



GOVERNMENT OF PAKISTAN

**THE MINISTRY OF RELIGIOUS AFFAIRS & INTERFAITH HARMONY
(MORA & IH)**

REQUEST FOR PROPOSAL (RFP)

**DEVELOPMENT AND IMPLEMENTATION OF TECHNOLOGY BASED
MODERN HAJJ TRAINING SOFTWARE**

Tender No. 01/HIT/2020

26th January, 2020

<http://www.mora.gov.pk> or <http://www.hajjinfo.org>

1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House, Islamabad

ABRIDGMENT

1. Recipient	Ministry of Religious Affairs & Interfaith Harmony, Pakistan (MORA & IH)
2. Pre-Bid Meeting	13th February, 2020 at 1200 Hrs
3. Venue	Ministry of Religious Affairs and Interfaith Harmony, 1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House.
4. Closing Date & Time of Technical & Financial Bids	12th February, 2020 at 1400 Hrs
5. Technical Bids shall be opened	13th February, 2020 at 1200 Hrs
6. Opening Date & Time of Financial Bids	Technical responsive firms shall be informed to participate in the opening process of financial bids with date and time.
7. Bid Money	Rs. (5% of total bid amount) in Favor of Ministry of Religious Affairs & Interfaith Harmony in shape of Bank Draft/Pay Order/CDR
8. Type of Tender	Single Stage Two Envelopes
9. Cost of Tender/RFP Document	Rs. 5000/- in Favor of Ministry of Religious Affairs & Interfaith Harmony in shape of Bank Draft/Pay Order/CDR.

ITEMS REQUIRED

Development and implementation of technology based Hajj Training software for the training of Hajj pilgrims.

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LETTER FOR INVITATION

SUBJECT: REQUEST FOR PROPOSALS (RFP)

DEVELOPMENT AND IMPLEMENTATION OF VIRTUAL REALITY BASED HAJJ TRAINING SOLUTION

1. Ministry of Religious Affairs (MORA & IH), Islamabad, intends to hire the services of a technical firm, who are on Active Taxpayers List of the Federal Board of Revenue, for the development and implementation of a modern technology based solution to train and prepare Hajj pilgrims going for the annual Hajj. In this connection, the services of competent dealing Technical Firm(s)/ Joint Venture(s) for the satisfactory completion of the subject assignment are required.
2. In continuation of the same, MORA & IH intends to select a Technical Firm for the said assignment. The selected agency will also be required to undertake the following details:
 - i. Provide the necessary software and hardware for easy and convenient usage of the Hajj training based on modern technology.
 - ii. Finished product must be available in an online version (via web portal) and a mobile version compatible with iOS and Android platforms.
 - iii. Finished product must contain a pilgrim management system.
 - iv. Training/guidance to the nominated representatives of MORA & IH to ensure proper usage of the product supplied.
 - v. Updating and Modification of Content, along with providing one year on-site warranty / technical support for the hardware and software.
3. The bidding documents containing detailed terms and conditions, evaluation criteria, bid security etc. for hiring of consultancy services are available on MORA & IH website <http://www.mora.gov.pk> or <http://www.hajjinfo.org> and may be obtained from the office of the undersigned on working days.
4. Pre-bid meeting will be held on 13.02.2020 at 1200 hrs. The sealed bids (Technical and Financial) prepared in accordance with the instructions in the bidding documents, must reach at Ministry of Religious Affairs and Interfaith Harmony, 1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House on or before 12.02.2020 at 1400 hrs. Bids will be opened on 13.02.2020 at 1200 hrs.
5. Selection of Firm(s) / Joint Venture(s) for the project shall be made under the evaluation criteria explained in this document quality and cost basis (QCBS) criteria. Bid evaluation criteria are described in Evaluation Criteria.
6. Bidders are invited to submit:-
 - a. A comprehensive Technical Proposal in duplicate (One original + One copy) in separate sealed envelope marked as Technical Proposal for tender referenced.

- b. Financial proposal in duplicate (One original + One copy) in separate sealed envelope marked as Financial Proposal for tender referenced.
 - c. Both the proposals i.e. Technical and Financial must be placed in sealed outer envelope with tender reference with opening date and time.
7. In the event you desire any explanation to RFP documentation, you may contact the office of the undersigned not later than 07 days before last submission date of the proposals.
8. Client reserves the rights to accept or reject any or all the proposals prior to the acceptance of proposal and without incurring any liability to the applicants or any obligation there under and the Clients decision shall be final and binding and shall not be challenged.

Assistant Director (IT),
1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House, Islamabad
Tel: 051-9201650

EXECUTIVE SUMMARY

Hajj is the fifth pillar of Islam and a sacred spiritual journey that every Muslim yearns to undertake to the holy places situated in KSA, yet, most pilgrims are unaware about the correct way to perform the sacred rituals and locations of the holy landmarks as well as the administrative matters which the pilgrims might face throughout the once-in-a-lifetime journey. The Ministry of Religious Affairs and Interfaith Harmony airlift more than 120,000 pilgrims each year to KSA for performance of Hajj.

