



Project Management Unit
Punjab Urban Land Systems Enhancement
(PULSE) Project
Board of Revenue
Govt of Punjab



PROCUREMENT OF NON-CONSULTING SERVICES

Requests for Quotations



May 2024

Requests for Quotations of Non-Consulting Services

**Procurement of Hiring of firm for Digital
Transformation of Lahore Development
Authority (LDA)**

Ref No: PK-BOR PUNJAB-423763-NC-RFQ

Project: Punjab Urban Land Systems Enhancement (PULSE) Project

Employer: Project Management Unit, Board of Revenue (BOR), Govt. of Punjab

Country: Islamic Republic of Pakistan

Issued on: 31st May, 2024.

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Requests for Quotations

Punjab Urban Land Systems Enhancement (PULSE) Procurement (2024)

RFQ Ref No.: PK-BOR PUNJAB-423763-NC-RFQ

RFQ Dated: 31-May 2024

Requests for Quotations (RFQ)

1. This RFQ is for the Procurement of Hiring of firm for Digital Transformation of Lahore Development Authority (LDA) under Punjab Urban Land Systems Enhancement (PULSE).
2. The Islamic Republic of Pakistan has received financing from the World Bank (the Bank) toward the cost of the Punjab Urban Land Systems Enhancement (PULSE) project and intends to apply part of the proceeds toward payments under the contract for **Procurement of Hiring of firm for Digital Transformation of Lahore Development Authority (LDA)**
3. Project Management Unit, Board of Revenue (BOR), Govt. of Punjab now invites quotations from Service Providers for the Services described in Annex 1: Employer's Requirements, attached to this RFQ.

Fraud and Corruption

4. The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the attachment to the Contract Conditions (Attachment A).
5. In further pursuance of this policy, Service Providers shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to the RFQ and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

Eligible Services

6. All the Services to be supplied under the Contract and financed by the Bank may have their origin in any country in accordance with Para. 10.

Eligible Service Providers

7. In case the Service Provider is a joint venture (JV), all members shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms. The JV shall nominate a representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Request for Quotations process and, in the event the JV is awarded the Contract, during contract execution.

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8. A Service Provider may have the nationality of any country, subject to the restrictions pursuant to para. 9 and 10 hereinafter. A Service Provider shall be deemed to have the nationality of a country if the Service Provider is constituted, incorporated or registered in, and operates in conformity with, the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed subcontractors or subconsultants for any part of the Contract.
 9. Firms and individuals may be ineligible if so indicated in para. 10 below and:
 - (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of Goods or the contracting of Works or Services required; or
 - (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's country prohibits any import of Goods or contracting of Works or Services from that country, or any payments to any country, person, or entity in that country.
 10. In reference to paras. 6 and 8, for the information of Service Providers, at the present time firms, goods and services from the following countries are excluded from this procurement process:
 - (a) Under para. 6 and 9 (a): *none*
 - (b) Under para. 6 and 9 (b): *none*
 11. A Service Provider that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in the attachment to the Contract Conditions (Attachment A) paragraph 2.2 d., shall be ineligible to submit Quotations or be awarded or otherwise benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. A list of debarred firms and individuals is available on the Bank's external website: <http://www.worldbank.org/debarr>.
 12. Service Providers that are state-owned enterprises or institutions in the Employer's country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they:
 - (a) are legally and financially autonomous;
 - (b) operate under commercial law; and
 - (c) are not under supervision of the Employer.
 13. A Service Provider shall not have a conflict of interest. Any Service Provider found to have a conflict of interest shall be disqualified. A Service Provider may be considered to have a conflict of interest for the purpose of this Request for Quotations process, if the Service Provider:

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- (a) directly or indirectly controls, is controlled by or is under common control with another Service Provider that submitted a Quotation; or
 - (b) receives or has received any direct or indirect subsidy from another Service Provider that submitted a Quotation; or
 - (c) has the same legal representative as another Service Provider that submitted a Quotation;
 - (d) has a relationship with another Service Provider that submitted a Quotation, directly or through common third parties, that puts it in a position to influence the Quotation of another Service Provider, or influence the decisions of the Employer regarding this Request for Quotations process; or
 - (e) or any of its affiliates participated as a consultant in the preparation of the scope the Services, that are the subject of the Request for Quotations process; or
 - (f) or any of its affiliates has been hired (or is proposed to be hired) by the Employer or Borrower for implementing the Contract; or
 - (g) would be providing Goods, works, or non-consulting services resulting from, or directly related to consulting services for the preparation or implementation of the project specified in this Request for Quotations, that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
 - (h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who:
 - (i) are directly or indirectly involved in the preparation of the Request for Quotations or specifications and/or the evaluation of Quotations, of the subject Contract; or
 - (ii) would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the Request for Quotations process and execution of the Contract.

Performance Security

14. The successful Service Provider shall submit a Performance Security in accordance with the Contract Conditions.

Validity of offers

15. The offers shall be valid for 60 days from the date of submission of quotation.

Quoted Price

16. Prices shall be quoted in the following manner:
- (i) the price of the Services quoted shall include sales tax and all other applicable taxes already paid or payable on the Services if the Contract is awarded to the Service Provider; and
 - (ii) the price for inland transportation, insurance, and other local services required to convey the Service Personnel to their final destination (Project Site).
17. The Service Provider must quote all the prices in Pak Rupees.

Clarifications

18. Any clarification request regarding this RFQ may be sent in writing to **Mr. Rizwan Khalid**, pspmupulse@punjab-zameen.gov.pk before **3rd June, 2024**. The Employer will forward copies of its response to all Service Providers including a description of the inquiry but without identifying its source.

Submission of Quotations

19. Quotations are to be submitted in the form attached at Annex 2 **and in one hardcopy**
20. The deadline for submission of Quotations is **June 6th, 2024 till 11:30 a.m.**
21. The address for submission of Quotations is:

**Procurement Specialist,
PMU, Board of Revenue (BOR)
158-A, Abu Bakar Block Garden Town, Lahore
Email: pspmupulse@punjab-zameen.gov.pk
Website: www.punjab-zameen.gov.pk**

Opening of Quotations

22. Quotations will be opened by the Employer's representatives immediately after the deadline for the submission of Quotations.

Evaluation of Quotations

23. Quotations will be evaluated to ensure compliance with the Scope of Services, Delivery and Completion Schedules and any other requirements of the RFQ.
24. Evaluation of the quotation will include an assessment of the Service Provider's technical capacity to mobilize key equipment and personnel for the contract consistent with its quotation regarding availability of manpower/resources in sufficient detail and fully in accordance with the requirements stipulated in Annex-A, Employer's Requirements.
25. The comparison shall be on the basis of final prices (inclusive of all the applicable taxes) plus cost of inland transportation and insurance to place of destination, for Services provided from within the Borrower's country; together with prices for any required installation of equipment, training, commissioning and other services. The evaluation of prices shall not consider custom duties and other taxes levied on imported goods/services quoted CIP and sales and similar taxes levied in connection with the sale or delivery of goods/services.
26. The lowest evaluated price will be determined after correcting any arithmetic errors and other specified adjustments, if any.
28. Quotation will be evaluated for the whole package under this RFQ. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. An item not listed in the Price Schedule shall be assumed not included in the Quotation, and provided that the Quotation is substantially responsive, the average of the item price as quoted by substantially responsive Service Providers will be added to the Quoted Price and the equivalent total price of the Quotation so determined will be used for price comparison.

