



"DEVELOPMENT AND IMPLEMENTATION OF A COMPLAINT MANAGEMENT SYSTEM (CMS)"

This Agreement for development and implementation of a Complaint Management System (CMS)" is entered into at Karachi on this .5th Day of May 2025

By and Between

Provincial Ombudsman Secretariat Sindh, through its authorized representative, **Director (Administration)** having its premises at Kamal Ata Turk Road, Karachi hereinafter referred to as the Procuring Agency (PA) / "Client" of the One Part;

And

M/s. DPL Private Limited through its duly authorized representative, **Syed Ahmad** holding CNIC No. 37405-8255466-9 having office at 3rd Floor, FDOC Plaza, I-8 Markaz, Islamabad, hereinafter referred to as the Successful Bidder / "Consultant" of the Other Part.

WHEREAS, the Provincial Ombudsman Secretariat Sindh, conducted bidding process for "Development and Implementation of a Complaint Management System (CMS)" at total cost in PKR.18982181-00 (Pak Rupees eighteen million, nine hundred eighty-two thousand one hundred eighty-one only) inclusive of all taxes and duties, through National Competitive Bidding, under Sindh Public Procurement Rules, 2010 (Updated 2024).

AND WHEREAS, the PROCURING AGENCY has evaluated and awarded the Contract to the Successful Bidder / Consultant, whose bid has been determined to be **MOST ADVANTAGEOUS BID**, and the **BEST EVALUATED BID**, AND WHEREAS, the PROCURING AGENCY has agreed to **AWARD THE CONTRACT** to the **SUCCESSFUL BIDDER / CONSULTANT** upon terms and conditions contained hereunder:

This Contract sets forth the complete and exclusive agreement of the parties regarding the subject matter of this Contract and supersedes all prior agreements, understandings and communications, oral or written, between the Parties regarding the subject matter of this Contract. In the event of any one or more of the provisions of this Contract shall for any reason be held invalid, illegal or unenforceable, the remaining provisions of this Contract shall be unimpaired, whereas, the invalid, illegal and unenforceable provision(s) shall be replaced by mutually acceptable provision(s), which being valid, legal and enforceable come(s) nearest to the intention of the Parties/Contract.

It is acknowledged and agreed that this Contract constitutes the legal, valid and binding obligation between the Parties hereto and shall be binding upon each Party's respective, successors and assignee.





This Contract may not, in whole or in part, be modified or terminated on the basis of any negotiation or discussion between the Parties thus, shall not be effective except by the means of a written instrument duly agreed between the Parties for further references.

No failure or delay by either Party in exercising any rights, obligation, power or privilege under this Contract shall operate as a waiver of such right.

NOW, THEREFORE, THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties as follows:

1. Payment Terms

- 1.1. Payments would be made against the deliverables as specified in the bidding document. However, part payments, in proportion to the individual items of completed works may be permitted after due approval as per bidding document.
- 1.2. That the work responsibilities of the Consultant are specifically specified in the bidding document and payments will be paid to the Consultants accordingly.
- 1.3. All payment will be made in Pakistan Rupees (PKR).

2. Ownership

- 2.1. The ownership of all products, services and Intellectual Property rendered under any Contract arising as a result of this contract will be the property of the Procuring Agency.

3. Governing Law

- 3.1. This Contract shall be governed by and construed in accordance with the laws of Pakistan. The Procuring Agency and Consultant shall refer the dispute to the exclusive jurisdiction of the Pakistani Courts.

4. Negligence

- 4.1. The Consultant and the Procuring Agency shall mutually indemnify each other in respect of all injury or damage to any person or to any property and against all actions, suits, claims, demands, charges and expenses arising in connection therewith which shall be occasioned by the negligence or breach of statutory duty of the indemnifying party, before the whole of the project has been finally accepted.

5. Delays in Performance:

- 5.1. The delivery of the final outputs would be made within (120) days from the date of contract signing.





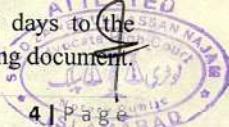
- 5.2. Delay by the Consultant in performance of its delivery/project completion obligations shall render the Consultant liable to any or all of the penalties including but not limited to liquidate damages, the Consultant shall promptly notify the Procuring Agency in writing of the fact of the delay, its likely duration and its causes(s). As soon as practicable after receipt of the Consultant's notice, the Procuring Agency shall evaluate the situation and may at its discretion extend the Consultant's time for performance in which case the extension shall be ratified by the parties by amendment of the Contract.

6. Consultant's Default

- 6.1. If the Consultant neglects to perform the Contract with due diligence and expedition or refuses/or neglects to comply with any reasonable orders given to him in writing by Procuring Agency or any of his authorized representative in connection with the performance of the Contract or contravenes the provision of the Contract, Procuring Agency may give notice in writing to the Consultant to make good the failure, neglect or contravention complained of.
- 6.2. Should the Consultant fail to comply with the said notice, within a reasonable time from the date of service thereof, it shall be lawful for the Procuring Agency to ask the Consultant for compensation by notice in writing to the Consultant.
- 6.3. If the Consultant fails to complete any of his obligations, save for force majeure, within the time granted by Procuring Agency, where the Procuring Agency shall have suffered any loss from such failure, the Procuring Agency may be entitled to deduct from the Contract price at the rate of (1%) of that portion of functionality which cannot in consequence of the said failure be put to the use intended for such work for each week between the time fixed in the Agreement (except as aforesaid) and the actual date of completion, subject to a maximum deduction of 10% of the value of the Contract.

7. Performance Security

- 7.1. The Consultant shall submit Performance Security i.e. 5% of total contract price in PKR, in the form of Deposit at Call or Pay Order or Demand Draft or a Bank Guarantee issued by a scheduled Bank in Pakistan or from a foreign bank duly counter guaranteed by a scheduled bank in Pakistan in favour of DDO Secretariat Provincial Ombudsman (Mohtasib) Sindh Karachi (Procuring Agency).
- 7.2. Accordingly, the Performance Security shall be returned after 15 days to the Consultant Firm on satisfactory completion of the project as per bidding document.





8. Termination of Contract

- 8.1. The Procuring Agency may terminate this Contract in case of the occurrence of any of the events specified below. In such an occurrence, the Procuring Agency shall give a not less than sixty (60) days' written notice of termination to the Consultant.
- 8.2. If the Consultant does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Procuring Agency may have subsequently approved in writing.
 - 8.2.1. If the Consultant becomes insolvent or bankrupt.
 - 8.2.2. If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not more than fifteen (15) days.
 - 8.2.3. If the Parties by their mutual consent and for any reason whatsoever decide to terminate the contract.
- 8.3. The Consultant may request to terminate this Contract, by not less than ninety (90) days written notice to the Procuring Agency, such notice to be given after the occurrence of any of the events specified below:
 - 8.3.1. If the Procuring Agency fails to pay any money due to the Consultant pursuant to this Contract within sixty (60) days after receiving written notice from the Consultant that such payment is overdue.
 - 8.3.2. If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not more than fifteen (15) days.
- 8.4. Upon termination of this Contract, the Procuring Agency shall make the following payments to the Consultant:
 - 8.4.1. Payment pursuant to Services satisfactorily performed prior to the effective date of termination.
 - 8.4.2. Reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel and their eligible dependents.





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9. Termination for Insolvency

- 9.1. Without prejudice or affecting of any right action or remedy which has accrued or will accrue there-after to Procuring Agency, which may at any time terminate the Contract by giving written notice to the Consultant, without compensation to the Consultant if the Consultant becomes bankrupt or otherwise insolvent.

10. Liquidated Damages

- 10.1. If Consultant fails to deliver any or all of the goods or perform the services within the time period (s) specified in the bidding document, Procuring Agency shall without prejudice to its other remedies under the Contract, shall have the right to claim liquidated damages and Consultant shall pay to Procuring Agency as liquidated damages with respect to those delayed assignments an amount equal to 1% of the value of the services delayed for each week of delay or part thereof until actual delivery or performance up to a maximum deduction of 10% of the Contract price. Once the maximum is reached, Procuring Agency may consider Termination of Contract keeping in view the legal rights of the Consultant under the law of Pakistan.

11. Amicable Settlement

- 11.1. Procuring Agency and the Consultant shall make every effort to resolve amicably by direct informal negotiation on any disagreement or dispute arising between them under or in connection with Contract.
- 11.2. The Contract will be construed under and governed by THE LAWS OF THE ISLAMIC REPUBLIC OF PAKISTAN.
- 11.3. Except as otherwise provided in the Contract, any difference, dispute or question arising out of or with reference to the Contract which cannot be settled amicably shall within (30) thirty days from the date of either party informs the other in writing that such difference, dispute or question exists be referred for arbitration.
- 11.4. The arbitration shall be conducted in accordance with the rules of procedure set forth in the Pakistan Arbitration Act 1940 subsequently amended.
- 11.5. The arbitration of the majority of the arbitrators shall be final and binding on both parties.

12. Force Majeure

If either party is temporarily rendered unable, wholly or in part, by Force Majeure to perform its duties or accept performance by the other party under the Contract it



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Notary Public
ISLAMABAD



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is agreed that on such party, giving notice with full particulars in writing of such Force Majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for no longer period as referenced earlier.

- 12.1. The terms "Force Majeure" as used herein shall mean acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions (to be supported by a letter from the relevant Authority or verification by the Diplomatic Mission in Pakistan), Government actions/restrictions due to economic and financial hardships, change of priorities and any other causes similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome. The terms of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding two (2) months from performing or accepting performance, the party concerned shall have the right to terminate this Contract immediately giving notice with full particulars for such Force Majeure in writing to the other party.
- 12.2. If a Force Majeure situation arises, the Consultant shall promptly notify Procuring Agency in writing of such conditions and the cause thereof. Unless otherwise directed by Procuring Agency. In writing, the Consultant shall continue to perform its obligations under the Contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

13. Applicable Laws

- 13.1. The Contract shall be interpreted in accordance with the relevant Government Laws, and SPPRA Rules-2010 (updated 2024) including the General Conditions of Contract (GCC), Special Conditions of Contract (SCC) and General Provisions for Procuring Consulting Services under Part-III of the said SPPRA Rules. The Consultant shall respect all the relevant provisions contained in applicable laws, rules, regulations, policies and statutory notifications.





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14. Stamp Duty

- 14.1. The Consultant shall be responsible for paying the **Stamp Duty**, as per rate applicable by the Government of Sindh, at the time of signing the Contract Agreement.

15. Contract Language

- 15.1. The Contract shall be written in the English language. All literature, correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

16. Notices

- 16.1. Any notice given by one party to the other pursuant to this Contract shall be sent in writing or through email.
- 16.2. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

17. Correspondence

- 17.1. All correspondence between the Procuring Agency and the Consultant would be in English language and letters, minutes of meetings, faxes or emails pertaining to the contract would be acceptable forms of correspondence.

18. Officials not to benefit

- 18.1. No official or employee of the Procuring Agency shall be admitted to any share or part of this Contract or to any benefit that may arise there from. The Contract shall be liable for cancellation during any time of execution if such default is reported, detected and noticed.

19. Modifications / Amendments to Contract

- 19.1. This contract may be modified/ amended to include fresh clause(s) subject to mutual agreement by the Consultant and the Procuring Agency, upon mutually agreeable terms. Such modification shall, subsequent to its inclusion, form an integral part of the Contract.

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- 20.1. Any extra work or variation orders would be issued by the Procuring Agency after getting acceptance/agreement from the Consultant, and at mutually agreed rates and time frame for execution.

21. Confidentiality of Information

- 21.1. The Consultant shall not, without Procuring Agency's prior written consent, disclose the contents of this Contract, or any provision thereof, or any specifications, plan, drawing, pattern, sample or information furnished by or on behalf of Procuring Agency in connection therewith, to any person other than a person employed by the Consultant in the performance of the Contract. However, the Consultant will have the right to include this project in its business capacity/business development profiles after satisfactory completion of Project.
- 21.2. The Consultant shall not, without Procuring Agency's prior written consent, make use of any documents or information except for purposes of performing the Contract.
- 21.3. Any documents other than the Contract itself shall remain the property of Procuring Agency and may be returned to Procuring Agency on completion of the Consultant's performance under the Contract if so, required by Procuring Agency.

22. Quality

- 22.1. The output provided under the Contract must be of approved quality and in conformity of the requirements as per bidding document and remains the responsibility of the Consultant.

23. Obligation of the Consultant

- 23.1. The Consultant shall conform in all respects with the provisions of all Federal Provincial and Local Laws, Regulations and any other Laws for the time being in force in Pakistan including all regulations or bylaws of any local or other duly constituted authority within Pakistan which may be applicable to the performance of the Contract and the rules and regulations of public bodies and companies whose property or rights are affected or may be affected in any way by the works (hereinafter referred to as "state laws") and shall give all notices and pay all fines required to be given or paid thereby and shall keep Procuring Agency indemnified against all penalties of every kind for breach of any of the same. For the term of the Contract, as far as reasonably practicable and without liability on its part, Procuring Agency shall provide such information if deemed appropriate and as may be required by the Consultant.

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24. Change of Order

- 24.1. Procuring Agency may at any time, with the mutual consent of the Consultant, by a written order given to the Consultant, make change within the general scope of the Contract.

25. Addition or Deletion or Change in Scope of Work

- 25.1. If any such change causes an increase or decrease in the cost of, or the time required for the Consultant's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract price or bidding document, or both, and the Contract shall require mutual agreement.

26. Contract Amendments

- 26.1. Any variation in or modification of the terms of the Contract shall not be made except by written amendment signed by the parties.

27. Execution of Contract

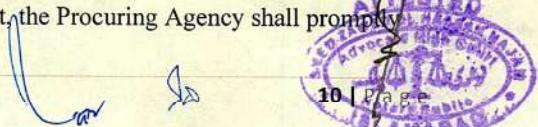
- 27.1. Execution of the Contract shall be made by the Consultant in accordance with the terms specified by Procuring Agency in its schedule of requirements and the conditions of Contract, and the goods shall remain at the risk of the Consultant until the system is fully commissioned into the service.

28. Acceptance

- 28.1. Except where specifically provided for, all Services and Deliverables submitted to the Procuring Agency pursuant to bidding document, or any addendum for approval shall be deemed accepted when the Procuring Agency provides Consultant with a written notice or email through official point of contact stating that the Services and Deliverables are accepted by the Procuring Agency. All Services and Deliverables shall be deemed accepted if no response is received by the Consultant from the Procuring Agency within forty-five (45) days of rendition of Deliverables / Services.

29. Point of Contact Nomination

- 29.1. The Procuring Agency shall nominate an official point of contact for all communications, coordination, and approvals related to the project. In case of any change in the nominated point of contact, the Procuring Agency shall promptly

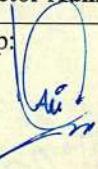




inform the Consultant in writing. All instructions, information, and decisions conveyed by the nominated point of contact shall be deemed official unless otherwise notified in writing by the Procuring Agency.

IN WITNESS WHEREOF, the parties hereto have put their respective signatures hereunder on the day, month and year first abovementioned.

<i>For and on behalf of Provincial Ombudsman Secretariat Sindh/ Procuring Agency/Client</i>	<i>For and on behalf of M/s. DPL Private Limited/ Consultant</i>
Name: Muhammad Riaz Gill	Name: Syed Ahmad
CNIC: 42201-0878357-5	CNIC: 37405-8255466-9
Designation: Director Administration	Designation: Chief Executive Officer

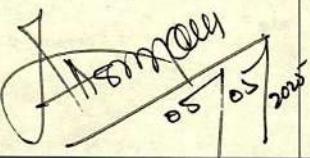
Signature & Stamp:

(MUHAMMAD RIAZ GILL)
 DIRECTOR (ADMN)
 Provincial Ombudsman Secretariat
 Sindh, Karachi

Signature & Stamp:

DPL (Pvt) Ltd.