To make this journey less arduous and more spiritually revitalizing, every year, soon after balloting, the Directorates of Hajj prepare a comprehensive district / tehsil wise training schedule for imparting training to the successful intending pilgrims. The training venues are earmarked on receipt of number of successful pilgrims of each district/ tehsil from IT Cell. The training schedule is prepared by the Directorates of Hajj and forwarded to IT Cell for onward intimation through SMS as well as intimation cards by post to the intending pilgrims about date and venue of training.

Training of intending pilgrims is arranged in district / tehsil council halls or Masjids with the help of districts administrations. If government hall of required capacity is not available, training program is then arranged in paid wedding halls. During training sessions attendance of intending pilgrims is recorded by the officials of Hajj Directorates on the automation system. The training is conducted by Master Trainers, Scholars and officers/ officials of the Directorates. The methodology used for training is old fashioned i.e. by delivering lectures on manasik hajj, administrative matters etc.

The current hajj training programs are ineffective, as they fail to utilize modern audio-visual equipment and methods for the purpose. MORA & IH is seeking the services of a firm which can provide training facilities to the intending pilgrims utilizing modern audio-visual technologies so that hujjaj be able to perform their rituals in a hassle-free manner after being trained. MORA & IH is accepting proposals in response to this request for proposal in order to find a qualified source to provide training to the intending Hajj pilgrims.

Only qualified individuals or firms with prior experience on projects such as this should submit proposals in response to this request for proposal. Bidders must list at least one project that is substantially similar to this project as part of their response, including references for each.

PROJECT OBJECTIVES AND DESCRIPTION

MORA & IH is seeking to collaborate with technical firms to develop and implement a comprehensive Hajj and Umrah training method for the Hajj pilgrims.

The objective of project is “to improve the quality and effectiveness of Hajj training provided by MORA & IH to Hajj pilgrims annually with the help of an effective, technology-based education system.” The Program will focus on the following areas:-

- i. Improving upon the currently used traditional methods of training Hajj pilgrims with a modern, visual based and more interactive Virtual Reality based training for Hajj pilgrims.
- ii. Enabling MORA & IH in producing quality trained Hajj pilgrims for the Hajj event.
- iii. Providing MORA & IH with more ease and efficiency for the management and administration of annual training schedules for Hajj pilgrims.

The selected firm will be responsible for providing development and implementation of a comprehensive and cost-effective training program for intending pilgrims in air condition halls. At present 07 permanent Hajj Directorates are working in Pakistan which provides facilities to the intending pilgrims. The distribution of intending pilgrims as per Hajj-2019 data is as under:-

S. No	POD	Pilgrims Travelled
1	Islamabad	26332
2	Karachi	26021
3	Peshawar	20101
4	Lahore	31525
5	Multan	11735
6	Quetta	5379
7	Sukkur	1892
Total		122985

The detail of district/ tehsil of each POD where training program will be arranged can be obtained on request. The firm selected will provide a comprehensive training program in collaboration with the Hajj Directorates at district/ tehsil level. The tasks include but may not be limited to the following criteria:-

سفر حج کی تیاری (شرعی امور)

سفر حج کی تیاری (انتظامی امور)

- سامان سفر، ممنوعہ اشیاء، حفاظتی نیچے، سفری دستاویزات، لباس۔
- سعودی عرب کے موسمی حالات، گروپ کی اہمیت، گروپ لیڈر کی ذمہ داریاں۔
- حاجی کیپ میں آمد و قیام، مختلف مراحل اور سعودی عرب روانگی۔
- زر مبادلہ کا حصول اور درست استعمال۔
- حفظان صحت اور ضروری تدابیر۔
- ہوائی جہاز میں سفر کے آداب۔
- سفر حج پر جاتے ہوئے زیادہ سامان لے جانا اور اس سے جڑے مسائل۔

انتظامی امور (سعودی عرب میں)

جدہ ایئر پورٹ کے مراحل اور مکہ مکرمہ آمد۔

سعودی عرب میں رہائش اور ٹرانسپورٹ کے مراحل، سعودی قوانین کا احترام۔
پاکستان حج مشن کی طرف سے بہبود کے انتظامات بشمول خدام الحج اور میڈیکل مشن۔
سعودی عرب میں قیام کی تقسیم، مشاعر مقدسہ سے شناسائی، منی میں مکاتب کا نظام اور نقشہ جات۔
مشاعر ٹرین، ہجرات اور ان کے نظام الاوقات۔
منی اور مشاعر مقدسہ میں طہنی سہولیات۔
حرم کے دروازے کھلنے اور بند ہونے کے نشانات۔
متحرک زینے کا استعمال۔
خواتین اور مردوں کے غسل خانوں کے نشانات۔
انگریزی کموڈ کے استعمال کا طریقہ۔
حج سے متعلق سمارٹ فون اپلی کیشن کا تعارف۔
شکایات اور رہنمائی کے طریقے۔

ادائیگی عمرہ

ادائیگی حج

منورہ مدینہ زیارات

1. Categories of Required Services of Virtual Reality Software Development Firm

1.1 Please refer to Annexure-I for "Schedule of Requirements."

1.2 The vendor/firm will be selected in accordance with the policy guidelines of Public Procurement Regulatory Authority (PPRA).

