



EXPRESSION OF INTEREST
FOR
PROVISIONING OF DASTAK SERVICES
(A PUBLIC SERVICE DELIVERY MODEL AT DOORSTEP)

No. 103112023-1



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1. General

PITB intends to invite Expression of Interest proposals from valid registered, reputable and well-experienced firms / companies etc. for Provisioning of Dastak Services (A Public Service Delivery Model at Doorstep).

2. Purpose Of This Document

The applicants are required to provide profiles of their firms comprising experience, personnel and financial strength etc. for Provisioning of Dastak Services (A Public Service Delivery Model at Doorstep).

2.1. Terms and Conditions

Definitions

In this document, unless there is anything repugnant in the subject or context:

- I. "Applicant" means the party which submits a proposal in response to this EOI Document.
- II. "Authorized Representative" means any representative appointed, from time to time, by the Applicant or Client.
- III. "Client" means the Punjab Information Technology Board or any other entity for the time being or from time to time duly appointed in writing by the Government to act as Client for the purpose.
- IV. "Day" means calendar day.
- V. "Employer" means Client.
- VI. "EOI Document" means the Expression of Interest Document in consideration.
- VII. "Person" includes an individual, an association of persons, firm, company, corporation, institution and organization, etc.
- VIII. "Prescribed" means prescribed in the EOI Document.
- IX. "Commencement Date of the Contract" means the date of signing of the Contract between the Client and the Service Provider.
- X. "Contract" means the agreement signed between the Client and the Service Provider, as recorded in the Contract Form signed by the parties, including all Schedules and Attachments thereto and all documents incorporated by reference therein.
- XI. "Service Provider" means the firm / company whose proposal has been accepted and awarded Letter of Intent for specific services followed by the signing of Contract.
- XII. "Force majeure shall mean any event, act or other circumstances not being an event, act or circumstances under the control of the Client or of the Service Provider.

2.2. Proposal Validity

The proposals shall have a minimum validity period of one hundred and eighty (180) days from the last date for submission of the proposal.

Disclaimer

This EOI document contains brief information about the provisioning of subject services. The purpose of the Document is to provide the applicants with information to assist the formulation of their EOI proposal.

All efforts have been made to ensure the accuracy of information contained in this EOI Documents. The PITB or any of its employees or advisors/consultants, shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the EOI Document.

PITB reserves the right to change any or all conditions/ information set in this EOI Document by way of revision, deletion, update or annulment through issuance of appropriate advertisement as the Client may deem fit in accordance with the PPRA Rules 2014. Participation in the EOI process does not qualify any applicant for the contract award.

PITB and any other Government Department will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the EOI proposal to be submitted in terms of this Document.

3. Project Background:

The Punjab Information Technology Board is developing a revolutionary new service titled “Dastak Home Delivery of Services” wherein citizens can request Public services at their doorstep. Several services of multiple departments will be available on the platform, such as domicile, birth, death, marriage and divorce certificate applications; Token Tax and property tax payments and much more.

3.1. Objective of EOI:

For this purpose, the partnership of a third party service provider is desired, to deliver public services at the citizen’s doorstep. For their service provision, the company will earn a fixed commission per delivery of service to citizen as mentioned in Clause 3.6.e. of this document.

3.2. Brief Scope of Work:

- a. The applicant company will utilize their delivery fleet for the provision of on ground Government public service delivery.
- b. Delivery riders of the company will be enrolled as ‘Dastak Facilitators’, responsible for the complete provision of selected services.

- c. The Dastak Facilitator will be responsible for promptly and accurately fulfilling citizen service requests, maintaining clear communication with citizens, and exhibiting professional behavior. They must adhere to service standards, ensure efficient service delivery, resolve issues, and comply with regulations. The Facilitators are entrusted with protecting citizens' collected data and must abstain from any fraudulent activities related to data handling. Furthermore, they should actively seek feedback and continuously strive to improve their service delivery.
- d. The delivery company will be responsible to equip facilitators with all relevant and necessary equipment / facilities required for public service delivery.
- e. For the delivery of public services at the citizen's doorstep, the company will earn a fixed commission per service (**PKR 500**) completed for a citizen.