29. For evaluation and comparison purposes, the currency of the Quotations shall be a single currency, Pak Rupees.

Contract Award

30. The Contract will be awarded to the Service Provider/s who meets the following criteria:
- a. is eligible and offers eligible Services;
 - b. offers the lowest evaluated price/s;
 - c. technically compliant quotation;
 - d. guarantees delivery, in accordance with the delivery period/s;
 - e. is registered firm for the **last five (05) years** and at the time of quotation submission, provides the following documents:
 - i. verifiable and valid active GST and NTN certificates.
 - f. provides copies of original documents defining the constitution or legal status, place of registration, and principal place of business; written power of attorney of the signatory of the quotation to commit the service provider;
 - g. provides information regarding any litigation, current or during the **last five (05) years**, in which the service provider is involved, the parties concerned, and disputed amount.
 - h. affidavit regarding non-involvement in any arbitration/ litigation with any government agency / department/Autonomous body/private sector/ organization and not blacklisted anywhere in Pakistan (only for local Service Providers) on a 200 Rs stamp paper must be attached.

i. Qualification Requirements: -

Annual Volume	The minimum required annual volume of Services for the successful Service Provider in any of the last five (05) years shall be: PKR 100 Million
Experience	<p>The experience required to be demonstrated by the Service Provider should include as a minimum that he has executed during the last five (05) years the following:</p> <ol style="list-style-type: none"> i) Documentary verifiable experience in Digitization of land records. ii) Legacy data entry of alphanumeric data using custom built software. iii) has successfully performed Services of a similar nature and size in public or corporate sector during the last five (05) years of PKR 150 million (Must provide details of three (03) Services Agreements completed); and names and address of clients who may be contacted for further information on those contracts

Essential Equipment	The essential equipment to be made available for the Contract by the successful Service Provider shall be: Minimum 100 computer systems for data entry be available.
Liquid Assets	The minimum quantifiable amount of liquid assets of the successful Service Provider shall be: PKR 100 Million.
Subcontractors	Subcontractors' experience shall not be considered.

Key Personnel: Suitably qualified key personnel specified below and other key personnel that the service provider considers appropriate to perform the Services;

Title	No	Qualification000	Specific Expertise
Project Manager	1	16 years of formal education in relevant field along with PMP Certification	At least 05 years of experience in Project management
Operations Manager	1	16 years of formal education in IT/Management or relevant field.	At least 5 years of experience in coordination and management.
Quality Assurance Supervisor	3	Graduation	3-5 years of experience
Data Entry Supervisor	2	Graduation	3-5 years of experience
Data Entry Operator	70	Graduation / Intermediate	Minimum 6 months experience

31. The Employer shall invite by the quickest means [*e-mail*] the successful Service Provider/s for any discussion/ negotiation that may be needed to conclude the contract or otherwise for contract signature.
32. The Employer shall communicate by the quickest means with the other Service Providers on its contract award decision. An unsuccessful service provider may request clarifications as to why its quotation was not determined to be successful. The Employer will address this request within a reasonable time.

33. The Employer shall publish a contract award notice on its website with free access, if available, or in a newspaper of national circulation or UNDB online, within 15 days after award of contract. The information shall include the name of the successful Service Provider/s, the Contract Price, the Contract duration, summary of its scope and the names of the Service Provider/s and their quoted and evaluated prices.

On behalf of the Employer:

Signature:

Name:

Title/position:

Attachments:

Annex 1: Employer's Requirements

Annex 2: Quotation Form

Annex 3: Contract Forms

ANNEX 1: Employer's Requirements

Ref No.	Description of Service	Work Item	Place where Services shall be performed	Completion Period of Services
PK-BOR PUNJAB- 423763-NC- RFQ	Digital Transformation of Lahore Development Authority (LDA)	Fields	LDA Office or Sub offices	06 weeks from the award of the Contract

1.1 Description of Services

Activity Schedule

The schedule of activities to be performed during the execution of the contract is provided below:

1. Mobilization and Notification to Client of 2 Master Trainers: 3 calendar days after signing of the contract.
2. The training of master trainers shall begin after 3 calendar days of signing the contract.
3. Mobilization of all other resources including Data Entry Site, Hardware, Connectivity, Data Entry Operators, etc. 4 calendar days after signing of contract.
4. Deployment of data entry software, provided by the PMU, BOR PULSE through 3rd Party, at the data entry site(s) shall be done after 1 week from the signing of the contract.
5. Training of Data Entry Operators shall begin immediately after the completion of Master Trainer training and deployment of Data Entry software.
6. The volume of datasets for Data Entry is given below:

Estimated Fields	Work Item
4,600,000/-*	Fields**

* Due to manual computation of these values and continuous changes in the existing record an addition or reduction of up to 5% is possible in the stated value. The quoted value is implied to cover these variations. If the actual work item count is greater than 5% of the count mentioned here in the above table, then for each entry over and above the 5% count, price shall be adjusted based on the Unit Price provided. Whereas if the actual work item count is lesser than the count mentioned here above then for every lesser entry the price shall be reduced based on the Unit Price provided. Service Providers are encouraged to inspect manually kept records to develop an accurate understanding of the effort required to execute the tasks.

The Service Provider is required to quote **the price per entry, the total cost in the price schedule provided RFQ document.

Following is the list of milestones, the required deliverables, tentative submission dates of deliverables and the percentage of amount payable:

S.No	Milestone	Total Amount of Milestone (% of Contract Price)	Deliverable	Deliverable Submission (Weeks after Date of Signing of Contract)	Deliverable Payment Amount (% of Total Amount of Milestone)	Payment Date (Weeks)
1	Work Implementation Plan	0	The implementation plan will consist of data entry schedule, human resource plan, procurement plan, risk management plan, resource utilization against each activity and communication management plan.	1	0	Not Applicable
2	Work Completion	100	<p><u>Data-Entry Deliverable:</u></p> <p>1. Provision of completion certificate for 100 % Land owners with complete entry of mutations and corrections</p> <p>2. Provision of reports (Progress Reports) during the same time period.</p>	05	100% of total amount of milestone	Within 30 days after date of receiving of invoice subject to the certification by the employer that the deliverable is satisfactory.

