



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



# **PROCUREMENT OF NON- CONSULTING SERVICES**

## **Requests for Quotations**



**December 2025**

# **Requests for Quotations Non-Consulting Services**

## **Improvement in Grievance Redressal Management Information System (GRMIS) under PULSE**

**Ref No:** PK-BOR PUNJAB-520773-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:** December, 2025

# Table of Contents

Request for Quotations .....	2
ANNEX 1: Employer's Requirements.....	9
ANNEX 2: Quotation Forms .....	21
ANNEX 3: Contract Forms .....	25

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Requests for Quotations  
Punjab Urban Land Systems Enhancement (PULSE) Procurement  
(2025)

**RFQ No.:** PK-BOR PUNJAB520773-NC-RFQ

**RFQ Date:** December, 2025

**Requests for Quotations (RFQ)**

1. This RFQ is for the Procurement of Non- Consulting Services for **Improvement in Grievance Redressal Management Information System (GRMIS) under PULSE.**
2. The main objective of this assignment is to enhance citizen engagement by strengthening existing system of Punjab Land Record Authority (PLRA) and creating new ones for Punjab Urban Land Enhancement System (PULSE) Project, which pertains to complaint registration, grievance redressal, and beneficiary's feedback.
3. The Islamic Republic of Pakistan has received financing from the World Bank (the Bank) towards the cost of the Punjab Urban Land Systems Enhancement (PULSE) project and intends to apply part of the proceeds toward payments under the contracts for **Improvement in Grievance Redressal Management Information System (GRMIS) under PULSE.**
4. Project Management Unit (PMU), 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**

5. 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**).
6. 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**

7. All the Services **i-e Improvement, Development, Deployment, Reporting Dashboard, Training of Key Personnel, Transitioning of Software with source code of MIS Solution for Grievance Redressal Mechanism and related services under PULSE** 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**

8. Joint venture (JV) is not allowed.

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9. 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.
10. 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.
11. 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*
12. 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>.
13. 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.
14. 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 Requests for Quotations process, if the Service Provider:

- (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 Requests 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 Requests 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 Requests 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 Requests 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 Requests for Quotations process and execution of the Contract.

### **Performance Security**

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

### **Validity of offers**

16. The offers shall be valid for the period of **60 days** from the submission date as specified in paragraph 20.

### **Quoted Price**

17. 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.

(iii) The price for related services.

18. The Service Provider shall quote all the prices in **Pak Rupees**.

#### **Clarifications**

19. Any clarification request regarding this RFQ may be sent in writing to **Mr. Muhammad Shoaib**, [pspmupulse@punjab-zameen.gov.pk](mailto:pspmupulse@punjab-zameen.gov.pk) up to **24<sup>th</sup> December, 2025 within official business hours of employer**. 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**

- 20. Quotations are to be submitted in the form attached at **Annex 2 and in one hardcopy**.
- 21. The deadline for submission of Quotations is **31<sup>th</sup> December, 2025 till 11:00 a.m.**
- 22. The address for submission of Quotations is:

**Procurement Specialist,  
PMU, Board of Revenue  
158-A, Abu Bakar Block, New Garden Town, Lahore  
042-37882061-63  
Email: [pspmupulse@punjab-zameen.gov.pk](mailto:pspmupulse@punjab-zameen.gov.pk)  
Website: <https://pulse.gop.pk>**

#### **Opening of Quotations**

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

#### **Evaluation of Quotations**

- 24. Quotations will be evaluated to ensure compliance with the Technical Specifications, Delivery and Completion Schedules and any other requirements of the RFQ.
- 25. Evaluation of the Technical Proposal will include an assessment of the Service Provider's technical capacity to mobilize key equipment and personnel for the contract consistent with its proposal regarding work methods, scheduling, and material sourcing in sufficient detail and fully in accordance with the requirements stipulated in **ANNEX-1, Employer's Requirements**.
- 26. 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 at project site. The evaluation of prices shall not take into account 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. Quotations will be evaluated for the whole lot/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 highest 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 to the Employer;
- c. technically compliant quotation;
- d. guarantees delivery, in accordance with the delivery period/s;
- e. is registered with FBR as an active taxpayer for the last **ten (10) years** and at the time of quotation submission, provides the following documents:
  - i. verifiable and valid active GST and NTN certificate.
- 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. **Firm Experience and Mandatory Qualification Criteria**
  - At least ten (10) years of experience in software development and implementation of enterprise-scale MIS or e-Governance systems for public sector organizations.
  - Proven record of delivering large-scale ICT solutions in areas such as land administration, service delivery, or public sector automation. Firm must have successfully delivered or be currently delivering at least two (2) provincial-level ICT/e-Governance/MIS projects (individual contract value **PKR 10 million** or above) funded by the World Bank, ADB, USAID, UK Aid, UNDP, or donors in Pakistan. (**Annex-A**) (Contract Agreement along with successful completion certificates must be attached);
- h. Key Personnel: The firm shall propose a qualified and experienced multidisciplinary team with clearly defined roles and responsibilities. The proposed team shall include, but not be limited to, the following positions:

Key Position	Minimum Qualification & Experience	Indicative Responsibilities
<b>Project Manager / Team Lead</b>	Master's degree in Computer Science, IT, or Software Engineering with at least <b>8 years of experience</b> managing ICT or e-Governance projects.	Overall project management, coordination with PMU-PULSE, reporting, quality assurance, and stakeholder liaison.
<b>AI / NLP Specialist</b>	Master's or Bachelor's degree in Data Science, AI, Computer Science with at least <b>5-7 years</b>	Design and integration of AI components including complaint parsing, routing logic, and chatbots.