1.3 The vendor/firm should have capacity to provide the Virtual Reality Hajj Training Simulator solution, categories of which mentioned in Annexure-I.

2. About Bidders / Responding Organizations (ROs)

2.1. The Responding Organization (RO) must be registered with Sales Tax and Income Tax Department and should be in possession of a valid NTN certificate. Copies of the certificates must be provided with the bid document and RO must be on the Active Tax Payer List of FBR.

2.2. The RO must provide following on their letterhead:

- i. Name of Organization
- ii. Details of offices across Pakistan
- iii. Location of Head office
- iv. Size of company (number of employees)
- v. Company Profile along with Organizational Chart
- vi. Number of years of being incorporated (at least last x years in existence)
- vii. List of certified and dedicated technical team/Staff with experience with the firm (please mention projects & specific role of team member in the project)

- viii. Firm's welfare policies for employees
- ix. Detail of litigation cases, if any
- x. Undertaking that the firm is not blacklisted by any entity

3. Terms and Conditions

3.1 Provision of the proposed Virtual Reality Training Software contract will be awarded for One (01) year(s), which may be extended on mutually agreed terms & conditions for another year subject to satisfactory performance by the vendor, available funds with MORA & IH and principal approval by the competent authority for contract extension.

3.2 The request of Services under this tender/contract shall be demand driven and at the sole discretion of MORA & IH as per the needs.

- i. Month will be calculated as per timing observed in MORA & IH within one calendar month
- ii. Attendance of the service providers (Virtual Reality training software and hardware) and leaves will be approved and managed by MORA & IH during the time of their service engagement with MORA & IH

3.3 The cost of such Services should not exceed the limitations of cost set forth in the financial proposal/contract.

3.4 When requesting services, MORA & IH shall specify the required service category(or categories); the allocable monthly cost (agreed under this contract) for each specified category; and the duration of services applicable to the request.

3.5 MORA & IH shall have sole discretion to establish the minimum qualifications necessary for the performance of any services to be rendered under and pursuant to this contract.

3.6 If at any time and at its sole discretions, MORA & IH determines that the services performed under and pursuant to this contract by any of the service provider (Virtual Reality Training Software Company) are not satisfactory or unavailable due to unforeseen situation, MORA & IH will notify the firm in writing and firm shall immediately withdraw such service providers and, at MORA & IH's option, furnish a service provider who meets the requirements/qualifications within seven (07) working days.

3.7 RO/Vendor will be sole responsible to obtain Police Clearance Certificates and Character Certificate from a Gazetted Officer of Service Providers (Virtual Reality Training Software) working under this contract before engaging their services.

3.8 Any software customization, development, innovation, up gradation performed by the technical resources engaged under this contract will be the sole proprietary/IPR of Government of Pakistan with the clear guidelines of the confidentiality of the contents and platform.

3.9 MORA & IH may depute services of the Software Company bidder at its desecration to any Federal Ministry/Division/Department.

4. PRE-BID MEETING

4.1 A Bidders' meeting will be held in the premises of the Ministry of Religious Affairs (MORA & IH) on 13.02.20120 at 1200 hrs, 1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House, Islamabad, Phone: 051-9201650.

4.2 All queries relating to Tender Notice should be e-mailed to jamilr2001@hotmail.com at least three (03) days before the meeting. Answers to the submitted queries shall be given on priority basis in the meeting.

5. PREPARATION OF BIDS

5.1 As per PPRA Rule 37(a), Single Stage - Two Envelope Bidding Procedure shall be followed.

5.2 The bid shall be a single package consisting of two separate envelopes, containing separately the financial and the technical proposals.

5.3 The bids shall be submitted in sealed package/packages in such a manner that the contents are fully enclosed and cannot be known until duly opened.

5.4 The envelopes shall be marked as "Financial Proposal" and "Technical Proposal"

5.5 **Technical Proposal:** Envelope for Technical Proposal shall be marked "TECHNICAL PROPOSAL" clearly in bold and legible letters to avoid confusion. It must contain two (02) hard copies and two (02) soft copies of the technical proposal (each being physically separated, sealed and labeled as "Technical Proposal"). Each envelope should contain similar supporting documents.

5.6 **Financial Proposal:** Envelope for Financial Proposal shall be marked "FINANCIAL PROPOSAL" clearly in bold and legible letters to avoid confusion. It must contain two (02) hard copies of Financial Proposals sealed and marked separately.

5.7 Soft copies of both Technical and Financial proposals must be provided along with bid envelopes in inerasable format. In case of any difference between hard and soft copy, the hard copy will prevail.

5.8 In the first instance, the "Technical Proposal" shall be opened and the envelope marked as "Financial Proposal" shall be retained unopened in the custody of the procuring agency.

5.9 Technical bids will be opened on 13.02.2020 at 1200 hrs at MORA & IH (above mentioned address) in front of bidders or their representatives who may choose to be present.

5.10 Details of evaluation criteria are attached at Annexure-II. Preliminary Evaluation/screening will be done as per Annexure-II-A; whereas, technical evaluation as

per Annexure-II-B and Financial Evaluation of Technically qualified bidders will be as per Annexure II-C. ROs should provide all details in required templates as provided under:-

- i. Annexure-II-A for Initial Screening.
- ii. Annexure-II-B for technical evaluation (technical proposal envelope).
- iii. Annexure-II-C for financial evaluation (financial proposal envelope).