3.3. Qualification Criteria for Dastak Facilitators:

- a. Be above 18 years of age.
- b. Have a minimum qualification of intermediate (FA/ FSc. / A' Levels).
- c. Be technologically proficient, can input data via tablet/smartphone/laptop.

3.4. Responsibilities of Delivery Companies

a. Performance Security

The successful Service provider shall furnish Performance Security as under:

- i. Within seven (7) days of the receipt of the Acceptance Letter from the Client;
- ii. in the form of a Bank Guarantee, Bank call-deposit (CDR), Demand Draft (DD), Pay Order (PO) or Banker's cheque, issued by a scheduled bank operating in Pakistan;
- iii. for a fixed amount of PKR 200,000/- (Rupees two hundred thousand only);
- iv. denominated in Pak Rupees;
- v. Have a minimum validity period until the date of expiry of support period or termination of services, or fulfillment of all obligations under the contract, whichever is later. Performance security shall not be acceptable with any validity less than the prescribed time period.

b. Service Fulfillment: Companies will be responsible to ensure completion and fulfillment of services, within stipulated turnaround times.

c. Facilitator Enrolment and Management: Companies will be responsible to enroll their nominated facilitators in the Dastak system through the PITB provided Admin Panel.

3.5. Responsibilities of Facilitators

a. Service Fulfillment: The facilitator is responsible for fulfilling the requested services promptly and efficiently. This includes ensuring that all necessary materials, documents, or equipment required to deliver the service are prepared and ready for delivery. The service provision will be considered completed upon the final receiving of output of selected service. The

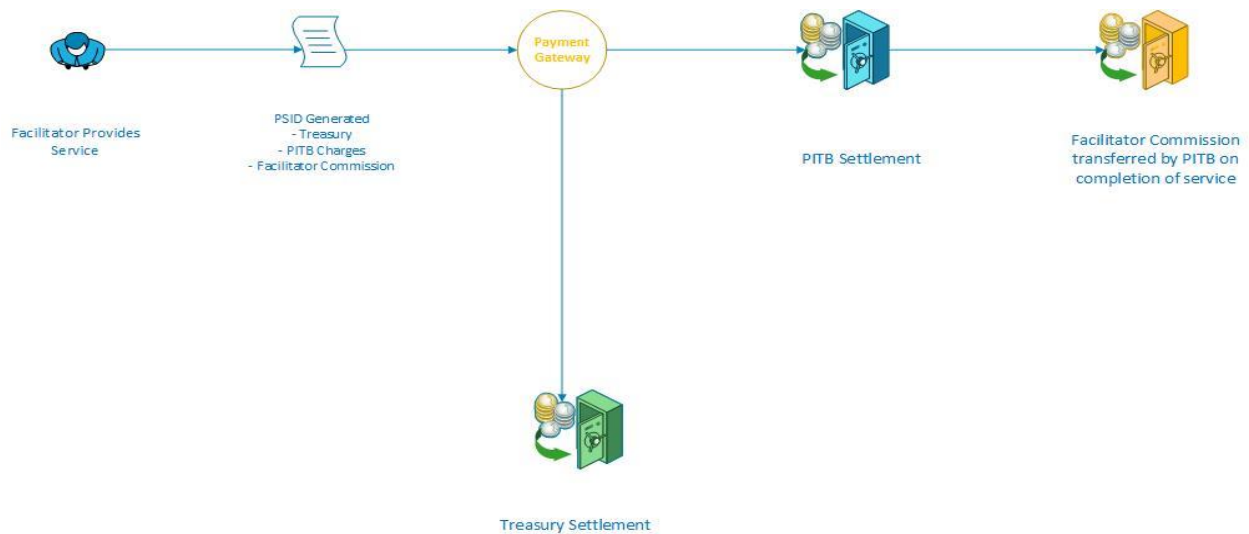
facilitators will be responsible for timely execution of operations including instances of services requiring physical collection and submission of documents to/from departmental offices/citizen doorsteps.