Key Position	Minimum Qualification & Experience	Indicative Responsibilities
	<b>experience</b> in AI model development, chatbot integration, or NLP applications.	
<b>Software Architect / Senior Developer</b>	Bachelor's or higher degree in Computer Science Software Engineering with at least <b>7 years' experience</b> in enterprise-level system architecture and development.	System design, coding, module integration, and optimization.
<b>Database Administrator (DBA)</b>	Bachelor's degree in Computer Science or Information Systems with at least <b>5 years' experience</b> .	Database management, performance tuning, and data security compliance.
<b>UI/UX Designer</b>	Bachelor's degree in Computer Science, Design, related field with at least <b>4 years' experience</b> .	Design of intuitive and responsive user interfaces for web and mobile applications.
<b>Front-End Developer</b>	Bachelor's degree in Computer Science, Software Engineering, or related field with at least <b>5 years' experience</b> in developing responsive web and mobile applications.	Implement user interfaces using modern web technologies, ensuring responsiveness and compatibility across platforms.
<b>QA &amp; Testing Engineer</b>	Bachelor's degree with <b>3 years' experience</b> software quality assurance and UAT coordination.	Conduct testing, maintain issue logs, and ensure deliverable compliance.
<b>Training &amp; Documentation Specialist</b>	Graduate with <b>3 years' experience</b> in preparing manuals and conducting user trainings.	Develop user guides, training material and deliver training sessions for PULS staff.

- i. provides reports on the financial standing of the Service Provider, such as profit and loss statements **and auditor's reports for the past three (03) years;**
  - j. 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.
  - k. 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.
31. Subcontractors' experience and resources will not be taken into account in determining the Service Provider's compliance with the qualifying criteria, unless otherwise stated in the Qualification Requirements above.
  32. 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.
  33. 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.
  34. 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	Place where Services shall be performed	Completion Period of Services
PK-BOR PUNJAB520773-NC-RFQ	Improvement in Grievance Redressal Management Information System (GRMIS) under PULSE (Appendix-A)	Lahore	4 Month from the date of signing of contract

# **Appendix-A**

## **Description of Services**

### **Technical Requirements**

#### **1. Background & Context**

The Punjab Urban Land Systems Enhancement (PULSE) Project, financed by the World Bank and implemented through the Board of Revenue (BOR), Government of Punjab, aims to modernize and digitize land administration and service delivery across the province. The Project seeks to strengthen governance, transparency, and citizen engagement through technology-driven systems such as digital cadastral mapping, automated registration, and integrated grievance redressal mechanisms.

Under the PULSE program, the Grievance Redressal Management Information System (GRMIS) was successfully developed and deployed in 2023–24. The system enabled citizens to register and track land-related complaints online through a structured workflow, significantly improving accessibility, accountability, and reporting.

PULSE PMU is now integrating AI to intelligently enhance and expand the current GRMIS. The upgraded system introduces artificial-intelligence-based features including multilingual complaint intake, automated text parsing, intelligent chatbots, predictive analytics, and interactive dashboards. These capabilities will strengthen citizen engagement, reduce processing time, and provide real-time, data-driven insights for policy formulation—aligning with the Digital Punjab Vision.

GRMIS AI-Powered Enhancement and Expansion will be deployed on PULSE’s secure, on-premises data center to ensure data sovereignty, confidentiality, and scalability. The assignment will be procured in accordance with the World Bank Procurement Regulations for IPF Borrowers (2020, Revised).

#### **2. Objectives of the Assignment**

The objective of this assignment is to design, develop, deploy, and support AI-powered enhancements to the existing Grievance Redressal and Management Information System (GRMIS) under the Punjab Urban Land Systems Enhancement (PULSE) Project.

The upgraded system aims to strengthen the efficiency, responsiveness, and inclusivity of land-related grievance handling by introducing artificial intelligence–based features. These include automated complaint intake through WhatsApp and email, intelligent text parsing and classification, multilingual chatbots for citizens and staff, and predictive dashboards for data-driven decision-making.

The assignment seeks to enable a unified, intelligent, and user-friendly grievance redressal ecosystem that improves service delivery, enhances citizen engagement, and provides real-time analytics for policy monitoring in line with the PULSE digital transformation objectives and the World Bank’s governance and transparency goals.

#### **3. Scope of Work**

The selected firm shall be responsible for designing, developing, deploying, testing, and supporting the AI-powered enhancements of GRMIS AI-Powered Enhancement and Expansion in accordance with the functional requirements of the Punjab Urban Land Systems Enhancement (PULSE) Project.

The scope covers five inter-related modules and integration with the existing GRMIS platform hosted on PULSE’s data center.

### **3.1 WhatsApp Complaint Intake and AI Parsing with Q&A Chatbot**

- Enable citizens to lodge grievances through WhatsApp in Urdu, English, Punjabi (Shahmukhi), and Roman Urdu.
- Implement automated AI-assisted text recognition and classification for routing complaints to the relevant department or district office.
- Generate instant acknowledgments and status updates to citizens through WhatsApp notifications.
- Deploy an interactive Q&A chatbot to respond to common queries and guide users in lodging complaints.
- Integrate the WhatsApp module seamlessly with the existing GRMIS database and workflow engine.

