

**DEVELOPMENT AND IMPLEMENTATION OF**

**Estate Management System**

**Issue Date: 18-May 2023**

**Closing Date: 2<sup>nd</sup> June 2023**



**Faisalabad Industrial Estate Development & Management Company  
(FIEDMC)**

**KEY INFORMATION  
SHEET**

<i>Sr. #</i>	<i>Key Information</i>	<i>Details</i>
1.	Tender Document Issue Date	18-5-2023
2.	Availability of Tender Document :	Tender document is available on Punjab Procurement Regulatory Authority (PPRA) website <a href="http://ppra.punjab.gov.pk">http://ppra.punjab.gov.pk</a> and FIEDMC website <a href="http://www.fiedmc.com.pk">www.fiedmc.com.pk</a>
3.	Last Date for Submission	2-6-2023
4.	Mailing Address	<b>FIEDMC</b> M-3 Industrial City Faisalabad

## 1. INVITATION TO BIDDERS

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### Tender Notice

### For Procurement, Development and Installation of EMS Solutions For FIEDMC

The Faisalabad Industrial Estate Development & Management Company ( FIEDMC) is a Public Sector Large Scale Organization duly registered with the SECP u/s 42 (not-for-profit) of the Companies Act 2017, through ICI & SD Department , Government of the Punjab.

FIEDMC invites sealed proposals (Technical + Financial) under PPRA Rules, 2014 from reputed firms/companies/individuals registered with Sales Tax & Income Tax departments, to provide the EMS Solutions as per Bidding Document.

Sr	Description	Estimated Cost (Rupees in Million)	Bid Security
1	Planning, Development, Installation, customization, testing, commissioning, implementation & maintenance of EMS at FIEDMC	550,000/-	3% of Estimated Cost (i.e. Rs. 16,500/-)

### Bidding Document (TORs):

Interested eligible bidders may get the Bidding Document (TORs) immediately after the publication of this tender.

### Bid Opening Date, Time & Venue:

Submission of Bids: \_\_\_\_\_

Opening of Bids: \_\_\_\_\_

FIEDMC, M-3 Industrial City Faisalabad

### TERMS AND CONDITIONS

1. As per Punjab Procurement Rules-2014. Rule 38 (2) A single stage two envelope bidding procedure will be applicable.
2. Technically responsive and the lowest evaluated bidder shall be awarded the contract.
3. Tenders received after the due date & time will not be brought under consideration.
4. Proposals must contain Bid Security in shape of CDR, Bank Draft, or Pay Order equivalent to 3% of the estimated price in favor of "FIEDMC", without which the offer shall be rejected being non-responsive.
5. Tenders after the due date & time will not be brought under consideration.
6. Initially, the contract will be for the development is 1.5 months and maintenance period of 03 months.
7. The procuring agency (FIEDMC) may reject all bids or proposals at any time prior to the acceptance of a bid or proposal as per Rule 35 of PPR Rules 2014.
8. The Financial Bid shall be considered as inclusive of all applicable taxes.

For further clarification, please contact IT Dept – FIEDMC.

## **1.1 PPRA RULES TO BE FOLLOWED**

FIEDMC invites bids for the “Procurement of Estate Management System Services”. PPRA rules will be strictly followed. These may be obtained from PPRA’s website: <http://ppra.punjab.gov.pk>

## **1.2 MODE OF ADVERTISEMENT**

As per PPRA rules, this Tender is being placed online at PPRA's website and FIEDMC website. The bidding document carrying all details can be downloaded from PPRA’s website <http://ppra.punjab.gov.pk> and [www.FIEDMC.com.pk](http://www.FIEDMC.com.pk).

As per PPRA rules, this Tender is being placed online at PPRA's website, as well as being advertised in print media.

