

GOVERNMENT OF BALOCHISTAN

FINANCE DEPARTMENT

REQUEST FOR PROPOSAL (RFP)

Development, design & Implementation of Integrated Digital Transformation Systems

****RFP Reference No:** FD/IT/2025/001**

****Date of Issue:** October 2025**

****Issued by:** Finance Department, Government of Balochistan**

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SECTION 1: INVITATION FOR PROPOSAL

1.1 TENDER NOTICE

The Finance Department, Government of Balochistan, invites sealed bids from qualified, experienced, and reputable IT solution providers for the ****Development & Implementation of Integrated Digital Transformation Systems****.

Project Details

Item	Details
Project Title	Development & Implementation of Integrated Digital Transformation Systems
Procuring Agency	Finance Department, Government of Balochistan
RFP Reference No.	FD/IT/2025/001
Date of Issue	October 2025
Procurement Method	Single Stage - Two Envelope Procedure (PPRA Rule 36(b))
Source of Funds	Government of Balochistan Budget

Key Dates

Event	Date/Timeline
RFP Document Available From	[Date to be announced]
Pre-Bid Meeting	[Date] at 11:00 AM
Last Date for Queries	[Date]
Bid Submission Deadline	[Date] at 02:00 PM
Technical Bid Opening	[Date] at 03:00 PM
Financial Bid Opening	To be announced after technical evaluation

Contact Information

Item	Details
Contact Person	Director IT, Finance Department
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1.2 PROJECT OVERVIEW

Background and Context

The Finance Department, Government of Balochistan, is embarking on a comprehensive digital transformation initiative to modernize government operations and enhance service delivery to citizens. Currently, government processes rely heavily on manual, paper-based systems that result in:

- ****Delays in service delivery**** - Processing times of 3-6 months for routine matters
- ****Limited transparency**** - Difficulty in tracking file status and accountability
- ****High operational costs**** - Excessive paper consumption and storage requirements
- ****Data fragmentation**** - Inconsistent information across departments
- ****Security vulnerabilities**** - Risk of document loss, damage, or unauthorized access

Strategic Vision

The digital transformation initiative envisions a fully integrated, paperless government ecosystem where:

- All processes are automated with digital workflows
- Citizens access services online 24/7
- Real-time dashboards provide insights for decision-makers
- Inter-departmental coordination is seamless
- Data-driven policy making becomes standard practice

Systems to be Developed

This RFP covers the development and implementation of ****FIVE (5)**** integrated systems:

#	System Name	Acronym	Primary Function	Key Users
1	Upgradation of Financial Management Information System (FMIS)	**FMIS**	Budget management, expenditure control, financial reporting	Finance Dept, All Departments, DDOs

2	Daak Managemenet System	**DMS**	Digital document management, workflow automation, file tracking	All Government Departments
3	Pension Automation Management System of GoB	**PAMS**	Pension processing, digitization of records, employee portal	Accountant General, Pension Dept, Employees
4	Chief Minister Directive System	**CMDS**	Directive issuance, monitoring, execution tracking	CM Office, Principal Secretary, Departments
5	Summaries/Note Application System	**SAS**	Summary preparation, approval workflows, decision tracking	All Departments, CM Office, Secretaries

Expected Outcomes

Benefit Category	Target Improvement
Processing Time	70% reduction in file processing time
Cost Savings	80% reduction in paper consumption
Transparency	100% audit trail for all transactions
Accessibility	24/7 online access to government services
Accuracy	95% reduction in manual errors
User Satisfaction	85%+ satisfaction rate among users and citizens

SECTION 2: INSTRUCTIONS TO BIDDERS

2.1 SCOPE OF WORK

The selected vendor shall be responsible for the complete lifecycle of the project, including:

Core Deliverables

Figure 1: Project Implementation Workflow - A comprehensive view of the development lifecycle from requirements analysis to ongoing support and maintenance.

Detailed Scope Components

Component	Description	Key Activities
1. Requirements Analysis	Detailed study of existing processes	<ul style="list-style-type: none"> Stakeholder workshops Process mapping Requirements documentation
2. System Design	Architecture and UI/UX design	<ul style="list-style-type: none"> Technical architecture Database design Interface mockups
3. Development	Custom software development	<ul style="list-style-type: none"> Frontend development Backend development API development
4. Infrastructure Setup	Hardware and network setup	<ul style="list-style-type: none"> Server installation Network configuration Security implementation
5. Data Migration	Digitization and data transfer	<ul style="list-style-type: none"> Document scanning Data extraction Data validation
6. Testing	Comprehensive QA	<ul style="list-style-type: none"> Unit testing Integration testing UAT
7. Training	User capacity building	<ul style="list-style-type: none"> Training materials Training sessions Documentation
8. Deployment	System go-live	<ul style="list-style-type: none"> Phased rollout Production deployment Stabilization
9. Support	Post-implementation support	<ul style="list-style-type: none"> Help desk Bug fixes Enhancements

Project Duration

****Total Duration:**** 18-24 months from contract signing

Phase	Duration	Key Milestone
Phase 1: Planning & Design	Months 1-3	Design Approval
Phase 2: Development & Testing	Months 4-15	System Acceptance
Phase 3: Deployment & Training	Months 16-20	Go-Live
Phase 4: Stabilization	Months 21-24	Project Closure
Phase 5: Warranty & Support	36 months post go-live	Ongoing Support

2.2 ELIGIBILITY CRITERIA

Mandatory Requirements

All bidders must meet the following minimum requirements to be eligible for participation:

#	Requirement	Mandatory/Desirable	Proof Required
1	Registered company in Pakistan	**Mandatory**	BRA FBR
2	Minimum 3 years in IT industry	**Mandatory**	Proof
3	Registered for Income Tax & Sales Tax	**Mandatory**	NTN & STN Certificates
4	Filed last 3 years tax returns	**Mandatory**	Tax return acknowledgments
5	Not blacklisted by any government agency	**Mandatory**	Affidavit on stamp paper or letter head
6	Completed at least 3 similar projects	**Mandatory**	Project completion certificates
7	Minimum annual turnover PKR 100M (avg. last 3 years)	**Mandatory**	Turnover document

Financial Capacity

Criteria	Minimum Requirement	Verification Document
Annual Turnover	PKR 100 million per year (average of last 3 years)	Audited Financial Statements
Net Worth	PKR 50 million	Latest Audited Balance Sheet
Bank Credit Line	PKR 30 million	Bank Statement / Credit Facility Letter
Liquidity	Positive cash flow for last 2 years	Bank Statements

Technical Capability:

Bidders must demonstrate:

- Experience in ****enterprise system development**** using .NET Core/Blazor
- Proven expertise in ****mobile application development**** (Flutter or React Native)
- Experience with ****AI/ML integration**** for document generation
- Knowledge of ****government workflows**** and processes
- Experience in ****large-scale data digitization**** projects (minimum 100,000 documents)
- Capability to provide ****24/7 support**** with dedicated teams

2.3 BID SUBMISSION PROCESS

Bid Security

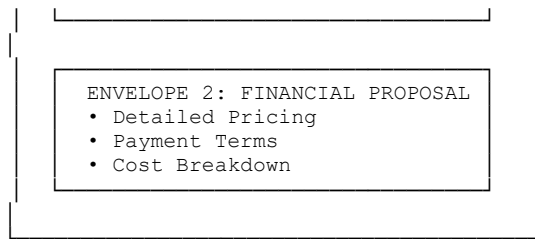
Item	Details
Amount	PKR 5,000,000 (Five Million Rupees)
Form	Bank Draft / Pay Order / Bank Guarantee
Validity	120 days from bid submission date
Payable To	Director Finance, Government of Balochistan
Refund	Within 30 days after contract award (for unsuccessful bidders)

⚠ ****Note:**** Bids without valid bid security will be rejected.