- b. **Timely Communication:** Facilitators should maintain clear and timely communication with the customers. This includes confirming service appointments, providing updates on the status of the service delivery, and addressing any queries or concerns raised by the customers.
- c. **Professionalism and Courtesy:** Facilitators should maintain a professional and courteous demeanor while interacting with customers. They should exhibit respectful behavior, actively listen to customer needs, and strive to provide a positive customer experience.
- d. **Adherence to Service Standards:** Facilitators should adhere to the predefined service standards set by the government or the service provider organization. This may include following specific protocols, guidelines, or quality standards to ensure consistent and reliable service delivery.
- e. **Efficient Route Planning:** Facilitators are responsible for planning their routes in an efficient manner to minimize travel time and optimize service delivery. They should make use of mapping tools or navigation systems to determine the most effective routes for reaching customer locations.
- f. **Documentation and Reporting:** Facilitators should accurately maintain records of service delivery, including any required documentation or signatures from customers. They may be required to report service-related data, such as completion status, time taken, or any issues encountered during the delivery process.
- g. **Troubleshooting and Issue Resolution:** In case of any service-related issues or challenges, Facilitators will be expected to make efforts to resolve them effectively. This may involve troubleshooting applicant problems, addressing application objections, or escalating issues to higher authorities when necessary.
- h. **Continuous Improvement:** Facilitators should actively seek feedback from customers via the rating mechanism; and supervisors to identify areas for improvement. They should be open to learning and implementing changes to enhance service quality and efficiency continually.
- i. **Compliance with Regulations:** Service providers must adhere to all relevant regulations, laws, and policies governing the delivery of services. This includes data privacy regulations, terms and conditions, non-disclosure agreements, payment terms, safety guidelines, and any specific industry or service-specific regulations.

3.6. Business Modalities:

- a. The contract can be awarded to multiple service providers, fulfilling qualification criteria and complying scope of services, given in this document.

- b. Tasks will be awarded to representatives of service providers through the Dastak Mobile Application based on the vicinity of a representative, if more than one representative is present within the vicinity then the task will be allotted via a first come first pick basis. The assignment of tasks will also be dependent on the feedback rating of representatives/facilitators.
- c. Dastak will launch with 10 services. (Details provided in Annex-B)
- d. Total payment for service is collected from the citizen by the facilitator at their doorstep, at the time of application form filling by the facilitator.
- e. Payment of commission for companies will be done via Online/IBFT upon completion of task (requested service document delivery to the citizen).



3.7. Dastak Facilitator Hardware Requirements

***Android biometric tablet with camera and SIM may be used in place of biometric scanner and smartphone**

| Sr. # | Item | Required Minimum Specifications |
|-------|--|---|
| 1 | Biometric Fingerprint Scanners (NADRA Compliant) | Connectivity with smartphone (via Bluetooth or wired) |
| 2 | Smart phone | Android version 10 or above, 8 MP camera 2 GB RAM 16 GB Storage 4G Internet connectivity GPS Single SIM |
| 3 | Connectivity | Mobile Balance 10 GB Internet |

| | | |
|---|------------|---|
| 4 | Stationary | Envelops x 20 File Covers x 20 Ballpoints x 5 Backpack x 1 |
|---|------------|---|

4. Instructions to applicants

4.1. Submission of Proposal

EOI Proposals should be submitted online in the form of PDF file on PITB's e-Procurement system ([URL:https://punjab.eprocure.gov.pk/](https://punjab.eprocure.gov.pk/)), no later than **1200 hours** on last date of submission of proposals i.e. **20th November, 2023**. Online Proposals shall be publicly opened in the Committee Room of PITB, 13th Floor ASTP, 346-B Ferozepur Road, Lahore on **1230 hours** on **20th November, 2023**. In case the last date of proposal submission falls in / within the official holidays / weekends of the Client, the last date for submission of the proposals shall be the next working day.

A pre-proposal meeting shall be held in PITB office at 13th Floor, Arfa Software Technology Park (ASTP), 346-B, Ferozepur Road, Lahore on **9th November, 2023** at **10:30 AM**.

The proposals are to be prepared in English language. The applicants must provide complete information along with supporting documents and annexures etc. Any lapses to provide essential information may result in disqualification of the applicant.

Any misleading statement(s) or information by any applicant will result into disqualification at any stage.

The applicants can seek any clarification regarding the required services, EOI documents or qualification criteria from the following:

Primary Contact

Abdullah Kharal

Programme Manager

Punjab Information Technology Board, Government of Punjab,
13th Floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.