## **1.3 TYPE OF COMPETITIVE BIDDING**

1. As per PPRA rules, Single Stage - Two Envelope Procedure shall be followed for the bidder:
  - a. The bid shall comprise of a single package containing two separate sealed envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
  - b. The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
  - c. Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened.
  - d. The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the procuring agency without being opened;
  - e. The technical proposal will be evaluated in a manner as per the clauses mentioned in this document and proposals, which do not conform, to the specified requirements as listed in said document will be rejected.
2. During the technical evaluation no amendments in the technical proposal shall be permitted;
3. The financial proposals of technically qualified bidders shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
4. 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 the technically accepted and qualified bids only. The financial proposal of bids found technically non- responsive shall be returned un-opened to the respective bidders.

## **1.4 BIDDING DETAILS (INSTRUCTIONS TO BIDDERS)**

All bids must be accompanied by Bid security as part of Technical proposal in favor of “FIEDMC”. The Technical Proposals shall be opened in FIEDMC’s Board Room on the same day at mentioned time, in the presence of bidders or their authorized representatives who may wish to be present. Queries of the Bidders (if any) for seeking clarifications regarding the required products and services and scope mentioned in this document, should be received in writing to the FIEDMC within five working days from the date of Tender advertisement. Any query received after five working days shall not be entertained. All queries shall be responded to within due time. FIEDMC may host a pre-bid meeting, at FIEDMC premises. All interested bidders can participate in the pre-bid meeting of the date and time given.

The bidder must submit bids on the basis of complete tender. Failure to meet this condition will cause disqualification of the bidder. The bidder shall submit bids which comply with the Bidding Document. Alternative bids will not be considered. The bids will be rejected which are not substantially responsive to the requirements of this Document.

Bidders should note that during the period from the advertisement of the tender till the receipt of the bid, all queries should be communicated to the above contact in writing via e-mail or letter at the above contact detail.

Bidders are also required to state, in their proposals, the name, title, fax number and e-mail address of the bidder's authorized representative through whom all communications shall be directed until the process has been completed or terminated.

Purchaser will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.

## **2. PROJECT OVERVIEW**

FIEDMC is looking to contract a reputable vendor to develop and implement EMS. An EMS System which can simply, standardize and automate business processes, helping FIEDMC to take full advantage of growth opportunities.

FIEDMC requires an automated system for Estate Management , which can work on managing new processes and it should be able to easily add new departments if need arises. It has been noted that much of the inefficiency in operational work stems from improper reporting within the organization, the system needs to have possibility of eliminating such errors and should have automate system to correct those errors. As compared with manual record-keeping or other traditional approaches, the system needs to be able to provide an improved data quality by improving the underlying processes that gets highlighted within the organization. We wish to introduce fundamental innovation in managing resources, which will in return eliminate delays and reduce cost of operations, the system should have the capability to manage resources. Having high- quality data allows businesses to use the power of intelligent analytics tools to arrive at better business decisions. An EMS system should have a built-in analytics functionality to allow easier data analysis. Controlling data access properly is always a challenge in organizations; the system should have the capability to overcome with the use of advanced user management and access control.

We need a system, which provides low level of complexity of a business and should have a streamline of workflows, which is followed by approvals from top management.

FIEDMC intends to procure EMS solution, which can simply, standardize, and automate business processes, helping FIEDMC to take full advantage of growth opportunities. The EMS system should enable a workforce to collaborate, analyze, and work on the move to accelerate performance.

### **2.1 HIGH LEVEL EMS FUNCTIONALITIES**

The broader overview of the required Functionalities in the EMS but not be limited to:

- EMS solution managed by the company
- Process automation and Monitoring
- Multi-Dimensional Reporting
- Ad Hoc Queries in Excel
- Improved User Experience
- Web Capabilities
- Coexistence and integration
- Dashboards
- Files management

Maintenance and Support of the System is mandatory for at least 03 months. Training Sessions should be part of the implementation systems so that the knowledge gets transferred to end-users.

## **3. Key Requirements**

The proposed EMS should cater to requirements of key business functions of the organization with, Land management System of each industrial Estate (VAC/M-3IC/AIIC).