Submission Format

Two-Envelope System:

OUTER ENVELOPE
RFP No: FD/IT/2025/001 Company Name: [Your Company] "NOT TO BE OPENED BEFORE [DATE]"
ENVELOPE 1: TECHNICAL PROPOSAL <ul style="list-style-type: none">• Company Profile• Technical Approach• Implementation Plan• Team CVs• All Required Documents



Submission Details

Item	Details
Submission Method	In person or by registered mail
Submission Address	Director IT, Finance Department, Civil Secretariat, Quetta
Deadline	[Date] at 02:00 PM
Late Submissions	Will be rejected and returned unopened
Bid Validity	120 days from date of opening

Important Instructions

1. ✓ Submit ****5 hard copies**** of technical proposal + ****2 USB drives**** with PDF
2. ✓ Submit ****2 hard copies**** of financial proposal + ****1 USB drive**** with Excel/PDF
3. ✓ All pages must be ****numbered and signed****
4. ✓ Use ****company letterhead**** for all documents
5. ✓ Provide ****certified copies**** of all certificates
6. ✓ Include ****original reference letters**** from previous clients
7. ✓ Ensure ****authorized signatory**** signs all documents

SECTION 3: DETAILED SYSTEM REQUIREMENTS

3.1 FINANCIAL MANAGEMENT INFORMATION SYSTEM (FMIS)

System Overview

FMIS will revolutionize budget management and financial operations across the Government of Balochistan by automating the entire budget allocation and expenditure control process.

Core Workflow

Figure 2: FMIS Budget Approval Workflow - Multi-level approval process from DDO initiation to fund release, ensuring transparency and accountability in budget allocation.

Functional Requirements

3.1.1 Budget Management Module

Feature	Description	Priority
Demand Request Management	Digital submission and tracking of budget demands by DDOs	**High**
Multi-Level Approval Workflow	Automated routing through Department Secretary → Finance Secretary → S/O	**High**
Budget Allocation Tracking	Real-time visibility of budget utilization across departments	**High**
Budget Revision Management	Process for supplementary demands and re-appropriations	**High**
Funds Release Management	Electronic release orders and fund transfer instructions	**High**

3.1.2 User Roles and Permissions

Role	Responsibilities	Access Level
DDO (Drawing & Disbursing Officer)	<ul style="list-style-type: none">• Submit demand requests• Track approval status• View allocated budget	Department Level

Department Secretary	<ul style="list-style-type: none"> • Review demand requests • Approve/reject/send back for revision • Monitor departmental budget 	Department Level + Review Authority
Finance Department Secretary	<ul style="list-style-type: none"> • Final approval of demands • Budget oversight • Policy decisions 	Province-wide + Final Authority
S/O (Section Officer)	<ul style="list-style-type: none"> • Process approved demands • Release funds • Generate release orders 	Province-wide + Execution Authority
System Administrator	<ul style="list-style-type: none"> • User management • System configuration • Report generation 	Full System Access

3.1.3 Dashboard and Analytics

Executive Dashboard Components:

Widget	Metrics Displayed	Update Frequency
Budget Overview	Total budget, allocated, utilized, available	Real-time
Pending Approvals	Count by stage, aging analysis	Real-time
Department-wise Analysis	Allocation vs utilization by department	Daily
Trend Analysis	Historical spending patterns, forecasts	Weekly
Alert Center	Overdue approvals, budget threshold alerts	Real-time

3.1.4 Technical Specifications

Component	Specification	Technology
Frontend (Web)	Responsive web application with rich dashboard	** .NET Core + Blazor **
Backend	RESTful API architecture	** .NET Core Web API **
Mobile App	Native-quality mobile experience for Android & iOS	**Flutter or React Native**
Database	Enterprise-grade RDBMS	**PostgreSQL / SQL Server**
Authentication	Secure authentication with role-based access	**OAuth 2.0 / JWT**
Reporting	Advanced reporting engine	**Crystal Reports / SSRS**

3.1.5 Mobile Application Features

The FMIS mobile application will provide:

- ****On-the-go approvals**** - Approve/reject demands from mobile devices
- ****Real-time notifications**** - Push notifications for pending actions
- ****Dashboard access**** - View key metrics and analytics
- ****Document viewing**** - Access supporting documents
- ****Biometric authentication**** - Fingerprint/Face ID support
- ****Offline capability**** - View cached data without internet
- ****Digital signatures**** - Sign approvals electronically

3.1.6 Integration Requirements

Integration Point	Purpose	Method
E-Filing System	Link budget demands to relevant files	RESTful API
Pension System	Verify pension payment budgets	RESTful API
Accountant General	Financial reconciliation	SOAP/REST Web Services
Banking System	Payment processing	Secure File Transfer

3.1.7 Reporting Requirements

Standard Reports:

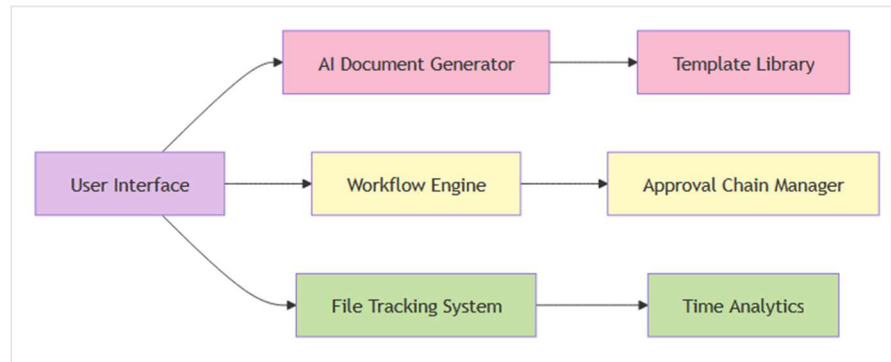
Report Name	Description	Frequency
Budget Allocation Report	Department-wise budget allocation	On-demand
Expenditure Analysis	Actual spending vs budget	Monthly
Pending Approvals Report	Status of all pending demands	Daily
DDO Performance Report	Processing time by DDO	Weekly
Variance Analysis	Budget vs actual analysis	Quarterly

