & IPS SYSTEM

- 1) Development, enhancement and updating of SOPs to manage/run New Software Platform & IPS remarkably

aa) MAIN FUNCTIONS OF THE CONTRACTOR W.R.T New Software Platform

- 1) 100% data replication on secure inland cloud
- 2) Availability of articles information **24/7** for smart tracking of Public/Client
- 3) To handle, maintain and update the databases
- 4) Immediate troubleshooting to ensure smooth running of the new Software Platform
- 5) Printing of existing operational/MIS reports of the new Software Platform & IPS
- 6) Upon approval, enhancing existing report(s) besides incorporating new report(s) to the new Software Platform & IPS etc.
- 7) Completion of any other assignment within the agreed timelines

bb) EXTENSION of the New Software Platform to Other Post Offices

The Contractor will extend the component(s) of platform to new stations as desired by the Client, in accordance with the contract terms.

cc) The Proposed Software Platform and IPS INTEGRATION

- 1) IPS Software Application is smoothly working in all offices of Exchange. Further, National Server of IPS and the existing EMTTS exchange information of their mails/articles. The Contractor will be responsible for smooth exchange of mails/articles data with its proposed Software Platform to ensure end-to-end tracking.
- 2) Similarly, in/out information exchange between National Server of IPS and Mobile Devices/EDAs (using to update booking/delivery of international mail status via Mobile Delivery Updating System)
- 3) All required technical support needed to meet the requirements of digital data transmission requirements of international postal systems.

dd) MIS DEVELOPMENT FOR the new platform and IPS

1. The contractor will ensure that the MIS of the new platform and IPS are unified & enhance the roles/reporting facilities as per requirements of the Client.
2. The contractor will also provide business intelligence (BI) dashboards for effective decision making.

ee) INTERNATIONAL POSTAL SYSTEM (IPS)

IPS is software product/application of Universal Postal Union (UPU) whereby no immediate customization & reengineering of product is required. However, Contractor shall learn configuration & maintenance of product besides its **24/7** smooth operations. Product is functional at **07** International Mail Offices (IMOs) countrywide. The Contractor will be responsible for below tasks:

- 1) Hosting of National Server at the designated Station
- 2) Connectivity of National Server with Domestic IMOs Local Servers
- 3) Smooth Electronic Data Interchange (EDI) with UPU Server
- 4) Regularly upgrade the version of IPS.
- 5) Installation, configuration & troubleshooting of PCs, Server(s) and other relevant devices
- 6) Smooth Integration between the new Platform and Mobile Delivery Update System for soft data exchange
- 7) Smooth Integration with Web Based Custom Declaration System (CDS) for soft data exchange

ff) MOBILE DELIVERY UPDATE SYSTEM

Pakistan Post has implemented a software product to update delivery information of international mails/articles into IPS via smart Mobile Phones/PDAs. The Contractor will continue the same system or offer a better replacement of MDUS besides inclusion of domestic accountable articles within the scope of existing system. Up to 95% SMS are transmitting via M/s Mobilink Cellular Services Provider and the rest of SMS are transmitting via M/s Telenor Cellular Services Provider. The SMS consists below data of articles:

- 1) Article ID
- 2) Receiver Name
- 3) Status of Article

After receiving and proper authentication, SMS stored in local DBMS besides file creation in XML format against each validate message to import it into IPS National Server. The message is stored in SQL Server database with Data Parser and Windows Queue service. It is a one-way service which only sends message to a particular virtual number. The messages from M/s Mobilink are collected using SMPP Service. A VPN is required to be established through Router in order to communicate with M/s Mobilink Server. The Telenor messages are collected via GSM modem locally without involvement of Telecom Operator.

Bidders may study the whole system & propose the best suited solution for delivery of SMS and reporting to the relevant systems. The Contractor shall revamp/update/re-engineer application upon the consent of Client.

(The above-mentioned items will be property of Pakistan Post with proprietary rights)

gg) MANAGING CALL CENTER AND MONITORING CELL FOR CUSTOMER CARE

- 1) The Contractor shall deploy her dedicated, qualified, soft-spoken 9 Help Desk Officers (HDOs) at Call Center including a Supervisor.
- 2) The Contractor shall provide hardware (PCs with accessories, Networking, Printers, Headphones etc.) furniture, staff etc. to run the Call Center efficiently during working hours
- 3) Availability of Complaint Management System/Web Interface, enabling Help Desk Officers (HDOs) to register complaints
- 4) The Contractor shall bear the cost of all utility bills of the call center for the whole contractual period
- 5) The Client may provide space for Call Center /Monitoring Cell on rent rates as prescribed by the Government. The standard notified rates of Pak-PWD will be applicable. The location of call center will be within Islamabad.
- 6) The Contractor shall provide sufficient Phone Lines & Internet to the Call Center
- 7) The HDO(s) of Call Center will lodge complaints of PPOD's Customers received via Phone on new CMS
- 8) The HDOs will forward/assign complaint to the relevant office of PPOD through new CMS for resolving it immediately
- 9) In case of delay in settlement of complaints, HDOs shall intimate reason of delay to complainants with apology by intimating new time line for ultimate solution
- 10) Intimation of complaint registration and settlement through masked SMS notifications "Pak-Post" to the Complainant.

hh) PERFORMANCE MEASUREMENT METHOD

- 1) The contractor will ensure 99.99% upkeep both the Main Server(s) & its connectivity. The Contractor shall store digital information of 99.99% mails/articles with its availability over the website.
- 2) In case of non-compliance a penalty will be imposed @ 10% of full monthly payment, if downtime continuous up to 2 hours, and 20% of the same amount, if downtime exceeds two hours up to a day (24 hours).
- 3) The penalty @10 % of the same full monthly payment will be charged, if the active Disaster Recovery Site could not be established within 30 days from project start date. The penalty would be charged on every month's payment till the establishment of the said DR site on inland cloud.