The selected Applicant is expected to conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Tender document. For any queries regarding any information in this tender doc, Applicants communications with FIEDMC has to be through an official Email.

### **3.1 CONFIDENTIALITY**

The Tenderer (whether or not he submits a Proposal to the TENDER DOCUMENT) shall treat this tender document and its details as strictly private and confidential.

No information pertaining to this TENDER DOCUMENT or the examination, clarification, evaluation, comparison and award of this TENDER DOCUMENT shall be disclosed to other Tenderers or any other persons not officially connected with the TENDER DOCUMENT process, including, but not limited to, the Tenderer's own affiliate companies and subsidiaries. The Tenderer is not permitted to make any public announcement or release any information regarding this TENDER DOCUMENT without FIEDMC's prior written approval.

### **3.2 ADDENDUM OR SUPPLEMENT TO TENDER DOCUMENT**

At any time prior to the deadline for submission of the Tender, FIEDMC may, for any reason, whether on its own initiative or in response to a clarification request by prospective vendor, modify the TENDER DOCUMENT by issuing addenda.

A summary of all questions and responses as well as any adjustments regarding the scope of this tender - if any - will be prepared and distributed to all potential vendors that submitted their intent to bid. It is the responsibility of tenderer, prior to bid date, to inquire as to addenda issued and to ensure their bid reflects any and all changes.

### **3.3 CLARIFICATIONS AND QUESTIONS**

To ensure fair consideration for all Vendors, FIEDMC prohibits communication to or with any department, officer or employee during the submission process except as provided below. If the Vendor should be in doubt as to the meaning of any of the Proposal documents, or is of the opinion that the plans and/or specifications contain errors, contradictions or reflect omissions. Vendors shall email a written request for clarification.

### **3.4 CONTACT INFORMATION AND COMMUNICATION**

Prospective Participants may make inquiries concerning this TENDER DOCUMENT to obtain clarification of requirements.

#### **3.4.1 For Technical and Financial Clarification**

Please include the following reference as the subject of your email: EMS System - TENDER DOCUMENT Response to any Participant's inquiries will be made in writing by FIEDMC's IT department in a timely manner to all prospective Participants.

#### **3.4.2 Notice of Intent to Bid**

Vendors must indicate their intent to bid to IT Dept

### **3.5 MODIFICATION OR WITHDRAWAL OF PROPOSALS**

Proposal modification and withdrawal terms and conditions are governed by The FIEDMC/PPRA tender laws and regulations. Such laws and regulations shall always prevail at all times. Under no circumstances shall a Tenderer be allowed to modify or withdraw his proposal if such actions are prohibited by the relevant Tender laws.

### **3.6 TENDER SCHEDULE**

- Last Date of Submission of Proposals: As per the advertisement in the newspapers.
- Opening of Bids: As per the advertisement in the newspapers.
- Selection of Qualified Bidders as per the Selection criteria.
- Opening of Financial Proposals: After Technical evaluation of all the Vendors.
- Award of contract to selected Vendor.

### **3.7 Costing**

An estimated costing, including all fees required to complete this project and any associated and recurring costs, such as support or licensing, shall be included in the proposal. Pricing should be in Pak Rupees inclusive of all applicable taxes. Technically responsive and the financially lowest evaluated bidder shall be award the contract.

**Withholding Tax, sales Tax and Other Taxes:** The Respondent Vendor is hereby informed that FIEDMC shall deduct tax at the rate prescribed under the Tax Laws of Pakistan, form all payments for services rendered by any Respondent Vendor who signs a contract with FIEDMC.

### **3.8 BID SECURITY/EARNEST MONEY DEPOSIT (EMD)**

As per PPR-2014 proposals must contain Bid Security in shape of CDR, Bank Draft, or Pay Order equivalent to 3% of the estimated price in favor of “FIEDMC”, without which the offer shall be rejected being non-responsive. Validity of the Bid Security shall be 120 days minimum.