5.11 The procuring agency shall evaluate the technical proposal in the manner prescribed in advance, without reference to the price and shall reject any proposal which does not conform to the specified requirements.

5.12 During the technical evaluation, no amendments in the technical proposal shall be permitted on the request of bidder. However, the evaluation agency may ask the bidder for any clarification through written reply or presentation.

5.13 After the evaluation and approval of the technical proposals, the procuring agency shall open the financial proposals of the technically accepted bids, publically at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period.

5.14 Date and time for the opening of the Financial Bids, after thorough technical evaluation of the bids, shall be communicated to the technically qualified bidders only, whereas the Financial bids of technically disqualified bidders shall be returned un-opened. In this connection, see PPRA Rule: 36(b) in general and PPRA Rule: 36- b(viii) in particular.

5.15 The financial bids found technically non-responsive shall be returned un-opened to the respective bidders.

5.16 Financial evaluation will be made on the basis of lot wise total solution cost separately.

5.17 The procuring agency shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders in attendance shall sign an attendance sheet.

5.18 The un-conditional lowest evaluated bidder shall be awarded the contract.

5.19 All bids and prices must remain valid for a period of 180 days from the closing date of the submission of tender documents. However, the ROs are encouraged to state a longer period of validity of the bids.

5.20 The currency in the bids shall only be quoted in Pakistan Rupees (PKR).

5.21 The RO shall bear all costs associated with the preparation and delivery of its Bid. MORA & IH will in no case be responsible or liable for those costs.

5.22 The Goods/Services to be quoted/supplied under the Contract shall have their origin in eligible member countries (if applicable). Whereas “origin” shall be considered to be the place where the Goods are produced or from which the Services are provided.

5.23 The bid prepared by the RO and all correspondence and documents relating to the bid exchanged by the bidder and MORA & IH shall be written in the ‘English’ language. Any printed literature furnished by the bidder may be written in another language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall govern.

5.24 Bidder is required to stamp every page of the bid document along with signature at the required pages and submit back along with the bid.

5.25 MORA & IH may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. The procuring agency shall, upon request, communicate to any supplier or contractor who submitted a bid or proposal, the grounds for its rejection of all bids or proposals, but is not required to justify those grounds.

5.26 MORA & IH shall incur no liability, solely by virtue of its invoking sub-rule (1) towards suppliers or contractors who have submitted bids or proposals.

5.27 In the above case, notice of the rejection of all bids or proposals shall be given promptly to all suppliers or contractors that submitted bids or proposals.

5.28 In accordance with these rules, interested companies (hereinafter referred to as “Bidders”) applying for bids should submit two separate bids/envelopes for Financial Proposal and Technical Proposal as original and copy.

6. Disqualification and Blacklisting of Suppliers and Contractors

6.1 MORA & IH shall disqualify a supplier or contractor if it finds, at any time, that the information submitted by him concerning his qualification as supplier or contractor was false and materially inaccurate or incomplete.

6.2 Suppliers and contractors who either consistently fail to provide satisfactory performances or are found to be indulging in corruptor fraudulent practices shall face permanent or temporary bar, from participating in procurement proceedings.

7. Acceptance of Bids and Award of Procurement Contract

7.1 Criteria

The bidder after qualifying through the given criteria in Annexure-II-A will qualify for technical evaluation as per Annexure II-B. Marks obtained as per the evaluation through Annexure II-B will then be calculated as per the formula given in Annexure II-C keeping in view the financial proposal (as per Annexure III). Technically qualified firm having lowest evaluated bid (combined Firm’s Technical Capacity & Financial Proposal) shall be awarded

the contract, if not in conflict with any other law, rules, regulations or policy of the Government of Pakistan, within the original or extended period of bid validity.

7.2 Notification of Award

- i. Prior to the expiration of the period of bid validity, the Procuring Agency shall notify to the successful Bidder in writing that the bid has been accepted.
- ii. The notification of award shall constitute the formation of the Contract between the Procuring Agency and the successful Bidder.
- iii. The enforcement of the Contract shall be governed by Rule 44 of the PPRA

7.3 Contract Signing

- i. After the notification of award, the Procuring Agency shall send the successful Bidder the Contract Form/Document
- ii. The Contract shall become effective upon affixation of signature of the Procuring Agency and the selected Bidder on the Contract document.
- iii. If the successful Bidder, after completion of all codal formalities shows an inability to sign the Contract then its Bid Security shall stand forfeited and the firm may be blacklisted and de-barred from future participation, whether temporarily or permanently. In such situation the Procuring Agency may award the contract to the next lowest evaluated Bidder or call for new bids.
- iv. The Bid Security submitted by the successful bidder at the time of submitting its bid shall be returned to the Bidder upon signing of contract, successful delivery of goods, furnishing of the performance/security Deposit and confirmation of the performance/Security Deposit by the MORA & IH with the Bank of the successful bidder.
- v. The successful bidder will be required to give satisfactory assurance of its ability and intention to supply the Goods / Services pursuant to the Contract, within the time set forth therein.