ii) UP-GRADATION/REVAMPING/RE-ENGINEERING

The Contractor shall re-engineer/update/revamp the offered software upon the Client's approval. The re-engineered/updated/revamped and smoothly running, installable/useable and configurable version of software applications shall be the exclusive property of Client. Furthermore, the following parts of subject project require an urgent customization/up-gradation:

- 1) Masked SMS notification will be issued to Sender and Receiver at the time of booking of domestic articles while SMS notification will be issued to sender and an email notification will be sent to the receiver upon booking of international article. At the time of delivery of an article, SMS notification will be sent to the sender.
- 2) The proposed Software platform shall be a web-based solution.
- 3) Multichannel technology-enabled customer complaint center shall enable the Complaint Management System (CMS) for direct complaints logging and automatic complaints forwarding to the relevant departments.

jj) VALIDITY OF BIDDER PROPOSALS

The bidder proposals shall be valid for at least 120 days after closing/last date of the tender submission

kk) PERFORMANCE GUARANTEE

The contractor shall furnish performance guarantee @10% of total yearly project cost within first month of taking over the project.

ll) TERMS OF AGREEMENT

Contract will initially be awarded to the recommended bidder for **three** years & may be extended on yearly basis for further three years upon satisfactory performance of contractor with the same terms & conditions.

mm) PENALTY

The Client expects that the vendor will provide quality services during the contractual period by entrusting services of committed, qualified and experienced team, exclusively deployed for the project of Pakistan Post. All reported issues/problems shall be resolved within below given period. Otherwise, penalties @ of the following rate/ percent/amount shall be imposed:

S# Col-1	Issues Column-2	Resolution Time in Working Day(s) Column-3	Penalty if Resolution Time exceeds as given in column 3 (% of Monthly Bill) Column-4
01	Minor issue, effecting software quality but <u>not business</u> of Client	1 to 3 Days	1% of Monthly bill
02	Major issue effecting the business of Client	Less than 1 Day (24 Hours)	1% of Monthly bill
03	Major issue effecting the business of Client	1 Day (24 hours) to 2 Days (48 hours)	1% of Monthly Bill for each Day

Director (International Postal Services)
Pakistan Post Office Department,
G-8/4, Islamabad-44080

MANDATORY PERFORMA TO BE SIGNED AND STAMPED BY THE BIDDER

S#	PROVISION OF MANDATORY PARAMETERS/DOCUMENTS BY THE BIDDER	Agreed		At Annex / Page
		Yes	No	
1	Tender Document purchased/ downloaded from website of Pakistan Post			
2	Company profile/expertise in the field of Information Technology			
3	Registration certificate with General Sales Tax Department (Proof of being on ATL)			
4	National Tax Number (Proof of being Filer and on ATL)			
5	Registration, Subscription to EOBI			
6	Copies of last three years' Audited Accounts of organization			
7	Name and brief Profile of the Employees (Top to the level of Director)			
9	Copies of Degrees/Certifications of Bidder's key Employees (originals can be demanded)			
10	Financial strength (Bank Statements for the last three years)			
11	Salary Slips/ attested statement of payment of salaries of above employees for last one year be attached.			
12	List of successfully completed projects with clients' certificates			
13	Affidavit on Judicial Stamp Paper of Rs. 20/- stating that bidder has not been black-listed by Government / Semi Government / Autonomous body besides no legal action is under-way against their Firm/ organization.	.		
14	Affirmative Statement that bidder Shall provide the inland Cloud hosting for Primary and DR site according to the international standards. It should be local-cloud hosting within Pakistan. inland cloud means that the cloud hosting services shall be procured from inland cloud service providers located within the territory of Pakistan; such as PTCL, NTC, Jazz, COMSATS, Cybernet etc.			
15	Technical Proposal			
16	Attachment of Earnest Money with Technical Proposal			
17	Financial Proposal			
18	Copy of CNIC of the Directors/Partners of organization			
19	Certified that all mandatory documents are attached with this Performa in point wise organized form with annexure numbers.			
20	In case of violation of serial # 19, the Client is authorized to reject the proposal of the firm/company			
21	Proof of incorporation of company/ firm in Pakistan at least 5 years back			
22	The bidder undertakes (Attach the undertaking): 1. "That the bidder or its directors have never been declared insolvent by any court of law. 2. That the Directors of the bidders have never been convicted by a court of law for major offences or unethical/immoral turpitude (other than minor offences). 3. That neither the bidder nor its directors are defaulter of any Authority or Company. 4. That the bidder is not blacklisted by any government entity, Semi Government Department or any of the Donor agencies. 5. That there is no Legal Action / Blacklisting is under way against the bidder. 6. That there is no case against the bidder in court of law. 7. That there is no inquiry / investigation against the bidder in any of agencies like NAB, FIA, Police or any other investigation agency.			

	<p>8. That there is no Audit/Audit-Para/Inquiry open or in process against the bidder in PPOD or any Government / Semi Government / Donor / State Owned Agency / Autonomous body.</p> <p>9. That hiding any information will disqualify the bidder from the process and will be liable for legal action.</p>			
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Name of the Bidder	
Name of Signatory	
Designation of Signatory	
Signature	
Date & Stamp	
Phone # Mobile No	

Note: - A single "No" against the above-mentioned serials or any false statement may lead to rejection/drop of bidder's tender.