3.2 Daak Management System (DMS)

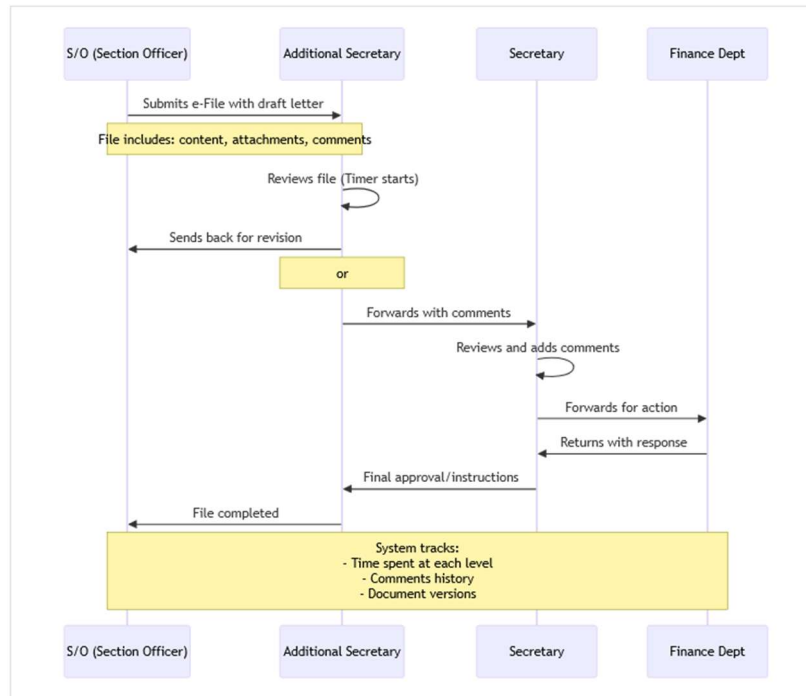
System Overview

DMS will create a paperless office environment by digitizing the entire file movement and correspondence workflow. The system will integrate AI-powered document generation and provide complete transparency in file tracking.

System Architecture



Core Workflow



Functional Requirements

3.2.1 Core Features

Feature	Description	Priority
AI-Powered Draft Generation	Generate letters/requests from text prompts using government templates	**High**
Digital File Movement	Track files through approval chain with complete transparency	**High**
Time Tracking	Automatic timer for how long each user held the file	**High**
Comment System	Add comments, annotations, and instructions on files	**High**
Version Control	Track all changes and maintain document history	**High**
Template Library	Pre-loaded government templates for all document types	**High**
Search and Retrieval	Powerful search across all files and documents	**Medium**
Audit Trail	Complete history of all actions on every file	**High**

3.2.2 AI Document Generation

The AI-powered document generator will:

User Input: "I need to request 5 new vehicles for the department"

AI Process:

1. Analyze user intent
2. Select appropriate government template
3. Auto-populate:
 - Official letter format
 - Department details
 - Standard clauses
 - Proper formatting
4. Generate draft with proper structure

Output:

Fully formatted official letter with:

- ✓ Proper subject line
- ✓ Reference numbers
- ✓ Standard government language
- ✓ Required justifications
- ✓ Proper closing

Technical Implementation:

Component	Technology	Purpose
NLP Engine	GPT-based models or similar	Understand user prompts
Template Engine	Custom-built	Merge AI output with govt templates
Language Models	Fine-tuned on govt documents	Generate formal government language

3.2.3 File Tracking Metrics

The system will track and display:

Metric	Description	Visibility
Time at Each Level	How long file remained with each user	All users in chain
Processing Time	Actual working time vs idle time	Supervisors + Admin
Comments History	All comments in chronological order	All users in chain
Route History	Complete path taken by file	All users
Average Processing Time	Benchmarks by file type	Management
Bottleneck Analysis	Users/departments causing delays	Management + Admin

3.2.4 Document Types Supported

Document Type	Use Case	Template Available
Demand Request	Budget allocation requests	✓
Official Letter	Inter-departmental correspondence	✓
Order/Notification	Official orders and notifications	✓
Summary	Executive summaries	✓
Memo	Internal memorandums	✓
Note Sheet	Internal noting	✓
Circular	General circulars	✓

3.2.5 Integration with FMIS

EFMS will be ****fully integrated**** within the FMIS dashboard:

FMIS Dashboard

- Budget Management (Core FMIS)
- E-Filing Module (Integrated EFMS)
 - My Files
 - Create New File
 - Pending Actions
 - Search Files
 - Reports
- Reports
- Settings

Shared Features:

*. Single sign-on (SSO)

*. Unified notification system

- *. Common user management
- *. Integrated reporting

3.2.6 Technical Specifications

Component	Technology Stack
Backend	.NET Core (same as FMIS)
Frontend	Blazor (integrated with FMIS)
AI/ML Components	Python-based microservices (FastAPI)
Document Storage	Azure Blob Storage / MinIO
Database	Same as FMIS (shared schema)

3.2.7 Performance Requirements

Metric	Target	Measurement Method
File Creation Time	< 30 seconds	System timer
AI Letter Generation	< 10 seconds	API response time
File Movement	Instant (< 1 second)	System latency
Search Results	< 2 seconds	Query execution time
Concurrent Users	5,000+ simultaneous users	Load testing
System Availability	99.5% uptime	Monitoring tools

3.3 PENSION AUTOMATION MANAGEMENT SYSTEM (PAMS)

System Overview

PAMS will comprehensively transform pension management through:

1. ****Digitization**** of 105,000 existing pension files and 248,000 employee records
2. ****Digital Portal**** for employees to apply for pension online
3. ****Automation**** of pension calculation and processing

System Components

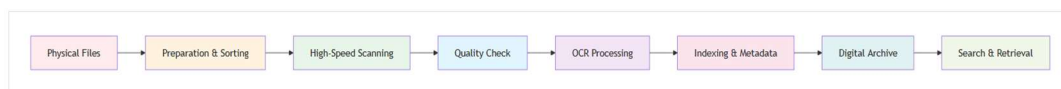
Detailed Requirements

3.3.1 Legacy Records Digitization

Scope of Digitization:

Category	Quantity	Average Pages	Total Pages (Est.)
Existing Pension Files	105,000 files	50 pages/file	5,250,000 pages
Employee Service Records	248,000 records	30 pages/record	7,440,000 records
Total Estimated	353,000 files	-	**12,690,000 pages**

Digitization Process:



Technical Requirements:

Requirement	Specification
Scanning Resolution	Minimum 300 DPI, 600 DPI for detailed documents
Image Format	PDF/A (archival quality) with embedded text layer
OCR Accuracy	Minimum 95% accuracy with manual verification for critical fields
Indexing	Full-text search capability with metadata tagging
Storage	Redundant storage with backup and disaster recovery
Access Speed	Document retrieval in < 3 seconds

Metadata Schema:

Field	Type	Mandatory	Searchable
Employee ID	Text	✓	✓

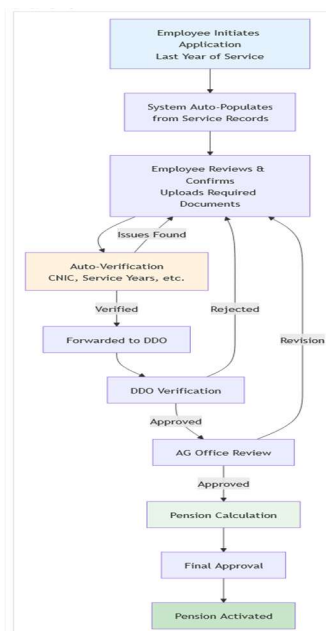
Employee Name	Text	✓	✓
CNIC	Text	✓	✓
Department	Text	✓	✓
Designation	Text	✓	✓
Date of Joining	Date	✓	✓
Date of Retirement	Date	✓	✓
Document Type	Text	✓	✓
Scan Date	Date	✓	✓
File Location	Text	✓	X