Within (15) days of the receipt of notification of award from the Purchaser, the bid security shall be retained as Performance guarantee for the period of 05 months .

### **3.9 BID VALIDITY PERIOD**

Bid should be valid for a period of 120 days from the date of opening of financial proposal.

### **3.10 ADDITIONAL CHARGES**

No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to site, unpacking, setup, installation, operation, testing, cleanup, training and Vendor travel charges.

### **3.11 TURNKEY SOLUTION**

FIEDMC is seeking a comprehensive turnkey proposal covering Software development, Implementation, Configuration, Training ,maintenance and operation of EMS solution **and deployment on server**. All prices quoted must include all software and necessary services to make the system specified fully operation for the intent, function and purpose stated herein.

### **3.12 TIMELINES**

FIEDMC is expecting from the successful vendor to complete the project/assignment within 45 days from the date of issuance of Letter of Acceptance (LOA).

### 3.13 PAYMENT CLAUSE

Payments shall be made by FIEDMC against the invoice/s raised by the Vendor by following the procedure in vogue against each milestone on production of following documents:

- a. Sales tax invoice duly signed and stamped by the Vendor.
- b. There will be no Advance payment against any task of the project.

### 3.14 Training

Training will be provided to End User. Payment will be made after the completion of End User training..

### 3.15 PENALTY CLAUSE

If the Contractor delays the Software development and its implementation with respect to the agreed timelines under the Contract, the Purchaser may, deduct from the Contract Price, as liquidated damages, a sum of money equal to @ 0.2% per week of the Contract Price or waived off by Competent Authority with due justification.

## 4. EVALUATION AND QUALIFICATION CRITERIA

This Section contains all the criteria that the Purchaser shall use to evaluate a bid and qualify the Bidders.

### 4.1 SELECTION CRITERIA - PRE-QUALIFICATION (MANDATORY CLAUSES)

- Vendors should have sound experience in deploying solution in Public/Private organizations of Pakistan (Documentary evidence in the shape of Purchase Order/Contract/NOC/Performance Certificate) (minimum 5 public/private sector organizations PO/Contract/completion letter )
- Copy of registration certificate of organization, the Income Tax and Sales Tax Registration Certificate,
- Undertaking to declare that firm is not blacklisted by any Government department / Organization.

## 5. EVALUATION OF FINANCIAL PROPOSAL

A two-stage procedure is utilized in evaluation of the Bids, with evaluation of the technical proposal being completed prior to any Financial Proposal being opened and compared.

### 5.1 Financial Bid Summary Format

Financial bid will be submitted in the below format. Please add an extra page if necessary to add line item pricing where needed.

Sr. No.	Description of Services	Unit Price in PKP Exclusive of all applicable taxes.	Total price in PKR inclusive of all applicable taxes.
1	Estate Management System		
	<b>Bid price Inclusive of all applicable taxes (In words)</b>		

- Financial bids shall be evaluated on the basis of \***Grand Total cost**. (inclusive of all applicable taxes)
- Technically responsive and the lowest evaluated bidder shall be awarded contract.



## **5.2 ASSUMPTIONS AND DISCLAIMERS**

1. Any form of sub-contracting, is not allowed in bidding.
2. Technically responsive and the lowest evaluated bidder shall be awarded the contract.
3. FIEDMC reserves the right to seek clarification of any submitted document after the submission of response as per rules.

## **6. PROPOSED SOLUTION**

As FIEDMC is contemplating a mix of multiple solutions, aspects of the proposed solution to be provided should be clearly delineated where they vary between these approaches in the sections below.

### **6.1 Application Software**

The team of the project will develop a robust, state of the **EMS** by using the most suitable and scalable Technologies e.g (Dot Net/Oracle Apex etc.). This application will consist of multiple dashboards / interfaces for different users such as Chairman, CEO, Manager, CSRs and for management. Dashboards for higher management will be designed for analysis of day to day activity, such analysis will be carried out through different reporting mechanism consist of graphical reports, charts, etc.