4. Mutation:

- Add Khasra
- Add Award B
- Add Mutation
- Add Khasrawar Register

Scheme

Select Mauza

Mutation Number

Mutation Date

DD-MM-YY

Khasra	Khasra Area	volume Number	Page Number	Remarks	Add
73					+

Owner Name	Owner Father Name	Area(KK-MM-SSS)	Add More
<input type="text" value="Owner Name"/>	<input type="text"/>	<input type="text" value="Possession Area"/>	+

Sifting Report Estate Officer

Scheme:

Phase:

Block/Sector:

Plot:

DEV status:

Entity Intact:

Owner Name:

Father Name:

PO No:

PO Date:

HO Date:

Site Report:

File No:

Possession Letter No:

Possession Letter Date:

File: No file chosen

Remarks:

Existing Report(s)

Action	Scheme	Block	Plot	DEV status	Entry Intact	Owner Name	Father Name	PO No	PO Date	HO Date	Site Report	File No	Possession Letter No	Possession Letter Date	Remarks	Reported On

QAT CASH BOOK ENTRY

Register:

Scheme:

Phase:

Block:

Plot:

Entry Date:

Name:

Sr. Part:

Book No:

ID	HeadID	
1	Column No: 5	<input type="text"/>
2	Column No: 6	<input type="text"/>
3	Column No: 7	<input type="text"/>
4	Column No: 8	<input type="text"/>
5	Column No: 9	<input type="text"/>
6	Column No: 10	<input type="text"/>
7	Column No: 11	<input type="text"/>
8	Column No: 12	<input type="text"/>

8. Sifting out Files Dispatched Entry:

GOVERNMENT OF PUNJAB
LAHORE DEVELOPMENT AUTHORITY
 Lahore

File Receiving
File Dispatch
All Files Status
Sifting Application Summary
Logout

FILE(S) STATUS

Drag a column header and drop it here to group by that column

DIARY DATE	DIARY_NO	FILE NO	PLOT NO	BLOCK	PHASE	SCHEME	Status	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
01-Feb-2024	10	FTS-79-A	79	A	----	FAISAL TOWN	File Received	Hafiz Muneeb Ahmed <input type="button" value="Assign"/> <input type="text"/>
04-Apr-2024	72	FTS-83-A	83	A	----	FAISAL TOWN	File Received	Hafiz Muneeb Ahmed <input type="button" value="Assign"/> <input type="text"/>
28-Mar-2024	284	SZR-JN-445	276	H	---	SABZAZAR	File Received	Hafiz Muneeb Ahmed <input type="button" value="Assign"/> <input type="text"/>
10-May-2024	425	SZR-DW-545-A	245	P	---	SABZAZAR	File Received	Hafiz Muneeb Ahmed <input type="button" value="Assign"/> <input type="text"/>
03-Apr-2024	308	SZR-KK-174	51	D	---	SABZAZAR	File Received	Hafiz Muneeb Ahmed <input type="button" value="Assign"/> <input type="text"/>
17-May-2024	466	SZR-KK-617-A	70	C	---	SABZAZAR	File Received	Hafiz Muneeb Ahmed <input type="button" value="Assign"/> <input type="text"/>

Digital File Processing System
 A project of
Lahore Development Authority
 A Step Ahead In Public Services

Uman Mausha, TP

Sifting Report TP

Scheme <input type="text" value="--Select Scheme--"/>		Phase <input type="text" value="--Select Phase--"/>		Block/Sector <input type="text" value="--Select Block--"/>		Plot <input type="text" value="--Select Plot--"/>	
Plot Area(K-M-S or in SQ.Ms) <input type="text"/>		BP Issue To(Name) <input type="text"/>		BP BA.No. <input type="text"/>		BP issue On <input type="text" value="dd/mm/yyyy"/>	
Covered Area(Sq.ft) <input type="text"/>		Completion To(Name) <input type="text"/>		File No. <input type="text"/>			
CC Issue Date <input type="text" value="dd/mm/yyyy"/>		Completion Date <input type="text" value="dd/mm/yyyy"/>		Corner Status <input type="text" value="NA"/>		CC No. <input type="text"/>	
Facing Park <input type="text" value="NO"/>		CC Covered Area <input type="text"/>		Land Use As SCHPLAN <input type="text"/>		Land Use Conversion <input type="text"/>	
Approval Date <input type="text" value="dd/mm/yyyy"/>		Approved Use <input type="text"/>					
Annual Commercial				Permanent Commercial			
File No <input type="text"/>		Fee Paid Upto: <input type="text" value="dd/mm/yyyy"/>		File No <input type="text"/>		Letter No <input type="text"/>	
						Date <input type="text" value="dd/mm/yyyy"/>	
Subdivision				Amalgamation			
Letter No <input type="text"/>		Date <input type="text" value="dd/mm/yyyy"/>		Letter No <input type="text"/>		Date <input type="text" value="dd/mm/yyyy"/>	
		Subdivision Remarks <input type="text"/>		Amalgamation Rem <input type="text"/>			
Attach Document <input type="button" value="Choose File"/> No file chosen				Remarks <input type="text"/>			
				<input type="button" value="Save Report"/> <input type="button" value="Print"/>			

Appendices

Appendix A—Description of the Services

Background

Government of the Punjab has launched a project titled “Punjab Urban Land Systems Enhancement (PULSE) Project” with the objective of improving and modernizing the system of maintenance of Land Revenue Records in the province. It aims at improving public accessibility to the land records by simplifying procedures, introducing appropriate legal changes and deploying an efficient system to ensure security of data and delivery of a range of land record services to the end users.

The project plans include complete digitization of both the urban and rural land records, along with the cadastral maps. The LDA OFFICE / SUB OFFICE Administration will have regular interaction with the system. The Lahore Development Authority concerned staff will be responsible for electronically validating data regarding land records as the system deployed.

Data entry of existing, paper-based records is the first step in making the ICT systems operational and starting service delivery through this system. The Government intends to outsource the data entry of land/file records of LDA OFFICE / SUB OFFICE to Data Entry Service Providers.

Currently all the forms and registers involved are maintained manually by LDA OFFICE / SUB OFFICE Officials in LDA office / Sub office . This data entry process would synchronize the manual data with the automated system of land records. This bears pivotal importance because the land transactions carried out after automation will be linked to the old manual records. Only after this process is complete, the ICT systems being deployed can be made functional.

The Data Entry Service Provider will be responsible for entering the land records data which is currently maintained manually on registers/files. The data entry vendor will also liaise with LDA OFFICE / SUB OFFICE administration and get inputs for the data entry.

Objectives

Objective of this subcomponent of PULSE project is to digitize the current manual data of LDA OFFICE / SUB OFFICE so that databases of current manual registers/files are created in digital form for use in an automated system.

1. Data Entry

1.1 Introduction

- 1.1.1 The data entry will consist of “as is” digitization of all registers of land records (registers/files). Data entry of valuation table will also be done. Valuation table is a notification issued by the District Collector and contains the value of land in respect of each land parcel.
- 1.1.2 The data entry will be done in Urdu/English through the Application Software provided by PMU-PULSE. Before submission of quotations, the Data Entry Service Provider will be allowed to browse through forms of the software at PMU-PULSE for the purpose of understanding the data entry software.
- 1.1.3 Data entry will be done in Service Provider’s own Data Entry Site(s).
- 1.1.4 Data Entry will be carried out in accordance with the Standard Operating Procedures issued by the Project Management Unit.

2. Application Software for Data Entry

- 2.2.1 The application software is a web-based application that uses Phonetic Keyboard Layout for Urdu/English Data Entry. The technology used by the application software at the front-end is ASP.NET whereas at the back-end is MS SQL Server
- 2.2.2 The application software uses the Heads Up/ Heads Down Approach for data entry. In the Data Entry using the heads-up approach, the scanned image is projected on the software screen before the data entry operator. The operator does data entry by viewing the scanned image. In the heads down approach the record is entered by the data entry operator by viewing the land record in paper form.

