



**TC/DBC-1(1)/2014-III**  
**Government of Pakistan**  
**Ministry of Commerce**  
**Textile Commissioner's Organization**  
**2<sup>nd</sup> Floor, Kandawala Building, M.A. Jinnah Road, Karachi.**  
<http://www.tco.com.pk>

## **Tender Document**

### **REQUEST FOR PROPOSAL (RFP)** **(Single Stage Two Envelope Procedure)**

**Request for Proposal (RFP) for Development, Maintenance and Hosting of Textile Commissioner's Organization (TCO) & RD&A Cell websites and Support for their Databases including Backups and Network Security.**

**(November, 2023)**

# TEXTILE COMMISSIONER'S ORGANIZATION (TCO) KARACHI

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## TENDER DOCUMENT

### **Request for Proposal (RFP) for Development, Maintenance and Hosting of Textile Commissioner's Organization (TCO) & RD&A Cell websites and Support for their Databases including Backups and Network Security.**

#### **Instructions to the bidders:**

"Single Stage Two Envelop Procedure" will be adopted for open competitive bidding. Proposals and bids should be submitted in two separate envelopes with the titles as "Technical" and "Financial" proposals, which should be enclosed in a single envelope with clear heading "Proposal/Bid for Web Development, Maintenance, Hosting, and Support for TCO & RD&A Cell Websites and Statistical Database (**running on Visual Studio Asp.net, C# and MS SQL Server**) Admin/Member's Panel, Textile Cess for Digital Repository of Textile Commissioner's Organization (TCO) for publication of Reports including Backups and Network Security". Technical proposals should contain detailed specifications, technical parameters, designs, color prints and soft copies, demonstration and other related documents/material. Financial proposals should accompany a bid security equivalent to Five percent (5%) of the bid amount in the form of **Pay Order / Demand Draft** in favor of "Textile Commissioner's Organization ". Rates should be valid for 60 days.

#### **1. Sealing of Bid:**

The proposal should be prepared in accordance with tender documents and sealed properly and envelopes should be clearly marked as "Technical Proposal" or "Financial Proposal" in legible letters with the tender heading and its closing and opening date and time. If the envelope is not sealed and marked properly, TCO will assume no responsibility for the bid's misplacement.

#### **2. Submission of Bid:**

- The bid should be submitted as per given closing date and time advertised in the Tender Notice. The late bid will not be entertained.
- No bid may be withdrawn in the interval between the deadlines for submission of bids and the expiration of the period of bid validity specified in the bid document. Withdrawal of a bid during this interval may result in the bidder's forfeiture of its bid security (earnest money).

### **3. Opening of Bid:**

The Technical Proposal shall be opened publicly at the tendered date & time in the presence of Tender Opening and Evaluation Committee of TCO and Bidder's representatives who are present shall be given the attendance sheet evidencing of their presence however, the Financial Bid will be opened after Technical Evaluation of the bidders. In case any holiday is announced by the Govt. of "Force Majeure Situation", the tenders will be opened on next working day or as intimated by the TCO.

The bidder's names, quoted rates, bid security attached and such other details considered appropriate will be announced at the time of opening of Financial Bids. No bid shall be rejected at the time of opening of bids, except for the late bids, which shall be returned unopened to the Bidder. During evaluation of the bids, TCO may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the bid shall be sought, offered or permitted. If a bid is not substantially responsive to the terms & conditions/particulars of the tender documents, it will be rejected by TCO and may not subsequently be made responsive by the bidder by correction of the nonconformity. A bid once opened in accordance with the prescribed procedure shall be subject to only those rules, regulation and polices that are in force at the time of issue of notice for invitation for bids.

### **4. Scope of Work:**

Textile Commissioner's Organization (TCO) has already accomplished the Application development/deployment, integration (end-to-end) and customization Digital Repository System deployment and also handed over the developed facility (online) to institutions/organizations

TCO is looking forward for the following maintenance and hosting services of deployed project as turnkey basis for period of **One (01) year** (which could be extendable upto Three (03) years) for continuity of developed facility/services:

#### **4 (a) Website of TCO:**

##### **i. Maintenance of Existing features of the Website:**

1. Database interactive website development of TCO
2. Linkage of RD&A Cell database and TCO database.
3. Textile sector online data input Proforma(s) development
4. Maintenance of Statistical Data collected by TCO-I Proforma
5. Online report generation panel
6. Admin/Members Panel