### **6.2. Report Development**

For specific reporting requirements, it is anticipated that the Vendor will take the lead on developing any reports required as part of the initial deployment of the system. The Vendor is expected to provide specialized knowledge and information to FIEDMC staff during the development of needed reports, via technical training on the tools used for report development and architecture etc.

### **6.3 Testing**

The Vendor should describe their recommended approach to the following types of testing that are anticipated to be performed on the project

### **6.4 Application Code and System Documentation and Manuals**

Vendor shall provide the complete code of application and to provide user manuals and online help for use by FIEDMC as part of the initial training (these are different from the training material for the trainings) and on-going operational support. Additionally, the Vendor is expected to provide technical documentation.

## **7. SCOPE OF WORK**

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### **7.1 Estate Management System**

The Estate Management System shall be fully automated system with dynamic features that automates the daily routines of Estate Management Operations with the most convenient and adaptable user interface. The System automates dealing with the Customers, Plot Sales, installments, Information of infrastructure development, utilities, Maintenance Charges, Transfers, Plots Inventory, Daily Invoices/Receipts and more.

- Sale & Revenue Management of Plots
- Customer Management and digital filing
- Easy access to find the status of plot.
- Departmental Inputs.
- Effective, efficient, prompt and hassle free availability of information
- Project Polices
- Maintenance charges and plot installment management
- Greater accountability and transparency.
- Standardization of service delivery
- Simplifying transaction procedures.
- Minimizing cost of doing business.

### **1. Estate Information**

- a) Company projects details
- b) Project location
- c) Date of establishment
- d) Total project area
- e) Total Phase / zone
- f) Classification of project area (industrial/commercial/amenities)
- g) Bifurcation of project area (sellable/non sellable)
- h) Status of project (developed/non-developed)
- i) Available plots for sale + area
- j) Nature of project (SEZ/Non-SEZ)
- k) Provision of utilities with respect to plots (development status/utilities available or not/which utility is available and which is not).
- l) Project Polices.

### **2. Plots Inventory**

- a) Inventory of plots in each Industrial Estate (VAC, M-3IC & AIC) will be maintained Phase wise and Status wise.
- b) Information required against inventory of plots + Area
  - i. Total No. of Plots + Area
  - ii. No. of available plots/Area to be sold
  - iii. No. of plots/Area have been sold
  - iv. No. of plots/Area reserved.
  - v. No of plots/Area in Production
  - vi. No of plots/Area financially default
  - vii. No of plots/Area having FDI
  - viii. No. of plots/Area mortgaged

### **3. Payment Plan**

- a) Multiple Payment Plans etc
- b) User defined payment plan
- c) Maintenance Charges Payment plans

### **4. Customers / Allottees**

- a. Customer information fields (name, father name, cnic, ntn, telephone, mobile, email, fax, postal address)
- b. Business Category (company/firm/individual)
- c. Company / business name
- d. Type of industry
- e. Nature of products manufactured
- f. Cost of installed projects
- g. Requirements of utilities (electricity, gas, water, sewerage, telephone, solid waste)
- h. Land required for project
- i. Proposed plots selected by customer
- j. Caution on File that represents if there is any allegation of file
- k. Cost of land
- l. Per acre price of land
- m. Mode of payment
- n. Payment schedule (multiple schedule could be defined )
- o. Project Polices
- p. Payment receipt after deposit of payment by customer
- q. Customized Letters to correspond with the customers
- r. Payment Plans to create the payment schedule (e.g. Monthly, Quarterly, Yearly) based on predefined payment plans
- s. Joint Owner (if more than one persons have the plot's ownership)
- t. Customer complete file history if customer have multiple files or file(s)

## **5. Digital Files**

- a. File will include all information of customer/allottee
- b. System generated File No that is unique throughout the system.
- c. Payment Plan feeding
- d. All the details of invoices/payments those are made against the file.
- e. Files cancellation detail if the file is cancelled due to some reason.
- f. Caution marking on file.
- g. Industrial/Commercial
- h. Services, if a customer wants to acquire.
- i. File's Transfer History if Any.