3.3.2 Employee Self-Service Portal

Portal Capabilities:

Feature	Description	User Type
Profile Management	View and update personal information	All Employees
Service History	View complete service record	All Employees
Pension Application	Apply for pension in last year of service	Retiring Employees
Application Status	Real-time tracking of pension application	Applicants
Document Upload	Upload required documents	Applicants
Pension Calculator	Estimate pension amount	All Employees
Grievance System	Submit and track complaints	Pensioners
Digital Records Access	View scanned service records	All Employees

Pension Application Workflow:



Application Simplification:

Traditional Process (Manual):

- Visit office multiple times: 5-10 visits
- Submit physical documents: 15-20 documents
- Wait for processing: 3-6 months
- Follow up repeatedly: Uncertain

Digital Process (PAMS):

- Online application: Single session
- Upload documents: One-time upload

- Auto-verification: Instant
- Track status: Real-time updates
- Processing time: **2-4 weeks** (target)

3.3.3 Automated Pension Calculation Engine

Supported Pension Types:

Pension Type	Calculation Basis	Complexity
Superannuation Pension	Normal retirement at age limit	Medium
Voluntary Retirement Pension	Early retirement with benefits	Medium
Invalid Pension	Medical retirement	High
Family Pension	Death of employee/pensioner	High
Commutation	Lump sum payment option	High

Calculation Parameters:

Parameter	Source	Validation
Qualifying Service	Service records	Auto-verified
Average Emoluments	Last 12 months salary	Auto-calculated
Pension Rules	Government regulations	Pre-configured
Commutation Factor	Age-based tables	Auto-applied
Deductions	Outstanding dues	Verified with Finance

3.3.4 Technical Specifications

Component	Technology	Purpose
Backend	.NET Core	Core processing logic
Frontend Web	Blazor / ASP.NET MVC	Employee portal
Document Storage	MinIO / Azure Blob Storage	Store scanned documents
OCR Engine	Tesseract / Commercial OCR	Text extraction
Database	PostgreSQL / SQL Server	Store metadata and records
Search Engine	Elasticsearch	Full-text search
Workflow Engine	Custom .NET Core	Approval workflows

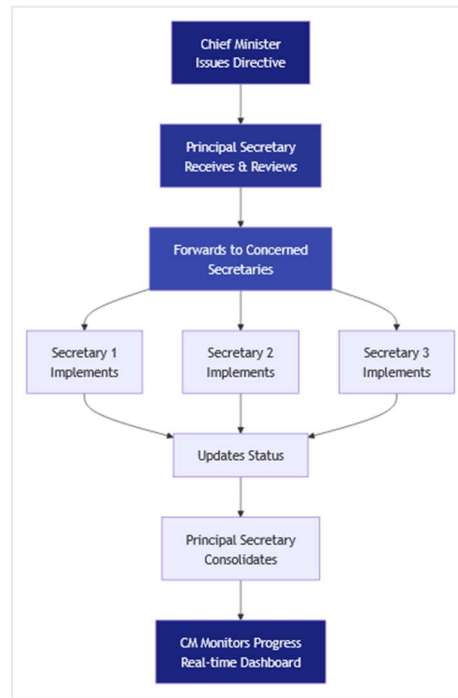
3.4 CHIEF MINISTER DIRECTIVE SYSTEM (CMDS)

System Overview

CMDS is a specialized ****mobile-first platform**** exclusively designed for the Chief Minister to:

- Issue directives instantly to departments
- Monitor implementation in real-time
- Receive status updates and reports
- Ensure swift action on government priorities

System Workflow



Functional Requirements

3.4.1 Chief Minister Mobile App

Key Features:

Feature	Description	Priority
Directive Creation	Create and send directives via mobile	**Critical**
Voice-to-Text	Dictate directives using voice input	**High**
Template Selection	Quick directives from pre-defined templates	**High**
Rich Media Support	Attach photos, documents, audio notes	**High**
Real-time Dashboard	View status of all directives at a glance	**Critical**
Push Notifications	Instant alerts for status updates	**Critical**
Secure Authentication	Biometric + PIN-based security	**Critical**
Offline Mode	Draft directives without internet	**Medium**

User Interface Design Principles:

- **Extreme Simplicity**** - Designed for executive users, minimal training required
- **Large Touch Targets**** - Easy to use in various conditions
- **Clear Visual Hierarchy**** - Most important information prominently displayed
- **Minimal Steps**** - Issue directive in 3 taps or less
- **Dark Mode Support**** - Comfortable viewing in all lighting conditions

3.4.2 Directive Management

Directive Categories:

Category	Use Case	Priority Level
Policy Directive	New policy implementation	High
Operational Directive	Specific action required	Medium
Inquiry Directive	Request for information/report	Medium
Emergency Directive	Urgent action required	**Critical**
Follow-up	Check progress on previous directive	Low

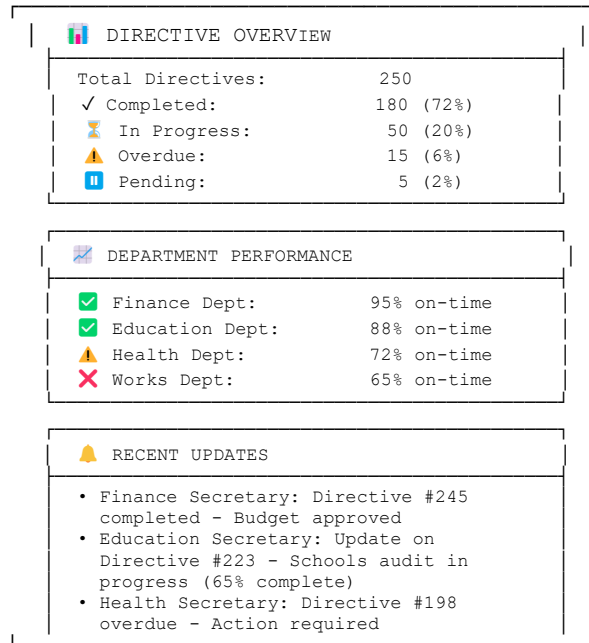
Directive Properties:

Property	Description	Mandatory
Subject	Brief title of directive	✓
Category	Type of directive	✓
Priority	Critical / High / Medium / Low	✓
Recipients	Secretaries to receive directive	✓

Deadline	Expected completion date	✓
Description	Detailed instructions	✓
Attachments	Supporting documents	X
Follow-up	Link to related directives	X

3.4.3 Monitoring Dashboard

Dashboard Widgets:



3.4.4 Recipient Functionality

Secretary/Principal Secretary App Features:

Feature	Description
Receive Directives	Get instant notification of new directives
View Details	Access full directive with attachments
Update Status	Provide progress updates (percentage, milestones)
Upload Reports	Submit completion reports and evidence
Request Extension	Request deadline extension with justification
Add Comments	Communicate issues or challenges
Forward to Teams	Assign to subordinates with instructions

3.4.5 Technical Specifications

Component	Technology	Rationale
Mobile App (CM)	**Flutter** or **React Native**	Cross-platform iOS/Android support
Mobile App (Recipients)	**Flutter** or **React Native**	Consistent experience
Backend API	**NET Core Web API**	Integration with other systems
Database	**PostgreSQL / SQL Server**	Reliable data storage
Push Notifications	**Firebase Cloud Messaging**	Real-time alerts
Authentication	**OAuth 2.0 + Biometric**	Maximum security
Cloud Storage	**Azure / AWS**	Store attachments

3.4.6 Security Requirements

Given the sensitive nature of CM directives:

Security Measure	Implementation
End-to-End Encryption	All communications encrypted
Biometric Authentication	Mandatory fingerprint/face recognition
Device Binding	App tied to specific authorized devices
Session Management	Auto-logout after inactivity
Audit Logging	Complete trail of all actions
Remote Wipe	Ability to wipe data from lost devices
Secure Storage	Encrypted local storage on devices

3.5 SUMMARIES APPLICATION SYSTEM (SAS)

System Overview

SAS will automate and streamline the preparation, review, and approval of executive summaries - critical documents that enable high-level decision-making in government.