Email: abdullah.kharal@pitb.gov.pk

Phone: 0322-5537934

Secondary Contact

M. Jahanzaib Khan

Joint Director (e-Procurement)

Punjab Information Technology Board, Government of Punjab,
13th Floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.

Email: jahanzaib.khan@pitb.gov.pk

Office Phone: 042-99000000 (Ext.: 1391)

Interested Parties should note that during the period from the receipt of the proposal and till further notice from the Primary Contact, all queries should be communicated via the Primary Contact in writing

or e-mail only. In the case of an urgent situation where the Primary Contact cannot be contacted, the Interested Parties may alternatively direct their enquiries through the Secondary Contact.

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

The Employer will not be responsible for any costs or expenses incurred by Interested Parties in connection with the preparation or delivery of proposals.

5. Qualification Criteria for Dastak Facilitator Companies:

- a. Minimum three (03) years of Certificate of Company/Firm Registration/Incorporation under applicable laws.
- b. Valid Tax(es) Registration as applicable and relevant (Relevant certificates to be attached with proposal).
- c. Submission of undertaking that the applicant company/firm is not blacklisted by any provincial or federal government department, agency, organization or autonomous body in Pakistan (Affidavit on non-judicial Stamp Paper of Rs. 100/- or Official Letter-head).
- d. Experience of providing courier / delivery services for at least three (3) years.
- e. Has manpower of at least 50 riders in Lahore, equipped with necessary equipment details of which are available in EOI document.
- f. Financial turnover of at least PKR 100 Million/- per annum (To be verified from last audit report).
- g. Online delivery tracking system.
- h. Has the capacity to handle at least 5,000 deliveries per month in Lahore.

Submission of relevant documentation against above requirements is mandatory. Any number of firms fulfilling above criteria and complying given scope of services will be awarded the contract for provisioning of subject services.

5.1. Acceptance Letter

As per provisions of Rule (55) of Punjab Procurement Rules 2014, the Client shall issue the Intent Letter to the successful firms' / service providers, at least after 10 days of announcement of proposal evaluation reports (Ref. Rule-37 of PPRA Rules, 2014) and prior to the expiry of the original validity period or extended validity period of the Bid, which shall constitute a contract, until execution of the formal Contract.

6. OTHER FACTORS

Only firms whose EOI proposals are accepted under this procedure shall be invited to sign a contract. A firm can apply EOI proposal individually, if a firm submits more than one EOI proposals, all proposals involving such firms shall be rejected and stands disqualified.

The Client may reject all proposals at any time prior to the acceptance of a proposal. The Client shall upon request, communicate to any Applicant, the grounds for its rejection of all proposals, but shall not be required to justify those grounds. The Client shall incur no liability, solely, by virtue of its invoking sub-rule (1) of Rule-35 of Punjab Procurement Rules, 2014 towards the Applicants. However, Applicants shall be promptly informed about the rejection of the proposals, if any (As per Rule-35 of Punjab Procurement Rules, 2014).

The Applicant shall bear all costs / expenses associated with the preparation and submission of the Proposal(s) and the Employer shall in no case be responsible / liable for those costs / expenses.

7. DRAFT CONTRACT AGREEMENT

This Agreement ('Contract') is made at Lahore, Pakistan on the **XX** Day of **XXXX, 2023**

By and between:

Punjab Information Technology Board (PITB), an autonomous body established under the Punjab Information Technology Board Ordinance, 1999, acting through Chairman having its Head Office at 11th Floor, Arfa Software Technology Park, 346-Ferozepur Road, Lahore. Herein, after called as **"The Client"** or **"Party A"**.

AND

_____ a Courier Company incorporated in Pakistan with the registration number _____ having its office at _____, Pakistan, hereinafter referred to as the **"The Service Provider"** or **"Party B"**

First Party and Second Party shall hereinafter collectively be referred to as 'Parties' and individually as a 'Party'.

The Parties have entered this Contract to express the mutual interest to work together and outline a basis of collaboration.

WHEREAS, The Punjab Information Technology Board, an autonomous body set by Government of the Punjab, is developing the **"Dastak Home Delivery of Services"** project, offering various public services to citizens at their doorstep.

WHEREAS, Second Party, _____ desires to engage with the first party to provide delivery of public services for the Dastak project.