8. Amendment of Bidding Documents

8.1 At any time prior to the deadline for submission of bid, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by the prospective bidder, modify the bidding documents by amendment.

8.2 The amendment shall be part of the bidding documents will be notified by website.

8.3 In order to afford the prospective bidder reasonable time in which to take the amendment into account in preparing its bid, the Client may, at its discretion, extend the deadline for the submission of bid.

9. Security Deposit

9.1 The successful Bidder shall be required to deposit in the form of a PKR ____ (5% of the total bid amount) as Security deposit in shape of Bank Draft/Pay Order/CDR, as Performance Bond upon execution of the procurement of services contract. This

Security Deposit in shape of CDR shall be issued by a scheduled bank operating in Pakistan and shall be kept valid from the date of issue, and should cover the performance of services during the contractual period, which will not be less than 01 year.

9.2 Failure to provide a Security Deposit by the successful Bidder is a sufficient ground for annulment of the award and forfeiture of Bid Security. In such event, the Procuring Agency may award the contract to the next lowest evaluated bidder or call for new bid.

9.3 Security deposit shall be released after closing of contract.

10. Contract Renewal

10.1 The contract is renewable on mutually agreed terms & conditions for another year subject to satisfactory performance by the vendor, available funds with MORA & IH and principal approval by the competent authority for contract extension.

10.2 The contractor will provide renewed Registration, License/NOC from Government of Pakistan (Federal and Provincial) & confirmed by Ministry of Interior, cleared from Special Branch Police to oblige renewal of the contract (ONLY IF APPLICABLE).

11. Debarment / blacklisting of firm

11.1 As per clause-19 of the PPRA rules 2004, MORA & IH reserves the right of debarment 'or' blacklisting of a firm, association, corporation, joint venture, company, partnership or any other legal entity subject to any of the following acts:-

- i. Consistent failure to provide satisfactory performance.
- ii. Contractor becomes insolvent.
- iii. Existence of judicial decision against a contractor in respect of a corrupt or collusive practice.
- iv. Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
- v. Commission of fraud.
- vi. Contractor abandons the contract.
- vii. Contractor without reasonable excuse fails to commence the work 'or' suspends the progress of work for 14 days.
- viii. Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
- ix. Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration with sales tax authorities, Pakistan Engineering council etc., giving false evidence, furnishing of false information of serious nature.

11.2 Executive Director (ED), MORA & IH will constitute a committee comprising of three MORA & IH officers and they will investigate the matter in connection with allegation of corrupt, fraudulent, coercive or collusive practices or illegally harassment or threat.

Moreover, the committee shall also accord adequate opportunity of being heard to the contractor who is to be debarred / blacklisted. The said committee will forward its clear recommendations for the approval of ED, MORA & IH.

11.3. The debarment shall be for a reasonable specified period of time, commensurate with the seriousness of the cause. However, the debarment period shall not exceed from three years. Moreover, MORA & IH also reserves the right of permanent blacklisting of a contractor subject to severity of the corrupt or fraudulent practices.

12. Implementation and Payment Schedule

Note: Payments will be made against delivered services only. The time period is defined in this bid document for payments against submitted bills.

SR. NO.	MILESTONE	TIME PERIOD	PAYMENT
1.	Nomination/Deputation of Service Providers for MORA & IH	<p>Within one week time from the signing of agreement/contract between MORA & IH and the qualified vendor/firm.</p> <p>Security Deposit MUST be provided to cover the performance of services for a period of one (01) year (12 months) from the date of signing of the contract</p>	5% Security Deposit submitted to MORA & IH
2.	Service Providers working at MORA & IH	Within 72 hours after the written request is initiated from MORA & IH	<p>Payment shall be made on monthly basis in accordance to the agreed per month rates under the contract</p> <p>Payment will be processed upon receiving the monthly official invoice from the firm</p>
3.	End of Contract	Issuance of clearance Certificate to Service provider under this contract	Release of security deposit.

13. Joint Ventures

Bids submitted by a joint venture of two or more companies or partners shall comply with the following requirements:

- i. The Bid, and in case of successful Bid, the Contract form, shall be signed by all so as to be legally binding on all the partners;
- ii. One of the partners shall be authorized to be in charge; and this authority shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
- iii. The partner in charge shall be authorized to incur liabilities, receive payments and receive instructions for and on behalf of any or all partners of the joint venture;
- iv. All partners of the joint venture shall be liable jointly and severally for the executing of the Contract in accordance with the Contract terms, and a relevant statement to this effect shall be included in the authorization mentioned under (6.1.2) above as well as in the Bid Forms and the Form of Agreement (in case of a successful Bid); and
- v. A copy of the agreement entered into by the joint venture partners shall be submitted with the Bid.