What is a Summary?

Definition:

A summary is an official document prepared by a department and sent to the Chief Minister, Chief Secretary, or a Minister for approval, decision, or information on a particular issue.

Purpose:

- Obtain policy decisions from CM or Cabinet
- Seek approval of new schemes, projects, or financial allocations
- Request administrative sanctions (posts, transfers, rule changes)
- Forward proposals for legislation or regulation changes
- Provide updates on ongoing initiatives

System Workflow

Functional Requirements

3.5.1 Summary Creation Module

Intelligent Creation Features:

Feature	Description	Technology
Template Library	Pre-defined templates for all summary types	Built-in
AI Content Assistance	Help draft summaries from key points	NLP/GPT-based
Auto-Population	Pull data from FMIS, PAMS, EFMS automatically	API Integration
Formatting Tools	Rich text editor with government formatting	WYSIWYG Editor
Version Control	Track all revisions and changes	Built-in
Collaborative Editing	Multiple users can contribute	Real-time sync

Summary Types:

Type	Purpose	Template Available
Policy Summary	New policy proposals	✓
Financial Summary	Budget/expenditure approvals	✓
Administrative Summary	Administrative decisions	✓
Project Summary	Project approvals	✓
Legislative Summary	Law/rule amendments	✓
Information Summary	Briefings for CM	✓

3.5.2 Approval Workflow

Multi-Stage Review Process:

Workflow Features:

Feature	Description
Automatic Routing	System routes based on summary type and rules
Parallel Reviews	Multiple reviewers can review simultaneously
Comments & Annotations	Add comments without changing original text
Track Changes	See all modifications by each reviewer
Digital Signatures	Secure electronic signatures at each stage
Email Notifications	Auto-notify stakeholders of status changes
Escalation	Auto-escalate if review pending too long

3.5.3 Integration Requirements

System	Data Shared	Purpose
FMIS	Budget data, financial allocations	Auto-populate financial information

EFMS	Related files and documents	Attach supporting documentation
PAMS	Employee/pension data	Include relevant employee information
CMD5	Link to related directives	Track directive implementation

3.5.4 Analytics and Reporting

Summary Analytics Dashboard:

Metric	Description	Visibility
Submission Rate	Summaries submitted per month	Management
Approval Time	Average time for CM approval	Management
Approval Rate	Percentage approved vs rejected	Management
Pending Summaries	Current backlog	All users
Department Performance	Processing time by department	Management

3.5.5 Mobile Application

Mobile App Capabilities:

- ****View Summaries**** - Read full summaries on mobile
- ****Quick Approval**** - Approve/reject with one tap
- ****Add Comments**** - Voice-to-text comments
- ****Digital Signature**** - Sign on mobile device
- ****Notifications**** - Real-time alerts
- ****Search**** - Find summaries quickly
- ****Offline Access**** - View downloaded summaries

3.5.6 Technical Specifications

Component	Technology
Web Application	.NET Core + Blazor
Mobile App	Flutter or React Native
Backend API	.NET Core Web API
Database	PostgreSQL / SQL Server
Document Storage	MinIO / Azure Blob Storage
AI/NLP Services	Python-based microservices
Digital Signatures	PKI infrastructure

SECTION 4: TECHNICAL SPECIFICATIONS

4.1 TECHNOLOGY STACK REQUIREMENTS

Mandatory Technology Stack

Layer	Required Technology	Rationale
Backend Framework	** .NET Core 6.0+ **	Modern, cross-platform, high-performance
Web Frontend	**Blazor (Server/WebAssembly)**	Component-based, C# throughout, seamless integration
Mobile Framework	**Flutter** or **React Native**	Cross-platform, native performance
Database (RDBMS)	**PostgreSQL 14+** or **SQL Server 2019+**	Enterprise-grade, robust, scalable
API Architecture	**RESTful APIs (.NET Core Web API)**	Standard, well-documented, interoperable
Authentication	**OAuth 2.0 / OpenID Connect**	Industry standard, secure
Caching	**Redis**	Performance optimization
Message Queue	**RabbitMQ** or **Azure Service Bus**	Reliable async processing
Search Engine	**Elasticsearch**	Full-text search, analytics
Document Storage	**MinIO** or **Azure Blob Storage**	Scalable object storage

AI/ML Components

Component	Technology	Purpose
NLP Engine	Python + FastAPI	Document generation, text analysis

ML Framework	TensorFlow / PyTorch	Custom model training
OCR Engine	Tesseract / Commercial OCR	Document digitization

Frontend Technologies

Technology	Use Case
HTML5 / CSS3	Modern web standards
Bootstrap 5	Responsive design framework
JavaScript / TypeScript	Client-side functionality
Chart.js / D3.js	Data visualization

4.2 INTEGRATION ARCHITECTURE

System Integration Map

Figure 3: System Integration Architecture - Comprehensive integration map showing core systems, external systems, and the integration layer with API gateways, message queues, and security components.

Integration Standards

Integration Type	Protocol	Format	Security
REST APIs	HTTPS	JSON	OAuth 2.0 + TLS 1.3
Web Services	HTTPS	SOAP/XML	WS-Security
File Transfer	SFTP	Various	SSH + Encryption
Message Queue	AMQP	JSON/XML	TLS + Authentication
Database	TCP/IP	Native	Encrypted connection

4.3 SECURITY FRAMEWORK

Multi-Layer Security Architecture

Figure 4: Multi-Layer Security Architecture - Comprehensive defense-in-depth security model with network, application, data, and physical security layers, plus continuous monitoring and compliance.