Now therefore, the Parties here to have expressed their interest and desire to engage in a cooperation by agreeing to the following:

1. APPOINTMENT OF SERVICE PROVIDER

PITB hereby appoints the Service Provider _____ (Party B) to its pool of delivery service providers for the Dastak project.

2. CONTRACT DURATION

The Contract duration is initially for one (1) year from the date of issuance of Intent Letter and extendable up to three (3) years on yearly basis with mutual consent, based on provisioning of satisfactory services by the service provider.

3. PURPOSE AND SCOPE

Scope of work given in EOI document shall be attached at Annex-A of contract.

4. RESPONSIBILITIES OF THE SERVICE PROVIDER

Scope of work given in EOI document shall be attached at Annex-A of contract.

5. PAYMENT

- 5.1 For the delivery of public services at the citizen's doorstep, the Service Provider shall earn a fixed commission of PKR 500 per service completed for a citizen.
- 5.2 Total payment for service is collected from the citizen by the facilitator at their doorstep, at the time of application form filling by the facilitator.
- 5.3 Payment of commission for companies will be done via Online/IBFT upon completion of task (requested service document delivery to the citizen).

6. DATA OWNERSHIP AND PROTECTION

- 6.1 Citizens retain ownership of the data and information provided, except where explicitly stated otherwise. The Service Provider will take reasonable measures to ensure protection of Citizens data; any unlawful sharing or use of Citizens data by the Service Provider will be considered a violation of Terms and Conditions.
- 6.2 The Service Provider, and their enrolled Dastak facilitators, will not share, copy, distribute, re-distribute, alter, misuse, sell, harvest, or store at their own servers, any category of citizen's data, including critical personal information such as names, addresses CNIC's, email addresses, phone numbers, occupation, work addresses, or financial information of citizens such as tax receipts, account numbers, PSID numbers etc.
- 6.3 The Service Provider will take reasonable measures to ensure protection of PITB's data; any unlawful sharing or use of PITB's data by the Service Provider will be considered a violation of Terms and Conditions. PITB will retain ownership of it's data.

7. CONTRACT COST

The Service Provider shall bear all costs / expenses associated with the preparation of the Contract and the Client shall in no case be responsible / liable for those costs / expenses. The Service Provider shall provide legal stamp papers of relevant value according to Government rules and regulations for signing of the formal contract.

8. PATENT RIGHT

The Service Provider shall indemnify and hold the Client harmless against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Service or any part thereof.

9. EXECUTION SCHEDULE

The Service Provider shall start delivery of services within seven (7) days from the issuance of Letter of Intent (LOI). After issuance of LOI, the Service Provider will nominate Facilitators/Dastak Representatives who will be trained by PITB on operational SOP's and usage of systems.

10. PRICE

The Service Provider shall not charge prices for the Services provided and for other obligations discharged, under the Contract, varying from the prices notified.

11. CONTRACT AMENDMENT

- 11.1 The Client may at any time, by written notice served to the Service Provider, alter or amend the contract for any identified need/requirement in the light of prevailing rules and regulations.
- 11.2 The Service Provider shall not execute any Change until and unless the Client has allowed the said Change, by written order served on the Service Provider.
- 11.3 The Change, mutually agreed upon, shall constitute part of the obligations under this Contract, and the provisions of the Contract shall apply to the said Change.
- 11.4 No variation in or modification in the Contract shall be made, except by written amendment signed by both the Client and the Service Provider.

12. ASSIGNMENT / SUBCONTRACT

- 12.1 The Service Provider shall not assign or sub-contract its obligations under the Contract, in whole or in part, except with the Client's prior written consent.
- 12.2 The Service Provider shall guarantee that any and all assignees / sub-service Providers of the Service Provider shall, for performance of any part / whole of the work under the contract, comply fully with the terms and conditions of the Contract applicable to such part / whole of the work under the contract.

13. EXTENSIONS IN TIME FOR PERFORMANCE OF OBLIGATIONS UNDER THE CONTRACT

If the Service Provider encounters conditions impeding timely performance of any of the

obligations, under the Contract, at any time, the Service Provider shall, by written notice served on the Client, with a copy to the Client, promptly indicate the facts of the delay, its likely duration and its cause(s). As soon as practicable after receipt of such notice, the Client shall evaluate the situation and may, at its exclusive discretion, without prejudice to any other remedy it may have, by written order served on the Service Provider with a copy to the Client, extend the Service Provider's time for performance of its obligations under the Contract.