CERTIFICATE TO BE FURNISHED BY THE BIDDER
DULY SIGNED & STAMPED AND ENCLOSED WITH TECHNICAL PROPOSAL
(LIST OF BIDDER's RESPONSIBILITIES)

S#	MANDATORY RESPONSIBILITIES /SERVICES OF BIDDER	AGREED		REMARKS
		Yes	No	
01	Provision of technical services at all designated stations (<u>Annexure-A, B & C and other 7 locations</u>)			
02	Racking, hosting and connectivity of Servers, Databases, Software Applications, Websites/Portals of subject project at reliable, secure & renowned Datacenter(s) (inland Cloud Hosting)			
03	Maintenance, updation, re-engineering, customization and enhancement of websites/ software applications within agreed timeline upon the Client consent			
04	Deployment of efficient, dedicated and qualified SEs at designated stations to ensure smooth computerized operations during working hours			
05	Ensure smooth computerized operations at all stations under the project's scope			
06	Troubleshooting, repairing, cyber security and technical support services of all relevant hardware/networking equipment provided by the bidder	.		
07	Resolving other technical issues under the project scope within agreed timelines			
08	Preparation of Video Tutorial, SOPs and Technical Documentations for all components under the project scope. Technical Documentations includes: (1) learning guide for counter/supervisory staff (2) Software/LAN/Router configuration manuals (3) Manuals relating to the development/customization of Software applications and web(site)/portal for IT Developers/Professionals			
09	Impart all types of training to the Client nominee(s) at stations under the scope			
10	Seamless secure integration among related software applications on Universal Postal Union standards upon the consent/approval of Client			
11	Extension of project's component (s) to other stations on Client's directions, as per the terms of the agreement			
12	Creation of restorable database(s) backup by retaining its copies in arranged order			
13	The Contractor will not alter platform / software tools etc. of the offered Software Applications and web(site)/portal, once implemented under this Tender, without prior consultation & approval of Client			
14	Software/website troubleshooting as per the Penalty Clause narrated above.			
15	The customized, enhanced, latest and smoothly running web(sites)/portals and software application(s) with source codes will be the exclusive property of Client			

S#	MANDATORY RESPONSIBILITIES /SERVICES OF BIDDER	AGREED		REMARKS
		Yes	No	
16	Availability of an efficient (at least 04 Mbps) internet connectivity at station notified			
17	Provision of required support services, ensure upkeep and running 99.99% all the software applications and web(sites)/portals under the project scope			
18	The Contractor shall not be authorized to share the same source codes of the software customized for PPOD and its databases etc. with any other party even after expiry of the contract			
19	Development, re-engineering and customization of software application/patch(s)&web(sites)portals etc. upon the approval of Client within the quoted cost/price and scheduled period, required for upkeep and smooth running of the project			
20	Presentation, Demonstration & Configuration of all running, upgraded and customized software/ patches pertaining to the project upon the Client' demand			
21	Periodical or more frequently provision of latest error free source codes, data back(s), data structure(s)/scheme and technical documentations etc. to the Client. However, bidder will summarize exact changes in source codes/data backups/website etc. with each new version of project and documentation of each change/version will be provided to IT Wing of this office			
22	Successful handing/taking over of latest error free source codes, data backup(s), data structure(s)/scheme, technical documentation, knowledge/technologies transfer of installation, configuration of PC, Server(s), Switch(s), Routers, Cell Phone/PDA well before contract expiry or upon demand of Client/ once a year			
23	Client is authorized to add/drop/modify existing terms & conditions any time during the contractual period to improve efficiency and quality of computerized operations for the valued customers or due to conflict with government rules			
24	The Bidder will ensure to station the proposed core team in the premises of Pakistan Post Office Department. The purpose will be close coordination and early resolution of complaints as and when demanded by the Client.			
25	Client will pay quoted rate of only active/implemented part of Financial Proposal. However, the evaluation will be done on the given parts.			

Name of the Bidder	
Signature / Official Stamp	
Name and Designation of Signatory	
Office Phone#: / Mobile#:	

Technical assessment to assess the robustness of the offered software:

The platform should be built around a complete ecosystem to support today's operational requirements. The solution must be ubiquitous, scalable, and adaptive to accommodate products, services and processes for a modern postal operation. However, following key features will make it more robust as compared to presently running EMTTS:

A. Cloud Infrastructure (Scalable)

- i. An inland cloud infrastructure will be used to ensure **high availability** with a minimum capacity of **10,000 concurrent users**. Inland cloud means that the cloud hosting services shall be procured from inland cloud service providers located within the territory of Pakistan; such as PTCL, NTC, Jazz, COMSATS, Cybernet etc.
- ii. Cloud solution is **scalable** i.e. capable of handling any spikes in system requirements and is adaptive to **accommodate any number of users without failing on capacity** especially in peak sale seasons.
- iii. Moreover, inland cloud means that the solution will not be affected by any disruption of international bandwidth such as submarine cable damage etc.
- iv. An estimated IT infrastructure specs are also given in the Annexure-E; the datasheet for a fair estimation.

B. Distributed operations model begins the sorting process right at the booking center.

- i. The whole booking process is based on an online **unique barcode / QR Code** that becomes the **identity of the article** once it is booked.
- ii. **MIS platform with geographical data** of each GPO and Post Office, delivery agents etc. to get **real time trace & track** functionality.
- iii. Use **data analytics and machine learning techniques** (AI and BI) to ascertain the complete article journey right at the booking counter and BI (Business Intelligence) make it easy for operation head to analyze the volume, revenue and gaps in operations.
- iv. Delivery bags equipped with Barcode (also available in the system in place).
- v. The process shall be improved at sorting facilities/ DMOs which may raise the sorting efficiency significantly.

C. MIS software should be structured such that it can easily be integrated with mechanized sorting systems in future.

- i. Provision of the DSL connectivity to all the existing automated locations with improved speed along with a redundancy via 4G mobile internet devices.
- ii. 2500 postmen with a mobile handset capable of easily scanning barcodes along with required data volume, call and SMS connectivity with pre-installed Postman Mobile App featuring real-time last mile delivery mechanism to report proof of delivery along with GPS location, picture, date, time and **status of delivery attempt**.
- iii. A centralized and integrated architecture with **Location-Based Contextual algorithms** to find the closest delivery agents and can push the delivery job notifications to them. This means that any available postman in a given area may be assigned to deliver outstanding mail instead of hard allocation.