ANNEXURE-I

SCHEDULE OF REQUIREMENTS/SCOPE OF WORK

1. Ministry of Religious Affairs & Interfaith Harmony (MORA & IH), Islamabad, intends to hire the services of technical firm for the development and implementation of Hajj training software based on modern technology to train and prepare Hajj pilgrims going for Hajj.
2. The training should include audio/video & graphical presentation keeping in view the following aspects:-
 - a. **Manasiks**
 - i. Umrah
 - ii. Hajj
 - iii. Mashaer Days
 - b. **General Conducts**
 - i. Travelling guidance
 - ii. Accommodation
 - iii. Food serving
 - iv. Medical Facilities
 - v. Behaviour & Discipline
 - vi. Local Laws (Saudi Taleemaats)
3. In addition, the bidder must provide features within the audio/video software that enable instructions, procedures, tour guidance and details about the following locations:-
 - Makkah
 - Madinah Munawarah
 - Jeddah Airport
 - Azizia
 - Mashaer days
4. The software application must provide comprehensive and detailed guidance, including all the holy sites and **manasiks** to be performed during Hajj and Umrah. These instructions must be both visually and textually detailed **along with Urdu background commentary**.
5. The application must provide a visually detailed, 3D and immersive experience that deeply familiarizes the users and viewers with the holy locations listed above. The rich visual element of the Virtual reality software must provide accurate, scale-perfect representations of all the Holy locations of Umrah and Hajj events, so that the trainee is well familiarized with them before arriving at the location. This includes a 3D video of a pre-destined walkthrough of manasik or a controllable 3D environment in which user may control his path and view with the help devices including a keyboard, mouse, joystick or touch pad

6. The selected Agency will also be required to undertake the following requirements:-
 - i. Provide the necessary software and hardware for easy and convenient usage of Hajj Training software based on latest technology.
 - ii. Make sure the software and hardware controlling the audio/video Hajj training must be compatible with PC and Windows, as well as with Mac/iOS.
 - iii. Prepare an online version of Hajj training software that can be accessible from online portal via a web browser i.e. YouTube etc.
 - iv. Prepare a mobile version of the Hajj training software that runs on iOS and Android mobile platforms.
 - v. The prepared Hajj training online versions and app versions must have a pilgrim management system.
 - vi. Training/guidance to the nominated representatives of MORA & IH to ensure proper usage of the product supplied.
 - vii. Updating and Modification of Content, along with providing one year on-site warranty / technical support for the hardware, software and content (graphics, scripting, voiceover and sub-tittles).

ANNEXURE-II

EVALUATION CRITERIA

CRITERIA FOR THE ASSESSMENT OF PROPOSAL

Technical Proposal (50%)

Please refer to below detailed Technical Evaluation Tables

Financial Proposal (50%)

To be computed as a ratio of the Proposal's offer to the lowest evaluated bid among the proposals received by MORA & IH.

SR. NO	DESCRIPTION	RELEVANT TABLE / FORM	SCORE WEIGHTAGE	MAXIMUM SCORE
1.	Preliminary Evaluation / Screening	Annexure II-A	MUST provide all the requested information as per "Annexure-II-A" to qualify for the Technical Evaluation. Bidder MUST use Bid Form 02 as template to provide information.	
2.	Firm's Technical Evaluation /Capacity	Annexure II-B	50%	<score>
3.	Financial Evaluation	Annexure II-C	50%	<score>
TOTAL		100%	100%	1000

ANNEXURE II-A

PRELIMINARY EVALUATION CRITERIA

Bids evaluation shall be subject to 100% compliance to the following criteria for Vendors qualification for Technical and Financial Evaluation. (Bidder must provide below mentioned information in Technical Envelope, Bid Form 2 will be used as template to provide the information)

SR. NO.	GENERAL TERMS AND CONDITIONS FOR COMPLIANCE	CLAUSE	YES/NO
1.	The Responding Organization (RO) must be registered with Sales Tax and Income Tax Department and should be in possession of a valid NTN certificate. Copies of the certificates must be provided with the bid document and RO must be on the Active Tax Payer List of FBR.		
2.	The firm must provide on letter head, Name of organization, details of offices across Pakistan and location of Head office, size of company (number of employees), number of years of being incorporated (at least last 03 years in existence).		
3.	The RO must provide the list of customers with the similar services provided in last 03 years. The duration of each provided services MUST be mentioned along with the numbers of HR/Headcount provided and the name, contact information of the beneficiary organization		
4.	Financial capability and yearly growth rate (business revenue) in past 03 years.		
5.	Affidavit that the documents/details/information submitted is true and liable to be rejected if proven false and in that case legal action is liable on that company (on stamp paper of Rs. 100)		
6.	Affidavit that the RO has never been blacklisted by any Government/Semi Government/Autonomous organization (on stamp paper of Rs. 100)		
7.	Affidavit from the RO that they MUST fulfill the technological experience, expertise of tools as mentioned in "Schedule of Requirements" against each category for any future requirements during the life of the contract (on stamp paper of Rs. 100).		
8.	Affidavit from the RO that it will keep the confidentiality of all the projects, code, graphic, audio, visual, textual materials and initiatives performed under this contract during and after the contract expiry (on stamp paper of Rs. 100)		

9.	RO to provide organizational chart covering management structure and key personnel (technical, administrative, and managerial)		
11.	A Bid Bond in the shape of a Bank Draft/Pay Order in the name of Ministry of Religious Affairs & Interfaith Harmony, equivalent to 05% of the total cost of the quoted bid must be submitted along with the proposal.		
12.	An undertaking that the software, graphics and scripts are not in use with any other entity, person or organization in and outside the country.		
13.	An undertaking that the bidder is neither blacklisted by any entity nor undergoing any court litigation.		

