

Punjab Land Development Company

Tender Required for Software Development

Punjab Land Development Company (PLDC) is looking to hire a reputed and experienced Software Development Firm to automate business processes of all associated departments by developing an efficient Database Management System. For this purpose PLDC invites Tender from firms who own strong portfolio of developing state of the art and customized software products.

Firms fulfilling the following criteria will be given preference

- Minimum experience of 5 years in Software Development comprising Database Management Systems and Client Server Applications.
- Proven track record of developing effective and efficient software solutions.
- Reputed Clientele.
- Should be Lahore based.
- Not be an agent or any third-party.
- Not be involved any civil or criminal litigation.

Interested firms may apply with the following documents:

- Company Profile.
- National Tax Number (NTN).
- Technical and Financial Proposal in two separate envelopes.

TORs of the subject Tender can be downloaded from

- www.ppra.punjab.gov.pk
- www.pldc.gop.pk

Or else can be obtained by hand from office address mentioned below.

The Tender along with the required documents and 2% bid money in the form of CDR/DD must be submitted on or before 11:00 AM, Thursday, 17th February 2012 in sealed envelopes marked "Tender for Software Development" to the below mentioned address.

Shahid Khurram

General Manager (Estate Management)

1-A, Off Club Road, GOR-I, Lahore.

Tel:- 04299205551-4

PLDC reserves the right to accept or reject any or all Tenders without assigning any reason.

**PUNJAB LAND DEVELOPMENT COMPANY
(PLDC)**



TENDER DOCUMENT NO. PLDC_EM_01

FOR

**DESIGN, DEVELOPMENT & IMPLEMENTATION
OF
DATABASE MANAGEMENT SYSTEM**

**CHIEF EXECUTIVE, PLDC
1-A, OFF CLUB ROAD, G.O.R-I, LAHORE, PAKISTAN**

1. INSTRUCTIONS TO THE BIDDER

- 1.1. Bidders, having experience of designing, developing, integrating and implementing desktop & web-based software solutions capable of handling a large number of transactions and huge data volumes are invited to submit sealed Technical and Financial Bids separately containing their proposal for the work as explained in Annex-A.
- 1.2. The proposal/bid shall contain no interlineations or overwriting except as necessary to correct errors made by the bidders themselves. The person signing the proposal shall initial any such correction.
- 1.3. Quotation envelope shall clearly be marked **"BID FOR DESIGN, DEVELOPMENT & IMPLEMENTATION OF DATABASE MANAGEMENT SYSTEM (Name of the BIDDER)"**
- 1.4. The bids will be received till **11:00 am on February 17, 2012**. Technical bids will be opened first and financial bids for the technically responsive firms only thereafter, in the presence of bidders or their authorized representatives in the office of **General Manager (Estate Management) PLDC, 1-A, Off Club Road, G.O.R-I, Lahore**. Any bid received after the bid submission deadline will be rejected and may be returned unopened to the bidder.
- 1.5. The bidder shall furnish Bid Security equivalent to Rs. 40,000/- (Rupees Forty Thousand Only) in the form of Bank Draft or Bank Guarantee in favour of PLDC, Lahore along with the bid. Bid security shall remain valid for a period of one month beyond the original bid validity period and beyond any extension subsequently requested by PLDC. Any bid not accompanied by an acceptable bid security shall be rejected as being non-responsive.
- 1.6. The PLDC reserves the right to accept or reject any bid or a part thereof without assigning any reason. The bid received incomplete or not in accordance with the conditions/specifications will not be entertained. Bid offered is likely to be ignored if;
 - The tender is unsigned.
 - It is received after the time and date fixed for its receipt.
 - Offer is ambiguous or conditional.
 - The offer is from a firm blacklisted by PLDC or any other Government Organization, has remained in litigation with any Government Organization or is defaulter in any previous order and/or contract.

- The bid is not accompanied by a Bid Security fulfilling all the conditions mentioned.

1.7. The bids prepared by the bidder should comprise of the following

- Covering Letter on company letter head.
- Company profile as per Annex-B.
- Proposal for Database Management System
- Project Cost Summary (Annex-D) Financial Proposal in separate Sealed Envelopes.
- Bid Security in the form of Bank Draft or Pay Order in favour of Chief Executive Officer, PLDC, Lahore.

2. ELIGIBILITY

2.1. Tendering is open to all Bidders who meet the requirements.

2.2. Only the Bidders meeting the following criteria will be eligible

- a. 5 years software development and IT solution providing experience.
- b. Successful implementation of minimum 5 relevant Software projects.