**ii. Development of additional features in Existing Website:**

1. Dynamic makeover of website
2. Real time data fetching and calculating query development
3. Enhancement in existing TCO-I Proforma by adding following Textile Sectors
  - a. Wet Processing
  - b. Knitting Manufacturing
  - c. Garments Manufacturing
4. Online System for Collection of Textile Cess
  - a. Issuance of Annual Notice; Assessment Letter; and Acknowledgment
  - b. Collection; Disbursement; and related Reports
5. Various automated response generation mechanism
6. Maintenance Services/Infrastructure Operations.
7. Infrastructure including (Compute Instance, Storage, Backup, Network and Security etc.)
8. Vendor should manage end-to-end VPS & Infrastructure Operations; need based maintenance during agreed period of contract (One 1 year).

**4 (b) Website of RD&A Cell:**

**i. Maintenance of Existing features of the Website:**

1. Integration of visual SQL server manager
2. Adjustment and up gradation of admin panel/s.
3. Developing online user interacting applications for registered members
4. Linkage of RD&A Cell database and TCO database.
5. Admin/User/Member Panel

**ii. Development of additional features in Existing Website:**

1. Upgrading of web-based applications and two websites along with its user's panels, banks panels, and government department panels.
2. Developing queries in SQL to handle user data records.
3. Integration of visual SQL server manager
4. Developing/Maintaining online user interacting applications for registered members in Csharp language
5. Developing mathematical queries to calculate various factors (inputs from user-based data and data received from government departments) to develop reports and feed to web-based sections and generate reports as well.
6. Adjustment and upgradation of admin panel/s.
7. Panel/s for generation of business analysis reports

8. Linking government agencies (PRAL, PSW, etc.) data for online report generations and data populating into users accounts.
9. Upgrading existing databases (Uncommand) and connecting with other databases.
10. Query based upon real time data fetching and web connectors.
11. Creation of online surveys and reports, as and when needed.
12. Creation of automated reports, as and when needed.
13. Data may be provided in CSV formats, excel sheets from State Bank, Pakistan Single Window for uploading and will be utilized in building reports and queries.
14. Online server for access of all above mentioned sites, data and procedures
15. Adequate space and fully managed VPS with 100 % uptime

## **5. Solution Requirements:**

1. All Infrastructure cloud should be with component level high availability, with reduced foot print.
2. Assurance of compatibility for different components in terms of integration with orchestration layer.
3. Vendor must provide Low level designs for architecture, implementation, integrations, security, logical data flow between components vetted by principal
4. Solution should have a documented support structure with service level agreement (SLA) based support.
5. Vendor must propose and deliver high availability scenarios.
6. Solution should have well designed architecture for multi-tenancy, scalability and elasticity for all solution components i.e. compute, network, storage, security etc.
7. A complete backup solution is to be proposed with respect to the Infrastructure as a service (IAAS) solution provided.
8. Fully redundant solution at each level in order to support 24x7x365 operations
9. Vendor must provide security of VPS environment (including but not limited to) network stack, web servers, database servers, load balancers, software & Operating system.
10. Solution should have strong support for application level virtualization and integration among different instances of application.
11. Vendor will provide complete redundancy and uptime plan including but not limited to load balancers, multi-tier web servers, clustered database and should justify the proposed solution in terms of redundancy and availability.
12. Offered solution must cover end to end integration of different component with local and remote application program interface (APIs).
13. Vendor will be responsible for releasing shippable and testable product slice at the end of each sprint cycle.