### **3.2 Email Complaint Intake and AI Parsing**

- Develop an AI service that reads, extracts, and classifies incoming email complaints from citizens.
- Automate intelligent routing of each complaint to the concerned authority based on content and category.
- Provide auto-responses confirming receipt and expected processing timelines.
- Maintain an audit trail of all correspondence and actions within the GRMIS back-office.
- Ensure multilingual email handling and secure archival on the PULSE servers.

### **3.3 Unified Public Chatbot (Visitors and Registered Users)**

- Deploy a single multilingual chatbot accessible through the GRMIS web portal and mobile app.
- Assist new visitors with complaint filing, documentation guidance, and service information.
- Allow registered users to check complaint status, history, and responses after authentication.
- Provide context-aware and inclusive dialogue in multiple languages for better user engagement.
- Integrate the chatbot with existing GRMIS data and maintain logs for transparency and improvement.

### **3.4 AI Assistant for Staff (Internal Use)**

- Develop an internal AI-based virtual assistant for and PULSE/PLRA officers handling grievances.
- Train the assistant on relevant laws, policies, SOPs, and past resolved cases to support informed decision-making.
- Provide guided recommendations and reference retrieval for similar cases to ensure uniformity of redressal.
- Restrict access through secure authentication within the internal network.
- Facilitate future model retraining and updating through approved change-management procedures.

### **3.5 AI Dashboards and Analytics**

- Design and deploy interactive dashboards presenting real-time data on complaint inflow, resolution time, and performance KPIs.
- Implement trend and predictive analytics to identify recurring issues and potential bottlenecks.
- Provide geo-referenced and disaggregated reporting for management, policy, and World Bank monitoring needs.
- Enable export of data visualizations and periodic reports in standard formats (Excel, PDF).
- Ensure compliance with PULSE data-security protocols and user-access controls.

### 3.6 Integration, Testing and Training

- Integrate all modules into the existing GRMIS 1.0 architecture with minimal disruption.
- Conduct user acceptance testing (UAT) with PMU-PULSE teams.
- Provide comprehensive user training for administrators, staff, and help-desk operators.
- Prepare updated technical and user documentation for system handover and audit readiness.

### 4. Deliverables & Duration

The Service Provider shall deliver the following modules and outputs in accordance with the approved implementation plan, under the supervision of PMU-PULSE. Each deliverable will be subject to review, verification, and acceptance by the PULSE Technical Evaluation Committee prior to payment release.

The assignment shall be completed within four (04) months.

No	Deliverable / Modul	Duration	Key Activities / Outputs	Expected Deliverabl
1	Inception Report	Within 10 Days of signing of the contract	Project Inception Report (concept of the agreed solution to be designed & developed, implementation approach, including deployment of team and work plan with milestones to be achieved over the period)	Inception Report
2	System Requirement Specifications	Within 15 Days of signing of the contract	Gathering System Requirements Specification from PULSE Team	SRS Report
3	WhatsApp Complaint Intake & AI Q&A Chatbot	Within 30 Days of signing of the contract	<ul style="list-style-type: none"> <li>• Development and deployment of WhatsApp based citizen interface.</li> <li>• AI-assisted text parsing and routing.</li> <li>• Auto-acknowledgment and multilingual Q&amp;A chatbot.</li> <li>• Integration with existing GRMIS database and workflow.</li> </ul>	Functional WhatsApp module integrated with GRMIS; operational multilingual chatbot.
4	Email Complaint Intake & AI Parsing	Within 60 Days of signing of the contract	<ul style="list-style-type: none"> <li>• AI-based extraction and classification of incoming emails.</li> <li>• Automated routing and acknowledgment.</li> <li>• Multilingual handling and secure archival.</li> <li>• Integration with GRMIS.</li> </ul>	Fully functional email-intake module with automated routing and acknowledgment.
5	Unified Public Chatbot (Web)	Within 80 Days of signing of the contract	<ul style="list-style-type: none"> <li>• Single chatbot for visitors and registered users.</li> <li>• Complaint filing guidance and status checking.</li> <li>• Multilingual, context-aware conversation design.</li> <li>• Deployment on GRMIS portal &amp; mobile ap</li> </ul>	Unified citizen chatbot operational on GRMIS web and mobile platforms.

No	Deliverable / Module	Duration	Key Activities / Outputs	Expected Deliverables
6	AI Assistant for Staff (Internal Use)	Within 100 Days of signing of the contract	<ul style="list-style-type: none"> <li>• AI assistant trained on laws, SOPs, and case data.</li> <li>• Secure internal access and role-based authentication.</li> <li>• Staff training and pilot deployment.</li> <li>• Optimization based on feedback.</li> </ul>	Operational internal AI assistant for PLRA/PULSE officers
7	AI Dashboards & Predictive Analytics	Within 120 Days of signing of the contract	<ul style="list-style-type: none"> <li>• Development of real-time KPI dashboards.</li> <li>• Trend and predictive analytics.</li> <li>• Geo-referenced visualization and exportable reports.</li> <li>• Final integration and rollout.</li> </ul>	Live analytics dashboard integrated with GRMIS; predictive insights for management.
8	Integration, Testing & Training	Continuous throughout project	<ul style="list-style-type: none"> <li>• End-to-end integration of all modules.</li> <li>• User Acceptance Testing (UAT).</li> <li>• Technical and user documentation.</li> <li>• Training sessions and final handover.</li> </ul>	Signed acceptance report; full system handover including documentation & trained users.