D. The digital booking platform

- i. The 1st Mile Pickup and last mile postmen delivery apps, Computer aided dispatch, improved sorting and the consumer app, location-based AI mechanism makes trace and track, the real time. Also, all stages are covered unlike the system in place.
- ii. Complaints Logging, Tracking and Following up Options in the app makes it more reliable.

iii. Barcode/ QR code makes each item traceable.

E. Digital franking will not only control and **centrally monitor the franking revenue** but can also help PPOD to phase-out postage stamps. Also, the **system will provide total control over the issuance of postage instruments and avoid risks and pilferage** pertaining with the printing, logistics and misuse of postage stamps. The solution should include a centrally controlled and monitored Digital Franking System. For further details on how franking works, the bidders are invited to visit any GPO, study franking machine operations and include digitization of franking machine operations into the solution.

F. Call Center for customer complaints.

- i. A 9-Agents, **Multichannel Customer Complaint Center** (website, mobile application, SMS, live chat, telephone).
- ii. Services based architecture makes it flexible to integrate with other technologies and systems.

Recommended Components:

The following components / aspects are a vital part of this RFP:

- i. The technical management of International Postal System (IPS) in International Mail Office (IMOs) and National Servers.
- ii. The stress test and penetration test by a 3rd party for the software application of selected vendor may be convened before actual launching.
- iii. Before piloting the project of last mile delivery, its detailed live demonstrated by the bidders may be compulsory.
- iv. The mechanism of live reporting is to be demonstrated. The reporting / reconciliation interfaces/dashboards shall be provided to all concerned.
- v. The mechanism of Digital Franking is to be demonstrated.
- vi. The postmen equipped many a times but could not use the gadgets or modern tools like mobile phones and delivery updated apps etc. in past effectively. So, the device and the method provided to postmen should be motivating and easy to use.
- vii. The customer support handling software is required to be demonstrated which will be used by support agents at Call Center.
- viii. Pakistan Post has a desktop software application, IPS developed by the UPU and being used in all 07 IMOs but no API is available to integrate any other system with IPS. Contrary to that the server machines of EMTTS and IPS are hand shaking to exchange the Electronic Data Interchange. The same should be catered for in the new proposed solution.
- ix. The compliances required under the directives of Narcotics control or other forbidden article lists etc. will also be shown and enabled in the software to ensure compliance.
- x. A Role based Access Matrix may also be required to define the access of the departmental technical team.
- xi. The solution should be service oriented architecture (REST APIs) and capable to integrate with any other solution.
- xii. The solution proposed should apparently be capable to meet the modern requirements of postal industry.

TECHNICAL EVALUATION CRITERIA

The evaluation of the technical bids shall be done by a Committee approved by the Director General Pakistan Post Office Department. The Committee may seek clarifications from vendors if the proposed technical solution is not in accordance with the tender specifications and TORs. The bidders may be asked to give presentations to make Pakistan Post comprehend their proposed solution and work plan. Following evaluation criteria will be observed:

S #	Criteria parameters	465 (Max)														
Bidder Evaluation Criteria																
	(i) The Average Annual Turnover of Last 03 years as per Audited Accounts (10)															
	<table border="1"> <thead> <tr> <th>Annual Turn Over</th><th>Marks for 3 years average</th></tr> </thead> <tbody> <tr> <td>35-40 Million</td><td>2</td></tr> <tr> <td>Above 40-50 million</td><td>5</td></tr> <tr> <td>Above 50</td><td>10</td></tr> </tbody> </table>	Annual Turn Over	Marks for 3 years average	35-40 Million	2	Above 40-50 million	5	Above 50	10							
Annual Turn Over	Marks for 3 years average															
35-40 Million	2															
Above 40-50 million	5															
Above 50	10															
	(ii) ISO-9001 Quality Management System Certification (10)															
	(iii) ISO-27001 Information Security Management Certification (10)															
	(iv) Valid CVAS License (10)															
	(v) EOBI Registration (5)															
	(vi) PSEB Registration (5)															
	(vii) Company duly incorporated in Pakistan (10)															
	<table border="1"> <thead> <tr> <th>Company Incorporated</th><th>Marks</th></tr> </thead> <tbody> <tr> <td>5 to 7 Years back</td><td>2</td></tr> <tr> <td>7 to 8 Years back</td><td>5</td></tr> <tr> <td>more than 8 years</td><td>10</td></tr> </tbody> </table>	Company Incorporated	Marks	5 to 7 Years back	2	7 to 8 Years back	5	more than 8 years	10							
Company Incorporated	Marks															
5 to 7 Years back	2															
7 to 8 Years back	5															
more than 8 years	10															
01	viii) The Proposed Postal-MIS Solution has at least one deployment and being used in locations: (10)	80 (10+10+10+10+5+5+10+10+10)														
	<table border="1"> <thead> <tr> <th>Number of Locations</th><th>Marks</th></tr> </thead> <tbody> <tr> <td>Less than 100 Locations</td><td>0</td></tr> <tr> <td>100-200</td><td>1</td></tr> <tr> <td>200-300</td><td>3</td></tr> <tr> <td>300-400</td><td>5</td></tr> <tr> <td>400-500</td><td>7</td></tr> <tr> <td>More than 500 Locations</td><td>10</td></tr> </tbody> </table>	Number of Locations	Marks	Less than 100 Locations	0	100-200	1	200-300	3	300-400	5	400-500	7	More than 500 Locations	10	
Number of Locations	Marks															
Less than 100 Locations	0															
100-200	1															
200-300	3															
300-400	5															
400-500	7															
More than 500 Locations	10															
	ix) The Required Postal-MIS along with all the required features, mobile apps, postmen handsets with usage package, track and trace, last mile delivery reports, hosting, integrations with IPS and CDS, digital franking, electronic money order etc. shall be live and working within: (10)															
	<table border="1"> <thead> <tr> <th>Number of Months</th><th>Marks</th></tr> </thead> <tbody> <tr> <td>Up to 3-Months</td><td>10</td></tr> <tr> <td>3-6 Months</td><td>5</td></tr> <tr> <td>More than 6 months</td><td>0</td></tr> </tbody> </table>	Number of Months	Marks	Up to 3-Months	10	3-6 Months	5	More than 6 months	0							
Number of Months	Marks															
Up to 3-Months	10															
3-6 Months	5															
More than 6 months	0															