3. OPENING AND EVALUATION OF BIDS

3.1. The bids (Original & Copy) shall comprise a single package, each containing two separate envelopes. Each envelope shall contain separately the Financial Proposal and the Technical proposal.

3.2. The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion.

3.3. The Bid Security shall be included in the envelope marked “TECHNICAL PROPOSAL”

3.4. Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened.

3.5. The envelope marked as: FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened.

- 3.6. The procuring agency shall evaluate the technical proposal in a manner prescribed in Annex C, without reference to the price and reject any proposal which do not conform to the specified requirements.
- 3.7. After Submission no amendments in the technical or financial proposal shall be permitted.
- 3.8. After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the financial proposals of bids on a time, date and venue announced and communicated to the bidders in advance. The bids found technically non-responsive shall be returned unopened to the respective bidders.
- 3.9. The bid found to be securing highest marks in the evaluation according to evaluation criteria mentioned in Annex-C shall be accepted.
- 3.10. Conditional discounts shall not be considered in evaluation.

4. TERMS AND CONDITIONS

- 4.1. The quoted price must be clearly defined and should be in Pak Rupees otherwise it will not be entertained.
- 4.2. The rates/prices offered will remain valid for 90 days from the date of opening of Technical Bid. Bid valid for a shorter shall be declared non-responsive.
- 4.3. The Bidder shall be liable for liquidated damages @ 2% per month (to a maximum of 10%) of work order value, if it fails to develop & deliver the software within specified schedule.
- 4.4. All software codes, data, software documentation and related items developed during the course of the project shall be the property of PLDC and information acquired during the process of development will not be used by the developer or any other agency without written permission from PLDC.
- 4.5. The Successful Bidder will enter into a Contract with PLDC. Terms of the Contract will be decided by mutual agreement.

- 4.6. 5% amount from all bills will be retained as retention money till the successful completion of warranty period.
- 4.7. The Bidder is responsible for the legalities of the software development tools.

5. PROJECT TIMELINES

- 5.1. The development and implementation task shall be completed and system should be fully operational within 90 days from award of contract or earlier according to the following schedule. The following days are the maximum days allowed.

Milestone	Time
Submission of Scope Document after Initial analysis	10 days
Submission of Functional Specification and Application Mock-ups after Detailed Analysis	20 days
Delivery of Software Modules	45 days
Deployment, Data Migration, Training and Delivery of User Manuals	15 days

6. WARRANTY, SUPPORT & MAINTENANCE

- 6.1. The Contractor shall provide a warranty of three months from the date of acceptance against all defects/malfunctions/bugs in the system and shall, free of charge, make any corrections and modifications required to fix the problem during this period without any additional cost.
- 6.2. The bidders shall quote the rates for maintenance of the system for next two years after expiration of the initial warranty period.
- 6.3. A dedicated developer/programmer from successful bidder will work thrice a week inside PLDC Office to rectify bugs and modify features as required by PLDC till the expiry of three months warranty period.

7. TERMS OF PAYMENT

7.1. Phase-wise payment will be made to the Contractor according to the following schedule

Milestone	Percentage
Submission of Scope Document after Initial analysis	10%
Submission of Functional Specification and Application Mock-ups after Detailed Analysis	25%
Delivery of Software Modules	50%
Deployment, Data Migration, Training and Delivery of User Manuals	10%
After Completion of 3 months dedicated support	5%

7.2. Payment for each milestone will be made upon production of following documents.

- Invoice in triplicate having NTN.
- Delivery Certificate from GM (EM), PLDC.
- Warranty Certificate by the Contractor.
- Non-Payment Certificate by the Contractor.

ORGANIZATIONAL OVERVIEW

Land and Urban development in Punjab is under tremendous pressure from uncontrolled urban sprawl, deteriorating environment, deficiencies in basic services, shortages in the provision of housing, and absence of properly developed spaces for economic activity, industrial estates, technology parks and related infrastructure.

Deeply concerned about the continuing deterioration of shelter and human settlement especially for the low income group, The honorable Chief Minister of the Punjab Mohammad Shahbaz Sharif has envisioned Punjab Land Development Company (PLDC) to respond to the challenges with immediate interventions in the areas of affordable housing.

Our vision is to provide affordable and decent abode to the people who have desires but don't have the resources to fulfill their basic needs of shelter.

Our goal is to develop a coordinated system of human settlements in Punjab that respects the environment and values of Punjab's precious land resource. A system that facilitates economic growth, provides adequate housing (especially for the poor), promotes social wellbeing and encourages a prosperous and responsible citizenship.