## 5. Qualification & Experience Requirements

The Service Provider shall be a legally registered entity with demonstrated technical capacity and experience in the design, development, and deployment of enterprise-level Management Information Systems (MIS), e-Governance platforms, and AI-enabled software solutions. The firm should have adequate human, technical, and financial resources to perform the assignment within the stipulated time frame.

### 5.1 Firm Experience and Mandatory Qualification Criteria

The Service Provider must demonstrate:

- At least ten (10) years of experience in software development and implementation of enterprise-scale MIS or e-Governance systems for public sector organizations.
- Proven record of delivering large-scale ICT solutions in areas such as land administration, service delivery, or public sector automation. Firm must have **successfully delivered or be currently delivering** at least **two (2) provincial-level ICT/e-Governance/MIS projects** (individual contract value PKR 10 million or above) funded by the World Bank, ADB, USAID, UK Aid, UNDP, or donors in Pakistan.
- The Service Provider must demonstrate proven capability in developing and deploying Artificial Intelligence (AI)-based solutions, including Natural Language Processing (NLP) or chatbot integration, within an in-database environment for a public-sector e-governance or citizen service delivery system.
- Prior experience in developing or maintaining citizen-facing grievance redressal, complaint management, or feedback systems for government or donor-funded projects.
- Demonstrated capability to integrate software solutions with existing government databases or platforms (e.g., PLRA, BOR, or equivalent systems).
- Sound understanding of World Bank-funded project procedures, IT governance and data protection standards.

- Experience working with provincial or federal government departments under time-bound project delivery environments

## 5.2 Key Professional Staff

The firm shall propose a qualified and experienced multidisciplinary team with clearly defined roles and responsibilities.

The proposed team shall include, but not be limited to, the following positions:

Key Position	Minimum Qualification & Experience	Indicative Responsibilities
Project Manager / Team Lead	Master's degree in Computer Science, IT, or Software Engineering with at least <b>8 years of experience</b> managing ICT or e-Governance projects.	Overall project management, coordination with PMU-PULSE, reporting, quality assurance, and stakeholder liaison.
AI / NLP Specialist	Master's or Bachelor's degree in Data Science, AI, Computer Science with at least <b>5–7 years of experience</b> in AI model development, chatbot integration, or NLP applications.	Design and integration of AI components including complaint parsing, routing logic, and chatbots.
Software Architect / Senior Developer	Bachelor's or higher degree in Computer Science or Software Engineering with at least <b>7 years' experience</b> in enterprise-level system architecture and development.	System design, coding, module integration, and optimization.
Database Administrator (DBA)	Bachelor's degree in Computer Science or Information Systems with at least <b>5 years' experience</b> .	Database management, performance tuning, and data security compliance.
UI/UX Designer	Bachelor's degree in Computer Science, Design, or related field with at least <b>4 years' experience</b> .	Design of intuitive and responsive user interfaces for web and mobile applications.
Front-End Developer	Bachelor's degree in Computer Science, Software Engineering, or related field with at least <b>5 years' experience</b> in developing responsive web and mobile applications.	Implement user interfaces using modern web technologies, ensuring responsiveness and compatibility across platforms.
QA & Testing Engineer	Bachelor's degree with <b>3 years' experience</b> in software quality assurance and UAT coordination.	Conduct testing, maintain issue log, and ensure deliverable compliance.
Training & Documentation Specialist	Graduate with <b>3 years' experience</b> in preparing manuals and conducting user trainings.	Develop user guides, training materials, and deliver training sessions for PULSE staff.

## 5.3 Institutional and Logistical Requirements

- The firm must have established development and testing infrastructure and capacity to coordinate with PULSE's data center.
- The Service Provider shall ensure data confidentiality, security, and integrity, adhering to the Punjab Data Protection and Security Standards and World Bank's Data Governance Guidelines.
- The firm shall maintain continuous communication and reporting with PMU-PULSE throughout the assignment and ensure availability of its technical staff for meetings, reviews, and training sessions.



## **6. Reporting & Supervision**

The assignment shall be carried out under the overall supervision of the Project Director, Punjab Urban Land Systems Enhancement (PULSE) Project, and direct technical oversight of the Procurement and IT Specialists, PMU-PULSE. The selected Service Provider will maintain close coordination with PMU-PULSE and other relevant stakeholders throughout the duration of the assignment to ensure smooth implementation, integration, and knowledge transfer.

### **6.1 Progress Reporting**

- The Service Provider shall prepare and submit bi-weekly progress updates via email, summarizing development activities, issues encountered, and upcoming milestones.
- A comprehensive Monthly Progress Report (MPR) shall be submitted in soft and hard copy, detailing:
  - Work completed against the implementation schedule.
  - Progress on each active module.
  - Identified risks, bottlenecks, and mitigation actions.
  - Resource utilization and planned activities for the next month.
- Each report shall be reviewed and validated by the PMU-PULSE Technical Evaluation Committee (TEC) before moving to the next milestone.

### **6.2 Review & Supervision Mechanism**

- The PMU-PULSE TEC shall conduct milestone-based technical reviews and acceptance testing for each module before issuance of completion certificates and processing of payments.
- User Acceptance Testing (UAT) will be conducted by the PMU-PULSE and the Service Provider teams.
- Periodic coordination meetings will be held at PMU-PULSE offices (Lahore) or online, as mutually agreed, to review progress and resolve any implementation challenges.

### **6.3 Communication and Liaison**

- A single point of contact (Project Manager) shall be designated by the Service Provider for all communication with PMU-PULSE.
- All correspondence, reports, and documentation shall be submitted in English, following the prescribed templates and formats shared by PMU-PULSE.
- The Service Provider shall ensure timely response to clarifications, comments, and requests for information issued by PMU-PULSE or the World Bank.