3. Training of Data Entry

- 3.1 Training of usage of Data Entry (through LRMIS Application Software) will be provided to the Data Entry Service Provider by the employer.
- 3.2 The training sessions will be conducted in the training site of Data Entry Vendor.
- 3.3 The Data Entry Service Provider will nominate trainers for the training session. These trainers after getting trained from the employer, will impart training to the manpower hired by the Data Entry Service Provider.
- 3.4 The duration of training will be approximately 2 calendar days.

Note: Data Entry vendors with prior experience of land records data entry may be required to skip the training of master trainers without any repercussions for the mobilization period or deliverable deadlines.

4. Basic Unit of Data Entry

- 4.1.1.1 Basic unit of data entry will be a File.

4.1.2 Data Entry at the Concerned office/ Scheme site

- 4.1.2.1 The databases of each of the office scheme will be provided to Project Management Unit, PULSE. PMU-BOR will deploy the application software and the provided database of the LDA OFFICE / SUB OFFICE scheme site in PMU PULSE's Server Machine. The server machine along with the client workstations, UPS and generator will be deployed in the LAHORE DEVELOPMENT AUTHORITY (LDA).
- 4.1.2.2 A manual quality assurance process will be carried out at data entry sites by the data entry service provider to ensure that all pending record of each scheme.
- 4.1.2.3 The entire data entry at data entry sites is required to be done in 7 working days after the deployment of database at the scheme site.

5. Roles and Responsibilities

5.1 Concerned LDA office / Sub office Administration

- 5.1.1 Concerned LDA office / Sub office administration will provide office space within each scheme preferably within the record room for carrying out the operations. The place will have provision of electricity but no provision for backup in case of load shedding. This will be the responsibility of the data entry service provider. The LDA office / Sub office will ensure that socket requirements for plugging in the equipment are fulfilled. The requirements will be intimated by the Data Entry Service Provider.
- 5.1.2 Access to original land records will be provided by LDA office / Sub office. These include;
 - 5.1.2.1 LDA office / Sub office Administration will be responsible to ensure that there are no deviations from the schedule of work (according to which the work will be carried out at scheme record rooms) issued by the Data Entry Service Provider in order to ensure smooth operations.

The reports of the errors and internal inconsistencies (identified by the software) generated during data entry will be handed over to the LDA office / Sub office administration.
 - 5.1.2.2 LDA office / Sub office Administration will verify the printed records that will be provided to them after completion of data entry of each scheme.

5.2 Data Entry Service Provider

- 5.2.1 Quality Assurance of data entry in accordance with the requirements of the quality assurance plan of this appendix, will be the responsibility of the data entry service provider.
- 5.2.2 For each scheme, the data entry service provider will issue a schedule for operations containing dates on which will be carried out.
- 5.2.3 For each scheme, the data entry service provider will issue a schedule containing dates on which inputs regarding errors and inconsistencies.
- 5.2.4 The data entry service provider(s) will do the data entry.
- 5.2.5 Data Entry Service Provider will fulfill all requirements as mentioned in Section 1 and Section 2
- 5.2.6 Data Entry would be done using the application software provided by the PMU, PULSE.
- 5.2.7 The data entry service provider will provide status and progress reports to the Quality Assurance Analyst of PMU, PULSE.

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- 5.2.8 The data entry service provider will provide detailed reports of any issues/bugs in the software to the Quality Assurance Analyst on formats developed by the Quality Assurance Analyst.
 - 5.2.9 The report of errors/inconsistencies generated during data entry and the print of computerized copy will be given LDA office / Sub office administration. A receipt will be taken from the person whom the report is handed over to.
 - 5.2.10 The data entry service provider will follow up on the responses required from LDA office / Sub office administration on the reports mentioned above in point 3.2.9. In case of any delay, the Quality Assurance Analyst will be intimated.
 - 5.2.11 The data entry service provider will provide databases of each scheme to Project Management Unit, PULSE using the data extraction and population module provided by the Software Vendor.
 - 5.2.12 A manual quality assurance process will be conducted by Data Entry Service Provider at the data entry sites.

5.3 Project Management Unit – PULSE

- 5.3.1 Project Management Unit of PULSE will liaise with LDA OFFICE / SUB OFFICE Administration.
- 5.3.2 Project Management Unit of PULSE will coordinate with the LDA office / Sub office Administration to ensure that a representative of is present with the data entry service provider during the process.
- 5.3.3 Project Management Unit of PULSE will liaise with the LDA OFFICE / SUB OFFICE Administration to ensure that access to land records (registers/files) is provided to the data entry service provider for carrying out the work.
- 5.3.4 Project Management Unit of PULSE through the Quality Assurance Analyst will monitor the progress and quality of data entry work and will take necessary actions to ensure the timelines and quality of deliverables.
- 5.3.5 Project Management Unit, PULSE will ensure the availability of Application Software for Data Entry and Training of a maximum of 06 master trainers through the Software vendor for the Data Entry Service Provider.
- 5.3.6 Provision of Data Entry SOP to Data Entry vendors for performing the tasks of data entry.
- 5.3.7 Order of the scheme for data entry.

5.4 Software Vendor (3rd Party Vendor Hired by the Employer)

- 5.4.1 PMU-BOR will deploy the software at the data entry site(s) within approximately 2 x weeks from date of signing of contract.
- 5.4.2 PMU-BOR will start training of 6 master trainers of Data Entry Service Provider within approximately 1 week from date of signing of contract.
- 5.4.3 PMU-BOR will provide indexing utility to the data entry vendor with the data entry database within approximately 4 x weeks from date of signing of contract.
- 5.4.4 Software Vendor will resolve issues (during data entry) at the software level as reported by the Quality Assurance Analyst.

6. Deliverables To Be Provided By Data Entry Service Provider

6.1 Implementation Plan

6.1.1 Service Provider shall submit a detailed data entry work implementation plan prior to the commencements of data entry process. This Implementation Plan will be in accordance with the data entry SOP and intended completion dates of the contract and will include:

- 6.1.1.1 Data Entry Schedule
- 6.1.1.2 Human Resource Plan
- 6.1.1.3 Procurement Plan.
- 6.1.1.4 Risk Management Plan
- 6.1.1.5 Resource Utilization against each activity
- 6.1.1.6 Communication Management Plan

6.2 Database Backup/ Printed Records

6.2.1 Service Provider shall submit:

- 6.2.1.1 Database backup in the form of taped record / portable hard disks and printed records of a complete scheme upon completion of data entry of scheme.

6.3 Reports

6.3.1 Service Provider shall submit regular progress reports to Quality Assurance Analyst of PMU – BOR, PULSE. who will analyze the report and brief Project Management Unit about the progress.

6.4 Process Description

6.4.1 Comments and suggestions for improvement on the data entry SOP will be provided by data entry service provider one week after supply of such SOP by the Employer

6.4.2 During data entry operations the data entry service provider will provide further inputs for improvements in the data entry SOP for making the process more efficient. The employer, in its discretion, may allow such changes. The process, however, cannot be altered without specific permission from the employer.