ANNEXURE II-B

TECHNICAL CRITERIA

TECHNICAL PROPOSAL

To be provided:

S. No	Item
1	Technical Proposal containing, Work Plan, and Team Strength that Bidder will deploy for the said project
2	Technical Presentation (Along with other things please bring needed equipment to show demos of the similar projects previously done by the company)

Detailed evaluation will be done for the firms who qualify the preliminary evaluation stage. The qualification means “yes” to all the mentioned clauses along with the valid supporting document required in the preliminary evaluation as per Bid Form-02.

In detailed evaluation, the Evaluation & Award Committee will verify the compliance with specifications mentioned in the following table **Technical Criteria**:

TECHNICAL CRITERIA	
Terms and Conditions	Max Marks
1. <u>Technical Resource Base</u>:- Number of relevant Technical Staff (with recruitment experience) available on pool (List/CVs must be attached)	30
2. <u>Technical Capacity</u>:- Available IT setup of the firm i.e. audio/video equipment's, Labs, Licensed software (updated), sound proof studios etc.	20
3. <u>Content creation & copy righting</u>:- Content & script writing resources, voice over (script) etc. List/CVs to be attached)	10
4. <u>Training of Trainers</u>:- Firm must provide capacity to train multiple resources at multiple venues as desired by the customer. (List/CVs to be attached)	10

<p>5. Experience:-</p> <p>1. Number of similar projects provided in Pakistan (last 03 years only) with brief details.</p> <p>2. Client satisfaction certificate (03 clients).</p>	10
<p>6. Financial Strength:-</p> <p>Financial strength of the firm in last 03 years</p> <p><i>*Firm MUST provide bank statement and relevant proof of financial strength</i></p>	10
<p>7. Technical Backup:-</p> <p>Post setup backup services (list of technical & HR facilities)</p> <p>Local/Regional/Branch Office located in all Provincial Headquarters and Islamabad/Rawalpindi (list to be attached)</p>	5
<p>8. Methodology of Development & Training</p> <p><u>The firm must provide a comprehensive project plan including work break down structure and Gantt Chart using week as a metric (dividing activities to week level), use of resources (human & technical) to undertake the task for both development of Virtual Reality Content, voice over & text development and impating of training to the pilgrims</u></p>	5
Total Marks	100

The following stakeholders may be kept in mind while devising the proposal and the relevant scoping be done accordingly mentioning the relevant to work-packages:

- MORA&IH
 - Officials of Ministry
 - Officials of Directorate Hajj
 - Entities in KSA
 - Training Institutes & Trainers
- Users
 - Trainers
 - Pilgrims
 - Helpers of pilgrims
 - Staff/ contractors at KSA
- Indirect Users
 - Potential Pilgrims
 - Users seeking references
 - Administrative staff for various services

Quality Features:

The Technical bid document should clearly mention the following quality features

- Quality Range of the video: 240p to 1080p
- Size of videos for each video and its content (including but not limited to graphics, virtual reality, camera & light features, graphics quality and type (2D, 3D,

billboarding etc), scripting rules, paths & physical area covered for each site of pilgrimage etc.

- Quality of graphical images used.
- Number & Quality of 3d objects used.
- Quality of voice.
- Development strategy followed and documentation standards with reference to Software Development Life Cycle

ANNEXURE II-C

FINANCIAL EVALUATION

Technically qualified firms having lowest evaluated bid (Combined Firm's Technical Capacity & Financial Proposal) shall be awarded the contract.

TERMS AND CONDITIONS	MAX MARKS
<p>Example of a Bid Cost Evaluation</p> <p>When the total cost of each bid has been established, these costs should be converted to a score out of 300. All other bids should be scored using the formula: $\text{Bid's Score} = 300 \times (\text{lowest total cost} / \text{bid cost})$</p> <p>Example: Three bids are received. The total cost for each is:</p> <p style="text-align: center;">Bid A Rs 120 Bid B Rs 124 Bid C Rs 142</p> <p>The cost score for each bid is:</p> <p>Bid A = $300 \times 120/120 = 300$ Bid B = $300 \times 120/124 = 290.32$ Bid C = $300 \times 120/142 = 253.52$</p>	300
TOTAL	300

ANNEXURE-III

FINANCIAL PROPOSAL

NAME OF THE FIRM: _____			
SR.NO.	Category	Services of:	Cost per month per Service Provider (VR Hajj Training Simulator) *inclusive of all taxes and/or other costs (if any)
1.	I	Hajj Training Software	
TOTAL			

BID FORM 01

LETTER OF INTENT

Bid Ref No.: _____
Date: _____ Date of the Opening of Technical Bid
Name of the Tender: _____

To,
Assistant Director (IT)
1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House
Islamabad

LETTER OF INTENT

Dear Sir,

Having examined the tender documents, we offer to supply and deliver the Goods/Services under the above named tender in full conformity with the said bidding documents/rules and at the rates/unit prices described in the price schedule provided in Financial Bid (Annexure-III) or such other sums as may be determined in accordance with the terms & conditions of the said tender. The above amounts are in accordance with the Price Schedules attached herewith and are made part of this bid.