## **7. Payment Terms (Linked to Milestones)**

Payments to the Service Provider shall be made on a milestone basis, linked to successful completion and acceptance of deliverables by PMU-PULSE.

Each milestone will be certified by the Technical Evaluation Committee (TEC) following review, validation, and User Acceptance Testing (UAT).

All payments will be made in Pak Rupees (PKR) through cross cheque or electronic transfer upon submission of valid invoices and acceptance certificates.

<b>Milestone No.</b>	<b>Deliverable / Module</b>	<b>Payment (% of Contract Value)</b>	<b>Payment Condition</b>
<b>MS-1</b>	Inception Report (Methodology Workplan & Team)	<b>10%</b>	The report to be submitted within 10 days after the contract is signed.
<b>MS-2</b>	Software Specification Requirement Report	<b>10%</b>	The report to be submitted within 25 days after the contract is signed.
<b>MS-3</b>	WhatsApp Complaint Intake & AI Q&A Chatbot	<b>10%</b>	Upon successful deployment and acceptance of WhatsApp module integrated with GRMIS
<b>MS-4</b>	Email Complaint Intake & AI Parsing	<b>10%</b>	Upon completion and acceptance of AI-powered email intake module.
<b>MS-5</b>	Unified Public Chatbot (Web & Mobile)	<b>10%</b>	Upon successful launch and acceptance of unified public chatbot on GRMIS portal and mobile app.
<b>MS-6</b>	AI Assistant for Staff (Internal Use)	<b>10%</b>	Upon successful deployment, UAT completion, and staff training for internal AI assistant.
<b>MS-7</b>	AI Dashboards & Predictive Analytics	<b>10%</b>	Upon successful rollout of dashboards and analytics with verified data reporting.
<b>MS-8</b>	Final Handover Technical Documentation and Source Code	<b>30%</b>	Upon submission of source code, documentation (product document, process flow, database diagram) and final acceptance certificate.

### 7.1 Performance Security and Retention

- A Performance Security equivalent to **5%** of the contract value shall be submitted in the form of a bank guarantee or call deposit, valid until completion of the four (04) month support period after final acceptance.
- The Performance Security shall be released only after successful completion of the free maintenance and support period, subject to satisfactory system performance and written confirmation from PMU-PULSE.

### 7.2 Invoicing and Payment Process

- Invoices shall be submitted to PMU-PULSE upon milestone completion and acceptance.
- Each invoice must include:
  - Description of deliverable completed.
  - Duration covered.
  - Acceptance certificate from PMU-PULSE.
  - Tax compliance certificates and supporting documentation.
- Payments shall be processed within thirty (30) working days of invoice submission, subject to fulfillment of contractual obligations and approval from PMU-PULSE and the World Bank.

**7.3 Taxes and Deductions**

- All applicable taxes shall be deducted at source as per prevailing Government of Pakistan and Government of Punjab laws.
- The quoted prices shall be deemed inclusive of all applicable taxes, duties, and levies.

**7.4 Support and Warranty Period**

- The Service Provider shall provide one year of free post-deployment maintenance and technical support after final acceptance.
- During this period, the firm shall address any bugs, minor enhancements, or AI model fine-tuning requirements identified during live operations.
- No additional payments shall be made for services provided during this support period.

## Appendix B - Schedule of Payments

Payments to the Service Provider shall be made on a milestone basis, linked to successful completion and acceptance of deliverables by PMU-PULSE. Each milestone will be certified by the Technical Evaluation Committee (TEC) following review, validation, and User Acceptance Testing (UAT).

All payments will be made in Pak Rupees (PKR) through cross cheque or electronic transfer upon submission of valid invoices and acceptance certificates.

<b>Milestone No.</b>	<b>Deliverable / Module</b>	<b>Payment (% of Contract Value)</b>	<b>Payment Condition</b>
<b>MS-1</b>	Inception Report (Methodology Workplan & Team)	<b>10%</b>	The report to be submitted within 10 days after the contract is signed.
<b>MS-2</b>	Software Specification Requirement Report	<b>10%</b>	The report to be submitted within 25 days after the contract is signed.
<b>MS-3</b>	WhatsApp Complaint Intake & AI Q&A Chatbot	<b>10%</b>	Upon successful deployment and acceptance of WhatsApp module integrated with GRMIS
<b>MS-4</b>	Email Complaint Intake & AI Parsing	<b>10%</b>	Upon completion and acceptance of AI-powered email intake module.
<b>MS-5</b>	Unified Public Chatbot (Web & Mobile)	<b>10%</b>	Upon successful launch and acceptance of unified public chatbot on GRMIS portal and mobile app.
<b>MS-6</b>	AI Assistant for Staff (Internal Use)	<b>10%</b>	Upon successful deployment, UAT completion, and staff training for internal AI assistant.
<b>MS-7</b>	AI Dashboards & Predictive Analytics	<b>10%</b>	Upon successful rollout of dashboards and analytics with verified data reporting.
<b>MS-8</b>	Final Handover Technical Documentation and Source Code	<b>30%</b>	Upon submission of source code, documentation (product document, process flow, database diagram) and final acceptance certificate.

## **Appendix C - Key Personnel**

## 1.3 Inspection and Tests

Implementation and live run of Application software.

User Acceptance Testing (UAT) by the employer at site.

