



Government of Pakistan
PAKISTAN TELECOMMUNICATION AUTHORITY
www.pta.gov.pk

INVITATION TO BID

FOR HIRING OF SERVICES OF COMPANY/FIRM FOR UP-GRADATION AND IMPLEMENTATION OF INTERNAL COMMUNICATION MODULE

Pakistan Telecommunication Authority (PTA), a Regulatory body established as per Telecom Re-Organization Act 1996 invites sealed bids from companies/firms, registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue and are registered with Pakistan Software Export Board (PSEB) for Up-gradation and Implementation of Internal Communication Module of PTA and shall provide maintenance & support services for the period of three (3) years on published terms and conditions.

Bidding documents, containing detailed terms and conditions, etc. are available at the office of undersigned. Price of the bidding documents is **Rs. 500/-** (non-refundable in favour of PTA, in shape of bank draft / pay order only). Bidding documents can also be downloaded from PTA website www.pta.gov.pk free of cost.

Bids, prepared in accordance with the instructions in the bidding documents, must reach at Director (ICT), PTA Headquarters F-5/1, Islamabad on or before **21st September, 2020 up to 11:00 am**. Technical Bids will be opened on the same day at **11:30 am**. This advertisement is also available on PPRA website at www.ppra.org.pk

SAV NO TO CORRUPTION

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Pakistan Telecommunication Authority

REQUEST FOR PROPOSALS

**Hiring of Services of Company/Firm for Up-
gradation and Implementation of Existing Internal
Communication Module of PTA**

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SECTION1: REQUEST FOR PROPOSALS (RFP)

1.1 Pakistan Telecommunication Authority (PTA) invites proposals from companies/firms having legal presence in Pakistan for up-gradation and implementation of the existing Internal Communication Module (Office Automation) of PTA including installation, configuration, customization, data migration, training, maintenance and support (“Services”). The bidder should have expertise in developing similar solution for the management of e-Files that is compliant with the standard operating procedures of the Government of Pakistan. The bidder should have completed at least one (1) project successfully similar in nature for a Government entity (Federal/Provincial).

1.2 Sealed bids are invited as per the mentioned Description of Services and Terms of Reference (ToR) as per the eligibility criteria, evaluation criteria and the forms identified in the Annexures in this RFP.

1.3 Terms and Conditions

- a. Bidding documents duly completed in all respect will be received on or before **21st September, 2020 up to 11:00 AM**. The submission and evaluation of bids will be carried out under the **“Single Stage Two Envelop Procedure”** as per rule 36(b) of PPRA Rules 2004.
- b. Technical bids will be opened by Technical Evaluation Committee, at PTA HQs on the same day at 11:30 AM, in presence of bidder’s representative, who may choose to attend.
- c. Bid will comprise of single sealed package containing two separately sealed envelopes. One envelop will contain the **“Technical Proposal”** and the second envelop will contain the **“Financial Proposal”**. Technically qualified bidders will be informed the date, time and venue for the opening of financial bids. Financial bids of technically disqualified bidders will be returned un-opened before the opening of financial bids.
- d. Technical Proposal shall contain the details as per the requirements & evaluation criteria mentioned in this RFP.

- e. Financial proposal shall be provided on the prescribed form containing the details as per requirements mentioned in this RFP and also the evaluation criteria.
- f. The Proposals should reach in PTA Headquarters Islamabad on or before **21st September, 2020 by 11:00 AM** (Pakistan Standard Time).
- g. PTA will undertake the procurement and bidding process in accordance with the Public Procurement Regulatory Authority Ordinance 2004, all Rules and Regulations made there under. Relevant legislation in this regard is available at (www.ppra.org.pk).
- h. An authorized representative of prospective bidder shall initial all pages of the proposal and sign in full on the last page of proposal, clearly mentioning the full name of the representative. The authority letter in favour of such signatory will be attached with the bidding documents.
- i. Bids should be addressed to Director (ICT) Pakistan Telecommunication Authority (PTA), Headquarters F-5/1, Islamabad.
- j. Annex-A, Annex-B, Annex-C, Annex-D, Annex-E, Annex-F, Annex-G, Annex-H and Annex-I are integral part of technical and financial proposals, which may be read/filled carefully, signed and stamped by the bidders.
- k. The bidder should quote its price clearly in the financial proposal in both figures and words without any ambiguity.

SECTION2: INFORMATION FOR BIDDER

2.1 Bid Security/Retention Money

- a. Bid Security in the shape of pay order/bank draft in favour of Pakistan Telecommunication Authority, Islamabad amounting to 2% of the total bid amount (development & deployment cost and three (3) years' maintenance & support services) should only be attached with the Financial Proposal (Cheques will not be accepted). Certificate regarding deposit of 2% Bid Security must be attached with Technical Bid to qualify for technical evaluation.
- b. FINANCIAL BID not accompanied with Bid Security will be rejected without any right of appeal.
- c. Bid security of unsuccessful bidders will be returned after award of contract to successful bidder. Bid Security of successful bidder will be retained and converted into Retention Money
- d. Retention money will be limited to 10% of the total bid amount. Bid Security i.e. 2% of the successful bidder will be converted into retention money. Remaining amount of 8% will be submitted by bidder in shape of pay order/demand draft in favour of PTA before signing of the agreement. The Retention money will be released after the expiry of the maintenance and support services period subject to completion of the Agreement and issuance of satisfactory performance certificate by Supervisory Committee of PTA. .

2.2 Prices

- a. The bidder should quote its rates clearly in Pak Rupees in the Financial Proposal in both figures and words as per format attached at Annex-E without any ambiguity.
- b. The rates quoted shall remain valid for 120 days from the date of opening of Technical Proposal.
- c. Bid amount shall be inclusive of all applicable taxes.

2.3 Disqualifications

Proposals will be liable to be rejected if any deviation is found from the instructions as laid down in the bid document i.e.

- a. Financial bid is submitted without the required bid security
- b. Certificate regarding deposit of 2% bid security is not attached with the submitted technical proposal.
- c. Bids are received after specified date and time
- d. Bid security attached along with technical proposal
- e. GST and NTN certificates are not attached (Bidder must be in FBR Active Tax Payer List)
- f. Valid PSEB registration certificate is not attached
- g. Valid SECP/ Registrar of Firms certificate is not attached
- h. Bidder Office is not located at Islamabad/Rawalpindi
- i. Requirements are not properly adhered to or different from those given in this document
- j. Related experience is less than five (05) years
- k. Details of minimum One (01) similar successful project is not provided
- l. Non-submission of affidavit on Stamp Paper to the effect that the Company has never been black listed by any Government/Semi Government/Autonomous body.

2.4 Integral Parts

- a. Term of Reference **(Annex-A)**
- b. The successful bidder shall be asked to execute the Service Level Agreement / Contract as per **(Annex - B)**
- c. The successful bidder shall be asked to execute the Non-Disclosure Agreement as per **(Annex - C)**
- d. All bidders have to produce all relevant and supporting documents required in the Technical Evaluation Criteria **(Annex - D)**
- e. All bidders have to submit the financial bid as per **(Annex-E)**
- f. Detail of Projects **(Annex-F)**
- g. Company Information **(Annex-G)**

- h. Personnel Summary (**Annex-H**)
- i. Proposed Enhancements (**Annex-I**)

Note: All bidders have to produce all relevant and supporting documents required in the Technical Evaluation. Moreover, PTA reserve the right to demand any other supporting documents, if required as clarification.

2.5 PTA's Rights

PTA may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PTA shall, upon request, communicate to any bidder who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.

2.6 Penalty

- a. If the bidder fails to complete the project within the given timeline as per agreement, Penalty of 0.5% per week (minimum four or more days will be considered as one week) of the total contract value (total bid amount) will be charged up to maximum of 10% of the contract value (equivalent to 10% retention money). Thereafter, work order will be cancelled, the agreement will be terminated and in addition to penalty the retention money will be forfeited.
- b. In case of non-satisfactory maintenance and support services by the bidder during the existence of the agreement and as determined by the Supervisory Committee, the Penalty at rate of 0.1 percent per day of the contract value will be applicable on the bidder until the performance is improved up to the satisfaction of PTA.
- c. In case of failure to perform as per PTA requirements during the maintenance and support services period, PTA reserves the right to cancel the contract and forfeit retention money in favour of PTA and pending payments related to Maintenance & Support Services will not be released.

2.7 Warranty / Maintenance & Support Services

- a. The bidder will warrant that the developed & provided internal communication module under the contract is the copyrighted to PTA and all incorporated tools/technology/platform is licensed. The warranty shall

remain valid for a period of three (03) years after the successful deployment of the application. PTA shall promptly notify the bidder in writing of any claims/issues arising during the warranty period and the bidder shall provide immediate services as solution in reasonable time without any cost effect to PTA. All functional/structural requirements, new enhancement, bugs/issues shall be addressed by the bidder during the contract period.

- b. The bidder, for technical assistance at the highest level shall provide high-level support/technical assistance on 24 ×7×365 basis (remotely & onsite).