Solution Evaluation Criteria		
	<p>The evaluation of competitive bids must include the following parameters demonstrated as baseline criteria:</p> <ul style="list-style-type: none"> i) Scalable, hosted over inland cloud with High Availability (HA) infrastructure (5) ii) Web-based barcode enabled booking platform for all accountable articles/services (5) iii) DMO module for sorting of inbound and outbound articles and dispatch lists generation (5) iv) Rider App host for 1st Mile Pickup from all PPOD outlets/booking counters (10) v) Electronic Money Order (10) vi) Ability of digital sorting (5) vii) Functionality to perform digital franking (10) viii) Last Mile Delivery mobile app for reporting with geolocation and picture (30) ix) Ability to integrate GPS and RFID/NFC communication technology (10) x) Track & Trace functionality (5) xi) Mobile app for customers with essential features; especially remote booking, track & trace, complaint registration, tariff information and post office locator (10) 	105 (5+5+5+ 10+10+10+ 30+10+5+ 10+5)
Proposition Value Assessment		
	<p>The received competitive bids will be evaluated as an overall proposition against the following components:</p> <ul style="list-style-type: none"> i) Intellectual Property Rights and source code handing over to PPOD (50) ii) Operational improvements that the solution brings for PPOD (20) iii) Potential capability enhancement of PPOD using this solution (20) iv) Potential to design and offer new products and services (20) v) Impact of the solution in digitalization of PPOD (20) 	130 (50+20+20+ 20+20)
Work Experience (Size)		
02	<p>1. General Experience of IT projects of 30 million rupees and above in last 5 years. Proof of IT projects in the shape of Contracts/Completion Certificates to be submitted (Max 30 points). Breakup of the points is as follows:</p> <ul style="list-style-type: none"> (i) Project worth 10 million to 20 million = 04 marks each (ii) Project worth above 20 million to 30 million = 05 marks each (iii) Project worth above 30 million = 10 marks each <p>Note: Only 03 projects will be considered</p> <ul style="list-style-type: none"> • Only the IT Management Projects will be considered. The marks will be awarded based on the relevant software tools & technologies. • Data entry and hardware related projects will not be considered • Completion Certificates and Contract/Work Orders along with valid proof will be provided by the bidder. 	30
Work Experience (Relevance)		
03	<ol style="list-style-type: none"> 1. Proposal/Presentation based understanding of bidder about the scope of the subject Project of <u>Pakistan Post Office Department (PPOD)</u> (10) 2. Experience in projects resembling with: 	

	<ul style="list-style-type: none"> ○ Postal, courier, logistics (10) <ul style="list-style-type: none"> ▪ 0-Yrs (0) ▪ 0 to 1 Years (5) ▪ 1 to 2 Years (7) ▪ More than 2 Years (10) ○ IT service industries (10) <ul style="list-style-type: none"> ▪ Less than 5-Yrs (0) ▪ 5 to 7 Years (5) ▪ 7 to 10 Years (7) ▪ More than 10 Years (10) ○ Call Center (10) <ul style="list-style-type: none"> ▪ Less than 5-Yrs (0) ▪ 5 to 7 Years (5) ▪ 7 to 10 Years (7) ▪ More than 10 Years (10) ○ Location- based Solutions/services (10) <ul style="list-style-type: none"> ▪ Less than 5-Yrs (0) ▪ 5 to 7 Years (5) ▪ 7 to 8 Years (7) ▪ More than 8 Years (10) ○ SMS based Solutions/services (10) <ul style="list-style-type: none"> ▪ Less than 5-Yrs (0) ▪ 5 to 7 Years (5) ▪ 7 to 8 Years (7) ▪ More than 8 Years (10) ○ Web based Solutions (10) <ul style="list-style-type: none"> ▪ Less than 5-Yrs (0) ▪ 5 to 7 Years (5) ▪ 7 to 8 Years (7) ▪ More than 8 Years (10) ○ Mobile App based Solutions (10) <ul style="list-style-type: none"> ▪ Less than 2-Yrs (0) ▪ 2 to 4 Years (5) ▪ 4 to 6 Years (7) ▪ More than 6 Years (10) 	80 (10+10+10+10+10+10+10+10)
Required Human Resource		
04	<ol style="list-style-type: none"> 1. Project Manager (01) (PMP Certification: 03 marks, 05-year experience: 03 marks) = 6 marks 2. Database Administrator (01) (Oracle/SQL/ Tera Data Certification or equivalent:) : 03 marks, 05-year experience: 03 marks) = 06 marks 3. Network Administrator (01) (CISCO or equivalent Certification: 02 marks, 3 years' experience: 02 marks) = 4 marks 4. Software Developers (02) 02 marks each, 4-year experience: 02 marks each) = 8 marks 5. Web Developer (02) 02 marks, 03-year experience: 2marks) = 8 marks 6. Mobile App Developer (02) 02 marks, 03-year experience: 2marks) = 8 marks <p>Note:</p>	40

	<ul style="list-style-type: none"> • Resume of all employees will be submitted along with the copies of their certifications • Salary Slip or proof of employment of each employee will be submitted by the bidder. 	
	Total Strength	465

Evaluator's Name: _____

Signature: - _____

Note: - Technically qualifying marks will be 80% (372 out of 465).