## **6. Departmental & Customer Correspondence**

- a) Pre-Sale Case information be forwarded to the internal committee comprised on three persons (HOD Fin for financial documents verification/HOD Tech for project technical viability/HOD Admin for clearance of plot legal possession hindrances) recommendation of committee be forwarded to competent authority for final approval (CEO) before sale proceeds.
- b) Official Letters (Allotment Letter, Possession Letter, NOCs etc) generated by the system) and Customized Letters can be entered by the user (in customer correspondence list).
- c) Letters can be sent by mail (system tracks record of letters those are sent by mail).

## **7. Transaction**

- a) Daily Invoices with system generated Invoice No.
- b) Daily Receipts with system generated Receipt No.

- c) Payment Adjustment of customers.
- d) Maintenance or any other monthly invoice auto generation.
- e) Post Dated Cheques (given by the customers) can also be tracked in the system.

## **8. Reports & Dashboards**

- a) Multi user Dashboard system for approvals and reports analysis

### Sale activity report generation

- a) Daily activity reporting
- b) Financial reports
- c) Complete sales record (year wise/month wise/date wise)
- d) Total project area
- e) Total No. of plots
- f) Plots measurements
- g) Plots after sales physical ground measurements
- h) Total no of Projects
- i) Phases/zones
- j) Location
- k) Total Sold plots (complete history of sale/re-sale/re-allotment/transfer/registry)
- l) Available plots for sale
- m) plot payment be taken by finance department and issue receipt
- n) Date of sale
- o) Date of allotment
- p) Type of industry
- q) Nature of products manufactured
- r) Cost of installed projects
- s) Requirements of utilities (electricity, gas, water, sewerage, telephone, solid waste)
- t) Sold Operational plots/units/area
- u) Sold Under construction plots/units/area
- v) Sold non utilized plots/units/area
- w) Possession status (site plan issued/physical possession handed over or not)
- x) Development status (issuance of NOCs/permissions/licences e.g. utilities/drawing/production)
- y) Issues if any details mentioned
- z) Issue provisional Allotment Letter

### After sale reports generation

- a. Plots development report
  - b. Plots Sale report
  - c. Plots financial report
  - d. Plots colonization report
1. Any loss of data occurred from the cloud services provider will subject to the penalty amount mentioned in the SLA with the vendor.

## **8. BACKUP & DISASTER REQUIREMENT**

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Vendor should provide formal Business Continuity Strategy and Plans that describes the approach that will be taken to adhere to requirements and perform business disaster recovery activities, which shall include:

1. Plan for a backup and recovery to create an automated backup of the EMS server.
2. Formulate a recovery strategy for a minimum turnaround time in case of disaster.

## 9. DOCUMENTATION

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The Vendor shall identify its approach to developing a complete and comprehensive set of user and system documentation that reflects all components of the software solution, including enhancements and interfaces. The Vendor shall provide “As built” documentation specific to the components and configuration proposed, including, but not limited to, specific system installation settings, installation logs, software solution settings, and initialization files. The documentation shall be functional at initial implementation and shall be maintained by the Vendor throughout the life of the contract. The documentation will be complete and accepted by FIEDMC on or before initial implementation and shall be maintained by the Vendor as required. The documentation shall be provided to FIEDMC in a printable, electronic format.

FIEDMC should have the ability to print the documents from the electronic document source files, and/or directly from the Vendor’s system. Vendors shall provide the documentation in this format, or have the ability to convert the documentation to a printable format.

- Provide formal End-user Training Strategy and Plans to document training requirements and the approach FIEDMC will use for updating training requirements, development of training curricula and deploying training for the end-users as required. Include training milestones with clear deliverables for each set of activities.

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