2.8 Provisional Acceptance and Final Acceptance Certificates

- a. After successful and complete development, installation, configuration, testing, data migration, deployment and commissioning of Application/Solution as per the given requirements, the bidder will notify PTA when the bidder considers that the required work is complete. Upon such notification from bidder, the Supervisory Committee of PTA will arrange Provisional Acceptance Testing (PAT) within 20 working days and issue Provisional Acceptance Certificate (PAC) in favor of bidder subject to satisfactory completion of work as per requirement of agreement as certified by Director ICT.
- b. Alternatively, the PTA authorized officer will notify the bidder that the work is not fully complete and contractor will rectify the discrepancies within next 10 working days and will submit request to PTA for issuance of PAC. The Supervisory Committee of PTA will then re-arrange PAT within five (05) working days and issue PAC in favour of bidder subject to satisfactory completion or otherwise bidder will rectify the highlighted issues as per para 2.8(b).
- c. The entire process of PAC shall be completed within 40 working day, otherwise the work done by the bidder will be considered delayed and accordingly the penalty clause (2.6) will be invoked.
- d. The Final Acceptance Certificate (FAC) shall be referred to determine the project completion during the given timeframe, FAC will be issued by the Supervisory Committee of PTA within 40 working days after issuance of PAC

and subject to successful FAT and security audit whereas discrepancies highlighted by PTA during execution of FAT will be resolved/fixed proactively by the bidder.

2.9 Security Audit of Application

Before deployment of the final & tested version of application, the bidder shall hire services of the reputed third party in consultation with PTA to carry out the penetration testing, source code review and security audit of the developed application to identify the vulnerabilities. The third party shall certify that there are no known vulnerability and issues in the application, all security preventive measures are ensured against any un-authorized access / hacking. FAC will be issued after successful security audit of the application.

2.10 Terms of Payment

- a. Development & deployment cost as per serial 1 of the quoted financial bid (Annex-E) shall be made on submission of invoices by the bidder after Issuance of Final Acceptance Certificate by PTA. Payment shall be made subject to issuance of satisfactory acceptance/completion certificate by Supervisory Committee, PTA.
- b. Equal amount of M&S payments will be made on yearly basis after submission of invoice by the bidder at end of each Contract year subject to satisfactory performance and after issuance of FAC by the Supervisory Committee of PTA.
- c. All the payments shall be made through cross cheque in the Pak Rupees.
- d. Payment will be made after deduction of applicable taxes i.e. Income Tax, GST etc. at source as per Government Rules.
- e. Penalty if any will also be deducted at time of payment.
- f. No advance payment will be made against the project.

2.11 Force Majeure

Any event or such circumstance which are beyond the reasonable control of a party and prevents or cause to prevent a Party from complying with any of its obligations shall be deemed and considered as Force Majeure.

2.12 Arbitration

In case of any dispute or conflict between Bidder and PTA, the case will be referred to the relevant Procurement Committee of PTA. If the decision of committee is not acceptable by the bidder, the case shall be referred to Authority, whose decision will be final.

2.13 Pre-proposal Bidders' Queries

The bidder requiring any clarification(s) regarding queries related to bidding documents may notify to Director (ICT) in writing. The concerned officer will respond to any request for clarification, which are received well before (minimum 03 working days or more) the deadline for the submission of bids. PTA responses to queries will be published at PTA's Official website (<https://www.pta.gov.pk>) for the information to all prospective bidders (if not already clarified in the tender or deemed necessary for the bidder). PTA reserves the right to request additional information and/or clarifications from any or all bidders to this bidding documents. A pre bid query session will be arranged and notification of the pre-bid meeting will be published on PTA web-site.

SECTION3: PREPARATION/SUBMISSION OF PROPOSALS

Participating Bidder shall submit documentary proof in support of meeting eligibility criteria mentioned at Section 3. In the first stage of evaluation, a Proposal shall be rejected if it is found deficient of “Eligibility for Responsiveness of the Proposal in line with relevant directions given in this RFP”. Only responsive proposals shall be further taken up for evaluation.

3.1 Eligibility Criteria and Mandatory Requirements:

- a. Registration with Pakistan Software Export Board(PSEB) and Securities and Exchange Commission of Pakistan(SECP)/Registrar of Firms
- b. GST & NTN Registration and Active tax payer of FBR
- c. Minimum five (5) years of relevant experience
- d. Minimum 01 x Similar Project Details as per Annex-F
- e. Office at Islamabad/Rawalpindi
- f. Company Information as per Annex-G
- g. Personnel Summary as per Annex-H

Any bidder, deficient of the Mandatory Requirements will not be eligible to participate further in the technical/financial evaluation.

3.2 Technical Proposals

- a. In preparing the Technical Proposal, bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.
- b. Evaluation of the technical proposal will start first and at this stage the financial proposal shall remain unopened.
- c. The Technical Proposal shall not include any financial information regarding bid amount and earnest money. Otherwise, such bids will be rejected.
- d. All applicants that meet the eligibility criteria shall be asked to present before the Technical Evaluation Committee constituted by PTA, clearly

demonstrating their experience and capacity to perform the assignment. Bidder shall also focus and cover all the evaluation aspects of evaluation criteria as mentioned at Part-B of Annex-D.

- e. The Technical Proposal shall also provide the following information:
 - i. A brief description of the organization and an outline of recent experience on similar projects.
 - ii. A description of the methodology & work plan for performing the project.
 - iii. The list of the team members to carry out this project supported by bar chart diagrams showing the activities to be performed by each professional team member, while keeping in mind the timelines as defined in the Terms of Reference.

3.3 Financial Proposals

- a. The Financial Proposal shall indicate the cost of the project as per the format provided in Annex-E inclusive of all applicable taxes / charges for the time being in force.
- b. The proposal must remain valid for a period of 120 days after the date of opening of bids.

3.4 Bidder Eligibility & Technical Evaluation

There will be two step technical evaluations as under:

- a. Initial screening of the bid will be done on the following parameters.
 - i. Bidder should be a company having legal presence in Pakistan.
 - ii. Bidder should have completed at least One (01) similar projects in size and nature.
 - iii. Providing photocopies of Financial statement/Annual Audited Accounts for last three (03) years
 - iv. Bidder has never been black listed from any government/Autonomous organization and will submit an affidavit to this effect on judicial paper.

- v. The technical/financial bids should be clear in all respect, as per instructions mentioned in tender documents. Any bid found to be vague will be disqualified without calling any clarification at any stage of evaluation.
- vi. The Bidder must not have any linkage with Israel or India regarding ownership, sponsoring and financing. (Bidders shall submit an affidavit on stamp paper with this respect)

Note: Bidder must submit documentary proof against all eligibility criteria.

- b. Detailed technical evaluation will be done for the bidder who qualifies the initial screening process. The bidder shall present/demonstrate their solution(s) to PTA. The technical evaluation committee will evaluate the proposal on the basis of technical evaluation parameters. Ratings for the technical evaluation will be done as per Part (B) and (C) of Annex-D.

Bidders will be required to secure 70% qualifying marks in technical evaluation and those bidders will be eligible for further participation in the process of financial evaluation.

SECTION4: PROPOSAL EVALUATION

Any effort by the bidder to influence PTA during the proposal submission, proposal evaluation, and proposal comparison or contract award decisions may result in the rejection of the proposal without any right to appeal.

4.1 Evaluation of Technical Proposals

The technical evaluation committee, appointed by PTA, will evaluate the proposals on the basis of evaluation criteria as specified at Annex-D. Each responsive proposal will be given a technical score. A proposal shall be rejected at this stage if it does not correspond to important aspects of the Terms of Reference (Annex-A) and/or if it fails to achieve the minimum technical qualifying marks i.e. 70%.

4.2 Evaluation of Financial Proposals

- a. After the evaluation of technical proposals, PTA shall notify those bidders whose proposals did not meet the minimum qualifying marks (70%) or were considered non-responsive to the RFP and Terms of Reference(Annex-A), indicating that their Financial Proposals will be returned unopened before the opening of financial bids and their financial evaluation.
- b. PTA shall simultaneously notify the bidders that have secured the minimum qualifying marks, indicating the date and time fixed for opening the Financial Proposals. The opening date shall be informed in advance. The notification may be sent by courier letter and electronic mail/ facsimile. The Financial Proposals shall be opened in the presence of the technically qualified bidder's representatives who choose to attend. The name of the bidder, the evaluation scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The evaluation committee will determine whether the Financial Proposals are complete and correct.
- c. The contract will be awarded to the technically qualified bidder who has quoted the lowest total financial bid.
- d. If two or more bidders have quoted the same financial proposals, then the contract will be awarded to the one who has scored highest in technical evaluation.

- e. In the event that there is more than one qualified bidder i.e. they have equal score of qualification in technical evaluation and have quoted equal prices in financial bid, the tied qualified bidders shall be notified by PTA and they will submit revised financial proposals in compliance with the RFP. The revised bid amount must be either equal to the original submitted bid or less than previous bid amount. The revised financial proposal shall be submitted in a sealed envelope that is securely closed and it is not possible to be opened without visual evidence thereof.

Hiring of Services of Company/Firm for Up-gradation and Implementation of Internal Communication Module

Terms of Reference

1. Introduction

Pakistan Telecommunication Authority (PTA) invites proposals from companies having legal presence in Pakistan for up-gradation and implementation of Internal Communication Module (Office Automation) including installation, configuration, customization, training, maintenance and support. The bidder should have expertise in developing similar solution for the Management of e-Files that is compliant with the standard operating procedures of the Government of Pakistan. The bidder should have done at least one (01) project successfully similar in nature for a Government entity (Federal/Provincial).

2. Background

Internal Communication Module is being used and operational at PTA. Keeping in view the user requirements and technology updates, it is essential to upgrade the existing application to new platform to ensure security and smooth functioning of application. Internal Communication Module is the main application for processing of all cases and e-files and a central repository of files/documents record.

3. Objectives:

- a. The main objective is to upgrade the existing application with new standards, enhanced security, audit and reporting features with emphasis on ease of use through an improved interface for the users.