## ANNEX 2: Quotation Forms

### Service Provider Quotation Form

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

<b>To:</b>	<b>Project Management Unit, Board of Revenue, Govt. of Punjab</b>
<b>Employer's Representative:</b>	Muhammad Shoaib
<b>Title/Position:</b>	Procurement Specialist
<b>Address :</b>	158-A, Abu Bakar Block, New Garden Town, Lahore Email: pspmupulse@punjab-zameen.gov.pk
<b>RFQ Ref No.:</b>	PK-BOR PUNJAB520773-NC-RFQ
<b>Date of Quotation:</b>	<b>31<sup>th</sup> December, 2025</b>

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 Description 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 Requests 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

### Activity Schedule

2	3	4	5	6
Description of Services	Unit	Delivery Date	Quantity and physical unit	Unit price
<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>
Total Quotation Price				

**Note:**

1. Price must be quoted in PKR rupees.
2. Prices/rates must be inclusive of all the applicable taxes
3. Employer may increase or decrease the quantities of any /all items up to 15% at the quoted prices.

## 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 Description 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><b>1. Definitions</b></p>	<p>1.1 The following words and expressions shall have the meanings hereby assigned to them:</p> <ul style="list-style-type: none"> <li>(a) “Bank” means the World Bank and refers to the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).</li> <li>(b) “CC” means the Conditions of Contract.</li> <li>(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.</li> <li>(d) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.</li> <li>(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.</li> <li>(f) “Day” means calendar day.</li> <li>(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.</li> <li>(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.</li> <li>(i) “Party” means the Employer or the Service Provider, as the context requires, and “Parties” means both of them.</li> <li>(j) “Employer” means the entity purchasing the Services and Related Goods as applicable, as specified in CC 2.</li> <li>(k) “Employer’s Country” is the country specified in the CC 2.</li> <li>(l) “Services” means the work to be performed by the Service Provider pursuant to the Contract;</li> <li>(m) “Subcontractor” means any person, private or government entity, or a combination of the above, to whom any part of</li> </ul>
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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>
2. <b>Employer, Employer’s Country, Project Site/Final Destination</b>	<p>2.1 The Employer is: Project Management Unit, PULSE, Board of Revenue, Govt. of Punjab</p> <p>2.2 The Employer’s Country is: Islamic Republic of Pakistan</p> <p>2.1 The Project Site(s)/Final Destination(s) is/are: PULSE Office, Lahore.</p>
3. <b>Incoterms</b>	3.1 The edition of Incoterms that shall apply is: N/A
4. <b>Notices and Addresses for notices</b>	<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><b><u>Address for notices to the Employer:</u></b></p> <p><i>Mr. Muhammad Shoaib</i>  <i>Procurement Specialist,</i>  <i>PMU, BOR, PULSE,</i>  <i>158-A, Abu Bakar Block, New Garden Town, Lahore</i>  <i>042-37882061-63</i>  <i>Email: <a href="mailto:pspmupulse@punjab-zameen.gov.pk">pspmupulse@punjab-zameen.gov.pk</a></i></p> <p><b><u>Address for notices to the Service Provider:</u></b></p> <p><i>[insert the name of officer authorized to receive notices]</i>  <i>[title/position]</i>  <i>[department/work unit]</i>  <i>[address]</i>  <b><i>[Electronic mail address]</i></b></p>

<b>5. Governing Law</b>	<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"> <li>(a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; or</li> <li>(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.</li> </ul>
<b>6. Settlement of Disputes</b>	<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>
<b>7. Shipping and other documents to be provided</b>	<p>7.1 The Delivery of the Services as applicable shall be in accordance with the Delivery and Completion Schedule specified in the Employer's Requirements.</p> <p>Details of Documents to be furnished by the Service Provider are:</p> <ul style="list-style-type: none"> <li>I. Service Provider's invoice/sales tax/PRA invoice showing services description, quantity, unit price, and total amount</li> <li>II. Deliverable completion certificate by the respective/concerned official of PMU-BOR.</li> </ul> <p>The above documents shall be received by the Employer on delivery of Services.</p>
<b>8. Contract Price</b>	<p>8.1 The Contract Price in Local Currency is( -----) Inclusive of all taxes 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 in Price Schedule and accepted by the Employer.</p>
<b>9. Terms of payment</b>	<p>9.1 The method and conditions of payment to be made to the Service Provider under this Contract shall be as follows:</p>

	Milestone No.	Deliverable / Module	Payment (% of Contract Value)	Payment Condition
	MS-1	Inception Report (Methodology, Workplan & Team)	10%	The report to be submitted within 10 days after the contract is signed.
	MS-2	Software Specification Requirement Report	10%	The report to be submitted within 25 days after the contract is signed.
	MS-3	WhatsApp Complaint Intake & AI Q&A Chatbot	10%	Upon successful deployment and acceptance of WhatsApp module integrated with GRMIS.
	MS-4	Email Complaint Intake & AI Parsing	10%	Upon completion and acceptance of AI-powered email intake module.
	MS-5	Unified Public Chatbot (Web & Mobile)	10%	Upon successful launch and acceptance of unified public chatbot on GRMIS portal and mobile app.
	MS-6	AI Assistant for Staff (Internal Use)	10%	Upon successful deployment UAT completion, and staff training for internal AI assistant.
	MS-7	AI Dashboards & Predictive Analytics	10%	Upon successful rollout of dashboards and analytics with verified data reporting.
	MS-8	Final Handover Technical Documentation and Source Code	30%	Upon submission of source code, documentation (product document, process flow, database diagram) and final acceptance certificate.
Advance payment shall be recovered in two equal installments. (if any)				
<b>10. Taxes and Duties</b>	10.1 The Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until satisfactory delivery of the contracted Services to the Employer.			
	10.2 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.			