FINANCIAL EVALUATION CRITERIA

- a) Financial Proposal of only technically passed/qualified bidder will be considered for the 2nd stage of bidding process
- b) The Technical &Financial Proposals will be evaluated on the ratio of **60:40** respectively.
- c) The bidder scoring the highest accumulated points, in accordance with the 37(A)-1(d) of the PPRA rules, will be considered as the most advantageous bid and will be awarded the contract.
- d) In case of tie in aggregate marks/points, the contract will be awarded in the light of PPRA rule 37(A).

FINANCIAL PROPOSAL

Financial Proposal should be sealed in separate cover earmarked as "Financial Proposal". The Financial Proposal will be evaluated on accumulated financial offer, calculated for one year on below parts.

Sr.	Proposed Items	Details
1.	Modern Digital Software Platform	Along with Free of Cost source code and intellectual property rights for Pakistan Post
2.	Operations and Maintenance (O&M) of Entire Digital Software Platform Proposed in this Tender	Replacement of EMTTS (The existing solution)
3.	SMS alerts capability	SMS alerts for booking of each article (up to 8 million messages per annum)
4.	IPS & CDS Integration	3rd party systems integration required by PPOD
5.	Support Dev	2-Resources for entire contract duration
6.	Site Engineers for all circles	9- site engineers
7.	Cloud Infrastructure (Scalable)	Up to 10,000 concurrent users initially
8.	At least 4Mbps DSL Internet Connectivity at automated locations	157 locations including GPOs, DMOs and Automated post offices
9.	Redundant wireless 4G Internet Connectivity at automated locations	157 locations including GPOs, DMOs and Automated post offices
10.	Postmen handsets (Specs attached as Annex-C)	2200 postmen will be equipped with mobile handsets preloaded with Rider App
11.	Postmen Connectivity	2200 postmen will be provided connectivity package including calls, SMS and mobile internet
12.	Complaint Management Call Center	9-Agents, 9 am to 5 pm, 6 days a week
13.	New Sites Automation/Digitalization of Post Offices	1-Post Office Per Month for entire contract period. (12 Post Offices per Annum) Specification as given in Annexure-E.
14.	300 additional handsets (Specs attached as Annex-C)	The additional mobile handsets shall be issued under the instructions of competent authority
15.	Electronic Money Order Service	For provision of EMO service at all GPOs and other automated post office locations specified by PPOD
TOTAL Annual O&M Cost (exclusive of GST) However, the payment will be done on monthly basis. The bills will be submitted at the end of each month. (For a contract duration: 03 years)		PKR: _____ (In Words: _____ _____)

Contract Terms & Conditions:

1. This offer is valid for 120 days
2. The above prices are applicable for an initial contract term of 3 years.
3. The above quoted rates are for the entire package proposed including software platform, IT infrastructure, IT equipment and cost of services for the mentioned quantities.
4. Intellectual property rights and platform source code shall be handed over at the end of 1st year
5. The platform and its intellectual property rights do not include the rights to resell the platform, software or source code to any third party.
6. The competent authority in Pakistan Post may opt to drop any segment of offered package/ solution for cost cutting or for any other reason. The cost of additional items may be used for determining the cost of above components.

For any additional requirement by PPOD, the following rates will be applicable during the contract duration of 3-years:

S#	Description	Rate (in PKR excluding GST)	Unit
1	Per SMS Rate of Masked SMS (Over and above the 8 million per annum)		Per SMS
2	Rate of New Mobiles Handset for mobile delivery update system (Over and above the offered 2500 handsets)		Per Handset
3	Monthly call, SMS and data connectivity charges per SIM (Over and above the offered 2500 SIMs)		Per SIM with Monthly Package
4	Monthly per seat charges of Full Time Support Engineer (0900 hours to 1700 hours) (Over and above the 9+2 already offered resources)		Per Seat Per Month
5	Monthly per seat maintenance and allied charges to upkeep Complaint Management System (CMS) and Call Center (over and above the already proposed 9 seats)		Per Seat Per Month
6	Cost of automation of one post office (Over and above the 36 in entire contract period of 3-years)		Per Post Office
7	At least 4Mbps DSL internet connectivity per location (over and above the initial 157 locations)		Per Connection Per Month
8	Wireless 4G internet connectivity per location (over and above the initial 157 locations)		Per Connection Per Month

Note: Client reserves the rights to increase locations/ HR/ hardware prior or during the currency period of contract in the interest of service. Timing of HR deployed and the services for outsourced assignment will depend on Client.

Name of the Bidder	
Signature / Official Stamp	
Name of Signatory	
Designation of Signatory	
Office Phone#: / Mobile#:	
Date	

Annexure- "A"

LIST OF GPOS/POS

S#	G(PO)s	S#	G(PO)s	S#	G(PO)s
1	Karachi GPO	32	Khushab GPO	62	Bhimber GPO (AJK)
2	Karachi City GPO	33	Sargodha GPO	63	Rawalakot GPO (AJK)
3	Karachi Saddar GPO	34	Narowal GPO	64	Bagh GPO (AJK)
4	Karachi Express Post Centre	35	Gujrat GPO	65	Multan GPO
5	Karachi Al-Haidery GPO	36	Kamlia GPO	66	Rahimyar Khan GPO
6	Gulshan-e-Iqbal HPO Karachi	37	Peshawar GPO	67	Bahawalpur GPO
7	New Town GPO	38	Peshawar Postmall	68	Sahiwal GPO
8	Korangi GPO	39	Abbottabad GPO	69	Khanewal GPO
9	Rawalpindi GPO	40	Bannu GPO	70	Muzaffar Garh GPO
10	Attock GPO	41	Batkhele GPO	71	Layyah GPO
11	Bhakkar GPO	42	Chitral GPO	72	Bahawal Nagar GPO
12	Chakwal GPO	43	Charsadda GPO	73	Vehari GPO
13	Gujar Khan GPO	44	Dera Ismail Khan GPO	74	Dera Ghazi Khan GPO
14	Jhelum GPO	45	Haripur GPO	75	Hyderabad GPO
15	Mianwali GPO	46	Kohat GPO	76	Mirpurkhas GPO
16	Muree GPO	47	Karak GPO	77	Dadu GPO
17	Talagang GPO	48	Lakki Marwat HPO	78	Khairpur GPO
18	Wah Cantt GPO	49	Mardan GPO	79	Shikarpur GPO
19	Kahuta GPO	50	Manshera GPO	80	Sanghar GPO
20	Lahore GPO	51	Nowshera GPO	81	Sukkur GPO
21	Lahore Cantt	52	Saidu-Sharif GPO	82	Larkana GPO
22	Lahore Postmall	53	Tank GPO	83	Jacobabad GPO
23	Faisalabad GPO	54	Islamabad GPO	84	Ghotki GPO
24	Gujranwala GPO	55	Post Mall Islamabad	85	Nawabshah GPO
25	Sialkot GPO	56	Mirpur GPO (AK)	86	Quetta GPO
26	Kasur GPO	57	Muzaffarabad GPO	87	Loralai GPO
27	Okara GPO	58	Gilgit GPO	88	Khuzdar GPO
28	Sheikhupura GPO	59	Skardu GPO	89	Sibi GPO
29	Mandi Bahuddin GPO	60	Kotli GPO (AJK)	90	Turbat GPO
30	Jhang GPO	61	Palandri GPO (AJK)		
31	Toba Tek Singh GPO				