Security Requirements

Category	Requirement	Implementation
Authentication	Multi-factor authentication for sensitive operations	OAuth 2.0 + OTP/Biometric
Authorization	Role-based access control (RBAC)	Custom authorization policies
Data Encryption	All data encrypted at rest	AES-256 encryption
Communication	All API calls encrypted in transit	TLS 1.3
Session Management	Secure session handling	JWT tokens with expiry
Audit Logging	Complete audit trail	All actions logged
Password Policy	Strong password requirements	Min 12 chars, complexity rules
API Security	Rate limiting, throttling	API Gateway controls
Vulnerability	Regular security assessments	Quarterly penetration testing
Compliance	ISO 27001 compliance	Security management system

Data Classification

Level	Description	Security Controls
Confidential	CM directives, financial data	Highest security, MFA required, encrypted
Internal	Employee records, department files	Standard security, authentication required
Public	Published notifications, circulars	Basic security, publicly accessible

4.4 INFRASTRUCTURE REQUIREMENTS

Server Specifications

Server Type	Qty	Specifications	Purpose
Application Servers	4	<ul style="list-style-type: none">2x Intel Xeon processors (24 cores)256GB RAM2TB NVMe SSDDual 10Gbps NICs	Host application services
Database Servers	2	<ul style="list-style-type: none">2x Intel Xeon processors (28 cores)512GB RAM4TB NVMe SSD (RAID 10)	Primary and replica databases

		<ul style="list-style-type: none"> • Dual 25Gbps NICs 	
File Storage Servers	2	<ul style="list-style-type: none"> • 2x Intel Xeon processors • 128GB RAM • 100TB SAS HDD (RAID 6) • Dual 10Gbps NICs 	Store documents and files
Backup Servers	2	<ul style="list-style-type: none"> • Adequate processing • 200TB storage • High-speed connectivity 	Backup and disaster recovery

Network Infrastructure

Component	Specification	Quantity
Core Switches	40Gbps backbone, Layer 3	2 (redundant)
Firewalls	Next-gen firewall, IDS/IPS	2 (HA pair)
Load Balancers	Application load balancer	2 (HA pair)
VPN Gateway	Secure remote access	2 (redundant)
Wireless Access Points	Enterprise-grade, 802.11ax	As needed

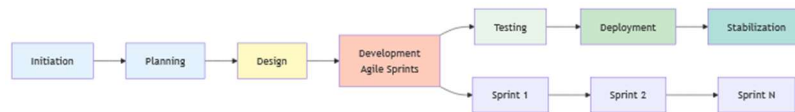
SECTION 5: IMPLEMENTATION FRAMEWORK

5.1 PROJECT METHODOLOGY

Agile-Waterfall Hybrid Approach

The project will follow a ****hybrid methodology**** combining:

- ****Waterfall phases**** for overall project structure and planning
- ****Agile sprints**** for software development and iterative delivery



Project Phases

Phase	Duration	Key Activities	Deliverables
Phase 1: Initiation & Planning	Months 1-2	<ul style="list-style-type: none"> • Project kickoff • Team mobilization • Requirements gathering • Risk assessment 	<ul style="list-style-type: none"> • Project charter • Requirements document • Risk register
Phase 2: Design	Months 3-4	<ul style="list-style-type: none"> • System architecture • Database design • UI/UX design • Integration design 	<ul style="list-style-type: none"> • Architecture document • Design specifications • Wireframes
Phase 3: Development	Months 5-14	<ul style="list-style-type: none"> • Agile sprints (2 weeks each) • Continuous integration • Code reviews • Unit testing 	<ul style="list-style-type: none"> • Working software • Source code • Technical documentation
Phase 4: Testing	Months 15-17	<ul style="list-style-type: none"> • System testing • Integration testing • Performance testing • UAT 	<ul style="list-style-type: none"> • Test reports • Bug fixes • UAT sign-off
Phase 5: Deployment	Months 18-20	<ul style="list-style-type: none"> • Infrastructure setup • Data migration • Pilot deployment • Full rollout 	<ul style="list-style-type: none"> • Deployed systems • Migration reports • Go-live certification
Phase 6: Stabilization	Months 21-24	<ul style="list-style-type: none"> • Performance tuning • Issue resolution • User support • Knowledge transfer 	<ul style="list-style-type: none"> • Stable production system • Final documentation • Project closure report

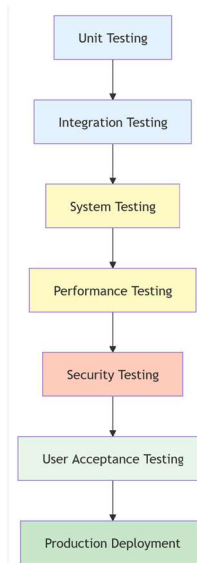
Agile Development Sprints

Sprint Structure (2 weeks):

Day	Activity
Day 1	Sprint planning - Select user stories, commit to deliverables
Days 2-9	Development - Daily standups (15 min), continuous coding

5.3 QUALITY ASSURANCE

Testing Strategy



Testing Types and Coverage

Testing Type	Coverage Target	Tools/Methods	Responsibility
Unit Testing	80%+ code coverage	NUnit / xUnit	Developers
Integration Testing	All API endpoints	Postman / Integration tests	QA Team
Functional Testing	All features	Manual + Automated	QA Team
Performance Testing	Load, stress, endurance	JMeter / LoadRunner	Performance Team
Security Testing	OWASP Top 10	SAST, DAST, Penetration testing	Security Team
UAT	All user scenarios	Manual testing	End Users + PMO
Regression Testing	Critical paths	Automated test suite	QA Team

Quality Metrics

Metric	Target	Measurement Method
Code Coverage	≥ 80%	Code analysis tools
Defect Density	≤ 5 defects per 1000 LOC	Defect tracking system
Critical Defects	0 in production	Defect severity tracking
Test Pass Rate	≥ 95%	Test execution results
Mean Time to Fix	< 48 hours (critical), < 1 week (major)	Defect lifecycle tracking
User Acceptance	≥ 90% satisfaction	UAT feedback surveys

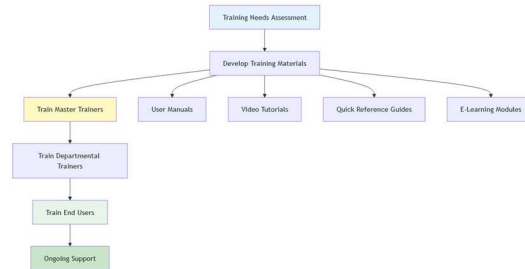
Defect Management

Severity Levels:

Level	Description	Response Time	Resolution Time
Critical	System down, major functionality broken	1 hour	4 hours
High	Major feature not working, workaround exists	4 hours	24 hours
Medium	Minor feature issue, no workaround	24 hours	1 week
Low	Cosmetic issues, enhancement requests	1 week	Next release

5.4 TRAINING AND SUPPORT

Training Strategy



Training Program

Training Level	Audience	Duration	Method	Count
Master Trainers	IT team, super users	5 days	Intensive classroom	20 persons
Departmental Trainers	Department representatives	3 days	Classroom + hands-on	100 persons
System Administrators	IT administrators	5 days	Technical deep-dive	15 persons
End Users (Basic)	All government employees	2 days	Classroom + e-learning	2,000+ persons
End Users (Advanced)	Power users, managers	3 days	Classroom + scenarios	500 persons
Executive Users	Secretaries, CM Office	2 hours	Personalized demo	50 persons