And

Witnesses:

Name: Imdad Hussain	Name: Salman Naseer
CNIC: 41204-5254213-3	CNIC: 14302-6022851-1
Address: Director (Coordination), Provincial Ombudsman Secretariat Sindh Karachi.	Address: Product Owner, DPL, 3 rd Floor, FDOC Plaza, I-8 Markaz, Islamabad
Signature: 	Signature:  05-05-2025



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ONLY USED FOR ISLAMABAD



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(INTEGRITY PACT)

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS/CONTRACTORS/CONSULTANTS

Contract No. 7/196/2024(RFP)/Admin

Dated: 05/05 May, 2025

Contract Value: PKR.18982181/-

Contract Title: Development and Implementation of a Complaint Management System

M/s. DPL Private Limited "Consultant" 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 Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.

Without limiting the generality of the foregoing, **M/s. DPL Private Limited** 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 form, from Procuring Agency (PA) except that which has been expressly declared pursuant hereto.

M/s. DPL Private Limited 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 PA and has not taken any action or will not take any action to circumvent the above declaration, representation, or warranty.

M/s. DPL Private Limited 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 PA under any law, contract, or other instrument, be voidable at the option of PA.

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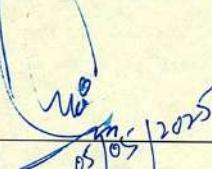
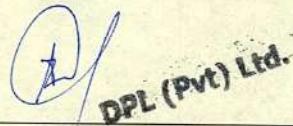
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Notwithstanding any rights and remedies exercised by PA in this regard, M/s. **DPL Private Limited** agrees to indemnify PA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PA in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by M/s. **DPL Private Limited** 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 PA.

Authorized Officer's Name: <u>Muhammad Riaz Gill</u>	Authorized Person's Name: <u>Syed Ahmad</u>
Designation & Signature: <u>Director Administration</u>  05/05/2025	Designation & Signature: <u>Chief Executive Officer</u>  DPL (Pvt) Ltd.
Provincial Ombudsman Secretariat Sindh "Client"	M/s. DPL Private Limited "Consultant"





No. 7/196/24(RFP)/Admn.

**SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp Sindh Secretariat, Karachi.**

Karachi, dated the 09.05.2025

✓ M/s. DPL (Pvt.) Ltd., (Consultant),
3rd Floor, FDOC Plaza, 1-8 Markaz
Islamabad.

Subject:- **LETTER OF AWARD UNDER RULE-49 OF SPP RULES-2010 (UPDATED 2024)
FOR THE PROCUREMENT OF "DEVELOPMENT AND IMPLEMENTATION
OF COMPLAINT MANAGEMENT SYSTEM (CMS)".**

I am directed to refer to your proposals (Technical and Financial) submitted for the procurement titled "Development and Implementation of Complaint Management System (CMS)" on the EPAD System as per the Tender Notice No.INF/KRY/481/25 and Uploaded in SPPRA Website ID No. EPADS-S-250261475. After completion of all the codal formalities as per SPP Rules-2010 (Updated 2024). Your bid, being the "Most Advantageous bid" was accepted and letter of Acceptance vide No.7/196/2024(RFP)/Admn dated 08-04-2025 was issued by this Secretariat. As required, Performance Security in PKR.949,109/- (Rupees nine hundred forty nine thousand one hundred nine only) at 5% of total bid price was submitted/deposited by your Firm vide P.O. No.17854187 dated 14-04-2025 issued by Habib Metropolitan Bank Ltd. Subsequently, signing of Contract Agreement and Integrity Pact has also taken place in result to fulfillment of all requirement as per Rules.

2/ The Competent Authority i.e. Honorable Provincial Ombudsman, Sindh has been pleased to accept your Bid offer amounting to Rs.18,982,181/- (Rupees eighteen million nine hundred eighty two thousand one hundred eighty one only), inclusive of all taxes as per scope of work and terms and conditions mentioned in the Bidding Document as well as Contract Agreement.

3/ You are advised to follow time frame as per bidding documents. The extract of time frame is also reproduced hereunder for your ready reference:-

Sprint	Activity	Duration	Start Date	End Date
	Hardware requirement assessment and Completion of System Design & Architecture	1 week	06-05-2025	12-05-2025
Sprint 1	Requirements gathering & Backlog Creation. Gather and refine requirements, create the product backlog, prioritize tasks using WSJF	1 Week	13-05-2025	19-05-2025
Sprint 2	System Design & Architecture. Draft system architecture, technical specification, and user stories.	1 week	20-05-2025	26-05-2025
Sprint 3-4	Development Iteration 1 (Core Features). Begin development of high-priority features from the backlog.	2 weeks	27-05-2025	09-06-2025
Sprint 5-8	Development Iteration 2 (Advanced Features) Continue development, refine backlog, build and test advanced features. Complete the intra departmental integration functionality for smooth complaint escalation and resolution across head office and 19 regional Offices.	7 Weeks	10-06-2025	28-07-2025

Sprint 9	Testing & UAT (First Release). Perform initial testing and user acceptance testing for the first set of developed features.	1 Week	29-07-2025	04-08-2025
Sprint 10-12	Development Iteration 3 (Additional Features). Continue developing additional features based on backlog prioritization.	3 weeks	05-08-2025	25-08-2025
Sprint 13	Testing & UAT (Second Release). Perform testing and UAT for second set of features, fix bugs and gather feedback.	1 Week	26-08-2025	01-09-2025
Sprint 14	Deployment & Go-live. Final preparations, deployment of the solution, and go-live support. User training, manuals, tutorials and an FAQ Documents.	1 Week	02-09-2025	08-09-2025

4/ The requirements of Hardware Assessment:

To ensure cost-effectiveness and avoid redundant investment, it is imperative that the assessment of hardware requirements be conducted with a comprehensive understanding of the available resources within the Head Office and the 19 Regional Offices. The Assessment will focus on determining the current capabilities and limitations of existing servers, storage devices, networking equipment, and other critical hardware components. The consultant will aim to leverage the existing hardware wherever possible, ensuring that already available resources are utilized efficiently to avoid unnecessary expenditure.

5/ Your firm will be responsible for assessing and recommending the hardware required to support the CMS infrastructure. This includes both on-premises and cloud-based solutions as deemed necessary for the effective operation of the system. The firm shall further ensure that their technical team shall be based and available in Karachi throughout the two years SLA period. This will help ensure timely assistance, smooth coordination, and effective resolution of any technical or development issues that may arise during implementation or ongoing operations.

6/ The payment shall be released on submission of original invoices against deliverables and subject to fulfillment of all the codal formalities in accordance with the SPP Rules-2010 (Updated 2024) and as per terms and conditions mentioned in the Bidding Document. The payment schedule is reproduced hereunder:-

Mile Stone	Payment Percentage	Amount
Hardware requirement assessment and Completion of System Design & Architecture	20%	Rs.3,796,436/-
Deliverables: Completion of Sprint 1 and Sprint 2 activities requirements gathering, backlog creation, system design and architecture	-	-
Completion of Core Development Phase	20%	Rs.3,796,436/-
Deliverables: Completion of Sprints 3-4: Development of core features, culminating in the first prototype	-	-
Completion of Advanced Development & testing Phase	25%	Rs.4,745,545/-
Deliverables: Completion of Sprint 5-8: demonstrating the development of advanced features, refinement of functionalities, and alignment with project requirements to showcase feature completion. Complete the intra departmental integration functionality for smooth complaint escalation and resolution across head office and 19 Regional Offices.	-	-

Completion of Testing, UAT, and Final Deployment	30%	Rs.5,694,654/-
Deliverables: Completion of Sprints 9-14: Testing (First and Second Release), additional feature development, final deployment, and go-live support, user training, manuals, tutorials and an FAQ Document.	-	-
Risk Management Plan: Addressing potential risk during the project lifecycle, including but not limited to: Project delays, Security Risks, Integration Challenges		
Post-deployment Support	5%	Rs.949,110/-
Deliverables: Support and maintenance during the initial warranty period after deployment. The system must come up with a 2-year warranty period, during which the consultant will provide free-of-cost support for any defects or malfunctions found in the CMS.		
	Total:	Rs.18,982,181/-

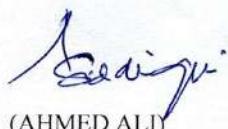
7/ You are, requested to start the work as per scope of work and terms and conditions mentioned in the Bidding Document, Technical Proposal & Contract Agreement.



(MUHAMMAD RIAZ GILL)
DIRECTOR (ADMN)/MEMBER/
SECRETARY PROCUREMENT COMMITTEE

Copy is forward for information to:

1. The Director (Coordination), Provincial Ombudsman Secretariat Sindh, Karachi.
2. The Consultant IT/Media, Provincial Ombudsman Secretariat Sindh, Karachi
3. Sr. Private Secretary to Honourable Ombudsman, Sindh.
4. Sr. Private Secretary to Secretary, Provincial Ombudsman Secretariat Sindh, Karachi
5. Superintendent to Director General-II/Chairman Procurement Committee, Provincial Ombudsman Secretariat Sindh, Karachi.



(AHMED ALI)
SUPERINTENDENT (STORE)

SINDHPUBLICPROCUREMENTREGULATORYAUTHORITY

CONTRACTEVALUATIONFORM

TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF WORKS, SERVICES & GOODS

- 1) NAME OF THE ORGANIZATION / DEPTT. Provincial Ombudsman Secretariat Sindh, Karachi.
- 2) PROVINCIAL/LOCAL GOVT./OTHER Provincial Government
- 3) TITLE OF CONTRACT Development & Implementation of Complaint Management System (CMS)
- 4) TENDER NUMBER SPPRA ID No. EPADS-S-250261475
- 5) DESCRIPTION OF CONTRACT As mentioned at S.No.3
- 6) FORUM THAT APPROVED TH ESCHEME Provincial Ombudsman , Sindh
- 7) TENDER ESTIMATED VALUE PKR 54.00 Million
- 8) ENGINEER'S ESTIMATE
(For civil work only) —
- 9) ESTIMATED COMPLETION PERIOD(AS PER CONTRACT) 04 Months/Mentioned in Bidding Documents.
- 10) TENDER OPENED ON (DATE&TIME) 25-02-2025 at 2.30 p.m.
- 11) NUMBER OF TENDER DOCUMENTS SOLD 03 Nos.
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED 03 Nos.
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS 02 Nos.
- 14) BID EVALUATION REPORT
(Enclosed a copy) BER for Procurement of Development & Implementation of Complaint Management System (CMS)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. DPL (Pvt.) Ltd., Islamabad
- 16) CONTRACT AWARD PRICE PKR. 18,982,181/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT
(i.e. 1st, 2nd, 3rd EVALUATION BID). 1st Lowest M/s. DPL (Pvt.) Ltd., Islamabad.
2nd Lowest M/s. DD Global (Pvt.) Ltd., Karachi.
-
- 18) METHOD OF PROCUREMENT USED:-(Tick one)
- a) SINGLE STAGE-ONE ENVELOPE PROCEDURE Domestic/local
- b) SINGLE STAGE-TWO ENVELOPE PROCEDURE
- c) TWO STAGE BIDDING PROCEDURE
- d) TWO STAGE-TWO ENVELOPE BIDDING PROCEDURE

PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED i.e. EMERGENCY,
DIRECT CONTRACTING ETC. WITH BRIEF REASONS

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT PROVINCIAL OMBUDSMAN, SINDH

20) WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

21) ADVERTISEMENT:

- i) SPPRA Website
(If yes, give date and SPPRA Identification No.)

Yes	SPPRA ID EPADS-S-250261475 DATED 07-02-2025
No	

- ii) News Papers
(If yes, give names of news papers and dates)

Yes	EXPRESS TRIBUNE, JANG AND KAWISH DATED 09.02.2025
No	

22) NATURE OF CONTRACT

Draft	<input checked="" type="checkbox"/>	Int.	<input type="checkbox"/>
-------	-------------------------------------	------	--------------------------

23) WHETHER QUALIFICATION CRITERIA
WAS INCLUDED IN BIDDING/TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

24) WHETHER BID EVALUATION CRITERIA
WAS INCLUDED IN BIDDING/TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

25) WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A
METHOD OTHER THAN OPEN COMPETITIVE BIDDING? *N/A*

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

27) WHETHER THE SUCCESSFUL BID WAS LOWEST EVALUATED
BID/BEST EVALUATED BID (in case of Consultancies)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY
COMPLIANT?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

29) WHETHER NAMES OF THE BIDDERS AND THEIR QUOTED PRICES WERE READ OUT AT
THE TIME OF OPENING OF BIDS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF
CONTRACT?

(Attach copy of the bid evaluation report)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
-----	-------------------------------------	----	--------------------------

31) ANY COMPLAINTS RECEIVED
(If yes, result thereof)

Yes	<p>Result :MoM/ Decision by C.R.C: The complaint Redressal Committee (CRC) heard the representative of the complainant i.e M/s DD Global in person, who reiterated what he had earlier stated in his written complaint. The complainant has shown his satisfaction on the technical evaluation by the procurement Committee. However, the contention of the complainant is primarily based on the presumption that the financial bid of successful bidder is significantly low, which may compromise the quality and sustainability and long term service obligation of the project. However, this is the responsibility of project management to ensure that project is delivered as per specification of RFP. Furthermore, no deviation from law, rules and regulations in the procurement process was indicated or identified by the complainant. His request for table discussion and review of financial evolution outcome was also not covered under the rules.</p> <p>DECISION The Complaint Redressal Committee (CRC) unanimously decided that the complaint merits no consideration.</p>
-----	--

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE/DOCUMENTS
(If yes, give details)

Yes	
No	✓

33) WAS THE EXTENSION MADE IN RESPONSETIME?
(If yes, give reasons)

Yes	
No	✓

34) DEVIATION FROM QUALIFICATION CRITERIA
(If yes, give detailed reasons.)

Yes	
No	✓

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT BLACK LISTED?

Yes	✓	No
-----	---	----

36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes ,enclose a copy)

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
-----	--------------------------	----	-------------------------------------

37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A
-----	--------------------------	----	--------------------------	-----

38) SPECIAL CONDITIONS, IF ANY

Yes	Mentioned in Bidding Documents
No	

Signature & Official Stamp of
Authorized Officer



FOR OFFICE USE ONLY

(MUHAMMAD RIAZ GILL)
DIRECTOR (ADMN)
Provincial Ombudsman Secretariat
Sindh, Karachi

SPPRA, Block No. 8, Sindh Secretariat No. 4-A, Court Road, Karachi
Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

[Print] [Save] [Reset]



No..

**SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH**
Shahrah-e-Kamal Ataturk, Opp Sindh Secretariat, Karachi.

Karachi, dated the _____

MACHINERY & EQUIPMENTS (I.E. SPLIT AIRCONDITIONERS

LIST OF BUYRES

01. M/s.DD Global (Pvt.) Ltd., Karachi
02. M/s. DPL (Pvt.) Ltd., Islamabad.
03. M/s. AQM Solution.

SECRETARIAT PROVINCIAL OMBUDSMAN (MOHTASIB) SINDH, KARACHI

PROCUREMENT FOR THE DEVELOPMENT AND IMPLEMENTATION OF CMS IN PROVINCIAL OMBUDSMAN OFFICE, SINDH.