14. BLACKLISTING

If the Service Provider fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract or found to have engaged in corrupt or fraudulent practices in competing for the award of contract or during the execution of the contract, the Client may without prejudice to any other right of action / remedy it may have, blacklist the Service Provider, for a stated period, for future tenders in public sector, as per provision of Punjab Procurement Rules, 2014 and PITB Procurement Regulations and Guidelines.

15. FORFEITURE OF PERFORMANCE SECURITY

15.1 The Performance Security shall be forfeited by the Client, on occurrence of any/all of the following conditions:

15.1.1 If the Service Provider commits a default under the Contract;

15.1.2 If the Service Provider fails to fulfill any of the obligations under the Contract;

15.1.3 If the Service Provider violates any of the terms and conditions of the Contract.

15.2 The Service Provider shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended.

15.3 If the Service Provider fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Client may, without prejudice to any other right of action / remedy it may have, forfeit Performance Security of the Service Provider.

16. TERMINATION FOR DEFAULT

If the Service Provider fails / delays in performance of any of the obligations, under the Contract / violates any of the provisions of the Contract / commits breach of any of the terms and conditions of the Contract the Client may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Service Provider with a copy to the Client, indicate the nature of the default(s) and terminate the Contract, in whole or in part, without any compensation to the Service Provider. Provided that the termination of the Contract shall be resorted to only if the Service Provider does not cure its failure / delay, within fifteen working days (or such longer period as the Client may allow in writing), after receipt of such notice.

17. TERMINATION FOR INSOLVENCY

If the Service Provider becomes bankrupt or otherwise insolvent, the Client may, at any time, without prejudice to any other right of action / remedy it may have, by written notice served on the Service Provider, indicate the nature of the insolvency and terminate the Contract, in whole or in part, without any compensation to the Service Provider.

18. TERMINATION FOR CONVENIENCE

- 18.1 Any of the parties may, at any time, by written notice served on the other party with a copy to the Client, terminate the Contract, in whole or in part, for its convenience, without any compensation to the other party.
- 18.2 The Services which are complete or to be completed by the Service Provider, within thirty working days after the receipt of such notice, shall be accepted by the Client.

19. FORCE MAJEURE

- 19.1 For the purpose of this contract "Force Majeure" means an event which is beyond the reasonable control of a party and which makes a party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances, and includes, but is not limited to, War, Riots, Storm, Flood or other industrial actions (except where such strikes, lockouts or other industrial actions are within the power of the party invoking Force Majeure), confiscation or any other action by Government agencies. In all disputes between the parties as to matters arising pursuant to this Contract, the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.
- 19.2 The Service Provider shall not be liable for forfeiture of its Performance Security, blacklisting for future tenders, termination for default, if and to the extent his failure / delay in performance / discharge of obligations under the Contract is the result of an event of Force Majeure.
- 19.3 If a Force Majeure situation arises, The Service Provider shall, by written notice served on The Client, indicate such condition and the cause thereof. Unless otherwise directed by The Client in writing, The Service Provider shall continue to perform under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 19.4 Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or Agents or Employees, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Contract and (B) avoid or overcome in the carrying out of its obligations here under.
- 19.5 Force Majeure shall not include insufficiency of funds or failure to make any payment

required hereunder.

20. DISPUTE RESOLUTION

- 20.1 The Client and the Service Provider shall make every effort to amicably resolve, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
- 20.2 If, after thirty working days, from the commencement of such informal negotiations, the Client and the Service Provider have been unable to amicably resolve a Contract dispute, either party may, require that the dispute be referred for resolution by arbitration under the Pakistan Arbitration Act, 1940, as amended, by one or more arbitrators selected in accordance with said Law. The place for arbitration shall be Lahore, Pakistan. The award shall be final and binding on the parties.

21. STATUTES AND REGULATIONS

- 21.1 The Contract shall be governed by and interpreted in accordance with the laws of Pakistan.
- 21.2 The Service Provider shall, in all matters arising in the performance of the Contract, conform, in all respects, with the provisions of all Central, Provincial and Local Laws, Statutes, Regulations and By-Laws in force in Pakistan, and shall give all notices and pay all fees required to be given or paid and shall keep the Client indemnified against all penalties and liability of any kind for breach of any of the same.
- 21.3 The Courts at Lahore shall have the exclusive territorial jurisdiction in respect of any dispute or difference of any kind arising out of or in connection with the Contract.