<b>11. Performance Security</b>	<p>11.1 The Service Provider shall, within <b>10</b> of 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 <b>5% (Five percent)</b> 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, BOR, PULSE”.</p> <p>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>11.5 The Performance security shall be denominated in the currency of the Contract.</p>
<b>12. Subcontractors</b>	<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>
<b>13. Specifications and Standards</b>	<p>13.1 The Services supplied under this Contract shall conform to the technical specifications and standards mentioned in the Description 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>
<b>14. Packing, marking and documentation</b>	<p>14.1 All the deliverables, source code and database will be submitted with Application , which will become the property of the employer.</p> <p>14.2 The submitted deliverables will be reviewed by the project technical experts prior to their acceptance at any stage</p> <p>14.3 The contractor (service provider) ensures that all documents and Application are in conformity with the technical requirements.</p>
<b>15. Insurance cover</b>	<p>15.1 Any insurance coverage in provision of the Services shall be the responsibility of the Service Provider.</p>

<b>16. Transportation</b>	<p>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.</p>
<b>17. Inspections and Tests</b>	<p>17.1 The Service Provider shall at its own expense and at no cost to the Employer carry out the tests and/or inspections of the services as <b>specified in 1.3</b>.</p> <p>17.2 The inspections and tests may be conducted on the premises of the Service Provider or its Subcontractor, at point of delivery, and/or at the Services' final destination, or in any other location, <b>as specified in 1.3</b>. Subject to CC 17.3, if conducted on the premises of the Service Provider or its Subcontractor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Employer.</p> <p>17.3 The Employer or its designated representative shall be entitled to attend the tests and/or inspections referred to in CC 17.2, provided that the Employer bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.</p> <p>17.4 Whenever the Service Provider is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Employer. The Service Provider shall obtain from any relevant third party or subcontractor any necessary permission or consent to enable the Employer or its designated representative to attend the test and/or inspection.</p> <p>17.5 In accordance with CC 31, the Employer may require the Service Provider to carry out any test and/or inspection not required by the Contract but deemed necessary to verify that the characteristics and performance of the Services comply with the technical specifications codes and standards under the Contract.</p> <p>17.6 The Service Provider shall provide the Employer with a report of the results of any such test and/or inspection.</p> <p>17.7 The Employer may reject any product or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Service Provider shall either rectify or replace such rejected product or parts thereof or make alterations necessary to meet the specifications at no cost to the Employer,</p>

	<p>and shall repeat the test and/or inspection, at no cost to the Employer, upon giving a notice pursuant to CC 17.5.</p> <p>17.8 The Service Provider agrees that neither the execution of a test and/or inspection of the product or any part thereof, nor the attendance by the Employer or its representative, nor the issue of any report pursuant to CC 17.7, shall release the Service Provider from any warranties or other obligations under the Contract</p>
<b>18. Delivery Date and Completion Date</b>	<p>18.1 The Delivery Date of the Services shall be: <b>4 month</b> from the award of the Contract.</p>
<b>19. Liquidated damages and bonuses</b>	<p>19.1 The liquidated damage shall be 1 % of the price of the unperformed Services for each week or part thereof of delay until actual delivery or performance.</p> <p>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.</p> <p>Bonus payment to the Service Provider shall be 0.1 % per day if Services are completed before the Completion Date.</p>
<b>20. Warranty/ Defect Liability Period</b>	<p>20.1 The Service Provider warrants that the system, including all Information Technologies, Materials and other goods supplied and services provided under the Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract.</p> <p>20.2 The Service Provider further warrants that the Application shall be free from defects arising from any act or omission of the Service Provider or arising from technology, design, security, under normal use in the conditions prevailing in the land records management regime of the Employer's country.</p> <p>20.3 The warranty shall remain valid for one <b>(1) Year</b> from the date of the Operational Acceptance of the System after the Application, or any portion thereof as the case may be, have been delivered to and accepted by the Employer.</p> <p>20.4 The Employer shall promptly notify the Service Provider in writing or in electronic forms that provide record of the content of communication of any claims arising under this warranty.</p> <p>20.5 Upon receipt of such notice, the Service Provider shall promptly or within the period specified in the CC 20.6, in consultation and agreement with the Employer regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Service Provider shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective</p>