- b. The Bidder is required to analyse the existing application and provide a suitable solution to meet the desired business/service level targets. It should be noted that during analysis/design/development of application there should not be any downtime or services interruption with regards to present application operations.
- c. Main objectives of the up-gradation are:
 - a. Providing highly user friendly interface for end users
 - b. To ensure application security with auditable logs
 - c. Application should be mobile responsive
 - d. To upgrade the technology platform
 - e. To enhance the functionalities of backend administration module
 - f. To enhance the information security controls
 - g. To have application penetration testing, code review and security audit
 - h. Processes for Monitoring performance of the application
 - i. Interactive reporting module/dashboard for Authority/Managers
 - j. Migration of all the data in new system.
 - k. Integrate with existing systems operational in PTA wherever required.
 - l. Redundancy, data backup procedures, high availability, alarms, etc.
 - m. Application should be configurable to tweak future challenges and requirements.
 - n. Application should have capability to generate on demand reports with customized query builder.

4. Overview of Current Technology Platform

- a. Currently PTA is using automated filing system which was deployed and is functional since 2006. The present/existing solution is developed in Lotus/Domino (licensed technology) and domino is primarily being used for authentication and workflow management, however Oracle/file system is used for recording of data. PTA is having licenses of Oracle 10g/ MS SQL Server, Windows 10/Windows 2016 Server/Linux, & Internet Information Services (IIS)/Oracle Application Server, these licences can be used by the

bidder for the proposed licensed platform. The application is functioning smoothly and due to rapid technological advancement and requirement of new functionalities, the up-gradation and implementation of the new system is proposed to address the needs/requirements for the end users and to upgrade the technology and to enhance the user experience and security measures. The following modules are being used extensively in Portal:

- i. File Management
- ii. Module for Documents Management
- iii. Interactive Reporting Module/Dashboards

5. Scope of Work

In the light of above objectives, an interactive module for both user & administrator is required to be up-graded/developed. The bidder will provide complete turnkey solution for the Internal Communication module for PTA with mobile responsive interface and functionalities mentioned in this document.

- a. Interfaces should be developed with better user experience and quick processing of files/documents.
- b. System should be designed, developed and configured with High availability (HA).
- c. A highly robust and reliable solution for files management & document management needs to be developed that could easily accommodate the future needs of organization and to cater for the current business requirements/processes.
- d. Migration of all existing files, documents and noting on to newly developed application.
- e. Security Standards and Vulnerabilities should be highlighted/verified by the reputed third party by penetration testing and detailed security audit. The identified vulnerabilities are to be rectified by the application developer.
- f. Application should be developed in layered/tiered architecture for making it scalable for future enhancements.

- g. The application should be developed on latest technological platforms.
- h. Application should have provision for specific account with read only restricted and secure access.
- i. Application should have provision for history/monitoring Logs, customized alert generation, strong reporting, reminder alerts/notifications etc.
- j. Application should be highly secure with data security, integrity and high availability. Latest security protocols and encryption technologies be used to secure the data at the user end and at the server end.

6. Deliverables

The bidder is required to submit following deliverables:

- a. Application detailed specification document, design document, application Architecture and complete solution with their source files. All enhancements as mentioned at Annex-I to be successfully developed and deployed.
- b. **Backend Administration Module:** The backend CMS will allow the administrator to manage user profiles, divisions, directorates, designations, passwords, file management, transfer of files, documents, delegations, roles, permissions, activity logs, user reports, management reports. Dashboard, application configuration, work groups, files/documents ownership mechanism and any other module which is required to be managed in future. Existing CMS to be analyzed as reference.
- c. **Re-designing of Application:** Existing internal communication module to be redesigned and interface to be optimized/configurable for fast loading / data retrieval.
- d. **Database Tuning (Archiving Technique):** Backend database will be analyzed for better performance as all the files/documents information will be database drive and to be populated through the database. Encryption, security and high availability with real-time backups e.g (through real time application clustering) and configurable for automatic back-ups. Proper audit logs should be provided for the database activity audit.
- e. Training of PTA Officers on Users/Administration Module

- f. Bidder would be responsible for technology transfer of the developed application.
- g. Bidder will provide three (03) years maintenance and support services and in critical situation, the bidder will provide immediate support.
- h. In case of any other essential requirement, the functionality can be added by PTA during development phase before issuance of final acceptance certificate.
- i. ISO/IEC 27001 standards compliant certificate shall be provided by the bidder/application developer.
- j. Bidder will be responsible for carrying out Penetration testing by authorized information security service provider before issuance of Final Acceptance Certificate (FAC).
- k. Details of Project Plan, Application Deployment, Training plan and user/administrator manual to be shared by the bidder
- l. Secure accessibility of the application to be ensured by implementing SSL
- m. Workflows, interactive reporting module and dashboard with ACL to be developed.
- n. Source code of application will be handed over with required developer and administrator trainings to PTA.
- o. Detailed specification document, database design document, project plan and complete solution with the source files.
- p. Database Solution: Software along with source code of the database solution complete in all aspects as required by PTA.
- q. Encryption of noting, database, document, files Encryption to be included for all the modules and it must be configurable. It should not affect performance of the application. All the modules will be providing multiple Access controls for different users and Divisions of the Authority with the security audit logs at user and application level shall be provided along with alerts generation mechanism.
- r. Any other module, requirement, functionalities and enhancements can be added at any stage during development phase before final acceptance of the project.

- s. Database Management System: The database management system will allow the database administrator(s) to modify and maintain the database contents, structure, user profiles and security controls from an Admin Panel with proper security audit activity logging mechanism.
- t. Bidder will provide three (3) years maintenance and support services after issuance of Final Acceptance Certificate (FAC). Detail of the Technology Platform to be used and related certificates and licenses etc.

7. **Timeline of the Project**

Project will be completed in all respect within 190 working days after signing of the contract.

Milestone	Time Period
Day of signing the contract	T-day
Planning and System Analysis	T+ 10 days
System Mapping and Design	T + 20 days
System mock-up & story board presentation to Authority for acceptance	T + 40 days
Application Development / Customization	T + 70 days
Application Testing	T+ 90 days
Data Preparing and loading/ Data Migration	T + 100 days
Post Roll Out Acceptance (PAT/PAC)	T+ 140 days
User & Developer Training	T + 150 days
Final Acceptance Testing / Certificate (FAT/FAC)	T + 190 days

8. **Internal Communication Module (Proposed Modules):** The details of proposed modules are pasted below:

S#	Module	Description of Sub processes
1.	Messaging & Collaboration	<ul style="list-style-type: none"> ▪ Complete Integration with existing email system or new proposed solution for user authentication ▪ Platform Independence ▪ Open/Customizable Interface ▪ Easy up gradation and migration of user data ▪ Collaborative support ▪ Granular control over administrative tasks (Access & Delegations) ▪ Capable of integration with developed application
2.	File Management Module	<p><u>File Organization:</u></p> <ul style="list-style-type: none"> ▪ Add a section file heading ▪ Edit a section file heading ▪ Create a new file ▪ View a list of section file headings ▪ Provides information about existing files and file headings in different sections. ▪ Working in workgroups for special committees <p><u>Document Management:</u></p> <ul style="list-style-type: none"> ▪ Add new documents ▪ Edit document associated with specific role. ▪ Add attachments to a document in one go ▪ Add recipients to a document ▪ Add received documents ▪ View existing and disposed documents ▪ Standard Template for different documents ▪ Work Flow Management: either strict or open ▪ Define new workflows ▪ View pending, accepted and rejected workflows

		<p><u>Working with Files:</u></p> <ul style="list-style-type: none"> ▪ Edit file details including the file header info if placed in the wrong heading/directorate ▪ Attach documents to files ▪ Prepare case on files (subjected to approval/denial). Further maintaining the complete history of the cases ▪ Transfer documents attached in files ▪ Transfer files to other sections ▪ Add noting on files (noting component can be customized on requirement basis) ▪ Editor to be compatible with MS Office ▪ Auto correct and auto complete feature in the noting ▪ Suspend files ▪ Open part files • Merge Part files with main file ▪ Close files <p><u>Working with Documents:</u></p> <ul style="list-style-type: none"> ▪ Edit document details ▪ Add document references ▪ Add noting on documents ▪ Issue documents to single / multiple users ▪ Dispose documents <p><u>Reminders Management:</u></p> <ul style="list-style-type: none"> ▪ Add, edit, and delete reminders set on files and documents <p><u>File & Document Search:</u></p> <ul style="list-style-type: none"> ▪ Automated File & Document Search ▪ Save defined search criteria ▪ View saved search criteria <p><u>Reports:</u></p> <ul style="list-style-type: none"> ▪ Generate various types of reports that can be viewed in the file management module ▪ Customized Query/report builder in order to build on demand reports ▪ Executive Dashboard for all the officer and
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		<p>they can see files of their own privileges</p> <p><u>Archive & Weed List:</u></p> <ul style="list-style-type: none"> ▪ Create archive and weed documents <p><u>Managing Correspondence:</u></p> <ul style="list-style-type: none"> ▪ Manage entities related to correspondence with internal and external contacts such as, contact lists and Mark to lists ▪ Access E-mail through File Management module ▪ Send/Receive Fax through File Management module ▪ Track active files and pending cases ▪ Scanning feature with in the application and then attaching the resulting pdf
3.	Application Administration Module	<p><u>Registration for File Management Module</u></p> <ul style="list-style-type: none"> ▪ Register users on application and making it synchronized with mailing server ▪ Issue and install digital certificates for registered users ▪ Issuance of digital signature so that one can use the application outside the organization <p><u>Defining Organizational Structure:</u></p> <ul style="list-style-type: none"> ▪ Add, edit, delete and view the organizational Divisions, Directorates, Designations ▪ Associate selected sections with a particular designation and assigning an owner to each section <p><u>User Profiles:</u></p> <ul style="list-style-type: none"> • User profiles, edit and/or delete existing user profiles and view active user profiles <p><u>Assigning Menu Items:</u></p> <ul style="list-style-type: none"> ▪ Assign menus to different users according to their designations <p><u>Delegation:</u></p>