6.5 Roles and Responsibilities

Described under point 3, Roles and Responsibilities in Appendix A, Description of Services

6.5.1 The following table identifies the communication requirements:

Communication Type	Communication Objective	Medium	Frequency	Audience	Called/Written By
Kickoff Meeting	Introduce the stakeholders. Ensure that all stakeholders are at the same level of understanding about the roles and	<ul style="list-style-type: none"> • Face to Face 	Once	<ul style="list-style-type: none"> • PMU BOR, PULSE • LDA OFFICE / SUB OFFICE Administration • DE Service Provider (s) • QA Consultant • Software Vendor 	<ul style="list-style-type: none"> • PMU BOR, PULSE

	responsibilities and timelines.				
Weekly Data Entry Progress Meetings	Review progress of Data Entry Work	<ul style="list-style-type: none"> • Face to Face • Conference Call 	Monthly	<ul style="list-style-type: none"> • QA Consultant • DE Service Provider (s) 	<ul style="list-style-type: none"> • QA Consultant
Data Entry Error Report Submission Schedule	AS per appendix A	<ul style="list-style-type: none"> • Letter by Mail 	1 x Week before Commencement of data entry of a scheme	<ul style="list-style-type: none"> • DE Service Provider (s) • LDA OFFICE / SUB OFFICE Administration • QA Consultant and PMU BOR, PULSE (Carbon Copy only, through mail) 	<ul style="list-style-type: none"> • DE Service Provider (s) • to LDA OFFICE / SUB OFFICE Administration
Liaison	PMU BOR intimates LAHORE DEVELOPMENT AUTHORITY (LDA) Administration to setup work Space for data Entry	<ul style="list-style-type: none"> • Letter by Mail 	As Needed	<ul style="list-style-type: none"> • PMU, PULSE • LDA OFFICE / SUB OFFICE Administration 	<ul style="list-style-type: none"> • PMU BOR, PULSE to LDA OFFICE / SUB OFFICE Administration
Progress Report	Intimate Progress of Data Entry	<ul style="list-style-type: none"> • Letter by Mail • Letter by Email 	Monthly	<ul style="list-style-type: none"> • QA Consultant • PMU BOR, PULSE 	<ul style="list-style-type: none"> • QA Consultant
Error Resolution Intimation	Intimate Software Vendor to resolve software error	<ul style="list-style-type: none"> • Letter by Mail • Letter by Email 	As Needed	<ul style="list-style-type: none"> • QA Consultant • Software Vendor 	<ul style="list-style-type: none"> • QA Consultant to Software Vendor
Response to Error Resolution Intimation	Resolve Error identified during data entry	<ul style="list-style-type: none"> • Visit to Error Site • Email • Letter 	As Needed	<ul style="list-style-type: none"> • Software Vendor • DE Service Provider • Quality Assurance Analyst (Carbon Copy Only) 	<ul style="list-style-type: none"> • Software Vendor to Data Entry Service Provider
Quality Inspection/Audit	Quality Assurance	<ul style="list-style-type: none"> • Data Entry Site Visits • Electronic Monitoring 	Daily	<ul style="list-style-type: none"> • QA Consultant • DE Service Provider 	<ul style="list-style-type: none"> • QA Consultant
Resolution of an Issue/ Problem Faced By Data Entry Service Provider with Access to Land Record Registers at Site	Intimate LDA OFFICE / SUB OFFICE Administration to resolve the issue/problem	<ul style="list-style-type: none"> • Letter by Hand • Face to Face • Telephone 	As Needed	<ul style="list-style-type: none"> • DE Service Provider (s) • LDA OFFICE / SUB OFFICE Administration 	<ul style="list-style-type: none"> • DE Service Provider (s)

6.5.2 The following table elaborates on the audience column of the table given in point 4.5.1 above. The communication of any sort will be done between the focal persons as given below:

S. No	Station	Focal Person
1	Project Management Unit, BOR, PULSE	Nominated Representative
2	Data Entry Service Provider	Nominated Representative as given in Special Conditions of Contract
3	LDA OFFICE / SUB OFFICE Administration	Nominated Representative
4	Quality Assurance Analyst of PMU, BOR PULSE.	Nominated Representative
5	Software Vendor (3 rd Party)	Nominated Representative

- **Data Correctness**

100 Percent correctness of data is required.

- **Data Entry Approach**

Double data entry is required.

6.6 Physical Quality Inspections

At certain milestones such as **daily**, **weekly** or **data record volume-wise**, quality inspection will be performed for the following areas:

- Data Entry Process.
- Application Access and Control during Data Entry.
- Record Security.
- Technical and Domain-Related Support.
- Hardware and Software

6.7 Remote Quality Inspections

The data entry site servers will be accessed remotely by the client through network for checking the following:

- Conformance of Data Entry with the Data.
- Data Entry

6.8 Unrestricted Access

The data entry service provider will provide unrestricted physical and electronic access as required by the client.

Appendix B - Schedule of Payments and Reporting Requirements

PLEASE REFER TO ACTIVITY SCHEDULE

Appendix C - Key Personnel and Subcontractors

Title	No	Qualification	Specific Expertise
Project Manager	1	16 years of formal education in relevant field along with PMP Certification	At least 05 years of experience in Project management
Operations Manager	1	16 years of formal education in IT/Management or relevant field.	At least 5 years of experience in coordination and management.
Quality Assurance Supervisor	3	Graduation	3-5 years of experience
Data Entry Supervisor	2	Graduation	3-5 years of experience
Data Entry Operator	70	Graduation / Intermediate	Minimum 6 months experience

Appendix D - Services and Facilities Provided by the Employer

1. Project Management Unit of Board of Revenue will liaise with the LDA office / Sub office administration to ensure provision of work space to the Data Entry Service Provider, inside the LDA office / Sub office administration offices for the Data Entry operations.
2. Project Management Unit of Board of Revenue will coordinate with the LDA office / Sub office administration to ensure that a representative is present with the Data Entry Service Provider during the Data Entry process.
3. Project Management Unit of Board of Revenue will liaise with the LDA office / Sub office administration to ensure that access to land records is provided to the Data Entry Service Provider for carrying out the work.
4. Training on the application software for data entry will be provided.
5. Configuration of the Committed Interface Rate Link in the data entry site will be done by the employer.

1.2 Inspection and Tests

The principle and modalities of inspection of the Services by the Employer are as follows:

1. The inspections may be conducted on the premises of the Data Entry Service Provider or the Employer at any time as chosen by the Employer. Where conducted on the premises of the Data Entry Service Provider, all-reasonable facilities and assistance shall be furnished to the inspectors at no charge to the Employer.

2. The employer will carry out inspections physically by visiting the sites or by electronic monitoring. For electronic monitoring, a committed interface link (CIR Link) will be deployed at the data entry sites by the service provider. One time initial configuration of the committed interface link (CIR Link) will be made by the employer.

The employer will carry out the inspections using a checklist. The results of inspections will be communicated to the service provider. The service provider will correct the defects if found during the inspections.