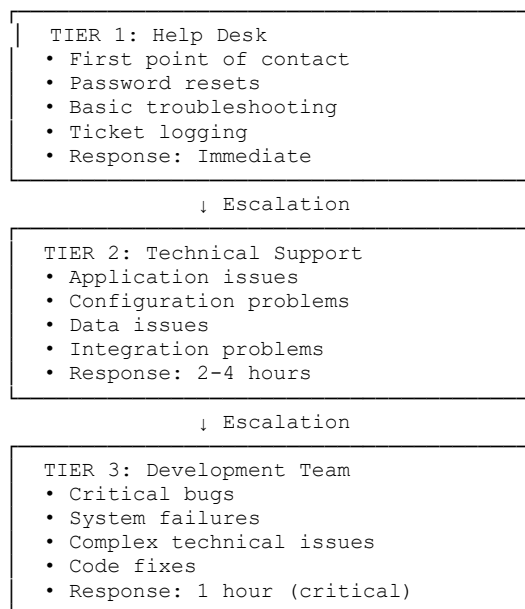
Training Materials

All training materials will be provided in ****English**** and ****Urdu****:

- ****User Manuals**** - Comprehensive guides for each system (200+ pages per system)
- ****Quick Reference Guides**** - One-page cheat sheets for common tasks
- ****Video Tutorials**** - 5-10 minute videos for each major feature (50+ videos)
- ****E-Learning Modules**** - Interactive self-paced courses
- ****FAQ Documents**** - Common questions and answers
- ****Troubleshooting Guides**** - Step-by-step problem resolution

Support Structure

Three-Tier Support Model:



Support Channels

Channel	Availability	Purpose
Phone Help Desk	8 AM - 6 PM (Mon-Fri)	Immediate assistance
Email Support	24/7 (response within 4 hours)	Non-urgent queries
Online Portal	24/7	Ticket submission, knowledge base
Live Chat	9 AM - 5 PM (Mon-Fri)	Quick questions
On-site Support	First 3 months post go-live	Complex issues, training

Warranty and Maintenance (36 Months)

Included Services:

- **Bug Fixes** - All software defects fixed at no cost
- **System Maintenance** - Regular updates, patches, optimization
- **Help Desk Support** - Unlimited support tickets
- **Minor Enhancements** - Small improvements and adjustments
- **Performance Tuning** - Optimize system performance
- **Security Updates** - Critical security patches
- **Backup Management** - Regular backups and recovery testing
- **Health Monitoring** - 24/7 system monitoring

Service Level Agreement (SLA):

Metric	Target
System Availability	99.5% uptime
Response Time (Critical)	1 hour
Response Time (High)	4 hours
Response Time (Medium)	24 hours
Mean Time to Resolve (Critical)	4 hours
Mean Time to Resolve (High)	24 hours

SECTION 6: TERMS AND CONDITIONS

6.1 GENERAL TERMS

Contract Type and Duration

Item	Details
Contract Type	Fixed-price for development, time & materials for support
Implementation Duration	18-24 months from contract signing
Warranty Period	3 months from final acceptance
Payment Terms	Milestone-based payments (details in financial proposal)

Eligibility and Compliance

Mandatory Compliance:

- Compliance with government data protection regulations
- Compliance with labor laws for all personnel

Performance Guarantees

The vendor must provide:

Guarantee Type	Percentage	Validity
Bid Security	2% of estimated project value	120 days from bid submission
Performance Bank Guarantee	10% of contract value	Throughout implementation + 60 days
Advance Payment Guarantee	100% of advance (if applicable)	Until advance recovered

Liquidated Damages

For delays beyond agreed timelines:

Delay Period	Penalty	Maximum Cap
Per week delay	0.5% of contract value	Maximum 10% total

Exemptions: Force majeure events, government-caused delays with documentary proof

6.2 INTELLECTUAL PROPERTY

Ownership

Component	Ownership	Rights
Custom-Developed Software	Government of Balochistan	Full ownership, source code included
Third-Party Software	Original vendor	Licensed to Government
Documentation	Government of Balochistan	Full ownership
Training Materials	Government of Balochistan	Full ownership

Source Code Delivery

The vendor must provide:

- **Complete source code** for all custom-developed systems
- **Database schemas** and scripts
- **API documentation** with examples
- **Deployment scripts** and configuration files
- **Technical documentation** for future maintenance
- **Escrow arrangement** for critical third-party components

License Requirements

All software licenses must be:

- **Perpetual licenses** (no subscription-based)
- **Transferable** to Government of Balochistan
- **Enterprise-grade** with no user/device limitations
- **Upgradeable** to newer versions without additional cost during warranty

6.3 WARRANTY AND SUPPORT

Warranty Coverage (36 Months)

Included at No Additional Cost:

Service	Description
Defect Correction	Fix all bugs, errors, and defects in software
Performance Issues	Resolve performance degradation issues
Security Patches	Apply critical security updates
System Maintenance	Database optimization, log management, backups
Help Desk Support	8 AM - 6 PM, Monday to Friday
Remote Support	24/7 for critical issues
On-site Support	As needed for complex issues

Exclusions from Warranty

Warranty **does not cover**:

- Issues caused by unauthorized modifications by government IT staff
- Hardware failures (covered by hardware warranties)
- Third-party software issues beyond vendor's control
- User errors or misuse
- Force majeure events

Post-Warranty Support

After 36-month warranty period, support will be available through:

- **Annual Maintenance Contract (AMC)** - Negotiated separately
- **On-demand Support** - Pay-per-incident basis

SECTION 7: SUBMISSION REQUIREMENTS

7.1 PROPOSAL FORMAT

Two-Envelope Submission

ENVELOPE 1: TECHNICAL PROPOSAL

Must include the following in order:

Section	Required Documents	Pages (Max)
A. Company Profile	<ul style="list-style-type: none">• Cover letter• Company registration• Tax certificates• Financial statements (3 years)• Certifications (ISO, CMMI, etc.)	20 pages
B. Technical Approach	<ul style="list-style-type: none">• Understanding of requirements• Proposed solution architecture• Technology stack justification• Implementation methodology	30 pages

	<ul style="list-style-type: none"> • Risk mitigation strategy 	
C. Team & Resources	<ul style="list-style-type: none"> • Organization chart • Team composition • CVs of key personnel • Resource allocation plan 	20 pages
D. Experience	<ul style="list-style-type: none"> • Relevant project portfolio • Client reference letters • Completion certificates • Screenshots/demos of similar work 	20 pages
E. Project Plan	<ul style="list-style-type: none"> • Detailed timeline • Milestones • Dependencies • Quality assurance plan 	15 pages

****Total Technical Proposal:** Maximum **105 pages** (excluding annexures)**

ENVELOPE 2: FINANCIAL PROPOSAL

Must include:

- ****Detailed cost breakdown**** by system and phase
- ****Hardware and software costs**** (if applicable)
- ****Resource costs**** (person-months)
- ****Training costs****
- ****Support costs**** (3 years)
- ****Payment schedule**** linked to milestones
- ****Taxes and duties**** (clearly mentioned)
- ****Validity period**** (minimum 180 days)

****Format:** Excel file + PDF printout on company letterhead**

7.2 REQUIRED DOCUMENTS

Mandatory Submissions

ALL documents must be submitted. Missing any document = disqualification.