LIST OF DISTRICT MAIL OFFICES (DMO)			
S#	DMO	S#	DMO
1	Abbottabad DMO	28	Sahiwal DMO
2	Bannu DMO	29	Sargodha DMO
3	Batkhele DMO	30	Sheikhupura DMO
4	Dera Ismail Khan DMO	31	Sialkot DMO
5	Haripur DMO	32	Toba Tek Singh DMO
6	Karak DMO	33	Multan DMO
7	Kohat DMO	34	Bahawalpur DMO
8	Manshera DMO	35	Dear Ghazi Khan DMO
9	Mardan DMO	36	Khanewal DMO
10	Nowshera DMO	37	Muzaffargarh DMO
11	Peshawar DMO	38	Rahim Yar Khan DMO
12	Rawalpindi DMO	39	Sukkur DMO
13	Attock DMO	40	Hyderabad DMO
14	Chakwal DMO	41	Jacobabad (IN) DMO
15	Jhelum DMO	42	Larkana DMO
16	Mianwali DMO	43	Mirpur Khas DMO
17	Bhakkar DMO	44	Nawabshah DMO
18	Lahore DMO	45	Khuzdar DMO
19	Faisalabad DMO	46	Quetta DMO
20	Gujranwala DMO	47	Sibi DMO
21	Gujrat DMO	48	Turbat DMO
22	Jhang DMO	49	Loralai DMO
23	Kasur DMO	50	Islamabad DMO
24	Khushab DMO	51	Karachi DMO
25	Mandi Bahuddin DMO	52	Hub Chowki
26	Narowal DMO	53	Chiniot
27	Okara DMO		

STATIONS OF INTERNATIONAL POSTAL SYSTEM (IPS) SERVERS WITHIN PAKISTAN

a) Karachi: -

- 1) International Mail Office (Letters), Karachi
- 2) International Mail Office (Parcels), Karachi
- 3) Express Post Centre, Karachi
- 4) International Mail Office (Immediate Clearance Group), Karachi Airport

b) Lahore: -

- 5) International Mail Office, Lahore

c) Islamabad: -

- 6) International Mail Office, Islamabad

d) Sialkot: -

- 7) International Mail Office, Sialkot

List of Locations where Support Engineers are to be Deployed:

S. N.	Name of Office	Location
01	Postmaster General Metropolitan Circle, Karachi	Karachi
02	Postmaster General Central Punjab Circle, Lahore	Lahore
03	Postmaster General Northern Punjab, Rawalpindi	Rawalpindi
04	Postmaster General, FC & GB Circle, Islamabad	Islamabad
05	Postmaster General Northern Sindh Circle, Hyderabad	Hyderabad
06	Postmaster General Khyber Pakhtunkhwa Circle, Peshawar	Peshawar
07	Postmaster General Southern Punjab, Multan	Multan
08	Postmaster General Baluchistan, Quetta	Quetta
09	Postmaster General AJK, Muzaffarabad	Muzaffarabad

Digital Platform Datasheet

S.No.	Item	Description
1.	The Required Software	Postal Operations Management Information System
2.	Type	Web-based Application along with user interfaces for mobile applications for various roles
3.	Hosting	Suitable for deployment over cloud as well as on-prem physical infrastructure
4.	User roles	Booking counters (web), Sorting centers (web), riders and postmen (mobile), Post Customers (web and mobile), Back-office managers (web dashboard), Accounts offices (web dashboard)
5.	Digital booking module	Performs booking of accountable articles such as Registered letters, parcels, UMS, EMS, MO, UMO, EMO and any other service types. Input fields include sender and recipient information with autofill feature using contact number, barcode scanning for postage amount and other associated services such as insurance etc. Compatible with standard USB barcode scanners, thermal receipt printers and other desktop type printers for printing of customer receipts.
6.	DMO/Sorting module	Provides interfaces to DMO staff for sorting of outbound and inbound mail. Outbound mail should be sorted for preparation of mail bags for each destination DMO and onwards dispatch to IMOs. Inbound mail should be sorted after being received from other stations/DMOs for preparation of bags destined to various delivery post offices located within the city or attached with that DMO. Offers capability to scan entire inbound/outbound bags and generates dispatch lists for bags prepared for onward dispatch.
7.	Accounting/reconciliation module	Provides online accounting and reconciliation of mail booked at all automated post offices. Also includes interface for manual data entry against mail booked from non-automated offices. The accounting data should be available based on unit office, GPO, Circle and national level to Directorate General.
8.	Last mile delivery module	Provides connectivity host for postmen/rider mobile app and takes real-time data from the app for online updates
9.	Rider & Postmen mobile app	The app should be available for Android and KaiOS platform and provides functionality for mail riders, drivers and postmen who can create their job, report job completion and provide update on each individual article in real-time.
10.	Customer mobile app	Provides essential functionalities to post customers such as remote booking, track & trace, locate nearest post office, tariff and service details
11.	Reporting module	Provides various types of cooked and customizable reports for revenue, sales, articles etc. supporting role-based access depending upon user privileges.