22. TAXES AND DUTIES

All beneficiaries / recipient of payments / fees i.e. Client, Service Provider, relevant departments etc. will be responsible for tax submission against their revenue, as applicable under the laws of Pakistan for the whole period starting from issuance of Letter of Intent (LOI) till termination of the signed contract in this regard.

23. THE CLIENT

- 23.1 The Client shall only carry out such duties and exercise such authority as specified in the Contract. The Client shall have no authority to relieve the Service Provider of any of his obligations under the Contract, except as expressly stated in the Contract.
- 23.2 The Service Provider shall proceed with the decisions, instructions or approvals given by the Client in accordance with these Conditions.
- 23.3 The Client shall conform to all the relevant clauses of this Bidding Document to carry out all responsibilities assigned thereto in a timely manner.

24. AUTHORIZED REPRESENTATIVE

- 24.1 The Client or the Service Provider may, at their exclusive discretion, appoint their

Authorized Representative and may, from time to time, delegate any / all of the duties / authority, vested in them, to their authorized Representative(s), including but not limited to, signing on their behalf to legally bind them, and may, at any time, revoke such delegation.

- 24.2 The Authorized Representative shall only carry out such duties and exercise such authority as may be delegated to him, by the Client, the Client or the Service Provider.
- 24.3 Any such delegation or revocation shall be in writing and shall not take effect until notified to the other parties to the Contract.
- 24.4 Any decision, instruction or approval given by the Authorized Representative, in accordance with such delegation, shall have the same effect as though it had been given by the Principal.
- 24.5 Notwithstanding Clause 24.2, any failure of the Authorized Representative to disapprove any Goods or Services or Works shall not prejudice the right of the Client to disapprove such Goods or Services or Works and to give instructions for the rectification thereof.
- 24.6 If the Service Provider questions any decision or instruction of the Authorized Representative of the Client / the Client, the Service Provider may refer the matter to the Client / the Client who shall confirm, reverse or vary such decision or instruction.

25. WAIVER

Failure of either party to insist upon strict performance of the obligations of the other party, under the Contract, shall in no way be deemed or construed to affect in any way the right of that party to require such performance.

26. LIABILITY

- 26.1 Notwithstanding anything to the contrary in this Agreement, in no event will Party B be obligated to defend or be liable for losses if the damages, fines, costs, and expenses: (i) related to Software or Intellectual Property rights procured by Party A from a third party, (ii) arise out of compliance with Party A's specifications or requirements, or (iii) result from an addition to or modification by Party A or any third party in a manner to become defective or infringing.
- 26.2 Dastak and its affiliates shall not be liable for any direct, indirect, incidental, special, or consequential damages arising from use of the App by Party B, or any services provided by Facilitators. Party B agrees to hold Dastak and involved Government Departments harmless from any claims, losses, or liabilities related to interactions with Facilitators or other users of the App.

27. INTELLECTUAL PROPERTY

The App and related dashboards and platforms and their content, including but not limited to logos, trademarks, text, graphics, and software, are the property of Punjab Information Technology Board and are protected by intellectual property laws. You agree not to use or distribute any App content without prior written consent.

28. GOOD FAITH

The Parties undertake to act in good faith with respect to each other’s right under the contract and to adopt all reasonable measures to ensure the realization of the objectives of the contract.

29. NOTICES

Any notice or communication by either Party to the other for the purposes of this contract shall be delivered by hand against signature for receipt or sent by registered mail or official email with the confirmation of dispatch, to the respective Person of Contacts at the addresses set out below or any new address notified by any of the Parties at a later date, and new addresses are effective from the business day following the date of their notification.

Party A:

Party B:

POC Name:

POC Designation:

POC Official Email:

POC Contact:

(Mobile)

POC Contact:

(Office)

Address:

**Punjab Information Technology
Board (PITB)**
Arfa Software Technology Park,
346-B,
Ferozepur Road, Lahore.

IN WITNESS WHEREOF, * the parties hereto have executed this Contract as of the Effective Date first above written.