		<ul style="list-style-type: none"> ▪ Delegate role of one user to another, and view and revoking the delegations <p><u>Configuration:</u></p> <ul style="list-style-type: none"> ▪ Define formats for file reference number, part file reference number and diary number <p><u>Quick Text:</u></p> <ul style="list-style-type: none"> ▪ Add, edit, delete and view quick texts <p><u>Work Flow Management:</u></p> <ul style="list-style-type: none"> ▪ Add, change, modify, delete workflows ▪ Accept or reject pending workflows that are defined by different application users ▪ View the details of accepted and rejected workflows <p><u>Master Contact Diary:</u></p> <ul style="list-style-type: none"> ▪ Add, edit, delete and view contacts in the master contact diary that includes contact details and the Fax numbers <p><u>Personal Contact Diary:</u></p> <ul style="list-style-type: none"> ▪ Add, edit, delete and view contacts in the Personal contact diary that includes contact details and the Fax numbers <p><u>Event History:</u></p> <ul style="list-style-type: none"> ▪ View event history, file index and reminder logs <p><u>Document Flags:</u></p> <ul style="list-style-type: none"> ▪ Add, activate, view and deactivate Document Flags <p><u>Logs</u></p> <ul style="list-style-type: none"> ▪ User activity log ▪ Report for delay in processing of files based on the set turn-around time <p><u>View only access for Guest Users</u></p> <ul style="list-style-type: none"> ▪ Files accessibility through view only mode ▪ Document accessibility view only
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		<ul style="list-style-type: none"> ▪ Log for accessed files/documents ▪ Read only Access to be given to only selected files ▪ Activity log by the user and reporting module to be developed
4.	Receive & Issue Module	<p>Receive & Issue (R&I) acts as a central position that facilitates and records communication between users of a department to users outside of the system. Any correspondence between internal and external users is first received by R&I and dispatched to its destination accordingly. It includes the following processes.</p> <ul style="list-style-type: none"> ▪ view the document issue request ▪ view the internal dispatch log ▪ add a received document ▪ view pending requests ▪ dispatch pending documents ▪ view received documents ▪ view rejected documents ▪ view the diary register ▪ view reports that summarize the factual data of R&I module
5.	Fax Management Module	<ul style="list-style-type: none"> ▪ Integration with Fax • Send /receive fax electronically

9. **Data Migration**

Bidder will be responsible for complete migration of existing e-files and documents and any other data available in existing systems.

10. **Project Management Plan**

Bidder must provide a detailed implementation plan of the project along with the time line. Bidder shall also provide the details of the task and responsibilities assigned to its employee's not in generic terms but in specific to the project. Bidders are required to give the details of the training schedule along with the names and experiences of the trainers.

11. Team Assigned to Project

11.1 Bidder must provide the resumes of the following staff assigned to the project:

- a. Project Manager
- b. Lead IT Architect
- c. Development Team lead
- d. Business Analyst Lead
- e. Testing Team lead
- f. Database Analyst

11.2 The number of persons and their roles in the project should be provided along with the resumes of the above mentioned.

12. Training Capabilities

12.1 Bidders shall provide details regarding the capabilities of their trainers. Bidders with the trainers having experience in providing training to at least **50** users in the project of similar nature will be given high preference. Bidder shall also provide the comprehensive training plan.

12.2 Details of training experience in the projects of similar nature and size

12.3 Assigned staff expertise in the following:

- a. Deployment
- b. Configuration
- c. Operation
- d. Troubleshooting
- e. Maintenance
- f. Trainers Certification

12.3 Training Staff Experience of Government Projects

**AGREEMENT FOR HIRING OF SERVICES FOR UP-GRADATION AND
IMPLEMENTATION OF INTERNAL COMMUNICATION MODULE FOR PTA**

This Agreement is made and entered into at **Islamabad** on this _____ day of _____

By and between

The Pakistan Telecommunication Authority, a statutory regulatory authority established under Pakistan Telecommunication (Re-Organization) Act, 1996, having its Head Quarter at F-5/1, Islamabad through Director ICT (hereinafter called as the “CLIENT” which expression shall where the context admits, include successors-in-interest and assigns) of the One Part:

AND

The (insert name of company) a company incorporated under the laws ofhaving its registered office at-----through its authorized representative Mr..... (herein after called as “Contractor”) which expression shall where the context so allows include his/its successors-in-interest, executors, administrators, heirs and permitted assigns) of the Other Part;

(The Party of the One Part and Party of the Other Part shall hereinafter be collectively referred to as ‘Parties’ and individually as ‘Party’ as the context of this Agreement may require).

WHEREAS, the Client desires to acquire the services of Bidder for up-gradation and implementation of Existing Internal Communication Module for PTA (“the Services”) including three (03) years’ maintenance and support services, as per terms and conditions of this Agreement and documents attached herewith.

WHEREAS, The Bidder represents that it being engaged in the business of providing the Services, has the requisite expertise and resources to provide top quality Services to the Client in accordance with highest industry standards and satisfaction of the Client and undertakes that the Services shall be provided only through the staff who have the requisite expertise and experience in this regard.

NOW THEREFORE, in consideration of the foregoing and the mutual covenants and promises hereinafter set forth and for other good and valuable consideration the adequacy of which is hereby acknowledged by the parties and the mutual benefits to be derived there from, the representations and warranties, covenants, conditions and promises contained herein below and intending to be legally bound, the parties hereto agree as follows:

1. DEFINITIONS

1.1 In this Agreement, except otherwise provided, the following words, expressions and/or phrases shall have the meanings as defined herein below. Words importing the singular only include the plural and vice versa where the context so requires.

- a. **Agreement:** means the present Agreement signed between the Contractor and the Client with all terms and conditions of the agreement along with all Agreement Documents. This Agreement and its attached annexure(s) constitute the exhaustive description of obligations of the Parties.
- b. **Agreement Price:** means the price that has been quoted by the Contractor.
- c. **Agreement Documents:** includes but is not limited to bid documents, annexure(s), Schedule(s) form of contract, clarifications and responses to the Contractor, Technical Proposal & its clarifications, Financial Proposal & its clarifications, Request for Proposal, Terms of Reference or any instruction or communication regarding the subject matter either through hard copies/forms or in electronic form/means or any amendment hereto.
- d. **Accessibility:** In human-computer interaction, accessibility refers to the accessibility of a computer system to all people, regardless of disability type or severity of impairment. The term "accessibility" is most often used in reference to specialized hardware or software, or a combination of both, designed to enable use of a computer by a person with a disability or impairment.
- e. **Code verification:** is the process of checking that a software system meets specifications and that it fulfils its intended purpose. It may also be referred as software quality control.
- f. **Day:** means calendar day of the Gregorian calendar.
- g. **Effective date:** means the date of Signing of the Agreement.
- h. **Force Majeure:** means without limitation, Acts of God, Government restrictions, war and hostilities, invasion, act of foreign enemies, rebellion, revolution, riot, industrial disputes, commotion, natural disasters and other similar risks that are beyond the control of Parties.
- i. **Modularity:** is the degree to which a system's components may be separated and recombined. Modularity refers to the extent to which software may be divided into smaller modules. Software modularity indicates that the numbers of application modules are capable of serving a specified business domain.
- j. **Month:** means calendar month of the Gregorian calendar.
- k. **Scalability:** is the capability of a system to handle and perform under an increased or expanding workload. A system that scales well will be able to maintain or even

increase its level of performance or efficiency when tested by larger operational demands.

- l. **Security:** In computer program designed to enhance software security. The defense of computers / Application and database server against any kind of intrusion and unauthorized use of resources.
- m. **Services:** means the work, activities or described under the scope of work including deliverables attached as Annex-A to this Agreement.
- n. **Specifications:** means the specifications for the Product as directed by Client including deliverables, together with any additional specifications or modifications to the specifications that may be agreed to in writing by the parties during the term of this Agreement.
- o. **Penetration Testing** is practice of testing a computer system, network or Web application to find vulnerabilities that an attacker could exploit. The Contractor will mention the tool used for penetration testing in submitted proposal; Contractor may also share the name in case of third party verification like VeriSign.
- p. **User interface design (UI):** is the design of user interfaces for software with the focus on maximizing usability and the user experience.
- q. **Methodology:** is splitting of software development work into distinct phases or stages containing activities with the intent of better planning and management. The methodology includes the pre-definition of specific deliverables and artefacts that are created and completed by a project team to develop or maintain an application.
- r. **Migration of Existing data:** Migrating all the existing data available in different formats or any other existing database to the new system.
- s. **Software license:** is a legally binding agreement that specifies the terms of use for an application and defines the rights of the software producer and of the end-user. Software must be legally licensed before it may be installed.
- t. **Time of Completion:** means the time schedule within which Completion and Execution of the Services is desired by Client.
- u. **Acceptance Testing:** means the testing or checking of the delivered solution as per scope of the Project. This testing shall be conducted based on the given TOR, and shall results in the relevant milestone as mentioned in this document, if declared successful by Director ICT.
- v. **PTA's Authorized Representative:** means the Director ICT of PTA, or any person formally authorized by PTA.
- w. **Laws of Pakistan:** means the Federal, Provincial and Local laws of Pakistan, and all orders, rules, regulations, statutory regulatory orders, executive orders, decrees, judicial decisions, notifications, or other similar directives made pursuant thereto,

issued by any executive, legislative, judicial, or administrative entity, as any of them may be amended from time to time by the Government of Pakistan.