Cloud Infrastructure Datasheet

A state-of-the-art scalable inland cloud infrastructure to ensure high availability and a minimum capacity of **10,000 concurrent users** with high availability, scalability, regular data archiving and DB optimization.

Following are the specifications of preliminary solution host:

S.No.	Item	Specification
1.	vCPU	32-cores
2.	RAM	128 GB
3.	Storage	3 TB
4.	Traffic Volume	Up to 20 TB
5.	Redundancy	Yes

Mobile Handsets Datasheet

The proposal includes to equip postmen and riders of Pakistan Post with 4G mobile handsets preinstalled with the Software Platform delivery application for real-time delivery attempt reporting and digital proof of delivery.

S.No.	Item	Specification
1.	Operating System	Kai OS
2.	Supported Network	GSM / 3G / 4G
3.	SIM	Dual SIM
4.	Display	2.8 Inches
5.	RAM	512 MB
6.	Internal Memory	4 GB
7.	Card Slot	Yes, Micro SD (Up to 32 GB)
8.	Front Camera	0.3 MP
9.	Back Camera	0.3 MP
10.	Connectivity	Wi-Fi / Bluetooth / USB / Hotspot
11.	Battery	2,000 mAh
12.	Color	Black / Blue / Red / Gold
13.	Navigation	Google Search Engine / Google Maps
14.	Location	GPS and Mobile Network
15.	Smart Apps	Last mile delivery reporting app / WhatsApp / Facebook / YouTube
16.	SIM with Connectivity Package	Data: 2Gb, Call: 100 minutes @ all networks, 200 minutes on Jazz and Warid, 10,000 minutes @ Close User Group (CUG), SMS: 100 to all networks

Hardware for automation of 36 Post Offices in 3 years

1. Laptop

Processor Type	Intel Core i3
Memory Size	128GB SSD
Processor Speed	10th Generation Core i3-1005G1 QuadCore Processor (2 Cores - 4Threads)
Installed RAM	8GB DDR4-2666 SDRAM
Screen Size	15.6" diagonal HD SVA Bright View micro-edge WLED-backlit, 220nits
Operating System	Ubuntu / Windows 10
Brand	HP
Condition	Brand New
Ports	USB 2.0 , HDMI
Wireless Connectivity	WiFi and Bluetooth enabled
Webcam	Built in camera with integrated audio features
Audio	Speakers & Microphones
Warranty	1 year

2. All in One Laser Printer

Functions	Print, Copy, Scan
Print Technology	Laser Jet
Print Speed	Up to 18 ppm minimum
Mobile Printing Capability	Wi-Fi Direct or brand Smart App
Print Cartridges	Black
Print Resolution	Up to 600 x 600 dpi
Scan Resolution	Up to 600 dpi
Copy Resolution	600 x 400 dpi
Copy Reduce / Enlarge	25% to 400%
Recommended Page vol.	Up to 1000 pages
Connectivity	High Speed USB 2.0
Memory	Standard / Maximum 32MB
Capability	Win OS / Mac OS/ Linux
Power Supply	Input AC 220V, 50-60Hz
Warranty	1 year (local)

3. Barcode Scanner

Functions	Barcode Reading /Scanning
Light Source	650nm visible laserdiode
Scan Method	Bi-directional
Scan Rate	100±20 (scans/second)
Interface	USB 2.0 High Speed
Minimum Resolution	SR: 0.127mm/5mil(PCS 0.9)
Supply Voltage	5V (via USB)
Compliance	FCC, CE, KC, RoHs, STQC, WHQL
Capability	Win OS / Mac OS/ Linux
Water / Dust Rating	IP54 (min.)
Recommended Model	Black Copper BC-8805, BC-8806, BC-8808, BC-1000

4. Digital Weigh Scale

Functions	Weighing Articles &Parcels
Capacity	60 ~ 300kg & 0.000 ~1kg
Display	LCD
Calibration	Up to 3 points
Structure	Iron frame tray can bear max 300kg load.
Measure Method	Automatic
Accuracy	Up to 1 gram
Power Supply	Input AC 220V,50-60Hz
Water / Dust Rating	IP54 (min.)

5. Counter Table &Chair

Functions	Placement of Starter kit / equipment
Total Size	4ft x 1.5ft x 3.5ft
Structure / Material for extended Counter Top	UV laminated Wooden sheets having size 3.75ft x 2ft
Drawer / Shelves	Three with stainless steel hinges & locks
Color	Mellow white (Matt finished lamination) &Red (UV finished Acrylic laminated sheets)
Branding / Logo	Pakistan Post Logo pasted with white color reflected paper / Vinyl on red UV sheet on area 1.5ft x 1.5ft (Pak Post approved)

LIST OF ABBREVIATION USED IN TENDER DOCUMENT

PPOD	Pakistan Post Office Department
EMTTS	Express Mail Track and Trace System
IPS	International Postal System
CMS	Complaint Management System
GPO	General Post Office
PO	Post Office
DMO	District Mail Office
EP	Express Post
EMS	Express Mail Service
PPRA	Public Procurement Regulatory Authority
LAN	Local Area Network
WAN	Wide Area Network
CDS	Custom Declaration System
UPU	Universal Postal Union
IMO	International Mail Office
ICG	Immediate Clearance Group
EDI	Electronic Data Interchange
PPOD	Pakistan Post Office Department
MDUS	Mobile Delivery Updating System
HDO	Help Desk Operator
PPR	Public Procurement Rules