SCOPE OF WORK

System Analysis, Design & Development

- Detailed system analysis and preparation of Functional Specification
- Development of Application Mock-ups
- Development of Software Application
- Testing, Maintenance and User acceptance

Data Migration

Available processed data on MS Access DB should be migrated to the new Database System.

Deployment & Training

The Contractor shall be responsible for Deployment of the developed system on servers & End User Training of 10 personnel.

Warranty, Support & Maintenance

All modules shall carry three months comprehensive warranty and on-site (PLDC Office) support free of cost.

PLDC may also require the Contractor to undertake system maintenance and on-site support for subsequent two years.

Deliverables

- Scope Document
- Functional Specification
- Application Mock-ups
- Deployment Package(s)
- Source Code
- User Manuals
- Entire Software Documentation

SOFTWARE SOLUTION FEATURES

Environment

The system should be designed as a multi-user, client-server application to best suit PLDC's requirement.

Platform and Technologies

The basic factors behind the decision for the choice of technologies for application development will be system efficiency, ease of implementation, ease of operations, data security, user comfort, reusability and operational cost.

PLDC is looking for a Microsoft.Net/MSSQL Server 2008 combination. However, bidders are free to propose solutions based on other technologies with their relative advantages or disadvantages over the above mentioned technologies.

Security & Access Control

Access to various functions by each user should be configurable. Multi-level data security should also be ensured.

Historic Data

History of raw and processed data needs to be maintained for an indefinite period of time.

Resource Requirements

The proposal should also include network design, hardware requirements and software licensing requirements for implementation/operation of the solution.

ESTATE MANAGEMENT SYSTEM

A brief of modules and sub-modules required is given below.

Projects

- Projects (Multiple Sites)
- Units (Houses, Commercial Units, Other sellable units)
- Payment/Installment Policies

Applications & Balloting

- Applications and Applicant Profile (Personal/Contact Date, Photo, Thumb)
- Balloting
- Verification
- Appeals
- Appeal Referrals and Decisions
- Application Analysis
 - Received
 - Successful
 - Verification Successful
 - Verification Failed
 - Appealed, Not Appealed
 - Not Traced
 - Gone to IGRC, AIGRC

Allotment & Transfers

- Allotment
- Owner Profile (Attach Scanned Documents)
- Transfers
- Unit History Report

Title Documents

- Allotment Letter
- Agreement to Sell
- Possession Letter
- Payment Certificate
- Permission to Mortgage
- Lien Marketing
- Mortgage Deed
- General Letter (Both Urdu & English)

Invoicing & Receipts

- Down Payment Invoice
- Down Payment Receipt
- Installment Invoices
- Installment Receipt
- Other Charges Invoice
- Other Charges Receipt
- Transfer Invoice/Credit Note
- Transfer/Payment Receipt
- Receipt Report

Recovery

- Outstanding Installments/Defaulters
- Call Response Record
- Call Recordings
- SMS/E-mail (Automated)

In addition to this, 10-20 reports may be required.

GENERAL LEDGER

A brief of modules and sub-modules required is given below.

- Chart of Accounts (Min 4 Levels)
- Payment Voucher
- Receipt Voucher
- Journal Voucher
- Account Ledger
- Trial Balance (Project Wise)
- Profit and Loss Statement (Project Wise)
- Balance Sheet (Project Wise)
- Standard GL Reports

HR, Procurement & General Administration

Some of the key aspects of proposed system may include:

- Payroll (will process all employee related problems)
- Attendance System
- Appraisal performance
- Benefits Administration
- Recruiting
- Performance Record

- Employee Training Record
- Maintain supplier database
- Generate a Procurement Register
- Save time in the tender process
- Reduce errors in the tender process
- Audit trail
- Ensure transparency
- Produce relevant reports

Land Acquisition Record Management

This module will streamline the entire life-cycle of the land acquisition process, and provide acquisition & property information. It will store all the documentation and artifacts generated in the process to a centrally located digital format, which will be readily available to all authorized users.

- Calculate compensating cost, ground clearing cost for each and entire process
- Allow user to update, insert/edit easily catalog of properties. Ability to create, adjust, and manage compensating price table of properties based on local currency.
- Manage all related artifacts/document include but not limited to:
 - Khasra Plan
 - Land Acquisition
 - Pricing
 - Litigation History
- Approach/Access Relocation.
- Complete and flexible report system allows tracking details and summarizing all related information

Module for Engineering Department

- **Project Management**
- **Individual Projects**
 - Infrastructure development Cost
 - Houses Cost
 - Progress

- Payments
- **Transport Management**
 - Vehicle Requisition System
 - Vehicle Daily Log System
 - Vehicle Maintenance Schedule
 - Salaries
 - Overtime

Further the system should be able to import from and export data to different formats.