DURING THE FINANCIAL YEAR 2024-2025

S.No.	Title of Procurement	Estimated cost	Method	Tentative/Actual date of NIT	Tentative/Actual closing date of NIT	Tentative/Actual date of award of contract	Tentative Deadline/Actual Date for Execution	Remarks
01.	Development and Implementation of Complaint Management System CMS	Rs.54.00 Million	Single Stage- Two Envelope Procedure	*2 nd week of Febuary-2025	*4 th week of Febuary-2025	*3rd week of March -2025	June-2025	SPP Rule-46(2)


W
SECRETARY/MEMBER
PROCUREMENT COMMITTEE/
DIRECTOR (ADMN)



No. 8/11/1991/Adam
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 07.02.2025

NOTIFICATION

In supersession of this office Notification of even number, dated 04-11-2024 and in terms of Rule-7 & 8 of the Sindh Public Procurement Regulatory Authority Rules, 2010 (Updated) a **Procurement Committee**, as per following composition, is hereby constituted for procurement of goods & services, including but not limited to software, and computer and IT hardware equipment, Furniture & Fixture, Machinery & Equipment and Uniform & Protective Clothing for the Provincial Ombudsman Sindh Office:

1	Director General-II, Provincial Ombudsman Sindh Secretariat	Chairman
2	Registrar, Provincial Ombudsman Sindh Secretariat	Member
3.	Director (Coordination), Provincial Ombudsman Sindh Secretariat	Member
4.	Director (Admin.), Provincial Ombudsman Sindh Secretariat	Member/Secretary
5	Representative of Science & Information Technology Department, Government of Sindh. (not below the rank of BPS-17)	Member

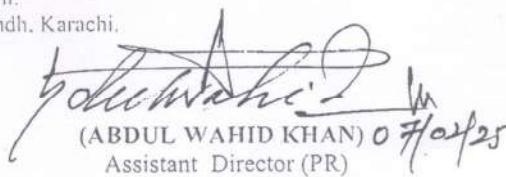
The terms of reference of the committee shall be as under:-

- (i) Preparing and /or reviewing Bidding Documents;
- (ii) Carrying out Technical as well as Financial Evaluation of the bids;
- (iii) Preparing evaluation report as provided in Rule-45;
- (iv) Making recommendations to the Competent Authority for the award of contract;
- (v) Perform any other function ancillary and incidental to the above;

(SYED MANSOOR ABBAS RIZVI)
SECRETARY

A copy is forwarded for information and necessary action to:

- 1) The Secretary, Science & Information Technology Department, Government Of Sindh, Karachi, with the request to nominate a well conversant technical officer, not below the rank of BPS-17, who has undergone relevant training from SPPRA.
- 2) The Accountant General Sindh, Karachi
- 3) The Managing Director, Sindh Public Procurement Regulatory Authority, Govt. of Sindh, Karachi
- 4) The Director General-II, POS / The Chairman, Procurement Committee.
- 5) The Secretary / Members of Procurement Committee.
- 6) Regional Directors (All), Provincial Ombudsman, Sindh.
- 7) Senior Private Secretary to Provincial Ombudsman, Sindh, Karachi.
- 8) Senior Private Secretary to Secretary, Provincial Ombudsman, Sindh, Karachi.


(ABDUL WAHID KHAN) 07/02/25
Assistant Director (PR)



No. 811/91-Admn
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH 8300 / 8374
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 05-04-2024

NOTIFICATION

In Supersession to this Department's Notification of even No. dated 10-03-2023 and in pursuance of Rule-31 of Sindh Public Procurement Regulatory Authority Rules-2010 (Updated January-2024), a **Complaint Redressal Committee** comprising the following Officers is hereby constituted for addressing the complaints of bidders that may occur for procurement of Furniture/Fixture, Machinery & Equipments, Hardware Assets, Uniform & Protective Clothing.

- | | | |
|----|---|----------|
| 1. | Secretary, POS | Chairman |
| 2. | Representative of Accountant General Sindh, Karachi. | Member |
| 3. | Representative of Information, Science & Technology Department, Government of Sindh, Karachi. | Member |

The terms of reference of the Committee shall be as under:

- ToRs of the Complaint Redressal Committee are as provided under Rule-31 of SPPRA Rules-2010 (Updated January-2024).

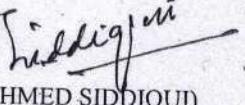

(SYED MANSOOR ABBAS RIZVI)
SECRETARY

A copy is forwarded to:

- The Secretary, Information, Science & Technology Department, Government of Sindh, Karachi with request to nominate an Officer for this Committee (Other than Officer nominated in a Procurement Committee).
- The Accountant General Sindh, Karachi, with request to nominate an officer for this Committee.
- The Managing Director, Sindh Public Procurement Regulatory Authority, Government of Sindh, Karachi.
- The Chairman and Members of Complaint Redressal Committee.
- All Regional Directors.
- Sr. P.S. to Hon'ble Ombudsman.
- Sr. P.S to Secretary.

ISSUED

874/29


li o/c

(OZAIR AHMED SIDDIQUI)
DEPUTY DIRECTOR (ADMN)



No. 7/196/2024(RFP)
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Admn.

Karachi, dated the: 07-02-2025

NOTICE INVITING TENDER (NIT)

Development and Implementation of a Complaint Management System (CMS) in the office of Provincial Ombudsman Sindh

The office of Provincial Ombudsman-Sindh invites sealed tenders for the "Development and Implementation of CMS in the Office of Provincial Ombudsman, Sindh" from all the interested bidders meeting the following eligibility criteria:

- (i) Valid registration as a firm with national bodies such as SECP, Companies Registrar, etc with an active tax profile with Federal Board of Revenue (FBR).
- (ii) Provide affidavit that the firm is not blacklisted by any national or provincial procuring agency
- (iii) Compliance with OWASP security principles, ISO 27001:2022, and ISO 27701:2019.
- (iv) Bidders must have at least last three years Annual Financial Turnover amount to Rs.54.00 Million
- (v) Bidder have must relevant experience.

Instructions:

1. Interested eligible bidders may obtain further information on the bidding process and collect the bidding documents from the office of Provincial Ombudsman, Sindh on a payment of document fee of Rs. 3,000/- (non-refundable) in the form of demand draft/pay order in the name of "DDO Secretariat Provincial Ombudsman (Mohtasib) Sindh Karachi". The office address and contact information is given below while, clarifications may also be obtained from the same office on working days during following office hours i.e. from 10:00 am to 04:00 p.m.
2. The bidding document can also be downloaded from SPPRA platform EPADS i.e. <https://portalsindh.cprocure.gov.pk/#/> or from the website of Provincial Ombudsman (Mohtasib) Sindh in which case document fee must be submitted along with the bid upon submission. Only the bids submitted with the document fee will be considered as eligible for participation in the bidding process.
3. Tender Bids shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal, be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion.
4. A bid security equivalent to 2% of the total bid amount is to be provided in the name of "DDO Secretariat Provincial Ombudsman (Mohtasib) Sindh Karachi" in the form of either a Call Deposit or Pay Order or Demand Draft or a Bank Guarantee issued by a scheduled bank/DFI in Pakistan.
5. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of the bidding document in accordance with Single Stage - Two Envelope procedure under 46 (2) of SPP Rules 2010 (Updated 2024).



No. 7/196/2024 (RFP)
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 07-02-2025

6. The bids are to be submitted by 02.00 p.m. on 25th February 2025 and the submitted bids will be opened by the Procurement Committee on same day, i.e. 25th February 2025 at 02.30 p.m., in the office of Provincial Ombudsman Sindh (*address given below*), in presence of all the bidders, or their representatives, who may choose to be present.
7. Only bids offered as per the prescribed bidding document issued by the office of the Provincial Ombudsman Office, Sindh shall be accepted. Conditional bid / tender will not be entertained.
8. The office of Provincial Ombudsman, Sindh may cancel the bidding process at any time prior to the acceptance of a bid or proposal under Rule 25 (1) of SPP Rules 2010 (Updated 2024).
9. Please note that in case of any emergency posing a natural calamity or declaration of public holiday by the Government of Sindh, the bid submission and opening timelines would be extended to the next working date/ day.
10. The address referred to above is: Office of Provincial Ombudsman Sindh Secretariat, Shahrah-e-Kamal Ataturk, Karachi; Ph +021-99211025;
Email: sindhmohtasib@gmail.com; Website: <https://mohtasibsindh.gov.pk>

SECRETARY/MEMBER
PROCUREMENT COMMITTEE/
DIRECTOR (ADMN)



Bidding Document

FOR THE DEVELOPMENT AND IMPLEMENTATION OF A COMPLAINT MANAGEMENT SYSTEM (CMS)

Issued By: Secretariat Provincial Ombudsman (Mohtasib) Sindh

RFB Issuance Date: 9th February, 2025

Proposal Submission Deadline: 25th February, 2025

Contact Information: Provincial Ombudsman (Mohtasib) Sindh Secretariat, Shahrah-e-Kamal Ataturk, Karachi; Ph. +021-99211025

E-Mail: sindhmohtasib@gmail.com

Website: <https://mohtasibsindh.gov.pk>





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1 Letter of Invitation

Location: Secretariat Provincial Ombudsman (Mohtasib) Sindh, Karachi

Date: 9th February, 2025

Dear Consultant,

The **Secretariat Provincial Ombudsman (Mohtasib) Sindh** invites your organization to submit a proposal for the design, development, and implementation of a **Complaint Management System (CMS)**. The goal of this system is to streamline the complaint handling process across various internal departments, enhancing transparency, accessibility, and accountability for citizens of Sindh.

The CMS must meet high standards of security, scalability, and performance. Specific details regarding the system architecture, features, and requirements are outlined in the **Terms of Reference** (Section 9).

1.1 Objectives of the CMS

- **Simplified Complaint Submission:** Accessible through a responsive web portal for easy access across devices.
- **Real-Time Complaint Tracking:** Provides complaint status updates with automated notifications via SMS and email.
- **Departmental Integration:** Ensures smooth routing, escalation, and resolution of complaints across intra (**Head office** and **19 Regional offices**) departments.
- **Analytics and Reporting:** Offers insights through dashboards to monitor complaint volumes, performance metrics, and response times.
- **Enhanced Cybersecurity:** Implements robust data protection measures aligned with ISO 27001:2022 and ISO 27701:2019 standards to safeguard sensitive citizen information and mitigate emerging threats.

1.2 Proposal Submission Guidelines

- Proposals must follow the structure outlined in Section 2 of this RFB and include both **Technical** and **Financial** proposals.
- **The selection method will follow a Single Stage – Two Envelope Procedure under 46 (2) of SPP Rules 2010.** We look forward to receiving your proposal and thank you in advance for your participation.

Sincerely,

Secretariat Provincial Ombudsman (Mohtasib) Sindh





2 Instructions to Consultants

2.1 Proposal Format and Structure

Section	Description	Required Document
Executive Summary	High-level overview of the proposal	Executive Summary Document
Technical Proposal	System design and architecture, methodology, and approach	Forms TECH-1 to TECH-8 (Section 9)
Financial Proposal	Cost breakdown and pricing structure	Forms FIN-1 to FIN-4 (Section 9)
Company Profile	Background and relevant experience	Company Profile Document
Relevant Experience	Past projects with international experience	Case Studies
References	Client references and testimonials	References Document
Warranty & Support	Post-implementation support and warranty	Warranty & Maintenance Plan

- **Deadline for Submission:** 25th February, 2025
- **Proposal Submission Address:** Secretariat Provincial Ombudsman (Mohtasib) Sindh, Shahrah-e-Kamal Ataturk, Karachi

2.2 Selection Criteria

The evaluation will follow a **Single Stage – Two Envelope Procedure** in accordance with **46 (2) of SPP Rules 2010**, with proposals evaluated based on both technical and financial criteria. The Technical Proposal will carry the following score:

Criteria	Maximum Score	Qualifying Score
Technical Proposal	100	80

Evaluation and Proposal Opening Process

Bids will be evaluated in accordance with the Single Stage Two Envelope Procedure prescribed under Rule 46(2) of SPP Rules 2010 (Amended to date)

46 (2) Single Stage - Two Envelope Procedure

- a bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (b) envelopes shall be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion;
- (c) initially, only the envelope marked "TECHNICAL PROPOSAL" shall be opened;





- (d) envelope marked as "FINANCIAL PROPOSAL" shall be retained in the custody of the procuring agency without being opened;
- (e) procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which does not conform to the specified requirements;
- (f) no amendments in the technical proposal shall be permitted during the technical evaluation;
- (g) financial proposals of technically qualified bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- (h) financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- (i) bid found to be [Most Advantageous Bid], or best evaluated bid shall be accepted.

Technical Evaluation Criteria

The qualifying score for the technical evaluation criteria would be 80/100. The technical proposals score below would be rejected and financial proposal of such firms would be returned unopened. Financial proposals of firms scoring 80 or above in technical evaluation criteria will be opened. The bid found to be the Most Advantageous Bid shall be accepted.

2.3 Instructions for Technical Proposal

The technical proposal must focus on the system's architecture, integration capabilities, security measures, and user experience.

Key Areas to Address:

- **System Design and Scalability:** Outline a flexible, scalable architecture to support future growth and efficient load management.
- **Cybersecurity Features:** The Complaint Management System (CMS) must adhere to industry best practices for security, ensuring compliance with OWASP security principles, ISO 27001:2022, and ISO 27701:2019. The system must be developed in accordance with OWASP Top 10 security principles to mitigate common vulnerabilities such as SQL injection, cross-site scripting (XSS), and security misconfigurations. Additionally, the CMS must align with ISO 27001:2022 standards to establish a robust Information Security Management System (ISMS) and ISO 27701:2019 for privacy management, ensuring the protection of sensitive citizen data. These measures will fortify application security, data privacy, and regulatory compliance, safeguarding the system from evolving cyber threats.
- **Responsive Web-Based UI Design:** Design a responsive, accessible user interface optimized for desktops, tablets, and smartphones.
- **Integration Capabilities:** Detail seamless integration with relevant systems.
- **Cloud Hosting:** The Complaint Management System (CMS) must be deployed on a resilient cloud hosting solution, allowing flexibility for hosting on AWS, Azure, GCP, or a locally hosted cloud provider. The solution must ensure high availability, robust security, seamless scalability, and





optimal performance while prioritizing data sovereignty, compliance with regional regulations, and improved latency. Whether hosted on a local cloud or a global provider, the infrastructure must maintain strong security measures and performance excellence to support the system's operational needs efficiently.

- **Data Backup and Restore:** Ensure regular, secure data backups and a reliable recovery process to maintain data integrity.

3 Data Sheet

Item	Details
Project Name	Development and Implementation of Complaint Management System (CMS)
Procuring Agency	Secretariat Provincial Ombudsman (Mohtasib) Sindh
Bidding Process	Single Stage – Two Envelope
Bidding Process Details	<ol style="list-style-type: none">Proposals must include two separate envelopes marked as "Technical Proposal" and "Financial Proposal."Only the Technical Proposal envelope will be opened initially and evaluated based on predefined criteria Minimum Qualification Marks: Technical 80Proposals not meeting the specified minimum technical requirements will be rejected. Amendments to the technical proposal are not permitted during evaluation.The Financial Proposal of technically qualified bids will be opened publicly at a pre-announced time, date, and venue, while financial proposals of non-compliant technical bids will be returned unopened.Bid found to be Most Advantageous Bid shall be accepted.
Proposal Submission Deadline	25 th February, 2025
Bid Security	2% of the proposal amount in PKR in the name of "DDO Secretariat, Provincial Ombudsman (Mohtasib) Sindh Karachi" in the form of either a "CDR" or "Pay Order" or "Demand Draft" or "Bank Guarantee".
Performance Security	5% of the total contract value in PKR in the name of "DDO Secretariat, Provincial Ombudsman (Mohtasib) Sindh Karachi" as a "Bank Guarantee".
Proposal Validity	60 days
Completion Time (Estimated)	120 days (from commencement)
Proposal Submission Address	Secretariat Provincial Ombudsman (Mohtasib) Sindh, Shahrah-e-Kamal Ataturk, Karachi
Contact for Clarification	021-99211025





4 Terms of Reference (ToR)

4.1 Objectives

The **Complaint Management System (CMS)** will be developed to manage the lifecycle of complaints submitted by citizens, from registration to resolution. The system will provide a unified platform for complaint handling, escalation, tracking, and analytics.

4.2 High-Level Scope of Work Overview

Phase/Module	Description	Workflow Actions
Complaint Submission	Users submit complaints via a responsive web portal (desktop, tablet, smartphone), with multilingual support (English, Urdu, Sindhi). Secretariat Provincial Ombudsman (Mohtasib) Sindh officers can create cases manually if needed. The form allows office selection, complaint categorization, location details, and includes customizable fields (e.g., dropdown values, file size limits).	<ul style="list-style-type: none">- User Action: Citizen submits complaint.- CMS Action: System validates inputs, assigns unique ID, and sends acknowledgment via SMS/email.
Complaint Categorization & Assignment	Complaints are categorized by department, issue type, or other predefined criteria and assigned based on role-based access control to the relevant department or officer.	<ul style="list-style-type: none">- CMS Action: Categorizes complaint and assigns it to the relevant department/user based on roles.- Notification: Assigned officer receives notification via SMS/email.- Role-Based Assignment: Ensures appropriate handling based on access levels.
Complaint Resolution	Authorized users (Department and Ombudsman) view and manage complaints by status (Open, In Progress, Completed, Closed). They can assign issues, adjust status or priority, add resolution details, and access uploaded documents. Feedback can be forwarded to improve the knowledge base and aid in future decisions.	<ul style="list-style-type: none">- User Action: Officer reviews complaint, processes it, or escalates if needed.- CMS Action: Updates complaint status in real time; logs each step in the timeline; pushes updates to any integrated systems for cross-platform consistency.
Tracking & Escalation	System tracks complaint progress and triggers escalation if processing delays exceed defined thresholds.	<ul style="list-style-type: none">- Aging Mechanism: CMS monitors processing timelines, activating alerts if time limits are exceeded.- Escalation Trigger: Automatically escalates unresolved complaints to higher authorities, with notifications to the appropriate officials.
		<ul style="list-style-type: none">- CMS Action: Sends notifications at each stage of the complaint lifecycle,





Notification System	Provides automated notifications (SMS/email) to users and staff on status updates and key actions.	updating relevant parties on status changes or actions required. - CMS Action: Generates and updates reports, enabling data-driven insights into complaint handling and resolution metrics.
Analytics & Reporting	Real-time dashboards for KPIs, complaint aging, and performance metrics across departments. Department users can view personalized dashboards and reports to monitor individual and department-wide complaint resolution.	- User Action: Department officers can access their own dashboards and reports to view pending complaints and performance data.
Department Officers Registration	Role-based registration and administrator approval for department officers to ensure secure and controlled access to the system.	- CMS Action: Approves officer registrations and assigns roles to define access permissions within the CMS.
Role-Based Access Control	System access levels based on role (e.g., administrators, department officers, citizens) for secure access and data protection.	- CMS Action: Restricts or grants access to system features and data based on user roles.
Testing & UAT	User Acceptance Testing (UAT) and internal testing of developed features to validate functionality and gather feedback.	- User Action: Assigned users test the system and provide feedback on feature performance. - CMS Action: Records feedback and addresses any issues before final deployment.
Final Resolution & Closure	Once complaints are resolved, they are marked as closed, with summaries provided to relevant parties.	- User Action: Officer marks complaint as closed and adds a resolution summary. - CMS Action: Generates final status report, sends closure notification to citizen, and, if necessary, escalates pending implementation actions to higher authorities. - Audit Trail: Logs all actions for transparency and future auditing.
Feedback & Archiving	Post-resolution feedback is collected from citizens; complaints are archived, and analytical data is generated for reporting.	- User Action: Citizens are invited to provide feedback on complaint resolution. - CMS Action: Records feedback, archives complaints, and compiles data for analysis to support system improvements.





4.3 Technology Stack

Layer	Technology
Frontend	Angular or React (latest version) with Material Design or Tailwind CSS for a responsive, cross-device compatible UI. Progressive Web App (PWA) support recommended for enhanced accessibility.
Backend	Microsoft .NET Core 7+ – A modern, scalable, and secure backend framework. A modular monolithic architecture is preferred to align with local cloud compatibility. RESTful API & GraphQL support for optimized data retrieval.
Database	PostgreSQL or MySQL (for structured relational data), MongoDB (for unstructured data). Redis or Memcached recommended for caching and improved performance. Database replication and failover mechanisms for high availability, hosted exclusively on a local cloud provider.
Security	OAuth 2.0, AES-256 encryption, JWT authentication, adherence to OWASP security principles, Role-Based Access Control (RBAC), Multi-Factor Authentication (MFA) for admin users. ISO 27001 & 27701 compliance to ensure data protection. Local SIEM integration for monitoring threats.
Servers	The Complaint Management System (CMS) must be deployed on a resilient cloud hosting solution, allowing flexibility for hosting on AWS, Azure, GCP, or a locally hosted cloud provider in accordance with Pakistan's National Cloud First Policy 2022.
Anti-Virus Detection	Uploaded files should be automatically scanned for malware using ClamAV, Windows Defender, or locally hosted security solutions. Infected files should be rejected with real-time user notifications, and logs must be stored within Pakistan for security audits. Endpoint Security with Defender ATP or an equivalent local solution is recommended.
Audit Trails	Detailed activity logs must be stored securely within Pakistan on a centralized logging system. Real-time monitoring, alerting, and export options must be implemented. Immutable logs with tamper-proof mechanisms should be enforced. Integration with a locally hosted SIEM solution is mandatory (e.g., ELK Stack on local infrastructure).
Project Management	Scrum framework, JIRA, Redmine, or OpenProject for issue tracking and project management. Integration with Confluence or equivalent knowledge-sharing tools for centralized documentation. CI/CD pipeline must be deployed within the local cloud infrastructure.
Version Control	Bitbucket, GitLab, or GitHub (self-hosted on a local cloud) for source code management. GitFlow branching strategy recommended for efficient development lifecycle management.
Reporting and Dashboards	Angular or React Material tables with export options (CSV, Excel, JSON, PDF). Charting libraries (Chart.js, D3.js, Highcharts) for interactive visualizations with drill-down capabilities. ElasticSearch integration must be hosted locally for advanced reporting and search functionalities.





4.4 Integration Requirements

The system should integrate seamlessly with existing internal systems and third-party services, such as email, SMS, and WhatsApp, for notification purposes.

4.5 Mobile App Integration

To facilitate integration, necessary adjustments in the mobile app should include:

- Current mobile app is being build using Flutter.
- Compatibility updates to support CMS data models and structures.
- Alignment of complaint submission, tracking, and notification features with the CMS.
- Testing and optimization to ensure smooth interaction between the mobile app and the CMS.

These adjustments will ensure that the mobile app functions seamlessly with the newly developed CMS, providing users a consistent experience across both web and mobile platforms.

4.6 System Analysis, Design, and Customization/Development Deliverables

The Consultant **must** deliver the following:

- A detailed document of system architecture, covering software and hardware components, use cases, data flow diagrams, system diagrams, and wireframes.
- Comprehensive specifications of functional, non-functional, and technical requirements, including a full requirements list, system interface details, and an updated solution model.
- A fully designed prototype of the proposed system, to be reviewed and approved before development.
- Documentation outlining the testing strategy, objectives, test cases, scenarios, resources, and schedule to validate system functionality and performance.
- An end-user manual with instructions for effective system use and troubleshooting tips.
- An operations manual for system administrators, detailing operational procedures, maintenance guidelines, and configuration instructions.
- Complete, well-documented, and structured source code for the system.

4.7 Software Customization / Development

Agile and Scrum Frameworks: Bidders must demonstrate the ability to use Agile and Scrum methodologies for iterative development. This includes adaptive planning, evolutionary development, and a capacity for rapid and flexible response to change.

4.8 Affirm The Affidavit

Before the final submission of the complaint, the complainer will be required to affirm an affidavit, which serves as a formal declaration of the truth and accuracy of the information provided in the complaint. This affidavit will contain a set of standard legal clauses designed to ensure the authenticity and seriousness of the complaint.





5 Security and Compliance Requirements

Given the sensitivity of data and the need to protect citizen information, robust security measures are crucial to the successful implementation of the CMS. The selected company must ensure compliance with international security standards and implement proactive measures against cybersecurity threats.

5.1 Data Security Requirements

The system must be developed in accordance with OWASP Top 10 security principles, ensuring protection against common vulnerabilities, including but not limited to:

- Injection Attacks (SQL Injection, NoSQL Injection, etc.)
- Broken Authentication & Session Management
- Sensitive Data Exposure
- XML External Entities (XXE)
- Broken Access Control
- Security Misconfigurations
- Cross-Site Scripting (XSS)
- Insecure Deserialization
- Using Components with Known Vulnerabilities
- Insufficient Logging & Monitoring

All sensitive user data must be encrypted both in transit (TLS 1.2/1.3) and at rest (AES-256). The system must follow data protection laws regarding user data storage and handling. The vendor must conduct and provide evidence of security testing, including:

- Static & Dynamic Code Analysis
- Penetration Testing (by a certified third-party if needed)
- Regular Vulnerability Scanning

5.2 System Administration and Security Management

- **Dashboard Design:** Collaboratively create customized, data-driven dashboards tailored to user needs.
- **Report Configuration:** Establish standardized report formats and layouts for in-depth data analysis.
- **Automated Deployment:** Implement a streamlined CI/CD pipeline on AWS, Azure, GCP or local cloud to enable automated deployment, ensuring rapid system rollout with minimal downtime. The solution should support continuous integration and delivery, enhancing security, scalability, and operational efficiency while maintaining compliance with regional regulations.
- **Flexible Configuration:** Adaptable system settings to accommodate future integrations and evolving business requirements.
- **Change Control:** Structured change management to minimize downtime and reduce risk.
- **Role-Based Access:** Secure, role-based permissions to control system access effectively.
- **Activity Logging:** Maintain detailed user activity logs and audit trails for enhanced security and traceability.
- **Continuous Updates:** Regular security patches and updates to address potential vulnerabilities.
- **Compliance Tools:** Built-in support for compliance with industry standards and regulatory requirements.
- **Automated Backup:** Scheduled backups to safeguard against data loss.





- **Disaster Recovery and Redundancy:** Reliable recovery mechanisms and data redundancy to ensure business continuity.

5.3 System Performance and Scalability Requirements

- **High-Speed Transaction Processing:** Enables rapid, accurate database transactions, even during peak usage times.
- **Concurrent User Support:** Supports up to 100 simultaneous users with consistent performance.
- **Data Volume Handling:** Manages large data volumes efficiently while maintaining optimal performance levels.
- **Versatile Transaction Management:** Delivers reliable performance across diverse transaction types.

5.4 Data Initialization and Configuration Setup

- **Data Import and Migration:** Full data import or migration from existing datasets to the new system is outside the project scope.
- **Setup Requirements:** Only meta-data, configuration, user roles, and access permissions will be set up as part of this project.

5.5 Cloud Hosting and Network Infrastructure Requirements

- **Cloud Compliance and Infrastructure Policy:** The Complaint Management System (CMS) must be deployed on a robust and scalable cloud hosting solution, offering flexibility for hosting on AWS, Azure, GCP, or a locally hosted cloud provider, in alignment with Pakistan's National Cloud First Policy 2022. The chosen cloud infrastructure must adhere to industry standards, ensuring data sovereignty, security, scalability, and cost efficiency, making it suitable for public sector deployment. Key compliance requirements include data residency within Pakistan, cost-effective scalability, and seamless interoperability to facilitate future integrations and prevent vendor lock-in.
- **Cloud Hosting Setup:** The vendor must provide a comprehensive cloud environment, including domain setup, IP configuration, infrastructure security layers, and SSL certificates to ensure secure deployment. This setup should cover all installation, configuration, and security requirements.
- **Hosting Period:** The proposal should include an initial two-year hosting period to ensure a stable operating environment.
- **Uptime Guarantee:** Maintain a minimum of 99.98% uptime, supported by a Service Level Agreement (SLA).
- **Scalability:** The hosting solution must allow for seamless upgrades in bandwidth, storage, and computing power to accommodate evolving demands.

5.6 Technical Support and Maintenance

SLA for two-year extended support and maintenance package, including cloud hosting, will be provided during the warranty period. This should be costed separately in the proposal.





5.7 Privacy & Compliance

- **ISO 27701 Compliance:** The solution must adhere to ISO 27701:2019 standards for privacy information management, along with any relevant local data protection regulations, ensuring robust privacy controls are integrated into the system.
- **Data Minimization:** Ensure that only necessary personal data is collected and processed, adhering to the principles of **data minimization** to reduce privacy risks and comply with ISO 27701 guidelines.
- **Data Deletion Requests:** Include mechanisms to facilitate users' ability to request data deletion, aligning with ISO 27701 principles for managing personal data and responding to privacy requests.
- **Secure Data Anonymization:** Anonymize user data in non-production environments to protect privacy during testing and analytics, in compliance with ISO 27001 and ISO 27701 standards for data security and privacy.

5.8 Audit Logging & Monitoring

- **Comprehensive Audit Trails:** All user activities, data modifications, and system actions must be logged and accessible in real-time to authorized personnel.
- **Security Event Monitoring:** Implement real-time monitoring and alerting systems for suspicious activities, potential breaches, or security vulnerabilities, utilizing tools such as SIEM (Security Information and Event Management).
- **Immutable Logs:** Ensure audit logs are tamper-proof by using blockchain-based or other advanced logging mechanisms to maintain data integrity.

5.9 Threat Detection & Response

- **Advanced Threat Detection:** Deploy AI-driven threat detection systems that continuously monitor network traffic and user behavior to identify and respond to potential intrusions or cyberattacks.
- **Proactive Vulnerability Scanning:** Regularly perform vulnerability assessments, penetration testing, and code reviews to identify and fix weaknesses before they are exploited.
- **Multi-Factor Authentication (MFA):** Implement MFA for all system administrators and users with access to sensitive data to ensure secure login processes.
- **Security Patching:** Regular security updates and patches must be applied promptly to all system components to minimize exposure to known vulnerabilities.

5.10 Incident Response and Business Continuity Plan

- **Incident Response Plan (IRP):** The consultant must provide a detailed Incident Response Plan, outlining steps for identifying, managing, and mitigating security incidents. This includes communication protocols and designated teams for handling cyber threats.
- **Business Continuity & Disaster Recovery:** Implement a business continuity and disaster recovery plan to ensure that critical services remain operational in the event of a cyberattack or system failure. This includes data backup strategies, failover procedures, and recovery time objectives (RTO).

6 Hardware Requirement Assessment

To ensure cost-effectiveness and avoid redundant investments, it is imperative that the assessment of hardware requirements be conducted with a comprehensive understanding of the available resources





within the Head Office and the 19 Regional Offices. The assessment will focus on determining the current capabilities and limitations of existing servers, storage devices, networking equipment, and other critical hardware components. The consultant will aim to leverage the existing hardware wherever possible, ensuring that already available resources are utilized efficiently to avoid unnecessary expenditure.

The selected consultant will be responsible for assessing and recommending the hardware required to support the CMS infrastructure. This includes both on-premises and cloud-based solutions as deemed necessary for the effective operation of the system.

Detailed Hardware Resource Inventory

Head Office:

- A complete audit of the hardware resources currently available at the Head Office will be conducted. This includes evaluating server capacity, storage solutions, network equipment, and user devices to determine if they can support the new system.
- The inventory will identify any gaps where additional resources are needed and will highlight areas where existing resources are sufficient.

Regional Offices:

- A similar audit will be conducted for each of the 19 Regional Offices. The consultant will assess the hardware resources currently deployed in these locations, such as:
 - Server infrastructure (if present)
 - Local storage solutions
 - Internet bandwidth and network capabilities
- The assessment will consider the specific needs of each regional office, which may vary based on the volume of complaints and the number of users.

Tailored Hardware Recommendations

- Based on the results of the hardware assessment, the consultant will provide a detailed report with tailored recommendations for hardware acquisition.

7 Hardware and Cloud Storage Requirements

The proposed system, designed for deployment with cloud storage, should meet the following specifications to ensure optimal performance:

7.1 Server Hardware Requirements:

All servers and infrastructure must be fully compatible with local cloud services. The architecture should ensure high availability, failover mechanisms, and cybersecurity best practices.

VM Service Backend - PROD	RC-8G - 4 Core (2.0 GHz minimum) - 8 GB RAM
VM Service Frontend - PROD	RC-4G - 4 Core (2.0 GHz minimum) - 4 GB RAM
VM Service Backend - UAT	RC-4G - 2 Core (2.0 GHz minimum) - 4 GB RAM
VM Service Frontend - UAT	RC-4G - 2 Core (2.0 GHz minimum) - 4 GB RAM
VM Service Backend - DEV	RC-4G - 2 Core (2.0 GHz minimum) - 4 GB RAM
VM Service Frontend - DEV	RC-4G - 2 Core (2.0 GHz minimum) - 4 GB RAM





Database	RC-8G - 4 Core (2.0 GHz minimum)
1. Cloudflare Business Plan 1 2. Load Balancer as a service (Small) 3. BlobStorage (unlimited) 4. Email Service for 100 Users 1 5. TAG Business (Retainer)	

Load Balancing:

- Cloud-based load balancing is required to distribute traffic evenly, ensuring high availability and rapid response times under heavy loads.
- Automatic Failover: Load balancing must support automatic failover to redirect traffic if a server instance becomes unavailable.

Monitoring and Maintenance:

- Cloud Monitoring Tools:** Integration with suitable monitoring tools for real-time tracking of system uptime, response times, and error rates.
- Downtime Alerts:** Automated notifications for downtime or performance issues, sent to administrators via email or SMS.
- Maintenance Plan:** A comprehensive plan covering regular updates, security patches, and optimizations to ensure efficient and secure operations.

These server requirements, combined with scalable cloud infrastructure, will ensure the system operates efficiently under anticipated load conditions and supports future growth.

7.2 User System Requirements

To ensure optimal performance and usability for end-users accessing the system via the web portal or the existing mobile app, the following minimum system requirements are recommended:

- Operating System:** Windows 10 or macOS 10.13+ for desktops; Android 8.0 or iOS 12+ for mobile.
- Processor:** Dual-core, 2.0 GHz or higher (desktop).
- RAM:** Minimum 4 GB, recommended 8 GB for optimal performance (desktop).
- Storage:** Minimum 10 GB free disk space for cache and temporary files (desktop).
- Web Browser:** Latest version of Chrome, Firefox, Safari, or Edge.
- Internet Connection:** Broadband with at least 2 Mbps download speed for seamless access, especially for large files.

8 Evaluation Criteria

The evaluation of the proposal will be based on a Single Stage – Two Envelope Procedure in accordance with Rule 46(2) of SPP Rules 2010. The technical proposal will carry a maximum score of 100 points, and a minimum of 80 points is required to qualify. The evaluation criteria for the technical proposal are detailed below.

Criteria	Score	Description
Technical Proposal		The technical proposal is the primary focus, covering all aspects of system design, functionality, and compliance.
System Design and Architecture <ul style="list-style-type: none">System Analysis: 2.5Design Architecture: 5Adherence to Technology Stack: 10Compliance Requirements: 5Hosting Infrastructure: 5Network Design: 2.5	30	System Analysis: Evaluates the proposed system's requirements and functionality.





		<p>Design Architecture: Reviews the structure, components, and relationships in the system's architecture.</p> <p>Adherence to Technology Stack: Assesses the solution's alignment with the designated technology stack.</p> <p>Compliance Requirements: Verifies compliance with relevant industry standards and regulations.</p> <p>Hosting Infrastructure: Assesses stability, scalability, and security of the proposed hosting solutions.</p> <p>Network Design: Evaluates network infrastructure design, focusing on connectivity and security protocols.</p>
Cybersecurity Measures <ul style="list-style-type: none">• Protocols and Standards: 10• Access Controls: 2.5• Threat Detection and Response: 2.5	15	<p>Protocols and Standards: Compliance & certification with ISO 27001:2022 & ISO-27701:2019, industry standards for security.</p> <p>Access Controls: Strategies for managing access, including user permissions and secure authentication.</p> <p>Threat Detection and Response: Mechanisms to detect, analyze, and respond to security threats.</p>
Integration & Interoperability <ul style="list-style-type: none">• Intra Departments Integration: 10• System Integration: 5• Interoperability Standards: 5	15	<p>Intra Departments Integration: intra departmental integration functionality for smooth complaint escalation and resolution across head office and 19 regional offices.</p> <p>System Integration: Evaluates the system's capacity to integrate with third-party applications, databases, and platforms.</p> <p>Interoperability Standards: Ensures compatibility with third-party APIs and industry standards for smooth operations.</p>
Project Management Plan <ul style="list-style-type: none">• Project Timelines: 6• Risk Management: 3	20	<p>Project Timelines: Detailed timeline for each project phase, showing clear planning and progress expectations.</p> <p>Risk Management: Identification of potential risks with defined mitigation strategies.</p>





<ul style="list-style-type: none"> Quality Assurance: 3 Reporting Frequency: 3 		Quality Assurance: Measures for quality control to ensure deliverables meet standards. Reporting Frequency: Effective reporting frequency provides regular insights into project milestones, potential risks, and any adjustments required.
Resume/CV of proposed Team Expertise & Composition <ul style="list-style-type: none"> Relevant Experience: 5 Technical Skills: 5 Role Allocation: 5 	15	Relevant Experience: Considers experience in similar projects to ensure relevance to the current project. Technical Skills: Specific skills that are directly applicable to the project scope. Role Allocation: Defined roles and responsibilities for each team member, aligned with project requirements.
International Exposure <ul style="list-style-type: none"> Cultural Competence: 2 Regulatory Adaptability: 3 	5	Cultural Competence: Ability to work effectively within various cultural contexts, essential for international projects. Regulatory Adaptability: Experience with adapting to different regulatory environments, demonstrating flexibility.
Total Score	100	
Qualifying Score	80	
Financial Proposal		Cost effectiveness and budget alignment, ensuring the proposal offers the best value for money.

9 Forms and Timelines for Submission

Timeline Template (Agile with SCRUM Framework): The following timeline outlines a 4-months project plan using Agile Scrum. Before starting Sprint 1, a thorough hardware assessment must be completed to evaluate and leverage existing resources within the Secretariat Provincial Ombudsman (Mohtasib) Sindh for atleast Karachi region. This assessment ensures that all necessary infrastructure requirements are identified, supporting smooth progress throughout the project.

Sprint	Activity	Duration	Start Date	End Date
Sprint 1	Requirements Gathering & Backlog Creation. Gather and refine requirements, create the product backlog, prioritize tasks using WSJF.	1 week	[Insert Date]	[Insert Date]





Sprint 2	System Design & Architecture. Draft system architecture, technical specifications, and user stories.	1 week	[Insert Date]	[Insert Date]
Sprint 3-4	Development Iteration 1 (Core Features). Begin development of high-priority features from the backlog.	2 weeks	[Insert Date]	[Insert Date]
Sprint 5-8	Development Iteration 2 (Advanced Features). Continue development, refine backlog, build and test advanced features. Complete the intra departmental integration functionality for smooth complaint escalation and resolution across head office and 19 regional offices.	7 weeks	[Insert Date]	[Insert Date]
Sprint 9	Testing & UAT (First Release). Perform initial testing and user acceptance testing for the first set of developed features.	1 week	[Insert Date]	[Insert Date]
Sprint 10-12	Development Iteration 3 (Additional Features). Continue developing additional features based on backlog prioritization.	3 weeks	[Insert Date]	[Insert Date]
Sprint 13	Testing & UAT (Second Release). Perform testing and UAT for second set of features, fix bugs and gather feedback.	1 week	[Insert Date]	[Insert Date]
Sprint 14	Deployment & Go-Live. Final preparations, deployment of the solution, and go-live support. User training, manuals, tutorials and an FAQ Document.	1 week	[Insert Date]	[Insert Date]

Consultant Team Composition Form

The table below outlines the proposed team composition for this project. Each role is tailored to meet specific project requirements, with a detailed description of each team member's expertise and experience, along with their expected duration of engagement. This structure is designed to ensure comprehensive coverage across all project phases and deliverables.

Name	Role	Expertise and Experience	Duration
[Name 1]	Project Manager	8+ years in project management, specializing in cross-functional team coordination and project delivery within scope and budget.	Full Duration
[Name 2]	Lead Developer / System Architect	8+ years in .net development, skilled in backend frameworks, scalable architecture, and software design patterns.	Full Duration
[Name 3]	Security Expert	5+ years in compliance and security, specializing in risk assessment and cybersecurity protocols	Security Phase





[Name 4]	UI/UX Designer	5+ years in web and application design, with expertise in user-centered design and prototyping.	Design Phase
[Name 5]	Integration Specialist	5+ years in external systems integration, proficient in API management and third-party service connections.	Integration Phase
[Name 6]	DevOps Engineer	5+ years in CI/CD processes and cloud deployment strategies, experienced with automation tools and infrastructure as code.	Deployment Phase
[Name 7]	Database Administrator	5+ years managing PostgreSQL, MySQL, and MongoDB, focused on database optimization and maintenance.	Full Duration
[Name 8]	Penetration Tester	5+ years in vulnerability assessment, skilled in penetration testing and network security analysis.	Security Phase
[Name 9]	Business Analyst	5+ years in requirements gathering and stakeholder management, ensuring alignment with project objectives.	Initial Phase

9.1 Technical Proposal Forms

FORM TECH-1: Technical Proposal Submission Form

25th February, 2025

To: Secretariat Provincial Ombudsman (Mohtasib) Sindh

Dear Sir/Madam,

We, the undersigned, offer to provide consulting services for the development and implementation of the Complaint Management System (CMS) in accordance with your Request for Bid (RFB). We hereby submit our technical proposal, which includes the required forms, detailed work plans, and compliance with security standards.

We confirm that all information contained in this proposal is accurate and that we are in full agreement with the terms and conditions outlined in the RFB.

Sincerely,

[Authorized Signature]

[Name of Signatory]

[Title]

[Name of Consultant]

[Address]

[Phone Number]

[Email Address]





FORM TECH-2: Consultant's Organization and Experience

Consultant's Organization: Provide a brief description of your company, including the year of establishment, type of organization (corporation, partnership, etc.), areas of expertise, and relevant certifications (e.g., ISO 27001, ISO 27701 compliance).

Consultant's Experience: List projects your firm has undertaken, especially in the field of complaint management systems or other high-security systems. Include project details like scope, client, and results achieved. Highlight any international projects and renowned clients.

Project Name	Client	Duration	Description of Project	Outcome/Results	Contact Person
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FORM TECH-3: Consultant's Team and CVs of Key Personnel

Provide detailed CVs of key consultants and team members who will be directly involved in the CMS project. Each CV should include the individual's qualifications, relevant experience, certifications, and roles in previous projects related to complaint management systems or high-security environments.

FORM TECH-4: Approach, Methodology, and Work Plan

Provide a detailed description of your proposed approach and methodology for the CMS project. This should include the following:

- Understanding of Objectives:** Explain your understanding of the goals and objectives of the CMS project.
- Methodology:** Describe the overall methodology for delivering the project, including how you plan to meet the technical, security, and integration requirements.
- Work Plan:** Provide a work plan that outlines major activities, milestones, and timelines.

Activity, Duration (Weeks)	Start Date	End Date	Remarks
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FORM TECH-5: Team Composition and Task Assignments

Provide the details of the team members who will be involved in this project, including their roles and expertise.

Name	Role	Expertise and Experience	Duration on Project	Responsibilities
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FORM TECH-6: Project Management Plan

Submit a project management plan, which includes:

- Roles and responsibilities
- Key deliverables
- Risk management and mitigation strategies





- Communication plan with stakeholders
- Quality assurance measures

FORM TECH-7: Cybersecurity Plan

Outline the cybersecurity measures you will take to ensure the security and integrity of the CMS, including:

- Data encryption strategies
- Access control mechanisms
- Incident response plan
- Threat detection and response capabilities
- Compliance with ISO 27001 and ISO 27701
- Regular vulnerability assessments and penetration testing

FORM TECH-8: Compliance with the Terms of Reference (ToR)

Confirm that your technical proposal fully complies with the Terms of Reference outlined in the RFB. Mention any deviations or exceptions, if applicable.

9.2 Financial Proposal Forms

SLA support: 2 years post live support will be provided with no additional cost after UAT approval.
Server infra Cost: 2 years of infra/server cost should be provided separately.

FORM FIN-1: Financial Proposal Submission Form**25th February, 2025**

To: Secretariat Provincial Ombudsman (Mohtasib) Sindh

Dear Sir/Madam,

We, the undersigned, offer to provide consulting services for the development and implementation of the Complaint Management System (CMS) in accordance with your Request for Bid (RFB). We hereby submit our financial proposal, which includes all costs associated with the project, including development, training, and maintenance services.

Our total financial proposal amount is [Insert Amount] inclusive of all taxes and duties.

Sincerely,

[Authorized Signature]

[Name of Signatory]

[Title]

[Name of Consultant]

[Address]

[Phone Number]

[Email Address]





FORM FIN-2: Breakdown of Costs

A. Development Costs

Provide a detailed breakdown of the costs associated with the development phase, including design, system integration, and testing.

Description	Unit Cost	Quantity	Total Cost
Design & Architecture	[Insert Cost]	[Insert Quantity]	[Insert Total]
Development	[Insert Cost]	[Insert Quantity]	[Insert Total]
System Testing	[Insert Cost]	[Insert Quantity]	[Insert Total]
Security Implementation	[Insert Cost]	[Insert Quantity]	[Insert Total]

B. Training Costs

Provide a detailed breakdown of the costs associated with training users and administrators.

Description	Unit Cost	Quantity	Total Cost
User Training	[Insert Cost]	[Insert Quantity]	[Insert Total]
Admin Training	[Insert Cost]	[Insert Quantity]	[Insert Total]
Training Materials	[Insert Cost]	[Insert Quantity]	[Insert Total]

FORM FIN-3: Payment Schedule

Propose a payment schedule based on the following milestones:

Milestone	Payment Percentage	Amount
Hardware requirement assessment and Completion of System Design & Architecture	20%	[Insert Amount]
Deliverables: Completion of Sprint 1 and Sprint 2 activities: requirements gathering, backlog creation, system design and architecture.		
Completion of Core Development Phase	20%	[Insert Amount]
Deliverables: Completion of Sprints 3-4 : Development of core features, culminating in the first prototype.		
Completion of Advanced Development & Testing Phase	25%	[Insert Amount]





Deliverables: Completion of Sprints 5-8 : demonstrating the development of advanced features, refinement of functionalities, and alignment with project requirements to showcase feature completion. Complete the intra departmental integration functionality for smooth complaint escalation and resolution across head office and 19 regional offices.		
Completion of Testing, UAT, and Final Deployment	30%	[Insert Amount]
Deliverables: Completion of Sprints 9-14 : Testing (First and Second Release), additional feature development, final deployment, and go-live support, user training, manuals, tutorials and an FAQ Document .		
Risk Management Plan: Addressing potential risk during the project lifecycle, including but not limited to: Project Delays, Security Risks, Integration Challenges		
Post-deployment Support	5%	[Insert Amount]
Deliverables: Support and maintenance during the initial warranty period after deployment. The system must come with a 2-year warranty period, during which the consultant will provide free-of-cost support for any defects or malfunctions found in the CMS.		

FORM FIN-4: Additional Costs

Include any additional costs, such as third-party licenses, hosting fees, and compliance certifications, if applicable.

Description	Unit Cost	Quantity	Total Cost
[Insert Description]	[Insert Cost]	[Insert Quantity]	[Insert Total]





10 Deliverables and Milestones

The selected consultant is expected to deliver the following at various stages of the project. Prior to initiating Sprint 1, a comprehensive hardware assessment must be conducted to evaluate and optimize existing resources within the Secretariat Provincial Ombudsman (Mohtasib) Sindh.

Sprint	Deliverable	Description	Timeline
Sprint 1	Requirements Document	Submission of a detailed project plan, work breakdown structure, and timeline	End of Sprint 1
Sprint 2	Design Documentation	System architecture diagrams, database schema, and API specifications, reflecting the system design and technical framework	End of Sprint 2
Sprints 3-4	Prototype	A functional prototype demonstrating core system components and high-priority features	End of Sprint 4
Sprints 5-8	Advanced Development	Development of additional features and refinement of backlog based on iterative feedback. Complete the intra departmental integration functionality for smooth complaint escalation and resolution across head office and 19 regional offices.	End of Sprint 8
Sprint 9	Beta Version	Beta release for initial testing, including user acceptance testing for the first set of features.	End of Sprint 9
Sprints 10-12	Additional Feature Development	Development of additional features and continued backlog prioritization	End of Sprint 12
Sprint 13	Testing & UAT (Second Release)	Completion of second round of testing, user acceptance testing, bug fixes, and feedback gathering	End of Sprint 13
Sprint 14	Final System & Feature Completion. Deployment & Go-Live	Finalized system addressing remaining backlog items, ready for deployment preparation. Full deployment of the CMS, go-live support, user training, manuals, tutorials and an FAQ Document.	End of Sprint 14
Post Go-Live	Post-Implementation Support	SLA support: 2 years post live support will be provided with no additional cost after UAT approval. Server infra Cost: 2 years infra/server cost should be provided as separate submission.	Starting immediately post-deployment





11 Training and Knowledge Transfer

The consultant will be required to provide comprehensive training to both technical and non-technical staff, covering:

- **System Administration:** How to manage and configure the CMS.
- **User Training:** How to navigate and use the system for daily operations.
- **Technical Training:** For in-house IT staff to handle system maintenance, upgrades, and troubleshooting.
- Deliverables include training manuals, video tutorials, and an FAQ document. All training sessions must be recorded and made available for future reference.

12 Post-Implementation Support and Maintenance

- **Service Level Agreement (SLA):** The consultant must propose an SLA to ensure timely response and resolution to any system issues post-deployment. This should include:
 - Response Time: 2 hours for critical issues, 24 hours for minor issues.
 - Resolution Time: 72 hours for critical issues, 5 days for minor issues.
 - **SLA support:** 2 years post live support will be provided with no additional cost after UAT approval.
 - **Server infra Cost:** 2 years of infra/server cost should be provided as separate submission.

13 Risk Management Plan

The consultant must submit a risk management plan addressing potential risk during the project lifecycle, including but not limited to:

- **Project Delays:** Outline strategies to mitigate delays in requirements gathering, design, or development.
- **Security Risks:** Address potential data breaches, hacking attempts, and security vulnerabilities, including preventive measures.
- **Integration Challenges:** Risks related to integration with existing ERP and third-party systems, along with proposed solutions.

The risk management plan should be periodically updated as the project progresses.

14 Quality Assurance Plan

The consultant is required to submit a quality assurance (QA) plan, which should cover:

1. **Testing Strategy:** Detail unit testing, integration testing, user acceptance testing (UAT), and stress testing.





2. **Test Cases:** Provide a list of test cases covering all system modules and features.
3. **Bug Reporting:** Set up a system for reporting, tracking, and resolving bugs throughout the testing phase.
4. **Performance Metrics:** Outline metrics to ensure the system meets performance benchmarks, including load handling, response times, and uptime.

15 Intellectual Property Rights

The intellectual property (IP) for the CMS, including the source code, design documents, and other deliverables, will be owned by the Secretariat Provincial Ombudsman (Mohtasib) Sindh. The consultant will not have the right to use or share the IP without prior written consent.

16 Ethical Considerations

The consultant must ensure compliance with the following ethical standards:

1. **Data Privacy:** Guarantee that all personal data is handled in accordance with the highest privacy standards.
2. **No Conflict of Interest:** Consultants must declare any potential conflicts of interest in their proposal.
3. **Non-Disclosure Agreement (NDA):** The selected consultant will be required to sign an NDA to protect sensitive information shared during the project.



Form-IX**Integrity Pact**

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.
PAYABLE BY THE SUPPLIERS/CONTRACTORS/CONSULTANTS.

Contract Number: _____ Dated: _____

Contract Value: _____

Contract Title: _____

[Name of Supplier/Contractor/Consultant] 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 Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.

Without limiting the generality of the foregoing, [Name of Supplier/Contractor/Consultant] 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 form, from Procuring Agency (PA), except that which has been expressly declared pursuant hereto.

[Name of Supplier/Contractor/Consultant] 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 PA and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[Name of Supplier/Contractor/Consultant] 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 right and remedies available to PA under any law, contract or other instrument, be voidable at the option of PA.

Notwithstanding any rights and remedies exercised by PA in this regard, [Name of Supplier/Contractor/Consultant] agrees to indemnify PA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PA in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [Name of Supplier/Contractor/Consultant] 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 PA.

[Procuring Agency]

[Supplier /Contractor/Consultant]



**SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH**

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

NOTICE INVITING TENDER (NIT)

Development and Implementation of a Complaint Management System (CMS) in the office of Provincial Ombudsman Sindh

The office of Provincial Ombudsman-Sindh invites sealed tenders for the Development and Implementation of CMS in the Office of Provincial Ombudsman, Sindh from all the interested bidders meeting the following eligibility criteria:

- (i) Valid registration as a firm with national bodies such as SECP, Companies Registrar, etc with an active tax profile with Federal Board of Revenue (FBR).
- (ii) Provide affidavit that the firm is not blacklisted by any national or provincial procuring agency
- (iii) Compliance with OWASP security principles, ISO 27001:2022, and ISO 27701:2019.
- (iv) Bidders must have at least last three years Annual Financial Turnover amount to Rs.54.00 Million
- (v) Bidder have must relevant experience.

Instructions:

1. Interested eligible bidders may obtain further information on the bidding process and collect the bidding documents from the office of Provincial Ombudsman, Sindh on a payment of document fee of Rest. 3,000/- (non-refundable) in the form of demand draft/pay order in the name of "DDO Secretariat Provincial Ombudsman (Mohtasib) Sindh Karachi". The office address and contact information is given below while, clarifications may also be obtained from the same office on working days during following office hours i.e. from 10:00 am to 04:00 p.m.

2. The bidding document can also be downloaded from SPPRA platform EPADS i.c. <https://portalsindh.eprocure.gov.pk/#/> or from the website of Provincial Ombudsman (Mohtasib) Sindh in which case document fee must be submitted along with the bid upon submission. Only the bids submitted with the document fee will be considered as eligible for participation in the bidding process.

3. Tender Bids shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal, be marked as "FINANCIAL PROPOSAL" and "TECHNICAL PROPOSAL" in bold and legible letters to avoid confusion.

4. A bid security equivalent to 2% of the total bid amount is to be provided in the name of "DDO Secretariat Provincial Ombudsman (Mohtasib) Sindh Karachi" in the form of either a Call Deposit or Pay Order or Demand Draft or a Bank Guarantee issued by a scheduled bank/DFI in Pakistan.

5. All bids received will be opened and evaluated in the manner prescribed in the evaluation criteria of the bidding document in accordance with Single Stage Two Envelope procedure under 46 (2) of SPP Rules 2010 (Updated 2024).

6. The bids are to be submitted by 02.00 p.m. on 25th February 2025 and the submitted bids will be opened by the Procurement Committee on same day, i.e. 25th February 2025 at 02.30 p.m., in the office of Provincial Ombudsman Sindh (address given below), in presence of all the bidders, or their representatives, who may choose to be present.

7. Only bids offered as per the prescribed bidding document issued by the office of the Provincial Ombudsman Office, Sindh shall be accepted. Conditional bid/ tender will not be entertained.

8. The office of Provincial Ombudsman, Sindh may cancel the bidding process at any time prior to the acceptance of a bid or proposal under Rule 25 (1) of SPP Rules 2010 (Updated 2024).

9. Please note that in case of any emergency posing a natural calamity or declaration of public holiday by the Government of Sindh, the bid submission and opening timelines would be extended to the next working date/day.

10. The address referred to above is: Office of Provincial Ombudsman Sindh Secretariat, Shahrah-e-Kamal Ataturk, Karachi; Ph +021-99211025;

Email: sindhmohtasib@gmail.com; Website: <https://mohtasibsindh.gov.pk>

INF/KRY/481/25

پڑھنے کا سندھ تو پڑھنے کا سندھ

SECRETARY MEMBER PROCUREMENT
COMMITTEE/DIRECTOR (ADMN)

سیکرٹریٹ



پرونشل او مبسد سمن (محتب) سندھ

شہر اکمال اتارک بالمقابل سندھ سیکرٹریٹ کراچی

نوٹس طلبی ٹینڈر (NIT)

پرونشل او مبسد سمن سندھ کے دفتر میں کمپلینٹ
میخمنٹ سسٹم (CMS) کی تشكیل و عملدرآمد

دفتر پرونشل او مبسد سمن سندھ "پرونشل او مبسد سمن سندھ" کے آفس میں CMS کی تشكیل و عملدرآمد، کیلئے درج ذیل معیاراہمیت پر پورا اترنے والے جملہ دلچسپی رکھنے والے پیش دہنگان سے سر بھر نینڈ رہ دعو کرتا ہے۔

(i) پیش دہنگان لازماً SECP، کمپنی رجسٹر اور غیرہ کے ساتھ بطور فرم کار آمد رجسٹریشن مع فیدر بورڈ آف روینو (FBR) کے پاس متحرک ٹیکس پروفائل۔

(ii) حلفناہ فراہم کرے کہ فرم کسی بھی قومی یا صوبائی پروکیورنگ ایسنسی کی جانب سے ملک سعد نہیں ہے۔

(iii) ISO-27001:2022 اور OWASP سیکورٹی پرنسپل اور ISO-27701:2019 کی تعلیم و پیروی۔

(iv) پیش دہنگان لازماً کم از کم گزشتہ تین یرسوں کا سالانہ مالیاتی ٹرن اور برلنی 54.00 ملین روپے کا حامل ہو۔

(v) پیش دہنگان لازماً متعلقہ تجویر رکھتا ہو۔

هدایات:

1- دلچسپی رکھنے والے اہل پیش دہنگان بذنگ پروسیس پر مرید معلومات کا حصول اور بذنگ دستاویزات پرونشل او مبسد سمن سندھ کے دفتر سے 3,000/- روپے کی ڈائیونش فیس (ناقالہ DDO) پر بھل ڈیمانڈ ڈرافٹ / پے آرڈر بنا میکر پر شرکت کی جائے۔ دفتر کا پتہ اور رابطہ معلومات ذیل میں دی گئی ہے جبکہ وضاحتیں بھی اسی دفتر سے ایام کار پر دوران دفتری اوقات یعنی صبح 10:00 سے شام 4:00 بجے تک حاصل کی جاسکتی ہیں۔

2- بذنگ دستاویز SPPRA پلیٹ فارم EPADS یعنی <https://portalsindh.eprocure.gov.pk/#/> یا <https://mohtasib.sindh.gov.pk>

پرونشل او مبسد سمن (محتب) سندھ کی ویب سائٹ سے ڈاؤن لوڈ کی جاسکتی ہے اس صورت میں جمع کراتے وقت پیش دہنگان لازماً جمع کرانی چاہئے۔ صرف دستاویز فیس کے ساتھ دستاویز فیس لازماً جمع کرانی چاہئے۔

جمع کردہ پیشکشیں بذنگ کارروائی میں شرکت کیلئے ہمیشہ شمارکی جائیں گے۔

3- شینڈر بذنگ دوجا گانہ لفافوں پر مشتمل ایک سنگل پیشج پر منی ہوگی۔ ہر ایک لفاف جو اگانہ طور پر فناش پروپوزل اور ٹینکیکل پروپوزل پر مشتمل ہو گا الجھن سے بچنے کیلئے واضح اور جلی الفاظ میں "فناش پروپوزل" اور "ٹینکیکل پروپوزل" تحریر ہونا چاہئے۔

4- نوٹل بذ رقم کی 2% مساوی ایک بذ سیکورٹی بنا میکر پر شرکت کی سیکرٹریٹ، پرونشل او مبسد سمن (محتب) سندھ کراچی، یا تو ایک کال ڈپاٹ یا پے آرڈر یا ڈی میانڈ ڈرافٹ یا ایک بینک گارنی اجر از پاکستان میں شیڈولڈ بینک / DFI کی صورت میں لازماً منسلک ہوئی چاہئے۔

5- جملہ پیشکشیں SPP رول 2010 (اپ ڈیڈ 2024) کے (2) 46 کے تحت ایک مرحلہ دو لفاف کارروائی کے مطابق بذنگ دستاویز میں صراحت کردہ جانچ پڑتال کے معیار کے مطابق جانچ پڑتال کی، وصول کی اور کھوئی جائیں گی۔

6- پیشکشیں 25 فروری 2025 کو سہ پہر 2:00 بجے تک جمع کی جائیں گی اور جمع کردہ پیشکشیں پروکیور منٹ کمیٹی کی جانب سے اسی روز یعنی 25 فروری 2025 کو یوافت سہ پہر 3:00 بجے (ذیل میں دیئے گئے پتے پر) پرونشل او مبسد سمن سندھ کے دفتر میں حاضری کے خواہاں جملہ پیش دہنگان یا انکے نمائندوں کی موجودگی میں کھوئی جائیں گی۔

7- صرف دفتر پرونشل او مبسد سمن آفس سندھ کی جانب سے جاری کردہ مقررہ بذنگ دستاویز کے مطابق آفر کردہ پیشکشیں قبول کی جائیں گی۔ مشروط بذ بذنگ زیر غور نہیں لایا جائیگا۔

8- دفتر پرونشل او مبسد سمن سندھ SPP رول 2010 (اپ ڈیڈ 2024) کے رول (1) 25 کے تحت ایک بذ پر پروپوزل کی قبولیت سے پہلے کسی بھی وقت بذنگ کارروائی کو منسوخ کر سکتا ہے۔

9- از راہ کرم نوٹ فرم میں کسی فطری آفت کے باعث کسی ہنگامی صورتحال یا حکومت سندھ کی جانب سے عام تعطیل قرار دیئے جانے کی صورت میں پیش دہنگ کرنے اور کھوٹ کے اوقات میں تو سچ کر کے ائمہ کام کی تاریخ / دن شمار ہو گا۔

10- محولہ بالا پتہ ہے : دفتر پرونشل او مبسد سمن سندھ سیکرٹریٹ

شہر اکمال اتارک کراچی - فون: +92-99211025

ایمیل: sindhmohtasib@gmail.com

ویب سائٹ: <https://mohtasib.sindh.gov.pk>

دستخط: سیکرٹریٹ / امیر

INF-KRY No. 481/25

پروکیور منٹ کمیٹی / ڈائریکٹر (ایمن)



سیکریتیریت

سان گذ جمع کیل آچون بندگ کارروائی پر شرکت لاہ اہل
شارکی ویندی.

3. تیندر واک الگ الگ لفافن تی مشتمل ڪاسنگل پیکچع تھت
ہوندا ہر ہک لناغو جدا طور فناشل پروپوزل ۽ تیکنیکل
پروپوزل تی مشتمل ہوندو، کنهن مونجھاری کان پچن لاو
واضع ۽ صاف لفظن پر ”فناشل پروپوزل“ ۽ ”تیکنیکل
پروپوزل“ لکیل هئن گھر جي.

4. کل واک رقمر جي 2% برابر ہک واک سیکیورتی نالی ”DDO“
سیکریتیریت، پراونشل اومبیسین (محتسپ) سند کراچی“ یا
ہک کال دپازت یا پی آردر یا ڈماند درافت یا ہک بینک
گارنتی جاری تیل پاکستان جي کنهن پشیدیول بینک /DFI/
جي صورت پر لازمی گذ شامل هئن گھر جي.

5. کل آچون ایس پی پی رول 2010 (ترمیم تیل 2024) جي فتری
(2) 46 تحت ہک مرحلو 2- لنافا کارروائی مطابق واک
دستاویز پر ڈنل جانچ پر ٹال جي معیار مطابق جانچ پر ٹال کشی،
وصولی ۽ کولیون ویندیون.

6. آچو 25 فیبروری 2025 منجھند 00:00 وگی تائین جمع کرائی
سکھجن تیون ۽ جمع کیل آچون پروکیور مینٹ سکھی پاران
ساگی ڈینهن یعنی 25 فیبروری 2025 تی منجھند 00:30 وگی
تائین (ہیٹ چاتایل ایدرس تی) پراونشل اومبیسین سند جي
آفیس پر حاضر رہئن جي خواہمند آچون ڈینڈر یا سندن
نمائندن جي موجودگی پر کولیون ویندیون.

7. فقط آفیس پراونشل اومبیسین سند پاران جاری کیل متھر وقت
دستاویز مطابق آچ کیل آچون قبول کیون ویندیون، شرطیہ
واک /تیندرز تی غور نہ کیو ویندو.

8. آفیس پراونشل اومبیسین سند ایس پی پی رول 2010 (ترمیم
تیل 2024) جي رول (1) 25 تحت کو به واک یا پروپوزل جي
قبولیت کان اگ واک کارروائی کی رد کری سکھی تر.

9. کنهن ہنگامی صورتحال یا فطری آفت یا سرکاری موکل هئن
جي صورت پر آچون جمع کرائی ۽ کولن جي وقت پر واکارو
کری اینڈر کر جي تاریخ یا ڈینهن شمار کیو ویندو.

10. متنی ذکر کیل ایدرس هن ریت اھی: آفیس پراونشل
اویمپیسین سند سیکریتیریت، شاہراہ کمال اتارک کراچی.

پراونشل اویمپیسین (محتسپ) سند

شاہراہ کمال اتارک، سامنہ: سند سیکریتیریت، کراچی

تیندر گھرائی لاءِ نو تیس (NIT)

پراونشل اویمپیسین سند جي آفیس پر کمپلیٹ
مئینجمینٹ سسٹم (CMS) جي تشکیل ۽ عملدر آمد

آفیس پراونشل اویمپیسین سند ”پراونشل اویمپیسین سند“ جي
آفیس پر CMS جي تشکیل ۽ عملدر آمد“ لاءِ هیٹ چاثايل معیار
اھلیت تی پورو لهندر جملہ دلچسپی رکندر آچ ڈیندر کان مہر بند
تیندر گھرائجن تا.

(ا) نیشنل بادیز مثال طور SECP ڪمپنیز رجسٹر اور غیرہ سان گذ

بطور فرم جو ہکار آمد رجسٹریشن سائی فیڈرل پورہ آف روپیو (FBR)
وت متحرک ٹیکس پروفائل.

(ii) حلٹ نامو فراہم کری تے فرم کنهن به قومی یا صوبائی
پروکیورنگ ایجنسی طرفان بلیک لستہ نہ اھی.

(iii) ISO 27001:2019 جي تعییل ۽ پیروی.
OWASP سیکیورتی پرنسپل 2022: ISO - 27701:2019

(iv) آچ ڈینڈر لازمی طور گھٹ ہر گھٹ گذریل 3 سالن جو سالیانو
مالیاتی ٹرن اور رقم 54.00 ملین روپیں جو حامل ھیجی.

(v) آچ ڈینڈر لازمی طور تی واسطیدار تجربو رکندر ھیجی.
ہدایتون:

1. دلچسپی رکندر اهل واک ڈیندر بندگ پروسیس تی وقیک
معلومات جو حصول ۽ بندگ دستاویز پراونشل اویمپیسین

سند جي آفیس مان 3000 روپیں جي داکیومننس فی (ناتقابل
والپسی) ڈماند درافت/پی آردر جي صورت پر نالی ”DDO“
سیکریتیریت، پراونشل اویمپیسین (محتسپ) سند کراچی“

جي ادائگی تی وصول کری سکھن تا، آفیس جي ایدرس ۽
رابطہ معلومات ہیٹ ڈنی وئی اھی، جذہن تے وضاحتون ب
ساگی آفیس مان ہم کار واری ڈینھن دران آفیس وقتن ہر
یعنی صبح 10:00 وگی کان شام 4:00 وگی تائین حاصل
کری سکھجن تا.

2. بندگ دستاویز ایس پی پی آر ای پلیٹ فارم EPADS یعنی
ای میل: sindhmohtasib@gmail.com
ویب سائیٹ: https://mohtasibsindh.gov.pk

سگھجی تی، ان صورت پر جمع کرائی وقت آچ سان گذ
دستاویز فی لازمی جمع کرائی گھر جي، صرف دستاویز فیس
پڑھنی ملتار ۽ وقفہ ملتار پروکیور مینٹ سکھی /ڈائریکٹر (ایڈمن)



No. 7/196/24 (REP)/Admn
882

**SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH**

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 25-02-2025

**SUB:- OPENING OF TECHNICAL BIDS OF THE DEVELOPMENT AND
IMPLEMENTATION OF A COMPLAINT MANAGEMENT SYSTEM
(CMS)**

ATTENDENCE SHEET OF PROCUREMENT COMMITTEE

S.NO.	NAME OF OFFICERS	DESIGNATION	SIGNATURE	CONTACT NO.
1.	Akhtar Hussain Bugti	Director General-II, Secretariat Provincial Ombudsman Sindh, Karachi, Chairman PC		0300-2628505
2.	Mr. Muhammad Riaz Gill	Director (Admn), Secretariat Provincial Ombudsman Sindh, Karachi, Member/Secy. PC		0336-3061673
3.	Mr. Masood Ishrat	Registrar, Secretariat Provincial Ombudsman Sindh, Karachi, Member PC	 25/2/25	0333-2118987
4.	Mr. Imdad Hussain Siddiqui	Director (Coordination), Secretariat Provincial Ombudsman Sindh, Karachi, Member PC	 J. Imdad Hussain	0333 3178488
5.	Mr. Javed Mangi	Deputy Director, Science & Information Technology Department, Government of Sindh, Karachi. Member, PC		0833-2710904



(88)

No. 7/196/24(RFP)/Adam.

**SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH**

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 25-02-2025

**SUB:- OPENING OF TECHNICAL BIDS OF THE DEVELOPMENT AND
IMPLEMENTATION OF A COMPLAINT MANAGEMENT SYSTEM (CMS)**

ATTENDENCE SHEET OF BIDDERS

S.NO.	NAME OF FIRM.	NAME OF REPRESENTATIVE	SIGNATURE OF REPRESENTATIVE	CONTACT NO.
1.	AQM Solutions	Shed Bassit Ali	Bahir	03422656489
2.	DOLabbd LTD	Ahmed	Amir	0322-3376180
3.				
4.				
5.				
6.				
7.				
8.				
9.				



882

No.

**SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH**

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: _____

SUBJECT: **MINUTES OF THE TECHNICAL BID OPENING MEETING FOR PROCUREMENT OF
DEVELOPMENT AND IMPLEMENTATION OF A COMPLAINT MANAGEMENT SYSTEM
(CMS)**

A meeting of the Procurement Committee (PC) for the procurement of Development and Implementation of a Complaint Management System (CMS) held on 25th February-2025 at 2.30 p.m. under the Chairmanship of the Director General-II, Secretariat Provincial Ombudsman, Sindh. The meeting was convened to open/download the bids/tenders documents uploaded by the participated bidders/firms on the EPADS. The attendance sheet of participants is attached.

2. The Chairman welcomed all members of the Procurement Committee and the representatives of the participating firms/companies. The following three firms had submitted their Technical and Financial proposal on the EPAD System of SPPRA by given deadline (i.e. 25th February-2025 at 02:00 p.m.)

- i. M/s. D.D Global Private Limited (Digital Dividend), Karachi.
- ii. M/s. DPL Private Ltd., Islamabad.
- iii. M/s. AQM Solutions, Karachi.

3. The Technical bids were opened/downloaded during the meeting proceedings. The financial bids were not opened during the meeting from the EPAD System as per the standard procurement process in accordance with SPPRA Rules 2010 (updated 2024). Following the Technical evaluation, the results will be uploaded on the EPADS in accordance with the prescribed guidelines outlined in the Sindh Public Procurement Regulatory Authority (SPPRA) Rules.

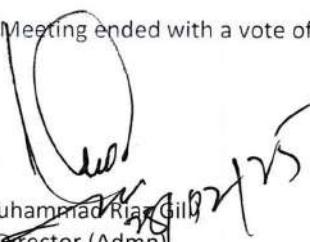
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Decision:

The Procurement Committee decided that the evaluation of the submitted technical proposal shall be carried out in next meeting of Procurement Committee.

4. Meeting ended with a vote of thanks to and from the chair.



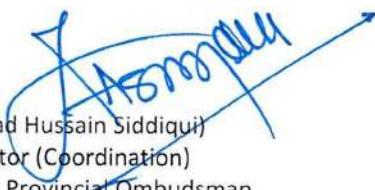
(Muhammad Riaz Gill)
Director (Admn)

Secretariat Provincial Ombudsman
Sindh, Karachi
Member/Secretary, PC



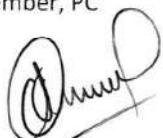
(Masood Ishrat)

Registrar
Secretariat Provincial Ombudsman
Sindh, Karachi
Member, PC



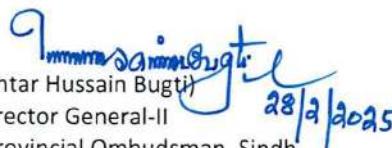
(Imdad Hussain Siddiqui)
Director (Coordination)

Secretariat Provincial Ombudsman
Sindh, Karachi
Member, PC



(Javed Mangi)

Deputy Director
Science & Information Technology
Department Government of Sindh
Karachi, Member, PC



(Akhtar Hussain Bugti)

Director General-II
Secretariat Provincial Ombudsman, Sindh

Sindh, Karachi
Chairman, PC

28/2/2025



PROVINCIAL OMBUDSMAN SECRETRIAT SINDH, KARACHI

TECHNICAL BID EVALUATION REPORT (Technical-BER)
(As per Rule 21(A).Evaluation Criteria) of the Sindh Public Procurement Rules, 2010

I.	Name of Procuring Agency:	Secretariat Provincial Ombudsman Sindh, Karachi.
II.	Method of Procurement:	Single stage Two Envelope
III.	Title of Procurement:	Development and Implementation of the Complaint Management System (CMS) for the Secretariat of the Provincial Ombudsman Sindh (POS)
IV.	Tender No.	7/196/2024(RFP)/Admn
V.	SPPRA EPADS Reference No.	EPADS-S-250261475
VI.	Date and time of Bid Closing:	25th Februry-2025 at 2.00 p.m.
VII.	Date and time of Bid Opening:	25th Februry-2025 at 2.30 p.m.
VIII.	No. of Bids received:	03 (Three)
IX.	Criteria for Bid Evaluation:	Mandatory Criteria must be met, and 80 points required to pass Technical Criteria/Qualifying for Financial Bid Competition, as per Bidding Document
X.	Details of Bid(s) Evaluation is as under:	

A meeting of the Procurement Committee for the Development and Implementation of the Complaint Management System (CMS) for the Secretariat of the Provincial Ombudsman Sindh (POS) was held on March 11, 2025, at 11:00 AM in the Committee Room of the Secretariat Provincial Ombudsman Sindh to evaluate all three received technical proposals. The attendance sheet is attached at Annex-A.

2. The comparative analysis of the technical proposals submitted by **DD Global Pvt. Ltd. (Digital Dividend), DPL Private Limited and AQM Solutions** for the CMS project received via EPADS SPPRA on 25-02-2025 at 2:00 PM is placed as under:

Summary of Technical Evaluation

Criteria	Sub-Criteria	Max Points	Digital Dividend	DPL Private Limited	AQM Solutions
System Design & Architecture (30)	System Analysis	2.5	2.5	2.5	2
	Design Architecture	5	5	4	3.5
	Adherence to Technology Stack	10	10	10	9

Handwritten signatures of the evaluation committee members are present below the table.

Criteria	Sub-Criteria	Max Points	Digital Dividend	DPL Private Limited	AQM Solutions
	Compliance Requirements	5	4.5	4.5	4
	Hosting Infrastructure	5	5	3	3
	Network Design	2.5	2	2	2
Total (System Design)		30	29	26	23.5
Cyber security Measures (15)	Protocols and Standards	10	9.5	8	6
	Access Controls	2.5	2.5	2.5	2
	Threat Detection and Response	2.5	2.5	2	2
Total (Cyber security)		15	14.5	12.5	10
Integration & Interoperability (20)	Intra-Departments Integration	10	7	8	5
	System Integration	5	5	4	3
	Interoperability Standards	5	4	4	4
Total (Integration)		20	16	16	12
Project Management Plan (15)	Project Timelines	6	4	4	4
	Risk Management	3	3	3	3
	Quality Assurance	3	3	3	2
	Reporting Frequency	3	2.5	2.5	2.5
Total (Project Management)		15	12.5	12.5	11.5
Team Expertise & Composition (15)	Relevant Experience	5	5	5	5
	Technical Skills	5	5	5	4
	Role Allocation	5	5	5	4

Criteria	Sub-Criteria	Max Points	Digital Dividend	DPL Private Limited	AQM Solutions
Total (Team Expertise)		15	15	15	13
International Exposure (5)	Cultural Competence	2	2	2	1
	Regulatory Adaptability	3	3	3	1
Total (International Exposure)		5	5	5	2
Overall Total		100	92	87	72

3. On the basis of technical evaluation following firms /bidders have qualified with their respective score/points:

Sr. No.	Firm name	Whether Mandatory Criterion Met as per BD	Total Points	Obtained Points	Remarks
01.	Digital Dividend Global Pvt. Ltd	Yes, mandatory criterion met.	100	92	(Technically Qualified)
02	DPL Private Limited	Yes, mandatory criterion met.	100	87	(Technically Qualified)

4. Furthermore, M/s AQM Solutions did not meet the qualifying threshold due to substantial deficiencies in architecture, integration, cyber security, project management, and capacity & credibility. As a result, M/s AQM Solutions scored 72 out of 100 points, falling below the minimum qualifying threshold of 80 points. Consequently, M/s AQM Solutions was declared **technically unqualified**.

(MUHAMMAD RIAZ GILL)
Director (Admin)
Provincial Ombudsman Secretariat,
Sindh/ Secretary /
Member, Procurement Committee

(MASOOD ISHRATH)
Registrar
Provincial Ombudsman Secretariat, Sindh /
Member, Procurement Committee

(Javed Mangi)
Deputy Director
Information Science & Tech: Department/
Member, Procurement Committee

(IMDAQ HUSSAIN SIDDIQUI)
Director (Coordination)
Provincial Ombudsman Secretariat, Sindh /
Member, Procurement Committee

mmmm@omm.Bugti

(AKHTAR HUSSAIN BUGTI)
Director General
Provincial Ombudsman Secretariat, Sindh /
Chairman, Procurement Committee

17/3/2025



No. 7/196/2024(RSP)/Act
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 21-03-25

**MINUTES OF MEETING REGARDING OPENING OF FINANCIAL BID FOR
PROCUREMENT OF DEVELOPMENT AND IMPLEMENTATION OF COMPLAINT
MANAGEMENT SYSTEM (CMS)**

The Procurement Committee convened a technical evaluation meeting on March 11th, 2025, to thoroughly review the technical proposals submitted by bidders for the development and implementation of the Complaint Management System (CMS). The evaluation results were subsequently uploaded to the EPADS on March 17th, 2025.

2/. Following the technical evaluation, the Procurement Committee met on March 19th, 2025, to open and evaluate the financial bids of the technically qualified bidders. The meeting took place at 2:00 p.m. under the chairmanship of Director General, Provincial Ombudsman Secretariat Sindh/Chairman, Procurement Committee, with all Committee Members and Representative(s) of the bidders in attendance.

3/. The financial bids of technically qualified bidders were downloaded and reviewed via the EPADS. The financial bids quoted by the technically qualified bidders were noted, and the financial proposals were signed by all the Committee Members. Following are the financial bid(s) details submitted by the bidders:

S.No.	Name of Bidder(s)	Offered Price (PKR)	Security Required (PKR)	Security Deposited (PKR)	Pay Order Details
i.	M/S DD Global Private Limited (Digital Dividend), Karachi	Rs.55,000,000/-	Rs.1,100,000/-	Rs.1,165,800/-	Habib Metro Bank LTD Gulshan Chowangi Branch. PO number 17072896 Dated 20-02-25
ii.	M/S DPL Pvt. Ltd, Islamabad	Rs.18,982,181/-	Rs.379,644/-	Rs.379,644/-	Habib Metro Bank LTD I-10 Markaz Branch.PO number 17854079 Dated 25-02-25



No.
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: _____

COMBINED EVALUATION (Financial & Technical) RESULTS:

4/. The financial proposals were evaluated in accordance with the rules and weightages outlined in the Request for Bidding (RFB) document, adhering to the procedures specified under the Single Stage-Two Envelope Procedure as per Rule 46(2) of the Sindh Public Procurement Rules 2010 (SPPRA). The evaluation considered both technical and financial scores to determine the final combined ranking of the bidders.

Sr. No	Name of Company	Technical Evaluation			Financial Evaluation			Combined Evaluation	Combined Rank
		Technical Scores S(t)	Weighted Scores S(t) x 0.8	Technical Rank	Financial Bid (PKR)	Financial Scores S(f)	Weighted Scores S(f) x 0.2		
I.	M/S DPL Pvt. Ltd, Islamabad	87	69.6	2	18,982,181-00	100	20	89.6	1st
II.	M/S DD Global Private Limited (Digital Dividend), Karachi	92	73.6	1	55,000,000-00	34.5	6.9	80.5	2nd

5/. **SUMMARY OF THE EVALUATION:**

(i) **M/S DPL Pvt. Ltd, Islamabad:**

- Achieved the highest combined score of 89.6, with a competitive financial bid of Rs.18,982,181, making it the top-ranked bidder.
- Technical proposal by the DPL demonstrates that it shall deliver the customized technical solution, tailored made for Provincial Ombudsman Secretariat Sindh along with the onsite technical assessment, compliance, infrastructure and post deployment support/maintenance required as provided in RFB, delivering scalable and secure solution with best industry practice. The pricing positioned them as the most advantageous bidder under the SPPRA rules.

(ii) **M/S DD Global Private Limited (Digital Dividend):**

- Achieved the highest technical score of 92 showcasing strong tailored solution aligned with requirements of the Provincial Ombudsman Secretariat Sindh. Their innovative approach and robust implementation highlight their capability. As per evaluation they offer best technical coverages as per RFB, but they scored 80.5 with high financial bid of Rs.55,000,000 hence, less competitive.



No.
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

6/.

RECOMMENDATION

Karachi, dated the: _____

- The Procurement Committee evaluated financial bids of both technically qualified bidders and found that M/S DPL Pvt. Ltd, Islamabad, achieved the second highest technical score of 87 and highest combined score of 89.6, with a competitive financial bid of Rs.18, 982, 181, making it the top-ranked bidder. Whereas, M/S DD Global Private Limited (Digital Dividend) achieved the highest technical score of 92 but its combined score is 80.5 with high financial bid of Rs.55,000,000 hence, less competitive.
- Accordingly, M/S DPL Pvt. Ltd, Islamabad is declared as most advantageous bidder under Rule-2 (1) (x) of the SPPRA Rules 2010 (updated 2024) and it is recommended to the competent authority for the award of contract to M/S DPL Pvt. Ltd, Islamabad under Rule-8 of SPPRA Rules 2010 (updated 2024).

✓
Muhammad Riaz Gill
21/3/2025

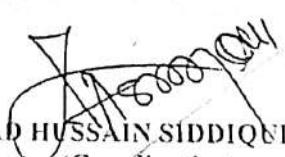
(MUHAMMAD RIAZ GILL)
DIRECTOR (ADMN)
Provincial Ombudsman Secretariat
Sindh / Member/Secretary,
Procurement Committee

✓
Masood Ishrat
21/3/2025

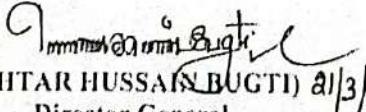
Provincial Ombudsman Secretariat Sindh /
Member, Procurement Committee


(JAVED MANGI)

Deputy Director
Information Science & Tech:
Department/
Member, Procurement Committee


(IMDAD HUSSAIN SIDDIQI)

Director (Coordination)
Provincial Ombudsman Secretariat Sindh /
Member, Procurement Committee


(AKIJTAR HUSSAIN BUGTI) 21/3/2025

Director General
Provincial Ombudsman Secretariat Sindh /
Chairman, Procurement Committee



No.

**SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH**

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 19-03-2025

**SUB:- OPENING OF FINANCIAL BIDS OF THE DEVELOPMENT AND
IMPLEMENTATION OF A COMPLAINT MANAGEMENT SYSTEM (CMS)**

ATTENDENCE SHEET OF PROCUREMENT COMMITTEE

S.NO.	NAME OF OFFICERS	DESIGNATION	SIGNATURE	CONTACT NO.
1.	Akhtar Hussain Bugti	Director General-II, Provincial Ombudsman Secretariat Sindh, Karachi, Chairman PC		
2.	Mr. Muhammad Riaz Gill	Director (Admn), Provincial Ombudsman Secretariat Sindh, Karachi, Member/Secy. PC		0336-3061673
3.	Mr. Masood Ishrat	Registrar, Provincial Ombudsman Secretariat Sindh, Karachi, Member PC		0333-2118987
4.	Mr. Imdad Hussain Siddiqui	Director (Coordination), Provincial Ombudsman Secretariat Sindh, Karachi, Member PC		
5.	Mr. Javed Mangi	Deputy Director, Science & Information Technology Department, Government of Sindh, Karachi. Member, PC		0333-2710804



No.
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH

Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 19-03-2025

**SUB:- OPENING OF FINANIAL BIDS OF THE DEVELOPMENT AND
IMPLEMENTATION OF A COMPLAINT MANAGEMENT SYSTEM (CMS)**

ATTENDENCE SHEET OF BIDDERS

S.NO.	NAME OF FIRM.	NAME OF REPRESENTATIVE	SIGNATURE OF REPRESENTATIVE	CONTACT NO.
1.	DPL	M. Kashif		0346-0030581
2.				
3.				
4.				
5.				



No. 7/196/2024(RFP)/
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: 21-03-25

FINANCIAL BID EVALUATION REPORT (FINANCIAL-BER)
REGARDING PROCUREMENT OF DEVELOPMENT AND IMPLEMENTATION OF
COMPLAINT MANAGEMENT SYSTEM (CMS)

i.	Name of Procuring Agency	Secretariat Provincial Ombudsman Sindh, Karachi.
ii.	Method of procurement	Single stage two envelope
iii.	Title of procurement	Development and Implementation of the Complaint Management System for the Secretariat Provincial Ombudsman Sindh
iv.	Tender No.	7/196/2024(RFP/Admin)
v.	Number of Financial Bid(s) received	02
vi.	SPPRA EPADS Ref No.	EPADS-S-250261475
vii.	Date & Time Opening	19-03-2025 at 2:0 pm
viii.	Criteria of Bid Evaluation	In accordance with the rules and weightages outlined in the Request For Bidding (RFB)
ix.	Detail of Bid Evaluation is as under:	

The Procurement Committee met on March 19th, 2025 at 2:00 pm to open and evaluate the financial bids of the technically qualified bidders under the chairmanship of Director General, Provincial Ombudsman Secretariat Sindh/Chairman, Procurement Committee, with all Committee Members and Representative(s) of the bidders in attendance. The financial bids of technically qualified bidders were downloaded and reviewed via the EPADS. The financial bids quoted by the technically qualified bidders were noted, and the financial proposals were signed by all the Committee Members. Following are the financial bid(s) details submitted by the bidders:

S.No.	Name of Bidder(s)	Offered Price (PKR)	Security Required (PKR)	Security Deposited (PKR)	Pay Order Details
i.	M/S DD Global Private Limited (Digital Dividend), Karachi	Rs.55,000,000/-	Rs.1,100,000/-	Rs.1,165,800/-	Habib Metro Bank LTD Gulshan Chowrangi Branch. PO number 17072896 Dated 20-02-25
ii.	M/S DPL Pvt. Ltd, Islamabad	Rs.18,982,181/-	Rs.379,644/-	Rs.379,644/-	Habib Metro Bank LTD I-10 Markaz Branch.PO number 17854079 Dated 25-02-25



No.
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: _____

MERGED EVALUATION (Financial & Technical) RESULTS:

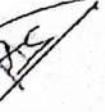
The financial proposals were evaluated in accordance with the rules and weightages defined in the Request for Bidding (RFB) document, adhering to the procedures specified under the Single Stage-Two Envelope Procedure as per Rule 46(2) of the Sindh Public Procurement Rules 2010 (SPPRA). The evaluation considered both technical and financial scores to determine the final merged ranking of the bidders.

Name of Company	Technical Evaluation			Financial Evaluation				Combined Rank
	Technical Scores S(t)	Weighted Scores S(t) x 0.8	Technical Rank	Financial Bid (PKR)	Financial Scores S(f)	Weighted Scores S(f) x 0.2	Scores S(t) + S(f)	
M/S DPL Pvt. Ltd, Islamabad	87	69.6	2	18,982,181-00	100	20	89.6	1st
M/S DD Global Private Limited (Digital Dividend), Karachi	92	73.6	1	55,000,000-00	34.5	6.9	80.5	2nd

SUMMARY OF THE EVALUATION:

(i) **M/S DPL Pvt. Ltd, Islamabad:**

- Achieved the highest combined score of 89.6, with a competitive financial bid of Rs.18,982,181, making it the top-ranked bidder.
- Technical proposal by the DPL demonstrates that it shall deliver the custom technical solution, tailored made for Provincial Ombudsman Secretariat Sindh along with the onsite technical assessment, compliance, infrastructure and post deployment support/maintenance required as per provided in RFB. Delivering scalable and secure solution with best industry practice. The pricing positioned them as the most advantageous bidder under the SPPRA rules.



(ii) **M/S DD Global Private Limited (Digital Dividend):**

- Achieved the highest technical score of 92 showcasing strong tailored solution aligned with requirements of the Provincial Ombudsman Secretariat Sindh. Their innovative approach and robust implementation highlight their capability. As per evaluation they offer best technical coverages us per RFB, but their combined score 80.5 with high financial bid of Rs.55,000,000 hence, less competitive.





No.
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp: Sindh Secretariat, Karachi

Karachi, dated the: _____

6/.

RECOMMENDATION

- The Procurement Committee evaluated financial bids of both technically qualified bidders and found that M/S DPL Pvt. Ltd, Islamabad, achieved the second highest technical score of 87 and highest combined score of 89.6, with a competitive financial bid of Rs.18, 982, 181, making it the top-ranked bidder. Whereas, M/S DD Global Private Limited (Digital Dividend) achieved the highest technical score of 92 but its combined score is 80.5 with high financial bid of Rs.55,000,000 hence, less competitive.
- Accordingly, M/S DPL Pvt. Ltd, Islamabad is declared as most advantageous bidder under Rule-2 (1) (x) of the SPPRA Rules 2010 (updated 2024) and it is recommended to the competent authority for the award of contract to M/S DPL Pvt. Ltd, Islamabad under Rule-8 of SPPRA Rules 2010 (updated 2024).

(MUHAMMAD RIAZ GILL)
DIRECTOR (ADMIN)

Provincial Ombudsman Secretariat
Sindh / Member/Secretary,
Procurement Committee

(MASOOD ISHRAT)

REGISTRAR

Provincial Ombudsman Secretariat Sindh /
Member, Procurement Committee

(JAVED MANGI)
Deputy Director
Information Science & Tech:
Department/
Member, Procurement Committee

(IMDAD HUSSAIN SIDDIQUI)
Director (Coordination)
Provincial Ombudsman Secretariat Sindh /
Member, Procurement Committee

(AKHTAR HUSSAIN BUGTI) 21/3/2025
Director General

Provincial Ombudsman Secretariat Sindh /
Chairman, Procurement Committee



No. 7/196/2024(RFO)/Admn
SECRETARIAT
PROVINCIAL OMBUDSMAN (MOHTASIB)
SINDH
Shahrah-e-Kamal Ataturk, Opp Sindh Secretariat, Karachi.

Karachi, dated the 08-04-2025

M/s. DPL (Pvt) Ltd.,
3rd Floor, FDOC Plaza, 1-8 Markaz,
Islamabad.

Subject: LETTER OF ACCEPTANCE.

I am directed to refer to your proposal (Technical and Financial) submitted for procurement of "Development and Implementation of a Complaint Management System (CMS) on the EPADS system as per Tender No. EPADS-S-250261475 uploaded on 07-02-2025 and as per Tender Notice, vide NIT Ref No. INF/KRY/481/25 published in leading newspapers on 09-02-2025.

2. The Procurement Committee (PC) carried out Technical evaluation of submitted Technical Proposals and declared as Technically responsive bid. Subsequently, the Financial proposal was opened on Wednesday 19-03-2025 at 2.00 p.m., and after completing all required legal formalities in accordance with SPPRA Rules-2010 (Updated-2024), the Financial Bid of your firm amounting to **Rs.18,982,181/-** (Rupees Eighteen Million nine hundred eighty two thousand one hundred eighty one only) **including all taxes and duties** being the "**Most Advantageous Bid,**" has been accepted by the Competent Authority under Rule-46(2)(i) of SPPRA Rules-2010 (Updated- 2024).

3. You are, therefore, advised to submit a Performance Security equivalent to 5% of the total bid amount i.e. **Rs.949,109/-** as per Rule-39(1) to be deposited in shape of Pay Order in favour of DDO, Secretariat Provincial Ombudsman (Mohtasib) Sindh, Karachi, for signing Contract Agreement and Integrity Pact at the earliest to proceed further in the matter.

(MUHAMAD RIAZ GILL)
DIRECTOR (ADMN)/MEMBER/
SECRETARY PROCUREMENT COMMITTEE

q/c