- x. **Loss:** means any or all loss, damage, liability, payment obligation and all related expenses (including reasonable legal fees) and expenses for remedial action/measures.
- y. **Pakistan:** means the Islamic Republic of Pakistan.
- z. **Project:** means the Internal Communication Module project awarded to Contractor with its Scope of Work as laid down in this Contract.

1.2 INTERPRETATION

Except where the context requires otherwise, this Contract will be interpreted as follows:

- a. The headings, whether of articles or other parts of the Contract, are for ease of reference only and do not affect the interpretation or construction thereof.
- b. Words in the singular include the plural and vice versa, and words importing any gender include every gender.
- c. A reference to an Article number is a reference to its sub-articles.
- d. Where the context so requires, reference to a person shall be construed as including references to an individual, firm, company, corporation, unincorporated body of persons or any State or agency thereof.
- e. Where any act, matter or thing is required by this Contract to be performed or carried out on a certain day and that day is not a Business Day then that act, matter or thing shall be carried out or performed on the following Business Day; and
- f. References to statutes or statutory provisions include references to any orders, or regulations made there under and references to any statute, provision, order or regulation include references to that statute, provision order or regulation as amended, modified, re-enacted or replaced from time to time whether before or after the date thereof.

No rule of construction applies to the disadvantages of Client for preparing this Agreement in whole or in part.

2. SCOPE OF WORK

- 2.1 Contractor shall design, develop, and implement Internal Communication Module (the "Software") according to the Client functional specifications and related information (the "deliverables") and maintenance, training for the process of the Modules attached hereto as Annex- A.

3. TERM

3.1 Project will be completed in all respect within 190 working days after signing of the Agreement.

Milestone	Time Period
Day of signing the contract	T-day
Planning and System Analysis	T+ 10 days
System Mapping and Design	T + 20 days
System mock-up & story board presentation to Authority for acceptance	T + 40 days
Application Development / Customization	T + 70 days
Application Testing	T+ 90 days
Data Preparing and loading/Data Migration	T + 100 days
Post Roll Out Acceptance (PAT/PAC)	T+ 140 days
User & Developer Training	T + 150 days
Final Acceptance Testing / Certificate (FAT/FAC)	T + 190 days

3.2 However, in case of any unavoidable/unforeseen delay (i.e. Force Majeure) incurred either by the Contractor or the Client, necessary timeline extension would be agreed mutually between both parties, however it has to be communicated to each other at least 15 days before expiry of the contract.

4. TRAINING

4.1 Contractor shall provide Client's employees with the initial training services necessary with respect to the use of Software as may reasonably be requested by Client from time to time at no additional cost to the Client. Contractor shall deliver a detailed user's manual for administrators on days and times the parties agree to in writing. All training that Contractor is required to provide hereunder shall be performed at such locations and at such times as are mutually agreed to by the parties hereto. Upon the expiration of the Training Period (if any) and following Client's request, Contractor will provide any support services necessary to insure Client's continued use of the Software.

5. SUPPORT AND MAINTENANCE

5.1 Contractor will provide support and maintenance services, to the Clients for the period of three (03) years on Client's request from time to time. However, in critical situation, the Contractor will provide immediate support within one hour of the reported complaint(s).

6. STANDARD IMPLEMENTATION & DEVELOPMENT

6.1 The scope of activities for the Standard Implementation and Development as specified in Annexure A and Annexure B for Internal Communication Module:

6.1.1 Planning and System Analysis

- (a) Contractor will document the plan of the project.
- (b) System analysis of the business processes will be undertaken.
- (c) Copies of all relevant documents will be provided by the Client to the developer
- (d) Contractor will perform analysis of the deliverables mentioned at "Annexure A" of this Agreement.

6.1.2 System Mapping and Design

- (a) Contractor will map current business processes into the Internal Communication Module and this would become the basis for the design of setups in application.
- (b) Contractor will identify the interfaces among modules and map business requirements to Internal Communication Modules function points. Future business requirement document is part of the agreement.

6.1.3 System mock-up & story board presentation to Authority for acceptance

- (a) This involves enabling the system from setup documents compiled during earlier phases and control the business process being implemented in the Internal Communication Module.
- (b) Contractor will enter up to 10-15 records to help the Client's End Users understand the input of records in each module specified in Annexure A.
- (c) Contractor will create responsibilities and users' profiles.
- (d) A presentation on mock-up / story board will be presented to PTA Authority for formal acceptance

6.1.4 Application Testing

Contractor will do application testing to check the Business Process flow in the modules and update the project plan to reflect changes and audit the Project Problem Report.

6.1.5 Application Development / Customization

Contractor will carry out CRP session to present and get acceptance of Internal Communication Module offered to client as follows:

Session 1: After necessary system testing based on test data provided by Client; Contractor will present the solution to Client's key team to have a feel of the application. During this session, users' queries if any will be resolved and necessary input will be taken for making required changes within Standard module framework.

Contractor will incorporate all standard changes identified by users in the system.

Session 2: After making necessary changes in the system and collection of User Acceptance Test Cases; Contractor will conduct second session and present incorporated changes to proceed further.

6.1.6 Data Migration

Bidder will be responsible for complete migration of existing e-files and documents and any other data available in existing systems.

6.1.7 Go Live Phase

Contractor will:

- 6.1.7.1 Upload/migrate the data provided in excel format or from existing /other systems.
- 6.1.7.2 Implement a backup, recovery, and fault tolerance strategy.
- 6.1.7.3 Configure the production system once the freeze point for Software patches and integration tests is determined.
- 6.1.7.4 Prepare end user training materials.
- 6.1.7.5 Make sure project Documentation reflects the system as built.
- 6.1.7.6 Achieve a consensus on the go live decision.

6.2. Contractor has attached as detailed Project Plan. The plan includes the Planning, System Study for Operational Analysis, development of the final Design and deployment of the modules specified in the TOR .

6.3. Post Rollout Acceptance

- 6.3.1 Following rollout in different phases mentioned in Project Plan, Client shall, operate the Internal Communication Module to confirm the results of their operations through the implemented applications. This will determine whether:
 - a. The implementation conforms to the Specifications and details available in to be Process Model for Internal Communication Module Solution.
- 6.3.2 Client shall with Contractor 's assistance, during the above parallel run phase verify the necessary operational steps against each module as described and determined in documents specified in clause 6.3.1(a).
- 6.3.3 The Provisional Acceptance Testing (PAT) will be based on requirements & deliverables as mentioned in the ToR. Client will on completion of PAT will issue Provisional Acceptance Certificate (PAC) to the Contractor before going to Final Acceptance.

6.3.4 Notice of Acceptance

If the Software satisfies the Provisional Acceptance Test as mentioned in para 6.3.3, Client shall operate the Internal Communication Module to confirm the results of their operations through the implemented application. PTA will promptly confirm such satisfaction of the Acceptance Tests to Contractor in writing and will issue a Final Acceptance Certificate (FAC) satisfactory acceptance.

6.4. System Ownership:

After production / cut over the System ownership will be transferred to Client. Source code along with all versions of application developed by the Contractor will be handed over (with complete technology transfer) and will become property of PTA. The source code will be provided at every stage i.e. on request of PAC / FAC and final source code will be provided on the issuance of FAC. The contractor will be responsible to perform technology transfer after successful

deployment. In case of termination of contract or in case of Contractor goes out of business during the time of implementation or support period, the source code and database design will be handed over to PTA and will become property of Client.

7. PAYMENT

7.1 The Client shall pay the Contractor Rs. _____. This amount has been established based on the understanding that it includes all of the Contractor costs and profits as well as any tax obligation that may be imposed on the Contractor.

7.2 Schedule of Payment The schedule of payment is specified below. Module wise payment.

Activity	Payment Schedule
Successfully deployment and GO LIVE after issuance of Final Acceptance Certificate after satisfactory acceptance as per the ToR	Development & deployment cost as per serial 1 of the quoted financial bid (Annex-E) will be paid to bidder issuance of final acceptance certificate by the Client.
M&S Period Payments Expiry of Warranty Period	Equal amount of Maintenance and Support cost as per the quoted financial bid (serial 2 of Annex-E) will be released on yearly basis after one year issuance of FAC.
Release of Retention Money	Retention money (i.e. 10% of the contract price) will be released after expiry of the Agreement. However, applicable penalty/payment (if any) will be adjusted at the time of final payment.

8. UNDERTAKING

8.1 The Successful Contractor shall submit an undertaking duly notarized within three (03) days of the effective date of this Agreement, assuring that in the event of failure to comply with TOR and failure to produce quality work at any time of the Agreement period, the client shall have the right to forfeit the contract price in addition to any other remedies available under the law to claim liquidated damages equal to contract value or specific performance of the Agreement etc.

9. PROJECT ADMINISTRATION

9.1 Coordinator: The client designates Project Manager (Internal Communication Module) PTA HQs as Client's Coordinator; the Coordinator will be responsible for the coordination of activities essential under this agreement, for acceptance and approval of the deliverables by the Contractor and approving invoices for the payments.

9.2 The Contractor shall promptly replace any of the employees working on the project if deemed unsatisfactory by the client.

- 9.3 For payment of the invoices, approval/verification of the coordinator shall be necessary and no payment shall be made in the absence of such approval/verification.