We undertake, if our Financial Bid is accepted, to deliver the Goods/Services in accordance with the delivery schedule specified in the Schedule of Requirements.

If our Financial Bid is accepted, we undertake to provide a Performance Security Deposit in the form, in the amounts and within the times specified in the tender documents.

We agree to abide by this bid, for the Bid Validity Period specified in the tender documents and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until the formal final procurement contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award of the contract, shall constitute a binding Procurement Contract between us.

We understand that you are not bound to accept the lowest or any Financial Bid you may receive. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in Pakistan.

Dated This: _____

Signed: _____

In the capacity of: _____ (title or position)

Duly authorized to sign this bid for and on behalf of: (name of Bidder)

BID FORM 02

DOCUMENTARY EVIDENCE

Name of the Firm: _____
 Bid Reference No: _____
 Date of opening of Bid: _____

Documentary evidence for determining eligibility of the bidders and evaluation of bids. Bidders should only initial against those requirements that they are attaching with the form. Bidders are required to mention the exact page number of relevant document placed in the Bid. Bidders are advised to attach all supporting documents with this form in the order of the requirement as mentioned in column-2.

SR. NO.	REQUIRED DOCUMENTATION	CLAUSE NO.	SIGNATURE OF BIDDER	SUPPORTING DOCUMENT NAME	PAGE NO. IN THE BID
1	NTN Certificate				
2	GST Certificate				
3	On Active Tax Payers List of FBR				
4	Registration/Incorporation/Business Certificate				
5	Complete Company profile and Organizational Chart				
6	Evidence of Firm's last 03 years Performance (Projects/Services of similar nature)				
7	Growth Rate of Past three 03 years				
8	Affidavit: documents/details/information is true				
9	Affidavit: bidder is not blacklisted by any Federal, Provincial Public sector organization				
10	Affidavit of compliance with "Schedule of Requirements"				
11	Affidavit of Confidentiality				
12	Bid Bond/Security				
13	Bid Validity period of 150 days				
14	Original Bidding documents duly signed/stamped				

BID FORM 03

FIRM'S PAST PERFORMANCE

Name of the Firm: _____

Bid Reference No: _____

Date of opening of Bid: _____

NAME OF CLIENT/INSTITUTION	PURCHASE ORDER NO.	DESCRIPTION OF ORDER	VALUE OF ORDER	DATE OF COMPLETION	WORK COMPLETION CERTIFICATE BY CLIENT

Note:

1. Bidders may use additional sheets if required.
2. All certificates are to be attached with this form

Signature: _____

Name: _____

Designation: _____

Official Stamp: _____

BID FORM 04

SECURITY DEPOSIT

To,
Assistant Director (IT)
1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House
Islamabad

Whereas [Name of Supplier] (hereinafter called "the Supplier") has undertaken, in pursuance of Contract No.[number] dated [date] to supply [description of goods/services] (hereinafter called "the Contract"). And whereas it has been stipulated by you in the said Contract that the Supplier shall furnish you with a security deposit by a scheduled bank for the sum of Rs. ___ as a Security for compliance with the Supplier's performance of services and obligations in accordance with the Contract.

And whereas we have agreed to give the Supplier a Security Deposit:

Therefore, we here by affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of [Amount of the Security Deposit in Words and Figures] and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limits of [Amount of Security Deposit] aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Security Deposit is valid until the __ day of __, 2019/2_

Signature and Seal of the Firm

Address: _____

Date: _____

Government of Pakistan
Ministry of Religious Affairs and Interfaith Harmony

Government of Pakistan
Ministry of Religious Affairs & Interfaith Harmony
1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House
Islamabad

Request for Proposals (RFP)

Ministry of Religious Affairs & Interfaith Harmony intends to hire the services of technical firms to provide Hajj training to intending pilgrims by using latest technologies (3D Simulation etc) in various districts of Pakistan. The said training will cover traveling to KSA, Umrah, stay in Makkah & Madinah, Mashier days (Hajj), Behaviour & Discipline, Religious and administrative matters. Number of Hujjaj per districts will be available after Hajj ballot.

2. In this regard, proposals from reputable registered technical firms are invited under the terms of references recorded in RFP Documents.

3. RFP Documents along with Evaluation Criteria can be obtained from the office of the Assistant Director (IT) during the office hours on working days or can be downloaded from **URL: www.mora.gov.pk or www.hajjinfo.org.**

4. Interested firms shall submit their technical and financial proposals in two separate envelopes along with 5% of bid offer amount as bid security (refundable) through CDR/Bank Draft in the name of Ministry of Religious Affairs and Interfaith Harmony up to 1400 hrs on 12.02.2020. Technical proposals shall be opened on 13.02.2020 at 1200 hrs, bidders or their authorized representatives can also participate.

- i. Financial Proposals of the technically successful bidders shall be opened at 1400 hrs on 20.02.2020, bidders or their authorized representatives can participate.
- ii. Public Procurement Rules, 2004 of Public Procurement Rules Authority (PPRA), Islamabad shall be followed. Proposals received after deadline shall not be entertained.

Assistant Director (IT),
1st Floor, T U V (Kohsar) Block, New Secretariat, Opposite Punjab House
Tel: 051-9201650