## **6. General Requirements:**

1. The vendor should ensure completion/shifting of project within 15 days.
2. The vendor should provide the EOX and roadmap of all products proposed clearly as an appendix to the technical proposal.
3. The Vendor will undertake the project on a turn-key basis and will be responsible for the end-to-end scope of the project maintenance services.
4. Yearly contract will be revised upto Three (03) years after successful completion of One (01) year against satisfactory performance report by TCO.
5. The vendor will provide all relevant technical consultancy services (e.g. Integrations, orchestration, automation and management layer etc.) for successful deployment/maintenance.
6. The Vendor shall be responsible for managed services of the platform. No remote access shall be provided to any unauthorized person /place outside Pakistan for any maintenance/ repairs/ databases/ facility.
7. The vendor having well experience in VPS solution and have cloud and non-cloud business in Pakistan Enterprise domain including large enterprises, SMEs etc. These enterprises could include Banking and financial institutions, manufacturing, FMCG, Service industry, Pharmaceuticals and Healthcare, Textile, Media & Communication etc.
8. In case of disaster, vendor shall be able to re-setup the infrastructure with the same scope / status.
9. Vendor will be responsible the year wise backup plan for infrastructure.
10. Vendor to ensure the latest update of platform (including but not limited to Compute and software) throughout the tenure of contract.
11. Vendor to ensure that the platform and the services must meet all the regulatory and legal requirements that are applied on a service provider.
12. Vendor should maintain complete source code and documentation for the system (in case of contract transfer).
13. In case of complete shifting of hosting server/space from current to propose server (by the firm), all shifting, debugging and integration along with data availability in current running position will be the responsibility of the firm.
14. Only properly licensed and legitimized open source and with third party libraries can be leveraged in the system subject to the applicable laws.
15. Data/Application ownership related to TCO will remain the property of the TCO and will not be handed over (either soft or hard format) to any third party with prior approval/permission of the TCO.
16. Ensure network security and privacy of data.
17. All the core software and its modules will be the property of Ministry of Commerce.

## **7. Content Support:**

TCO is looking for a firm who has an extensive experience in deployment, management and fixing of bugs in developed open source library applications (Asp.net, C#, SQL server etc) along with in-depth knowledge of library services.

## **8. Deployment Requirement:**

- 1. 1 TB Disk Space**
- 2. Unlimited Bandwidth**
- 3. 32 GB dedicated RAM and core i9 configurations**
- 4. 2 vCPU**
- 5. Windows 2016 Standard Edition or higher**
  - a. Microsoft SQL server 2016 or higher
  - b. Microsoft Framework 4.7 or higher
- 6. Windows VPS Standard Features**
  - a. 24/7/365 Tech Support via Live Phone,
  - b. Chat, Email, Ticket System
  - c. 24/7/365 Monitoring
  - d. Support knowledge base with video tutorials
  - e. Moving Assistance
  - f. Remote Desktop Access
  - g. Host unlimited domains
  - h. Unlimited inbound bandwidth
  - i. 1 VPS IP Addresses
  - j. Enom Domain Reseller account
  - k. Plesk 10-domain Control Panel
- 7. Managed Services Include:**
  - a. Network Management
  - b. Hardware Management
  - c. Operating System Management
  - d. Performance Tuning and Optimization
  - e. Full Security and Firewall Management
  - f. Web server Management and Optimization
  - g. Database server Management and Optimization
  - h. Application Layer Management and Optimization
  - i. Content Distribution, Storage and Backup Management
  - j. Minimum 5 domains

## **8. Security Hot fixes, Patches and Software**

## **9. Upgrade Management**

- a. Network and Server Monitoring

## **9. General Terms & Conditions:**

1. The firm should have legal presence/registration in Pakistan, registered with income tax (NTN) and sales tax (GST) departments (Registration numbers should be clearly mentioned and valid documentary evidence be attached).
2. The firm should be an Active Taxpayer List Registered and neither black listed nor in litigation with any of public sector or organization (The firm must attach an undertaking that it is not black listed in any organization on stamp paper).
3. The firm should have experience in hosting, providing technical support and should have proper set up in **Karachi and Islamabad.**
4. The rates quoted shall be considered valid for the period of 2 months (minimum).
5. Maintenance and hosting contract under the bid is initially for One (01) year which could be extendable upto Three (03) years subject to the availability of funds.
6. Incomplete quotations, quotations not conforming to tender requirements or with vague replies will not be considered.
7. All the taxes levied must also be clearly stated.

## **10. Copy Right Intellectual Property:**

All information pertaining to this project (data, application, documents etc.) belongs to the client, who the Consultancy firm/individual may come into contact with in the performance of his/her; duties under this consultancy shall remain the property of the Client who shall have exclusive rights over their use. Except for purposes of this assignment, the information shall not be disclosed to the public nor used in whatever without written permission of the Client in line with the national and Copyright Laws applicable.



**Annex-I: Firm's References**

(To be filled by the bidder for each mentioned experience and to be attached with the technical proposal for evaluation)

Please provide details of the relevant Services/Assignments carried out in the past (starting from the most recent) that Best Illustrate Qualifications/ Experience of your firm.

Using the format below, provide information on each reference assignment for which your firm, either individually or as a partner company within an association, was legally contracted.

|   |                     |                  |
|---|---------------------|------------------|
| Assignment Name:                                |                     |                  |
| Client's Name/Title                             |                     |                  |
| Client's Address                                |                     |                  |
| Key Professional Staff<br>Provided by Your Firm | Name                | Responsibility   |
|   |                     |                  |
|   |                     |                  |
|   |                     |                  |
| Duration of assignment                          | (Total Man Months): |                  |
| Timeframe of assignment                         | Start Date:         | Completion Date: |
| Approx. Value of Project                        |                     |                  |
| Description of Project                          |                     |                  |
| Description of Solution<br>Provided             |                     |                  |
| Completion Letter                               |                     |                  |

## Annex-II: Technical Evaluation Criteria

Weightage for Technical score shall be 70%

| QUALIFICATION CRITERIA   |   |           |   |           |
|--|---|-----------|---|-----------|
|  | Description   | Max Score | Remarks (Proofs to be attached)   | Points    |
| 1  | Age of the Firm/Bidder  | 10        | Registered age 10+ Years  | 10        |
|  |   |           | Registered age 6-10 Years   | 07        |
|  |   |           | Registered age, less than 6 Years   | 05        |
| 2  | Financial Position  | 05        | Annual turnover > 10MPKR  | 05        |
|  |   |           | Annual turnover > 5 and < 10MPKR  | 03        |
|  |   |           | Annual turnover < 5   | 02        |
| 3  | Similar Projects in Public Sector (Govt.) Departments/Organizations | 20        | Active/ alive completed project(s) of similar nature and size (1 project=4.0 marks)   | 16        |
|  |   |           | ISO-27001 Certification OR Cloud/Server Services (4.0 marks)  | 04        |
| 4  | Similar Projects in Private Sector Departments/Organizations        | 20        | Active/ alive completed project(s) of similar nature and size (One 01 project=4.0 marks)  | 16        |
|  |   |           | Relevant Experience of the team lead (One 01 project=1 marks)   | 04        |
| 5  | Hosting/ Deployment & Competency in Web Development                 | 14        | Experience (End to end support services for VS (C#, VB), MS SQL Server, and Crystal Reports in which (500 instances working Software as a service) Documentary Proof on client letter head  | 07        |
|  |   |           | Required competency set for required products (VS (C#, VB), MS SQL Server, Crystal Reports) (confirmed by vender)   | 07        |
| 6  | Control Panel Features (Features, Design)                           | 06        | Control Panel should virtualize the infrastructure, Auto provisioning and de provisioning of Virtual server resources and on the go flexible Charging, Embedded Service Catalog, Business service configuration, Internal Storage virtualization, Vendor Agnostic (Should not be provided by any Computing and Storage Hardware vendor), Should support commodity hardware, Light and Efficient, Multi-tenant support, Platform independent, Advanced built-in ticketing system, Nearly real time reporting | 06        |
| 7  | Company Demonstration (Presentation)                                | 05        | A comprehensive presentation of the previous projects of same nature. (Max 10 Minutes)  | 05        |
| <b>Passing Marks /Score = 70%</b>  |   |           |   |           |
| Note:  |   |           |   |           |
| i. It is mandatory to obtain score/marks in each Technical field of relevant experience. In case of failure to obtain the marks in one or all above mentioned field of relevant experience may lead to disqualification. |   |           |   |           |
| ii. The firm must give a comprehensive presentation of the previous projects of same nature.   |   |           |   |           |
| <b>GRAND TOTAL MARKS</b>   |   |           |   | <b>80</b> |

### Annex III: Financial Evaluation Criteria

Weight age of the financial bid will be 30% and the score of a bidder will be calculated using the following formula.

$$\text{Bidder's Score} = \frac{\text{Value of the Lowest Bid}}{\text{Value of the Bid in Consideration}} \times 30$$

**Note:**

*The final decision will be based on the Overall Evaluation achieved by adding the scores of Technical (70%) and Financial (30%) proposals.*

**Financial bid Submission format**

| S. No.            | Description  | Cost (RS) including all Taxes |
|-------------------|--|-------------------------------|
| 1                 | Payment for the Operations, Maintenance and Hosting of Existing websites of Textile Commissioner’s Organization (TCO) & RD&A Cell and Support for their Databases including Backups and Network Security. { 4(a)(i) & 4(b)(i) }<br><br><b><u>Please Note:</u></b><br>Cost to be Quoted for One (01) year (Payment will be released at the end of each quarter) |                               |
| 2                 | Creation/Development of the Additional Modules required in Existing Websites { 4(a)(ii) & 4(b)(ii) }<br><br><b><u>Please Note:</u></b><br>Lump Sum / Item Wise/ etc. as per understating of the Bidder. (Payment will be released after satisfactory completion)   |                               |
| <b>TOTAL COST</b> |  |                               |

**11. Terms and Conditions:**

1. No bid/offer will be considered if:-
  - a. Received without or deficient of required earnest money.
  - b. Received after the date and time fixed for tender submission.
  - c. Received incomplete or without required information/documents.
  - d. The tender is unsigned / unstamped.
  - e. The offer is ambiguous.
  - f. The offer is made by unauthorized agent of firm/company.
  - g. The offer is from a firm which is blacklisted by any Government office
  - h. The offer is conditional.
2. Prices quoted by the firm /company should be inclusive of all applicable taxes/duties and delivery charges in Pak Rupee. All admissible taxes imposed by the GOP from time to time shall be catered for in the quoted rates.

3. The bid must accompany **5%** of total bid price in shape of DD/Pay Order in the name of **Textile Commissioner's Organization** on account of earnest money (refundable).
4. The bids will be evaluated in line with evaluation criteria of this document and firm/company found to be substantially responsive and qualified to the evaluation criteria will qualify for opening of financial bid.
5. All prices should be valid for at least 60 days or more, from the date of opening. Withdrawal or and modification of the original offer within the validity period shall entitle TCO, Karachi to forfeit the earnest money and /or imposing a ban on such firm/company from future participation in TCO Karachi tenders.
6. After award of work to the firm, the earnest money 5% of total bid price become performance guarantee in shape of bank guarantee/ Pay order/DD for one year.
7. If any item is against the specification, TCO may reject it and the vender shall either replace the rejected item or arrange alterations necessary to meet the required specifications free of cost and the job must be completed within specified time from the date of communication of decision to the vender by the TCO. However, the completion date of the concerned work will be considered that of actual delivery date.
8. TCO has the right to increase / decrease the quantity of items subject to availability of funds.
9. No payment will be made in advance for item No.1 & 2. However, the quarterly payment will be released for the item No.1 at the end of each quarter and after satisfactory completion of item No.2 the payment will be released completely/item wise.

## Evaluation of Technical Proposal

The evaluation committee shall carry out its evaluation, applying the evaluation criteria and point system specified in the Data Sheet. Each responsive proposal shall be attributed a technical score (St). Firms obtaining less than seventy percent (70%) points in technical evaluation will be rejected and their financial proposals will be returned un-opened.

### Forwarding letter

To,

**Textile Commissioner,**  
Textile Commissioner's Organization,  
2<sup>nd</sup> Floor, Kandawala Building,  
M.A. Jinnah Road, Karachi.

Dear Sir,

We, the undersigned, offer to provide our services for \_\_\_\_\_  
\_\_\_\_\_ in accordance with your Tender Documents, Notice dated  
Our attached Financial Proposal is for the sum of PKR \_\_\_\_\_  
\_\_\_\_\_ [Insert amount(s) in words and figures]. This amount  
is inclusive of the taxes. Our Financial Proposal shall be binding upon us subject to the modifications resulting  
from Contract negotiations, up to expiration of the validity period of the Proposal, as mentioned in the Tender  
Documents.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Date:

**FORM OF PERFORMANCE SECURITY (Bank Guarantee)**

Guarantee No. \_\_\_\_\_

Executed On: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

(Letter by the Guarantor to the Employer)

Name of Guarantor (Scheduled Bank in Pakistan) with address: \_\_\_\_\_

Name of Principal (Contractor) with address: \_\_\_\_\_

Penal Sum of Security (express in words and figures) \_\_\_\_\_

Letter of Acceptance No. \_\_\_\_\_ Dated \_\_\_\_\_

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Principal we, the Guarantor above named, are held and firmly bound unto the (hereinafter called the Employer) \_\_\_\_\_ in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to the said Employer, we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, which whereas the Principal has accepted the Employer's above said Letter of Acceptance for (Name of Contract) \_\_\_\_\_ for the \_\_\_\_\_ (Name of Project).

NOW THEREFORE, if the Principal (Contractor) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the Employer, with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Clause 9, Remedying Defects, of Conditions of Contract are fulfilled.