10. CONFIDENTIALITY OF CLIENT INFORMATION

- 10.1 The Contractor shall not, during the term of this agreement and after its expiry, disclose any proprietary or confidential information related to the services, this agreement or the Client's business or operations without the prior written consent of the Client. The breach of this clause will enable the Client to take legal action against the Contractor as per applicable laws of the country.
- 10.2 Contractor shall ensure that no application/ system shall be affected during the audit due to usage of penetration tools
- 10.3 Both parties shall sign Non-Disclosure Agreement (NDA) to ensure the confidentiality of information exchanged in result of the Agreement.

11. CONVEYANCE OF RIGHTS OWNERSHIP (TRAINNG MANUAL)

- 11.1 Any software, report, drawing or other material, graphic, etc. or otherwise, prepared by the Contractor for the Client under the agreement shall belong to and remain the property of the Client. The Client shall have the right to register it under Trade Marks and Copyright Laws, if so needed, without first obtaining consent of the Contractor. Complete source code, graphical source files, DB architecture, user/administrator manuals, required add-ons, related software's, components, will be provided by the Contractor at the end of 3 years of maintenance and support service agreement.
- 11.2 The Contractor will transfer, grant, convey, assign, and relinquish exclusively any and all rights, titles, and interest in and to both the tangible and the intangible property constituting the development of software, application or any product under the Agreement in perpetuity to the Client which may include but limited to the following.
- 11.3 Title to and possession of the updates, codes, application, or whatsoever related and documentation that constitute all copies of the software, updates, backups, application, its component parts, and all documentation relating thereto, possessed or controlled by the Contractor.
- 11.4 All right, title, and interest of products, software, creations, discoveries, improvements, ideas, codes, know-how and all other intellectual property under the Agreement

12. PROHIBITED ACTIVITIES

- 12.1 The Contractor agrees that, during the term of this Agreement and after its termination, the Contractor and any entity affiliated with the Contractor shall not provide any information which he may have obtained as a result of the project as the same may be harmful to the Client. In case of disclosure of any sensitive information, the party involved will be liable to pay damages to the Client or the Client reserves the right to take legal action as per applicable Laws of the country, as the case may be, and the said Contractor shall be disqualified for any consultancy/agreement/contract in future.

13. ASSIGNMENT

- 13.1 The Contractor shall not assign this agreement or any portion of it without the Client's prior written consent. PTA Internal Communication Module is exclusive right of PTA and shall not be used for any other Client.

14. LAW GOVERNING THE AGREEMENT AND LANGUAGE

- 14.1 The Agreement shall be governed by and under the laws of Pakistan and the Language of the Agreement will be English.

15. DISPUTE RESOLUTION

- 15.1 If any dispute of any kind whatsoever shall arise between the Client and the Contractor in connection with any opinion or recommendation on any matter arising out of this Agreement, including without prejudice to the generality of the foregoing, any question regarding its existence, validity or termination, or the completion of the this Agreement (whether during the progress of implementation or after its achieving completion and whether before or after the termination, abandonment or breach of the Agreement) the Parties shall seek to resolve any such dispute or difference through mutual consultation however, in case of failure, through Referral to Procurement Committee. In case parties fails to resolve the dispute within fifteen days same shall be settled through Authority or arbitration by a sole arbitrator to be appointed with the mutual consent of the Parties, or in case the Parties are unable to reach agreement in this behalf, to be appointed by court. The arbitration shall be conducted under the Arbitration Act 1940 and the place shall be Islamabad, Pakistan. The language of the arbitration shall be English.

16. PENALTY CLAUSES

- a. If the bidder fails to complete the project within the given timeline as per agreement, Penalty of 0.5% per week (minimum four or more days will be considered as one week) of the total contract value (total bid amount) will be charged up to maximum of 10% of the contract value (equivalent to 10% retention money). Thereafter, work order will be cancelled, the agreement will be terminated and in addition to penalty the retention money will be forfeited.
- b. In case of non-satisfactory maintenance and support services by the bidder during the existence of the agreement and as determined by the Supervisory Committee, the Penalty at rate of 0.1 percent per day of the contract value will be applicable on the bidder until the performance is improved up to the satisfaction of PTA.
- c. In case of failure to perform as per PTA requirements during the maintenance and support services period, PTA reserves the right to cancel the contract and forfeit retention money in favour of PTA and pending payments related to Maintenance & Support Services will not be released.

17. TERMINATION OF AGREEMENT:

- 17.1 Subject to Force Majeure, failure of the Contractor to complete the project within given time, beyond the time of completion of project shall be deemed a total failure on the part of the Contractor and the Client may terminate the agreement without any liability or responsibility, provided, however, the Contractor will return any or all amounts paid by the Client up to date of termination without any deduction. Further, earnest money deposited by the Contractor shall also be forfeited in favor of Client. The maximum fine will not exceed 10% of the cost of project. If project is delayed any further, Client will have the right to terminate the Agreement.

- 17.2 Any and all remedies of the Client for defective or delayed performance or non-performance of obligations by the Contractor shall be exclusive of other remedies for such default and the exercise by the Client of any one remedy shall not constitute a waiver by the Client of any other remedy available to the Client under this agreement.

18. FORCE MAJEURE

- 18.1 Contractor shall not have liability whatsoever or be deemed to be in default for any delay or failure in performance under this Agreement resulting from acts beyond the control of Contractor, including and without limitation to the acts of God, acts or regulations of any governmental or supra-national authority, war or national emergency, accident, fire, lighting, equipment failure, computer software malfunction, electrical power failure, telecommunication line failure, riot, strikes, lock-outs, industrial disputes or epidemics of infectious diseases provided that the Contractor provides a 14 days' notice to the Client after occurrence of such event. Likewise, the Client shall not be liable in case of Force Majeure.
- 18.2 In case of non-commissioning of Internal Communication Module within time frame given in work order due to default of the Contractor, the retention money shall be forfeited in favor of Pakistan Telecommunication Authority.

19. PROHIBITED ACTIVITIES

- 19.1 The Contractor agrees that, during the term of this Agreement and after its termination, the Contractor and any entity affiliated with the Contractor shall not provide any information which he may have obtained as a result of the project as the same may be harmful to the Client. In case of disclosure of any sensitive information, the party involved will be liable to pay damages to the Client or the Client reserves the right to take legal action as per applicable Laws of the country, as the case may be, and the said Contractor shall be disqualified for any consultancy/agreement/contract in future.

20. DOCUMENTS

- 20.1 The following documents form an integral part of Agreement and constitute the full understanding, rights and obligation of Parties. The contravention of any of the provision of any document shall be deemed and construed as violation of this Agreement.
- a. The Agreement
 - b. Its attached annexure and appendixes,
 - c. Terms of Reference

21. CONFLICT OF INTEREST

- 21.1 Except as otherwise expressly provided herein, neither Party nor any of its employee, or agent or its subcontractors or bidders shall have personal interest which may constitute conflict of interests, including but not limited to give or receive from any employee, or agent of the other party any gift, entertainment or other favor of significant value, or any commission, fee or rebate in lieu of this Agreement. The Contractor shall promptly notify the Client of any violation of this clause and any consideration received as a result of such violation. In the event of any violation of this clause, including any violation occurring prior to the date of this Agreement, resulting directly or indirectly in Client's issuance of orders to the Contractor, the Client may at its sole option terminate this Agreement and notwithstanding any other provision of this Agreement, pay the Contractor only that amount earned prior to the date of termination. Any designated representative for the Client may audit any and all records of the Contractor for the purpose of confirming compliance with this clause.

22. MAINTENANCE & SUPPORT SERVICES

22.1 Maintenance and support will be followed where faults are divided into following categories.

- a. **Critical:** Means any fault /bug, application problem which can prospectively result or has resulted in business halt / business at stake or the application crashed. Response time for this kind of issue would not be more than 2 hours during working days that is Monday to Friday (9 am to 6 pm). If any critical fault occurs after office hours, then response time will not be more than 2 Hour on next working day. However, time required to resolution of the issues will vary depending upon the nature of the issue.
- b. **Major:** Means any fault /bug in the application by which “Application is up and running but one or more than one modules are not operational, or not in the normal working condition”; business is running but with some major issues. Response time for this kind of issue would not be more than 3 hours during working days that is Monday to Friday (9 am to 6 pm). If any major fault occurs after office hours, then response time will not be more than 3 Hours on next working day. However, time required to resolution of the issues will vary depending upon the nature of the issue.
- c. **Minor:** Means the application is running but not giving an optimal performance, or with some operational issues such as connection leakage issues, it lies under minor issues which don’t affect the overall system functionality. Response time for this kind of issue would not be more than 24 working hours. Time required to resolution of the issues will vary depending upon the nature of the issue.

22.2 Complaint Lodging Procedure

The Client will file a complaint through Contractor’s Complaints resolution system and the Contractor shall respond as mentioned above:

- a. First Level Support: Means the initial interface to Client, in case of any problem that can be in the form of telephonic call or in written available format such as E-mail or Contractors Ticketing System etc.
- b. Second Level Support: Means the escalation of the problem to the right concerned technical engineer who shall coordinate and analyse the nature of problem reported and shall categories fault to classification with the Client for the rectification of the fault. This support may or may not include on site visit to the PTA premises.
- c. Third Level Support: Means the on-site visit of the technical engineer at the PTA premises for the rectification of any problem or fault reported by PTA.

22.3 Application Support

Contractor shall be providing maintenance and support for application for the duration explicitly mentioned in the Scope of Maintenance and Support.

22.4 The time period for (03) years of Maintenance & Support servicers shall be started on the date of issuance of Final Acceptance Certificate (FAC).