#	Document	Type	Remarks
1	**Company Registration Certificate**	Certified copy	FBR / BRA
2	**NTN Certificate**	Certified copy	FBR issued
3	**Sales Tax Registration**	Certified copy	FBR issued
4	**Income Tax Returns (3 years)**	Certified copies	2022, 2023, 2024
5	**DUN Number Certificate**	**Certified copy**	**Dun & Bradstreet issued – (optional)**
6	**PSEB Registration Certificate**	**Certified copy**	**Pakistan Software Export Board – (Optional)**
7	**Project Portfolio**	Copies	At least 3 similar projects
8	**Completion Certificates**	Originals	Signed by clients
9	**CMMI Certificate**	Certified copy	If available
10	**Non-Blacklisting Affidavit**	Original	On stamp paper
11	**Bid Security**	Original	
12	**CVs of Key Personnel**	Copies	With experience certificates

Document Certification

- All certificates must be ****attested/notarized****
- Foreign certificates must be ****attested by Pakistan Embassy****
- Financial documents must be ****signed by Chartered Accountant****
- Reference letters must be on ****client letterhead with contact details****

SECTION 8: INFRASTRUCTURE AND HARDWARE REQUIREMENTS

8.1 Overview

The successful bidder shall be responsible for proposing, procuring, and deploying all necessary infrastructure and hardware components required for the successful implementation and operation of the proposed systems. The Government of Balochistan recognizes that different technical approaches may require different infrastructure configurations, and therefore provides the bidder with full autonomy in determining the optimal hardware architecture.

8.2 Bidder's Responsibility and Autonomy

The bidder shall have complete discretion in proposing the infrastructure and hardware specifications that best align with their technical approach and solution architecture. This includes, but is not limited to, decisions regarding:

- Server architecture (physical, virtual, cloud-based, or hybrid)
- Computing capacity and processing power requirements
- Storage solutions and capacity planning
- Network infrastructure and connectivity requirements
- Database servers and management systems
- Application servers and middleware platforms
- Backup and disaster recovery infrastructure
- Security appliances and monitoring systems
- Load balancing and redundancy mechanisms
- Development, testing, and production environments

8.3 Infrastructure Categories (Indicative)

While the bidder retains full authority over hardware specifications, the following categories are provided as indicative guidance for proposal preparation:

Category	Purpose	Bidder Determination
Server Infrastructure	Application hosting, database management, web services	Type, quantity, specifications
Storage Systems	Data storage, document management, archival	Capacity, technology, redundancy
Network Equipment	Connectivity, routing, switching	Architecture, bandwidth, security
Security Infrastructure	Firewall, intrusion detection, access control	Solutions, configurations, policies
Backup Systems	Data protection, disaster recovery	Strategy, frequency, retention
Monitoring Tools	Performance monitoring, system health	Tools, dashboards, alerting
Development Environment	Testing, staging, development	Configuration, isolation, resources

8.4 Proposal Requirements

The bidder's technical proposal shall include a comprehensive infrastructure plan that addresses the following aspects:

Requirement	Description
Infrastructure Architecture	Detailed architecture diagram showing all hardware components and their interconnections
Hardware Specifications	Complete specifications for all proposed hardware including servers, storage, network equipment
Capacity Planning	Justification for proposed capacity based on expected load, user base, and growth projections
Scalability Strategy	Approach for scaling infrastructure to accommodate future growth and increased demand
High Availability	Redundancy mechanisms, failover strategies, and uptime guarantees
Cost Breakdown	Itemized cost breakdown for all hardware components including procurement, installation, and maintenance

8.5 Deployment Options

The bidder may propose any of the following deployment models or a hybrid approach, based on their technical assessment and cost-benefit analysis:

Deployment Model	Description	Considerations
On-Premise	Hardware deployed at government facilities	Full control, data sovereignty, capital investment
Cloud-Based	Infrastructure hosted on cloud platforms	Scalability, operational expenditure, vendor dependency
Hybrid	Combination of on-premise and cloud	Flexibility, optimized costs, complex management
Managed Services	Third-party managed infrastructure	Reduced operational burden, service level agreements

6.6 Important Note

The infrastructure and hardware requirements are NOT prescriptive. The successful bidder shall have complete authority and responsibility for determining the optimal infrastructure configuration that meets the functional requirements outlined in this RFP. The Government of Balochistan will evaluate proposals based on the technical soundness, cost-effectiveness, and alignment with project objectives, rather than adherence to any specific hardware specifications.

8.7 Evaluation Criteria for Infrastructure Proposal

The infrastructure proposal will be evaluated based on the following criteria:

Criteria	Evaluation Focus
Technical Adequacy	Proposed infrastructure meets functional and performance requirements
Scalability	Ability to accommodate future growth and increased demand
Reliability	High availability, redundancy, and disaster recovery capabilities
Security	Comprehensive security measures and compliance with standards
Cost-Effectiveness	Optimal balance between capability and total cost of ownership
Sustainability	Long-term viability, maintenance, and upgrade path

SECTION 9: EVALUATION CRITERIA

9.1 TECHNICAL EVALUATION

Evaluation Process

****Stage 1:** Preliminary Screening (Pass/Fail)**

- Verification of mandatory documents
- Eligibility criteria check
- Bid security validation

****Stage 2:** Technical Scoring (100 points)**

- Detailed evaluation against criteria
- Minimum qualifying score: ****70/100**** (70% of total)

****Stage 3:** Financial Evaluation (30 points)**

Only for bidders scoring ≥ 84 in technical evaluation

Category	Sub-Category	Scoring Criteria
A. COMPANY PROFILE & EXPERIENCE		
Company Experience	5	1 Year = 1 pt, 2 Year = 2 pt, 3 Year = 3 pt, Greater then 4 = 5
DUNS Number Registration	10	International number points
PSEB Registration	5	registration number
Experts CVs	5	How many experts AI, IOS, Android, Web Developer, Database etcs
B. SIMILAR PROJECTS		
Similar Projects	10	if any similar projects committee will decide the best portfolio
Timeline Realism	5	Time line of the project
C. PROJECT PRESENTATION		
Company Presentation of the Project	30	Committee Decide the best presentation and award points
**D. OTHER TECHNICAL EXPERTISE **		
IOS and Andriod Application Experience	5	
Apple Appstore & Google Play Store Registration	5	Registration in the application store
Apple Appstore & Google Play store Publishing Experience Required	10	
AI Application or working in AI LLMS	10	
TOTAL TECHNICAL SCORE	100	

Lowest evaluated price gets 30 points, others proportional

****Stage 4:**** Combined Scoring

- ****Technical: 70%**** (Technical Score \times 0.70)
- ****Financial: 30%**** (Financial Score \times 0.30)
- Bidder with highest combined score wins

9.2 SCORING MATRIX

Technical Evaluation Breakdown (100 Points)

Selection Criteria - Evaluation Scoring Sheet

TO BE COMPLETED BY EVALUATION COMMITTEE

****RFP No:**** FD/IT/2025/001

****Bidder Name:**** _____

****Evaluation Date:**** _____

****Evaluator Name:**** _____

****Signature:**** _____

Technical Qualification Status:

- ☐ ****QUALIFIED**** (Score \geq 70)
- ☐ ****NOT QUALIFIED**** (Score $<$ 70)

Financial Evaluation Eligibility:

- ☐ ****YES**** - Proceed to financial evaluation
- ☐ ****NO**** - Financial proposal will not be opened

****Committee Chairman Signature:**** _____

****Date:**** _____

END OF DOCUMENT

Government of Balochistan, Finance Department, Civil Secretariat, Quetta

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