	<p>Information Technologies or other Goods that have been replaced by the Service Provider shall remain the property of the Service Provider.</p> <p>20.6 The period for repair or replacement after being notified of the defect by the Employer shall be <b>as specified in the Description of Services.</b></p> <p>20.7 If having been notified, the Service Provider fails to remedy the defect within the period specified in CC 20.6, the Employer may proceed to take within a reasonable period such remedial action as may be necessary, at the Service Provider's risk and expense and without prejudice to any other rights which the Employer may have against the Service Provider under the Contract.</p> <p>20.8 For purposes of the warranty, the place of final destination shall be: Lahore.</p>
<b>21. Copyright</b>	<p>21.1 The copyright in all Application, 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. The Application shall be used by any government agencies, authorities, and users throughout the PULSE project.</p> <p>21.2 The Service Provider's obligations to deliver the Source Code to ensure that the Source Code is up to date.</p> <p>21.3 The Service Provider's warranties that the Source Code is at all times capable of being used to generate the latest version of the executable code to the relevant Software in use by the Employer and suitable to enable the Employer to support and develop the Software.</p> <p>21.4 The Employer will have the complete Intellectual Property Rights of the Application.</p>
<b>22. Fraud and Corruption</b>	<p>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.</p> <p>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 agents or any other party with respect to the requests 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><b>23. Inspections and Audit by the Bank</b></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 requests for quotations process and/or execution of Contract. The Service Provider's and its subcontractors 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><b>24. Limitation of Liability</b></p>	<p>24.1 Except in cases of criminal negligence or willful misconduct,</p> <ul style="list-style-type: none"> <li>(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</li> <li>(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.</li> </ul>
<p><b>25. Force Majeure</b></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 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><b>26. Termination</b></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"> <li>(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;</li> <li>(ii) if the Service Provider fails to perform any other obligation under the Contract; or</li> <li>(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.</li> </ul> <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 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><b>27. Forced Labor</b></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><b>28. Child Labor</b></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"> <li>(a) with exposure to physical, psychological or sexual abuse;</li> <li>(b) underground, underwater, working at heights or in confined spaces;</li> <li>(c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads;</li> <li>(d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or</li> <li>(e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.</li> </ul>

<b>29. Health and safety obligations</b>	<p>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.</p>
<b>30. Patent Indemnity</b>	<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, 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,</p>



	<p>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><b>31. Change Orders and Contract Amendments</b></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"> <li>(a) Services to be provided by the Service Provider;</li> <li>(b) drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Employer;</li> <li>(c) the method of shipment or packing;</li> <li>(d) changes in quantities of Services to be supplied within the range specified herewith.</li> <li>(e) the place of delivery;</li> <li>(f) any test and/or inspection not required by the Contract but deemed necessary, pursuant to CC 17.5; and</li> </ul> <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>
<p><b>32. Change in Laws and Regulations</b></p>	<p>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</p>

	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.
<b>33. Additional Clause</b>	<p>The Service provider shall submit to the Employer the following reports:</p> <ul style="list-style-type: none"> <li>(a) Monthly progress reports, summarizing: <ul style="list-style-type: none"> <li>(i) results accomplished during the prior period;</li> <li>(ii) cumulative deviations to date from schedule of progress milestones as specified in the Agreed Project Plan;</li> <li>(iii) corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule;</li> <li>(iv) other issues and outstanding problems; proposed actions to be taken;</li> <li>(v) resources that the Service Provider expects to be provided by the Employer and/or actions to be taken by the Employer in the next reporting period;</li> <li>(vi) other issues or potential problems the Service Provider foresees that could impact on project progress and/or effectiveness.</li> </ul> </li> <li>(b) <ul style="list-style-type: none"> <li>(*) inspection and quality assurance reports.</li> <li>(*) training reports.</li> <li>(*) monthly log of service calls and problem resolutions.</li> </ul> </li> </ul>
<b>34. Additional Clause</b>	<p>Chapters in the Project Plan shall address the following subject:</p> <ul style="list-style-type: none"> <li>a) Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);</li> <li>(b) Development Plan</li> <li>(c) Implementation Sub-Plan;</li> <li>(d) Training Sub-Plan;</li> <li>(e) Testing and Quality Assurance Sub-Plan;</li> <li>(f) Warranty Defect Repair and Technical Support Service Sub-Plan</li> </ul>
<b>35. Intellectual Property</b>	The Service Provider hereby represents and warrants that:

<b>Rights Warranty</b>	<ul style="list-style-type: none"> <li>(a) the System as supplied, installed, tested, and accepted;</li> <li>(b) use of the System in accordance with the Contract; and</li> <li>(c) copying of the Software and Materials provided to the Employer in accordance with the Contract</li> </ul> <p>do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Employer to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Service Provider shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.</p>
<b>36. Product Upgrades</b>	<p>36.1 At any point during performance of the Contract, should technological advances be introduced by the Service Provider for Information Technologies originally offered by the Service Provider in its quotation and still to be delivered, the Service Provider shall be obligated to offer to the Employer the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices.</p> <p>36.2 During the Warranty Period, the Service Provider will provide at no additional cost to the Employer all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Service Provider to other clients of the Service Provider in the Employer's country, and no later than twelve (12) months after they are released in the country of origin of the Software.</p>
<b>37. Functional Guarantees</b>	<p>37.1 The Service Provider guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Employer's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Service Provider acknowledges that regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract requirements will be determined.</p> <p>37.2 If, for reasons attributable to the Service Provider, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Service Provider shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the</p>

	<p>Technical Requirements and meet all functional and performance standards. The Service Provider shall notify the Employer upon completion of the necessary changes, modifications, and/or additions and shall request the Employer to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.</p> <p>37.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Employer may consider termination of the Contract, pursuant to CC 26.1, and forfeiture of the Service Provider's Performance Security in accordance with CC 11.3 in compensation for the extra costs and delays likely to result from this failure.</p>
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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;<sup>1</sup> (ii) to be a nominated<sup>2</sup> 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 inspect<sup>3</sup> 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.

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<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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:** *[Project Director, PMU-PULSE, BOR, 158-A Abubakar Block New Garden Town Lahore]*

**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,]* (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]*,<sup>1</sup> 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....<sup>2</sup>, and any demand for payment under it must be received by us at this office indicated above on or before that date.

<sup>1</sup> 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.

<sup>2</sup> 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."

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.

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*[signature(s)]*

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



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## 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 inclosed 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**