On Behalf of Party A

By:

Date: _____, 2023

On Behalf of Party B

By:

Date: _____, 2023

Witnesses:

NAME

DESIGNATION

SIGNATURE

1. _____

_____ - PITB

2. _____

Letter of Application

[Letterhead paper of the Applicant including full postal address, telephone no., fax no., telex no. and e-mail address]

Date:

To:

.....

[Name and address of the Employer]

Sir,

1. Being duly authorized to represent and act on behalf of _____ (hereinafter “the Applicant”), and having reviewed and fully understood all the EOI information provided, the undersigned hereby applies to be for Provisioning of Dastak Services (A Public Service Delivery Model at Doorstep):
2. Attached to this letter are copies of original documents defining:
 - (a) The Applicant's legal status;
 - (b) The principal place of business;
 - (c) The place of incorporation (for applicants who are corporations); orThe place of registration and the nationality of the owners (for applicants who are partnerships or individually owned company);
3. The Client and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this proposal, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by the Employer or its authorized representative to verify statements and information provided in this proposal, or with regard to the resources, experience, and competence of the Applicant.
4. The Employer and its authorized representatives may contact the following persons for further information, if needed.

| | |
|---|-------------|
| General and Managerial Inquiries | |
| Contact 1 | Telephone 1 |
| Contact 2 | Telephone 2 |
| Personnel Inquiries | |

| | |
|----------------------------|-------------|
| Contact 1 | Telephone 1 |
| Contact 2 | Telephone 2 |
| Technical Inquiries | |
| Contact 1 | Telephone 1 |
| Contact 2 | Telephone 2 |
| Financial Inquiries | |
| Contact 1 | Telephone 1 |
| Contact 2 | Telephone 2 |

5. This proposal is made with the full understanding that:
 - (a) Proposals by applicants will be subject to verification of all information submitted.
6. The undersigned declare that the statements made and the information provided in the proposal are complete, true, and correct in every detail.

Signature of the Applicant

Application Form A-1

General Information

All individual firms applying EOI proposals are requested to complete the information in this form. Nationality information is also to be provided for foreign owners.

| | | |
|---|-------------------------------------|------------------------------------|
| 1 | Name of Firm | |
| 2 | Head Office Address | |
| 3 | Telephone | Contact Person: Name: Title: |
| 4 | Fax | Telex |
| 5 | Place of incorporation/Registration | Year of incorporation/registration |

Application Form A-2

Financial Strength

| |
|-------------------|
| Name of Applicant |
|-------------------|

Applicants should provide financial information to demonstrate that they meet the specified requirements. A copy of the audited reports/balance-sheets should be attached.

All individual firms are requested to provide information related to annual turnover.

| Annual Turnover | | |
|-----------------|-----------------------------|-----------------------|
| Year | Turnover (in Pak Rupees) | Turnover in Millions. |
| 1. | | |
| 2. | | |
| 3. | | |

Summarize actual assets and liabilities in Pak Rupees for the previous three years, based upon known commitments, projected assets and liabilities in Pak Rupees.

| Financial information in Pak Rs. | Detail of Last three year | | |
|----------------------------------|---------------------------|---|---|
| | 1 | 2 | 3 |
| 1. Total assets | | | |
| 2. Current assets | | | |
| 3. Total liabilities | | | |
| 4. Current liabilities | | | |
| 5. Profits before taxes | | | |
| 6. Profits after taxes | | | |

Firms owned by individuals, and partnerships, may submit their audit reports / balance sheets certified by a registered accountant.

Launch Services:

| | Service Name | Department | Turnaround Time |
|----|--------------------------|----------------------|--------------------------------------|
| 1 | Domicile Certificate | District Authorities | As specified by concerned department |
| 2 | Birth Certificate | LG&CDD | |
| 3 | Death Certificate | LG&CDD | |
| 4 | Marriage Certificate | LG&CDD | |
| 5 | Divorce Certificate | LG&CDD | |
| 6 | E-Stamping | Board of Revenue | |
| 7 | Token Tax | Excise & Taxation | |
| 8 | Property Tax | Excise & Taxation | |
| 9 | New Vehicle Registration | Excise & Taxation | |
| 10 | Transfer of Vehicle | Excise & Taxation | |