ANNEX 2: Quotation Forms

Service Provider Quotation Form

From:	<i>[Insert Service Provider's name]</i>
Service Provider's Representative:	<i>[Insert name of Service Provider's Representative]</i>
Title/Position:	<i>[Insert Representatives title or position]</i>
Address:	<i>[Insert Service Provider's address]</i>
Email:	<i>[Insert Service Provider's email address]</i>

To:	PMU-PULSE, BOARD OF REVENUE
Employer's Representative:	Mr. Rizwan Khalid
Title/Position:	Procurement Specialist
Address :	House No.158-A, Abu Bakar Block, New Garden Town Lahore. pspmupulse@zameen-gov.pk
RFQ Ref No.:	PK-BOR PUNJAB-423763-NC-RFQ
Date of Quotation:	

Dear *[insert name of Employer's Representative]*:

SUBMISSION OF QUOTATION

1. Conformity and no reservations

In response to the above named RFQ we offer to supply the Services as per this Quotation and in conformity with the RFQ, Delivery and Completion Schedules and Scope of Services. We confirm that we have examined and have no reservations to the RFQ, including the Contract.

2. Eligibility

We meet the eligibility requirements and have no conflict of interest, in accordance with the Request for Quotations.

3. Suspension and Debarment

We, along with any of our subcontractors, Service Providers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Employer's Country laws or official regulations or pursuant to a decision of the United Nations Security Council.

4. Quotation Price

The total price of our offer is *[insert the total price of the offer in words and figures, indicating the various amounts and the respective currencies]*.

5. Quotation Validity

Our Quotation shall be valid until the date specified in the RFQ, and it shall remain binding upon us and may be accepted at any time before it expires.

6. Performance Security

If we are awarded the Contract, we commit to obtain a Performance Security in accordance with the RFQ.

7. Commissions, gratuities, fees

We have paid, or will pay the following commissions, gratuities, or fees with respect to this Quotation

[If none has been paid or is to be paid, indicate "none."]

Name of Recipient	Address	Reason	Amount

8. Not Bound to Accept

We understand that you reserve the right to:

- a. accept or reject any Quotation and are not bound to accept the lowest evaluated cost Quotation, or any other Quotation that you may receive, and
- b. annul the RFQ process at any time prior to the award of the Contract without incurring any liability to Service Providers.

9. Fraud and Corruption

We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

On behalf of the Service Provider:

Name of the person duly authorized to sign the Quotation on behalf of the Service Provider:

[insert complete name of person duly authorized to sign the Quotation]

Title of the person signing the Quotation: *[insert complete title of the person signing the Quotation]*

Signature of the person named above: *[insert signature of person whose name and capacity are shown above]*

Date signed *[insert date of signing]* day of *[insert month]*, *[insert year]*

Quotation for Services: Price Schedule

1	2	3	4	5	6	7
Service No.	Description of Services	Unit	Delivery Date	Quantity and physical unit	Unit price	Total Price per Service (Col. 5*6 or estimate)
<i>[insert number of the Service]</i>	<i>[insert name of Services]</i>		<i>[insert delivery date at place of final destination per Service]</i>	<i>[insert number of units]</i>	<i>[insert unit price per unit]</i>	<i>[insert total price per item]</i>
Total Quotation						

Note:

1. Price must be quoted in PKR rupees.
2. Prices/rates must be inclusive of all the applicable taxes.

ANNEX 3: Contract Forms

Contract Agreement

THIS AGREEMENT is made the [*insert: number*] day of [*insert: month*], [*insert: year*].

BETWEEN

- (1) [*insert complete name of Employer*], a [*insert description of type of legal entity, for example, an agency of the Ministry of of the Government of { insert name of Country of Employer }, or corporation incorporated under the laws of { insert name of Country of Employer }*] and having its principal place of business at [*insert address of Employer*] (hereinafter called “the Employer”), of the one part, and
- (2) [*insert name of Service Provider*], a corporation incorporated under the laws of [*insert: country of Service Provider*] and having its principal place of business at [*insert: address of Service Provider*] (hereinafter called “the Service Provider”), of the other part :

WHEREAS the Employer invited quotations for certain Services, [*insert brief description of Services*] and has accepted a quotation by the Service Provider for the supply of those Services.

The Employer and the Service Provider agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - (a) the Letter of Award of Contract
 - (b) the Service Provider’s quotation
 - (c) Conditions of Contract
 - (d) the Employer’s Requirements (including Schedule of Requirements and Scope of Services)
 - (e) the completed Schedules (including Price Schedules)
 - (f) any other document listed as forming part of the Contract
3. In consideration of the payments to be made by the Employer to the Service Provider as specified in this Agreement, the Service Provider hereby covenants with the Employer to provide the Services if applicable and to remedy defects therein in conformity in all respects with the provisions of the Contract.

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4. The Employer hereby covenants to pay the Service Provider in consideration of the provision of the Services if applicable and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of *[the Employer's country, unless agreed otherwise]* on the day, month and year indicated above.

[To facilitate this emergency procurement, if acceptable to the Employer and the Service Provider, electronic signature of the Contract Agreement such as using DocuSign is recommended.]

For and on behalf of the Employer:

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

For and on behalf of the Service Provider:

Signed: *[insert signature of authorized representative(s) of the Service Provider]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

Conditions of Contract

<p>1. Definitions</p>	<p>1.1 The following words and expressions shall have the meanings hereby assigned to them:</p> <ul style="list-style-type: none"> (a) “Bank” means the World Bank and refers to the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA). (b) “CC” means the Conditions of Contract. (c) “Contract” means the Contract Agreement entered into between the Employer and the Service Provider, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein. (d) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto. (e) “Contract Price” means the price payable to the Service Provider as specified in CC 8.1, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract. (f) “Day” means calendar day. (g) “Completion” means the fulfillment of the Related Services, as applicable, by the Service Provider in accordance with the terms and conditions set forth in the Contract. (h) “Goods” means all of the commodities, raw material, machinery and equipment, and/or other materials that the Service Provider is required to supply to the Employer under the Contract. (i) “Party” means the Employer or the Service Provider, as the context requires, and “Parties” means both of them. (j) “Employer” means the entity purchasing the Services and Related Goods as applicable, as specified in CC 2. (k) “Employer’s Country” is the country specified in the CC 2. (l) “Services” means the work to be performed by the Service Provider pursuant to the Contract; (m) “Subcontractor” means any person, private or government entity, or a combination of the above, to whom any part of
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	<p>the execution of the Services to be supplied or Related Goods is subcontracted by the Service Provider.</p> <p>(n) “Service Provider” means the person, private or government entity, or a combination of the above, whose Quotation to perform the Contract has been accepted by the Employer and is named as such in the Contract Agreement.</p> <p>(o) “The Project Site,” where applicable, means the place named CC 2.</p>
<p>2. Employer, Employer’s Country, Project Site/Final Destination</p>	<p>2.1 The Employer is: Project Management Unit, Board of Revenue (BOR), Govt. of Punjab</p> <p>2.2 The Employer’s Country is: Islamic Republic of Pakistan</p> <p>2.3 The Project Site(s)/Final Destination(s) is/are: Lahore.</p>
<p>3. Incoterms</p>	<p>3.1 The edition of Incoterms that shall apply is: N/A</p>
<p>4. Notices and Addresses for notices</p>	<p>4.1 Any notice given by one Party to the other pursuant to the Contract shall be in writing to the address hereafter using the quickest available method such as electronic mail with proof of receipt.</p> <p>A notice shall be effective when delivered or on the notice’s effective date, whichever is later.</p> <p><u>Address for notices to the Employer:</u></p> <p><i>Mr. Rizwan Khalid</i></p> <p><i>Procurement Specialist,</i></p> <p><i>PMU, PULSE, Board of Revenue (BOR)</i></p> <p><i>158-A Abu Bakar Block Garden Town, Lahore</i></p> <p><i>Email: pspmupulse@punjab-zameen.gov.pk</i></p> <p><u>Address for notices to the Service Provider:</u></p> <p><i>[insert the name of officer authorized to receive notices]</i></p> <p><i>[title/position]</i></p> <p><i>[department/work unit]</i></p> <p><i>[address]</i></p> <p><i>[Electronic mail address]</i></p>
<p>5. Governing Law</p>	<p>5.1 The Contract shall be governed by and interpreted in accordance with the laws of the Employer’s Country.</p>