COMPANY PROFILE LAYOUT

- **Organization**
Present setup, financial aspect etc.
- **Services**
Various kinds of services offered.
- **Location & Support Facilities**
Head office, branches, affiliates etc.
- **Experience of Software Development**
Projects, Clients, Integrated Solutions, Years of Operating in industry etc.
- **Software Development Platforms and Technologies**
Front-end, Back-end/Database Engines, Graphic Tools, Operating Systems etc.
- **Qualified Technical Staff**
No of persons, skill set, qualifications, experience etc.
- **Training Facility**
Experience of project based training etc.

The bidder must also go through the document and must provide the information required in the clauses. Moreover besides above the bidder is free to provide additional information/advice to strengthen his proposal.

EVALUATION CRITERIA AND MECHANISM

TWO STAGE EVALUATION

A two-stage procedure will be utilized in evaluation of the Bids, with evaluation of the technical Bid being completed prior to any Financial Bid being opened and compared. The total points for Bids evaluation are 1000 points out of which the Technical Bid will carry 700 points and Financial Bids will be weighted on 300 points.

The Financial Bid of the Bids will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 700 points in the evaluation of the Technical Bids and presentation.

CALCULATION OF TOTAL SCORE

If the technical component achieves 70% points, the Bid will be taken into account in the following manner.

The total amount of points allocated for the financial component is 300. The maximum number of points (300 points) will be allotted to the lowest Financial Bid that is opened and compared among those invited Firms which obtain the qualifying points in the evaluation of the technical component. All other price Bids will receive points in inverse proportion to the lowest price; e.g.

$$\text{Price Score} = \frac{\text{Total Price Score i.e. } 300 \times \text{Lowest Bid Price}}{\text{Bid Price of the Bidder}}$$

Example:

1st Lowest Bid Price = Rs. 1,000

2nd Lowest Bid Price = Rs. 1,050

3rd Lowest Bid Price = Rs. 1,200

Price Score of 1st Lowest Bidder = $(300 * 1,000)/1000 = 300$

Price Score of 2nd Lowest Bidder = $(300 * 1000)/1050 = 285.71$

Price Score of 3rd Lowest Bidder = $(300 * 1000)/1200 = 250$

Total Points Scored = Technical Evaluation Points + Price Score

Higher the Total Points Scored, more responsive is the Bid.

PLDC is not bound to select any of the Firms submitting Bids. Furthermore, since a contract will be awarded in respect of the Bid which is considered most responsive to the needs of the project concerned, due consideration being given to PLDC's general principles, including economy and efficiency, PLDC does not bind itself in any way to select the Firm only on the basis of the lowest price.

DETAILED EVALUATION CRITERIA

Sr.	Description	Score
A. Technical Evaluation (Max. 700 Points)		
1. Organizational Strength and Technical Expertise (Max. 200 points)		
1.1	Number of Years in Business of Software Development	30
1.2	Software Development & Support Facility	20
1.3	Reputation of Organization and Staff i.e. Competence/Reliability/Litigation History etc.	20
1.4	Work Experience of Staff	15
1.5	Turnover and Financial Strength	20
1.6	Domain Knowledge and Relevant Experience	35
1.7	Software Development Technologies/Platforms	30
1.8	Experience of Project Based Client User Training	30
	Total	200
2. Portfolio & Experience (Max. 200 points)		
2.1	Number of Projects Executed	80
2.2	Experience of Software Services to Large Organizations	80
2.3	Number, Size and Relevance of Projects Executed in Government Sector	40
	Total	200
3. Proposed Solution (Max. 300 points)		
3.1	How sound is the proposed solution technically?	200
3.2	Does the proposed solution have the capability of integration with future software modules or ERP?	100
	Total	300
B	Financial Evaluation	300
	GRAND TOTAL	1000

PROJECT COST SUMMARY

No	Module	Development Charges in Rupees as per Scope of Work
1	Estate Management System	
2	General Ledger	
3	HR Procurement & General Administration	
4	Land Acquisition Record Management	
5	Module for Engineering Department	
Total		

Note: Monthly/Annual Maintenance Charges to be indicated separately after warranty period.