22.5 Scope of Maintenance & Support

Scope of Maintenance and Support are limited to the following activities:

- i. Bug fixing of the Application
 - a. If any bug is reported in the developed functionalities of the application, Client must inform the Contractor about the bug through a formal communication channel.
 - b. Contractor will analyse the bug and give a reasonable time frame to fix this bug.
 - c. After the bug is fixed and tested at the Contractor site, it will be patched to the production server.
- ii. Maintenance of performance of application
 - a. The performance of the application will be maintained during the Maintenance & Support period.
 - b. Enhancement / change & elimination of functionality shall be requested in this period.

23. Taxes and Duties

23.1 Except as otherwise specifically provided in this Agreement, Contractor shall bear and pay all taxes, duties, levies and charges assessed on Contractor by any Public Sector Entity in connection with the Scope of Services to be rendered by Contractor pursuant to this Agreement.

23.2 Notwithstanding the foregoing, either Party shall be responsible for their own corporate, personal or any other taxes (including, without limitation, super tax, surcharges, etc.) or those of any other employees, servants, agents of Contractor whether on their income, assets, business, turnover, or any other basis; and

23.3 Client shall make all applicable lawful deductions and withholdings from amounts due to Contractor from time to time and furnish to Contractor a copy of the treasury challans of such deductions and withholdings. If Contractor is eligible for any tax exemptions allowable under the Laws of Pakistan, those shall be obtained directly by Contractor from the concerned authorities/agencies.

25. SOFTWARE DOCUMENTATION AND SOURCE CODES

Developer shall provide two (02) complete sets of documentation with a soft copy of documentation for software including technical, maintenance, UI files, DB structure and Source Codes. Developer shall also provide two (02) complete sets of documentation for each updated version of software. There shall be no additional charge for this documentation or the updates. Software documentation shall be comprehensive, well-structured and indexed for easy reference. Developer will provide the source code of software including all graphics, scripts and related files to the Client on DVD.

26. RELATIONSHIP OF PARTIES.

This Agreement shall not be interpreted or construed to create an employer-employee relationship, an appointment to the service of the Client or even a promise to be so appointed, an association, joint venture, partnership or special agency between the parties or to impose any partnership obligation or liability upon either party. The Contractor shall have no right, power, or authority to enter into any agreement or undertaking for, to act

on behalf of, to act or be and agent or representative of, or to otherwise bind, the Client except when so expressly authorized by Client.

27. INDEMNIFICATION

27.1 The contractor shall be liable for and shall indemnify, defend and hold harmless its, members, officers, directors, employees from and against all claims, damages, liabilities, losses, and expenses, whether direct or indirect, or personal injury or death to persons or damage to property arising out of (i) any negligence or intentional act or omission by the Contractor or its employees, personnel, agents or other authorized representatives in connection with the Agreement or any other agreement with the Client, (ii) arising out of or in connection with the performance of its obligations under this Agreement or any other agreement, if any, with the Client; or iii) arising out of the breach by the Contractor of any Intellectual Property Rights of third parties.

27.2 The Contractor shall further indemnify and hold harmless the Client in respect of any loss or damage caused to it on account of any representation made by the Contractor proving incorrect, in particular on account of any requisite permission not having been obtained or for breach of any warranty or otherwise.

28. MISCELLANEOUS

28.1 Any failure and/or delay by a Party to exercise or enforce any rights conferred under the Agreement shall not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement thereof at any time or times thereafter.

28.2 Any waiver must be given in writing and signed by the Party waiving its rights. Any waiver of a Party's rights, powers or remedies under the Agreement must be in writing and must be dated and signed by an authorised representative of the Party granting such waiver and must specify the right and the extent to which it is being waived.

28.3 If any one or more of the provisions of this Agreement should be ruled wholly or partly invalid or unenforceable by a court or other government body of competent jurisdiction, then, the validity and enforceability of all provisions of this Agreement not ruled to be invalid or unenforceable shall be unaffected; However, the Parties shall promptly agree upon an alternative provision having an effect as similar as possible to the effect of the prohibited or invalid provision.

28.4 All addition amendments and variations to this agreement shall be binding only if in writing and signed by the Parties or their duly authorized representatives.

28.5 All Annexures and Agreement Documents forms an integral part of this Agreement and has to be read and construed as such.

28.6 This Agreement is intended by the parties as the final expression of their Agreement and is intended also as a complete and exclusives statement of the terms of their Agreement with respect to their relationship and all related matters.

FOR THE CLIENT

Signed by _____

Official seal

Witness 1

FOR THE CONTRACTOR

Signed by _____

Official seal

Witness 2

**Non-Disclosure Agreement for Hiring of Services for Up-gradation &
Implementation of Internal Communication Module for PTA**

NON-DISCLOSURE AGREEMENT

THIS NON-DISCLOSURE AGREEMENT ("NDA") is made and entered into at **Islamabad, Pakistan** on the __ day of -----2020

BY AND BETWEEN

Pakistan Telecommunication Authority, a statutory regulatory authority established under Pakistan Telecommunication (Re-Organization) Act, 1996, having its Head Quarter at F-5/1, Islamabad through Director Type Approval (hereinafter called as the "**CLIENT**" which expression shall where the context admits, include successors-in-interest and assigns) of the One Part:

AND

(insert name of Client) a Client incorporated under the laws of having its registered office at-----through its authorized representative Mr..... (herein after called as "**Contractor**") which expression shall where the context so allows include his/its successors-in-interest, executors, administrators, heirs and permitted assigns) of the **Other Part;**

(The Party of the One Part and Party of the Other Part shall hereinafter be collectively referred to as 'Parties' and individually as 'Party' as the context of this Agreement requires).

WHEREAS

1. The parties have entered into Agreement dated, (the "Agreement") whereby, the Client may have to disclose certain non public and proprietary information in result of execution and subsequent operation of the Agreement to the Contractor,
2. The Parties are desirous to set the terms and conditions hereunder and sign this Agreement

NOW, THEREFORE THIS AGREEMENT WITNESSETH, for good and valuable consideration, it is hereby agreed between the parties as under:

- 1. Definition of Confidentiality.** In addition to the **Confidentiality clause** used in the Agreement, "Confidential Information" refers to any information which has

commercial value and is either (i) technical information, including patent, copyright, trade secret and other proprietary information, techniques, sketches, drawings, models, inventions, know-how, processes, apparatus, equipment, algorithms, software programs, software source documents, and formulae related to the current, future and proposed products and functions of the Client, or (ii) non-technical information relating to Client's functions, responsibilities, operations including, without limitation, plans and strategies, finances, financial and accounting data and information, suppliers, stakeholders, purchasing data, strategical plans and any other information which is proprietary and confidential to Client.

2. **Nondisclosure and Non-use Obligations.** Subject to confidentiality clause under the Agreement, the Contractor will maintain in confidence and will not disclose, disseminate or use any Confidential Information belonging to Client, whether or not in written form. Contractor agrees that Contractor shall treat all Confidential Information of Client with at least the same degree of care as Contractor accords its own Confidential Information. Contractor further represents that Contractor exercises at least reasonable care to protect its own Confidential Information. the Contractor agrees that Contractor shall disclose Confidential Information only to those of its employees who need to know such information and certifies that such employees have previously signed a copy of this Agreement.
3. **Survival.** This Agreement shall govern all communications between the Parties. Contractor understands that its obligations under Paragraph 2 ("Nondisclosure and Non-use Obligations") shall survive for two years after the termination or expiry of the Agreement. Upon termination of any relationship between the Parties, Contractor will promptly deliver to Client, without retaining any copies, all documents and other materials furnished to Contractor by Client.
4. **Governing Law.** This Agreement shall be governed in all respects in accordance with the laws of Pakistan.
5. **Injunctive Relief.** A breach of any of the promises or agreements contained herein will result in irreparable and continuing damage to Client for which there will be no adequate remedy at law, and Client shall be entitled to injunctive relief and/or a decree for specific performance and such other relief as may be proper (including monetary damages if appropriate).

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the dates written below.

For and on Behalf of Client	For and on behalf of Contractor
Signed by_____	Signed by_____
Seal-----	Seal_____
Witness_____	Witness_____

Technical Evaluation Criteria

Part A) Mandatory Requirement			
1	Service provider has to produce tax details (GST and NTN certificate, Active Tax payer list)		
2	Registrations Certificates (e.g. SECP/Registrar of firms)		
3	Registration with PSEB		
4	Minimum five years of relevant experience		
5	Presence at Islamabad/Rawalpindi		
6	An affidavit on judicial paper minimum of Rs. 100 that company is neither blacklisted nor involved in any illegal activity		
7	Company Information (Details to be provided as per Annex-G)		
Part B) Technical Capabilities of Bidder			
S#	Attributes	Max. Score	Criteria
1	Team Expertise (Details to be provided as per Annex-H) (Minimum five years of software development experience, having degree in IT/Computer Sciences and should have hands-on experience of working on similar projects) (2 marks/person)	10	Two (2) points will be awarded for each team member having required expertise and experience on working of similar projects
2	Details of successfully completed projects of similar nature (detail to be provided as per Annex-F) (documentary proof be provided i.e. copy of work order / agreements & client references etc.) (3 marks/project)	15	Three (3) points will be awarded for each successfully completed project
Part C) Functional Evaluation through presentation by the bidder			
1	Modularity & Scalability (5,5)	10	To be awarded as per given explanation at Page 41 of the RFP.
2	Security, Penetration Testing & Code Verification (4,3,3)	10	
3	Concept for User Interface Design / User Experience	5	
4	Methodology	5	
5	Methodology for Migration of Existing Data	10	
6	Backend Administration Module	10	
7	Accessibility	5	
8	Licensed Technology Platform	5	
9	Transition Plan /Technology Transfer Mechanism	15	The bidder will provide detailed transition plan for enabling PTA employees after end of M&S period
Sub Total		100	
Minimum technical qualifying marks are 70%			

Note: All Supporting documents to be provided with technical proposal.