	<p>5.2 Throughout the execution of the Contract, the Service Provider shall comply with the import of goods and services prohibitions in the Employer's Country when:</p> <ul style="list-style-type: none"> (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's Country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.
<p>6. Settlement of Disputes</p>	<p>6.1 In the case of a dispute between the Employer and a Service Provider who is a national of the Employer's Country, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Employer's Country.</p>
<p>7. Shipping and other documents to be provided</p>	<p>7.1 The Delivery of the Services as applicable shall be in accordance with the Delivery and Completion Schedule specified in the Schedule of Requirements.</p> <p>Details of Documents to be furnished by the Service Provider are:</p> <ul style="list-style-type: none"> I. Service Provider's invoice/sales tax/PRA invoice showing services description, quantity, unit price, and total amount II. Delivery completion certificate by the respective/concerned official of PMU-BOR. <p>The above documents shall be received by the Employer on delivery of Services.</p>
<p>8. Contract Price</p>	<p>8.1 The Contract Price is specified in Price Schedule.</p> <p>8.2 Subject to CC 31 and 32, the prices charged by the Service Provider for the Services performed under the Contract shall not vary from the prices quoted by the Service Provider and accepted by the Employer.</p>
<p>9. Terms of Payment</p>	<p>9.1 The method and conditions of payment to be made to the Service Provider under this Contract shall be as follows:</p> <ul style="list-style-type: none"> i. <u>Work Implementation Plan within 1 week of contract signing date.</u> <u>Deliverable submission time within 5 weeks of contract signing date</u>

	<p>ii. <u>Data-Entry Deliverable: (100 % of contract amount)</u></p> <p><u>Deliverable submission time within 5 weeks of contract signing date</u></p> <p>1. Provision of reports (Progress Reports) during the same time period.</p> <p>Provision of Completion Certificate, till completion of entry of transactions that occurred in interim period and provision of reports(Progress Reports) during the same time period.</p> <p>The payment will be made within 30 days of invoice submission on production of followings.</p>
	<p>a. Service Provider's invoice/sales tax/PRA invoice showing services description, quantity, unit price, and total amount;</p> <p>Services Delivery completion / satisfaction certificate by the respective/concerned official of PMU-BOR, PULSE.</p>
<p>10. Taxes and Duties</p>	<p>The Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Services to the Employer.</p> <p>¹ If any tax exemptions, reductions, allowances or privileges may be available to the Service Provider in the Employer's Country, the Employer shall use its best efforts to enable the Service Provider to benefit from any such tax savings to the maximum allowable extent.</p>

<p>11. Performance Security</p>	<p>The Service Provider shall, within 10 days of the notification of contract award, provide a performance security for the performance of the Contract.</p> <p>11.2 The amount of performance security, as a percentage of the Contract Price, shall be 5% (Five percent) in the shape of pay order, demand draft, call deposit or non-recourse, irrevocable and unconditional bank guarantee from scheduled bank of Pakistan on the prescribed format attached with the document in the name of “Project Director, Project Management Unit, PULSE”.</p> <p>10.2 11.3 The proceeds of the Performance Security shall be payable to the Employer as compensation for any loss resulting from the Service Provider’s failure to complete its obligations under the Contract.</p> <p>11.4 The Performance Security shall be discharged by the Employer and returned to the Service Provider not later than thirty (30) days, following the date of Completion of the Service Provider’s performance obligations under the Contract, including any warranty obligations, unless specified otherwise.</p>
<p>12. Subcontractors</p>	<p>12.1 The Service Provider shall notify the Employer in writing of all subcontracts awarded under the Contract if not already specified in the Quotation. Such notification, in the original Quotation or later shall not relieve the Service Provider from any of its obligations, duties, responsibilities, or liability under the Contract.</p>
<p>13. Specifications and Standards</p>	<p>13.1 The Services supplied under this Contract shall conform to the standards mentioned in the Scope of Services and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards of the Employer’s country.</p>

14. Packing, marking and documentation	14.1 All the deliverables will be submitted on SSD (not less than 4TB volume) portable hard drive(s) (which will become the property of the client and not-returnable) and FTP, both.
15. Insurance cover	15.1 Any insurance coverage in provision of the Services shall be the responsibility of the Service Provider.
16. Transportation	16.1 The Service Provider is required under the Contract to transport the Service Personnel to a specified place of final destination within the Employer's Country, defined as the Project Site. Transport to such place of destination in the Employer's Country, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Service Provider, and related costs shall be included in the Contract Price.
17. Inspections and Tests	As stated in 1.2 (Inspection and Tests)
18. Delivery Date and Completion Date	18.1 The Delivery Date of the Services shall be: 6weeks from the date of award of the Contract.
19. Liquidated damages and bonuses	19.1 The liquidated damage shall be 1 % of the contract price of the unperformed Services for each week or part thereof of delay until actual delivery or performance. The maximum amount of liquidated damages shall be 10 % of the Contract Price. Once the maximum is reached, the Employer may terminate the Contract pursuant to CC 26.
20. Warranty	NOT APPLICABLE
21. Copyright	21.1 The copyright in all drawings, documents, and other materials containing data and information furnished to the Employer by the Service Provider herein shall remain vested in the Service Provider. The Employer retains all ownership of the deliverables. All the products shall be used by any government agencies, authorities, and users throughout the PULSE project.
22. Fraud and Corruption	22.1 The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in Attachment A to the Conditions of Contract. 22.2 The Employer requires the Service Provider to disclose any commissions or fees that may have been paid or are to be paid to

	<p>agents or any other party with respect to the request for quotations or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.</p>
<p>23. Inspections and Audit by the Bank</p>	<p>23.1 Pursuant to paragraph 2.2 e. of the attachment to the Conditions of Contract, the Service Provider shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, Service Providers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the request for quotations process and/or execution of Contract. The Service Provider's and its subcontractor's attention is drawn to CC 22.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).</p>
<p>24. Limitation of Liability</p>	<p>24.1 Except in cases of criminal negligence or willful misconduct,</p> <ul style="list-style-type: none"> (a) the Service Provider shall not be liable to the Employer, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the Employer and (b) the aggregate liability of the Service Provider to the Employer, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Employer with respect to patent infringement.
<p>25. Force Majeure</p>	<p>25.1 The Service Provider shall not be liable for forfeiture of its Performance Security (if required), liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</p> <p>25.2 For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Service Provider that is not foreseeable, is unavoidable, and its origin is not due to negligence</p>