Brief explanation of Clauses of “Part (C) Functional Evaluation” of Technical Evaluation Criteria is pasted below for the quick understanding & easy reference for the Bidder.

1. **Modularity** is the degree to which a system's components may be separated and recombined. Modularity refers to the extent to which software may be divided into smaller modules. Software modularity indicates that the numbers of application modules are capable of serving a specified business domain. **Scalability** is the capability of a system to handle a growing amount of work, or its potential to be enlarged to accommodate that growth.
2. **Security** in computer program designed to enhance software security. The defence of computers against intrusion and unauthorized use of resources is security. **Penetration** essentially provides all the security tools as a software package. The bidder will mention the tool used for penetration testing in submitted proposal; bidder may also share the name in case of third party verification like VeriSign. **Code verification** is the process of checking that a software system meets specifications and that it fulfils its intended purpose.
3. **User interface design (UI)** is the design of user interfaces for software with the focus on maximizing usability and the user experience.
4. **Methodology** is splitting of software development work into distinct phases or stages containing activities with the intent of better planning and management. The methodology includes the pre-definition of specific deliverables and artefacts that are created and completed by a project team to develop or maintain an application.
5. **Migration of Existing data.** Migrating all the existing file/documents/DB data available in different formats in excel or any other existing database to the new system.
6. **Backend Administration Module** is the capability of application administrator to administer user profiles, roles, organizational structure, delegations, designation, search files/documents, change ownerships, transfer desk, dashboards, managers' view, dynamic reporting, user activity log and all the other related activities which requires to be managed by the application administrator.
7. **Accessibility:** Refers to the accessibility of a computer system to all people, regardless of disability type or severity of impairment. The term "accessibility" is most often used in reference to specialized hardware or software, or a combination of both, designed to enable use of a computer by a person with a disability or impairment.
8. **Licensed Technology Platform** is a legally binding agreement that specifies the terms of use for an application and defines the rights of the software producer and of the end-user. Software must be legally licensed before it may be installed/configures. All technology/products to be used for development must be licensed. Open Source technology shall not be accepted.
9. **Transition Plan:** The bidder along with submission of technical proposal should submit the detail transition plan of technology transfer and M&S to PTA
10. **Presentation.** The bidder will demonstrate the proposed solution and will highlight all the important aspects that how the solution will adequately meet the needs of PTA.

Financial Bid Format

The financial bid shall be submitted on separate letter head (s) of Bidder for the financial proposal mentioning the total amount as per following format and text content.

We, M/s_____ bid an amount of Rs._____
(in figures), _____ (in words) for the provisioning of services for “**Up-gradation and Implementation of Internal Communication Module for PTA**” published at PTA and PPRA websites and/or in the daily _____ dated _____.

The detail of Financial Bid is mentioned below.

Sr. #	Items	Quoted Price (PKR) Inclusive of all applicable taxes
1.	DEVELOPMENT AND DEPLOYMENT COST: Proprietary Software Solution (Internal Communication Module) for PTA including licensed technology platform, penetration testing, source code certification, third party software audit, historical data migration, training cost, software licenses/renewals etc.	
2.	Maintenance & Support Services for three (3) Years	
	Total Bid Amount	

We undertake to abide by the rules/ regulations /decision made by the Authority regarding award of project.

We also confirm to abide by the conditions/clauses given in Agreement Document, in case PTA considers us to award the project.

On behalf of

Details of Successfully Completed Project of Similar Nature

Name of the Company

Note: Bidder shall use a separate sheet for each project.

1	Name of the Project (Documentary Proof i.e. work order/agreement etc to be attached)
2	Name of Client Organization & Address
3	Name & Designation of Authorized Representative of Client
4	Specify the period of maintenance and support services
5	Date of Project Award
6	Date of Project Completion
7	Brief Detail of Project and Technology Platform:

Note: All Supporting documents to be provided with technical proposal.

COMPANY INFORMATION

- a. Name of Company: _____
- b. Date of Establishment of Business: _____
- c. Address: _____
- d. Telephone No: _____ Fax No. _____
- e. Name & Designation of Authorized Representative: _____

S#	Description	Detail
1.	Owner Name & Organizational Structure	
2.	No. of offices in Pakistan/abroad	Pakistan:
		Abroad:
3.	No. of total employees	Pakistan:
		Abroad:
4.	Audited Annual Accounts	
5.	Yearly business turnover	
6.	Other businesses of the company	
7.	Nature of registration (sole proprietor, partnership, (pvt) Ltd.)	
8.	No. of litigation cases	

PERSONNEL DETAILS

Name & Designation of Employee

Note: Bidder shall use a separate sheet for each team member.

General Information	1. CNIC No	2. Date of Birth
	3. Professional Qualification / Certifications	
	4. Contact No	
	5. Total Experience (years)	
	6. Experience (years) with Present Employer	

Summarize professional experience in reverse chronological order. Indicate particular technical and managerial experience of successfully completed project of similar nature.

DD/MM/YY		Company/Project/Role/Specify Expertise
From	To	

Proposed Enhancements

S. No	Proposed Enhancements
1	Document revision history: IC module may have a centralized drafting system so that the need to upload MS-WORD documents may be subsided. Each DFA may be updated at the appropriate level so that eventually, a final draft may be printed only.
2	Document Library: There should be a dedicated repository of 'most used' documents (SOPs, MoMs, and Regulations etc.) Within the portal so that same files are not required to be uploaded periodically. User specific library to be made available and efficient document search functionality to be incorporated.
3	Timeline for disposal of on desk file/document: IC Module should also generate an automatic timeline of the submitted case, specifying the length of time spent by each officer on the case. Turnaround time for disposal of file/case/document.
4	Integration with DMS/Other module: IC Module should be linked with modules like DMS so that the status of a document is automatically updated on DMS when it's closed on IC module. The system should have some exposed interface through which it can be connected to any other system.
5	Remote Access through VPN: Access from home to be enabled with required security features. (Login/Access to an individual officer may be restricted to his / her official laptop only). Application will be mobile responsive with same features. HTTPS enabled domain.
6	Efficient Editor and Compatibility with MS Office for copy/paste: Main features of MS Word and MS Excel should be available in the noting or noting should be compatible / interoperable with MS word / MS excel or interfaces with MS Office. File name to accept special characters while attachment
7	File/document ownership matter: File ownership after transfer of an officer to be transferred to concerned officer to be simplified and inaccessibility of documents/files to be ensured.
8	Integration with Leave tracking/Email for account delegation: New IC system should be linked with the leave tracking system, Document management system and email system. In fact, DMS should be integrated with IC module. If officer on leave, a pop up alert to be generated.
9	Easy process for case initiation/document attachment: Simplify process to prepare cases and document attachment.
10	Merging of part files with main file: File merge facility in current IC module is not working well. File merging process should be an easy and effective process in the new IC module. Creation of case to be made mandatory for all users. The case to be merged with the main file after decision/closing of the case.

11	Reporting Module: Noting on other Department's files should be visible / available to the concerned officers. MY NOTINGS report to be viewed. A user based reporting module to be incorporated.
12	User Manual: Complete user manual to be provided (to be upgraded once additional features are added)
14	Digital Signatures: Enable Features of digital signatures. After approval of DFAs, digitally signed letters to be issued to the operators without the requirement to print, sign and send through email.
15	PDF / scanning of documents/emails and attachment in the relevant file should be seamless without requiring separate processes.
16	Creation of files and part-files should be aligned with standard guidelines of STI.
17	File and document names should be standardized. Portal file number to be displayed on documents.
18	Search Functionality: Search features for documents and files should be enhanced with additional options and simplifications. Searches for case and individual noting should also be available.
19	Dashboard for Supervisors: Dashboard for alerts, wherein, alerts can be customized by individual officers according to their preference. Dashboard for DGs/ Directors/ Members for monitoring of work related to their sections.
20	Dictionary: There are some issues with dictionary also faced sometimes. Dictionary to be made available with the editor.
21	To-do list management: The IC module should also have the option to create to-do lists for all the tasks that need to be done, and setting due dates for the individual to manage their schedule. File alerts to be configured by the case initiator based on the set reminder for further action on case/file.
22	Heading creation by users: Creation of Subjects in main heading may be allowed to user.
23	In Admin group we can move file of Admin. Group (i.e, file of any other owner of Admin group) from cabinet to desktop, but on completion of action, we are unable to send this file back from desktop to cabinet. For this purpose we have to send this file to owner of this file in Admin.
24	Option for draft noting for supervisor view may be looked upon in new system.
25	If file has been marked to inadvertently to wrong action addressee and the officer is on leave, there must be some option to retrieve back the file. (Somewhat like WhatsApp option of deleting an attachment/text). File can be retrieved back however, last sent noting can't be changed.
26	Option for magnifying the noting for persons having weak eyesight should be considered. Web accessibility standards to be implemented.
27	Option of text to speech and Speech to text may be considered for noting/drafting. Web accessibility standards to be implemented.
28	Hyperlink option to internet sites for ready reference may be considered for new system. Adding URL option, print screen/snapshots to be added.

29	Browser Compatibility: It may be explicitly mentioned that the application will function optimally on all popular browsers i.e. chrome, Firefox, IE explorer etc.
30	Two-factor authentication: For security challenges, two-way authenticator must be added for make it more secure. Biometric access to be explored.
31	When a document is erroneously attached to a file, it is not editable (e.g. change of name, subject, reference name or even deletion). The document should be editable and removable after being attached to a file as long as the file is on the desk.