	<p>or lack of care on the part of the Service Provider. Such events may include, but not be limited to, acts of the Employer in its sovereign capacity, wars or revolutions, fires, floods, and freight embargoes.</p> <p>25.3 If a Force Majeure situation arises, the Service Provider shall promptly notify the Employer in writing of such condition and the cause thereof. Unless otherwise directed by the Employer in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>25.4 If the performance of the Contract is substantially prevented, hindered or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the currency of the Contract, the Parties will attempt to develop a mutually satisfactory solution, failing which either Party may terminate the Contract by giving a notice to the other Party.</p>
<p>26. Termination</p>	<p>26.1 Termination for Default</p> <p>The Employer, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate the Contract in whole or in part:</p> <ul style="list-style-type: none"> (i) if the Service Provider fails to deliver any or all of the Services within the period specified in the Contract, or within any extension thereof granted by the Employer; (ii) if the Service Provider fails to perform any other obligation under the Contract; or (iii) if the Service Provider, in the judgment of the Employer has engaged in Fraud and Corruption, in competing for or in executing the Contract. <p>In the event the Employer terminates the Contract in whole or in part, the Employer may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered or not performed, and the Service Provider shall be liable to the Employer for any additional costs for such similar Services. However, the Service Provider shall continue performance of the Contract to the extent not terminated.</p> <p>26.2 Termination for Convenience:</p> <p>The Employer, by notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that</p>

	<p>termination is for the Employer's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.</p>
<p>27. Forced Labor</p>	<p>27.1 The Service Provider, including its Subcontractors, shall not employ or engage forced labor or persons subject to trafficking, as described in CC 27.2 and CC 27.3.</p> <p>27.2 Forced labor consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labor, such as indentured labor, bonded labor or similar labor-contracting arrangements.</p> <p>27.3 Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.</p>
<p>28. Child Labor</p>	<p>28.1 The Service Provider, including its Subcontractors, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).</p> <p>28.2 The Service Provider, including its Subcontractors, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.</p> <p>Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:</p> <ul style="list-style-type: none"> (a) with exposure to physical, psychological or sexual abuse; (b) underground, underwater, working at heights or in confined spaces; (c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads; (d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or

	(e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.
29. Health and safety obligations	29.1 The Service Provider shall comply, and shall require its Subcontractors if any to comply, with all applicable health and safety regulations, laws, guidelines, and any other requirement stated in the Scope of Services.
30. Patent Indemnity	<p>The Service Provider shall, subject to the Employer's compliance with CC 30.2, indemnify and hold harmless the Employer and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Employer may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of the installation of the Goods by the Service Provider or the provision of Services</p> <p>Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Service Provider, pursuant to the Contract.</p> <p>30.1 If any proceedings are brought or any claim is made against the Employer arising out of the matters referred above, the Employer shall promptly give the Service Provider a notice thereof, and the Service Provider may at its own expense and in the Employer's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.</p> <p>30.2 If the Service Provider fails to notify the Employer within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Employer shall be free to conduct the same on its own behalf.</p> <p>30.3 The Employer shall, at the Service Provider's request, afford all available assistance to the Service Provider in conducting such proceedings or claim, and shall be reimbursed by the Service Provider for all reasonable expenses incurred in so doing.</p> <p>30.4 The Employer shall indemnify and hold harmless the Service Provider and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings,</p>

	<p>claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Service Provider may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Employer.</p>
<p>31. Change Orders and Contract Amendments</p>	<p>31.1 The Employer may at any time order the Service Provider through notice in accordance CC 4.1, to make changes within the general scope of the Contract in any one or more of the following:</p> <ul style="list-style-type: none"> (a) Services to be provided by the Service Provider; (b) drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Employer; (c) the method of shipment or packing; (d) changes in quantities of Services to be supplied within the range specified herewith. (e) the place of delivery; (f) any test and/or inspection not required by the Contract but deemed necessary, pursuant to CC 17.5; and <p>31.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Service Provider's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery/Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Service Provider for adjustment under this Clause must be asserted within twenty-eight (28) days from the date of the Service Provider's receipt of the Employer's change order.</p> <p>31.3 Prices to be charged by the Service Provider for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Service Provider for similar services.</p> <p>31.4 Subject to the above, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.</p>

32. Change in Laws and Regulations	32.1 Unless otherwise specified in the Contract, if after the date of submission of Quotation, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in the place of the Employer's Country where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Service Provider has thereby been affected in the performance of any of its obligations under the Contract.
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Attachment A to the Conditions of Contract

Fraud and Corruption

(Text in this Appendix shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and Service Providers; any sub-contractors, sub-consultants, service providers or Service Providers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

- a. Defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - v. "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, Service Providers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti- Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;¹ (ii) to be a nominated² sub-contractor, consultant, manufacturer or Service Provider, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and Service Providers, and their sub-contractors, sub-consultants, service providers, Service Providers, agents personnel, permit the Bank to inspect³ all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

Performance Security

(Bank Guarantee)

[The bank, as requested by the Service Provider, shall fill in this form in accordance with the instructions indicated]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[insert name and Address of Employer]*

Date: *[Insert date of issue]*

Performance Guarantee No.: *[Insert guarantee reference number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

Contract No.: *[insert Employer's reference for the specific Contract]*

We have been informed that _ *[insert name of Service Provider, which in the case of a joint venture shall be the name of the joint venture]* (hereinafter called "the Applicant") has entered into a Contract No. *[insert reference number of the contract]* dated *[insert date]* with the Beneficiary, for the supply of _ *[insert name of contract and brief description of Services and Related Goods]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert amount in figures]* (____) *[insert amount in words]*,¹ such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the Contract, without the Beneficiary needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the Day of, 2...², and any demand for payment under it must be received by us at this office indicated above on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under Article 15(a) is hereby excluded.

[signature(s)]

Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.

¹ The Guarantor shall insert an amount representing the percentage of the contract Amount denominated either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Beneficiary.

² Insert the date twenty-eight days after the expected completion date as described in CC 11. The Employer should note that in the event of an extension of this date for completion of the Contract, the Employer would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Employer might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months] [one year], in response to the Beneficiary's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."

Sample Letter of Award of Contract

[modify as appropriate]

[use letterhead paper of the Employer]

[date]

To: *[name and address of the Service Provider]*

Subject: **Notification of Award of Contract No.**

In reference to the RFQ *[insert reference number and date]*, your Quotation *[insert reference number and date]* has been accepted.

Please find enclosed herewith the Contract. You are requested to sign the contract within *[insert no of days]*.

[Insert the following only if Performance Security is required:] “You are also requested to furnish a Performance Security within *[insert no of days]* in accordance with the Conditions of the Contract, using for that purpose one of the Performance Security Forms attached to the Contract.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract